

Quick Provider FAQ

Form Type	Description of when to use form
Practitioner Enrollment Application	Use this form when enrolling brand new providers to the health plan. Examples: Audiologists, Diabetic Educators, Podiatrists, Medical Doctor, Midwives, Chiropractors, Occupational Therapists, Optometrists, Oral Surgeons, Osteopathic Doctors, Physical Therapists, Speech Pathologists, and Pain Management Physicians. Use this form to also enroll mid-levels: Nurse Practitioner, Physician Assistants, and CRNAs. Send forms to pfmemails@elmandoakhealth.com
Demographic Change Form	Use this form when an update needs to be made for an existing group, facility, or individual practitioner. These updates could include: Name Changes, TIN Changes, Additional Locations, Terminations, Remit Changes, Sponsoring MD Changes, etc. Send forms to: pfmemails@elmandoakhealth.com



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Roster Template	Updated practice data: Provider terms, provider adds, location adds, location terms etc. Ideally to maintain fresh data it best to have this data updated quarterly and send in any practitioner application, demo forms along to support data changes. Send Rosters to: pfmemails@elmandoakhealth.com
Does Molina have a provider portal?	Yes, Molina does have a provider portal which allows you access to claim information, prior auth questions, sign up for EFT etc. This allows the provider to streamline their claims and reimbursement information. To register: go to https://Provider.MolinaHealthcare.com all you need is your TIN and NPI! It is encouraged that all providers enroll in the portal to access their patient and claim information.



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Where should I send our provider rosters?	Elm and Oak Health strives to work with and work for providers by building relationships to ensure that data integrity is accurate and updated. We ask that offices send us a roster quarterly to maintain practice, provider, and contact data clean and current. These rosters should be submitted to PFMemails@elmandoakhealth.com
What can delay my credentialing process?	There are several items that can delay or even reject a request for credentialing. 1. Incomplete form 2. CAQH expired 3. CAQH not updated 4. Failure to attest and authorize Molina to view the application. Failure to include and attach additional information. Such Liability insurance info.
Who do I reach out to obtain status questions?	You should reach out to PFMemails@elmandoakhealth.com
How do I contact my Provider Representative at Elm and Oak Health?	Email: providerrealations@elmandoakhealth.com



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What do I do if I have claims questions or claims issues:	Molina Healthcare of New York is the MCO payor of provider claims. If there are issues and/or questions, please reach out to Elm and Oak Health to advocate and pursue next steps. Send email to: providerrelations@elmandoakhealth.com.
How do I sign up for EFT with Molina?	Please use this link to obtain more information: Enrollment Information for ERA/EFT
Contacting Elm and Oak Health: We encourage, as a provider, open dialogue and if there are questions, please feel free to reach out to your provider representative, however you have a team of representatives that will assist you in navigating through a process.	Support Team: Provider Relations: providerrelations@elmandoakhealth.com PFM Email: PFMemails@elmandoakhealth.com