

Provider Services

April 2023

Updates and Reminders

DentaQuest Will Be New Dental Vendor May 1st

- Effective May 1, 2023, Passport by Molina Healthcare's dental administrator for Medicaid and CHIP Dental Programs will be **DentaQuest**.
- DentaQuest will pay non-participating providers for 90 days. After that time claims will be denied as out of network. To prevent claim denials, we encourage you to contact DentaQuest at your earliest convenience.
 - If you **have** a current provider agreement with DentaQuest of Kentucky, LLC, you will be receiving a notification and amendment to your existing agreement for DentaQuest Medicaid and CHIP. Please respond to the letter within 30 calendar days from the date of the notice.
 - If you **do not have** a current DentaQuest of Kentucky contract and would like more information to continue providing services to our members, please reach out to the network team at KentuckyProviders@DentaQuest.com.

Updates and Reminders

DMS Provider Forums are Back

Medicaid recently announced the return of Managed Care Organization Provider forums in the commonwealth!

In the past these forums played key role in building relationships with over 60,000 Medicaid providers across Kentucky.

As valued members of the Medicaid community, Passport and DMS encourage you and members of your office staff to attend the Medicaid Reconnect Tour.

[Register Here](#)

Date	Location
Tuesday, April 11	Capital Plaza Hotel, Frankfort, KY
Tuesday, April 18	Lake Barkley, Cadiz KY
Wednesday, April 19	Owensboro Convention Center, Owensboro, KY
Thursday, April 27	Jenny Wiley, Prestonsburg, KY
Tuesday, May 9	Hilton, Florence, KY
Wednesday, May 10	Capital Plaza Hotel, Frankfort, KY
Thursday, May 18	Center for Rural Development, Somerset

Updates and Reminders

Effective 6/30/23 New Century Health (NCH), Passport by Molina's Oncology and Cardiology quality partners, is changing their fax numbers. This is being done to prevent possible outages, missed faxes etc. causing outreach.

The NCH UM team will start converting all incoming faxes to the new fax numbers based on specialty. Please share these fax numbers with your team in the event they need to do any manual faxing to NCH. The old numbers can also continue to be used until the decommission date of 6/30/2023.

Should you have any questions prior to the introductory meeting, please call New Century Health at 888-999-7713, Option 6.

Specialty	Original Fax Number	New eFax Number
Cardiology	877-624-8807	1-714-582-7547
Oncology	877-624-8602	1-213-596-3783
Radiation Oncology	877-624-8804	1-714-494-8366
General	877-622-6879	N/A

Updates and Reminders

Restart of Medicaid Renewals in May

During the COVID-19 public health emergency (PHE), Medicaid enrollees received uninterrupted health coverage without annual proof of eligibility. Some state Medicaid agencies continued its eligibility review process, but enrollees were not terminated if they were no longer eligible.

The renewals will resume in May, but the PHE is still in effect and, therefore, all other flexibilities that were put in place for providers and members remain in place. When the PHE ends on **May 11, 2023**, some of these flexibilities will be discontinued (or unwound) and some will continue based on state policy changes.

DMS is also required to bring providers in compliance with the **revalidation requirement** once the PHE is lifted. If you are a provider whose revalidation due date occurred during the PHE and as a result did not submit a revalidation to Kentucky Medicaid, we now encourage you to complete and submit a revalidation. This will allow Kentucky Medicaid to review and process your revalidation in a timely manner and in accordance with federal guidance.

Failure to submit a maintenance application to remain enrolled in Kentucky Medicaid beyond the PHE will result in your enrollment ending and prevention from billing to Kentucky Medicaid, so act now. Please see the [KY Medicaid Revalidation Newsletter](#) to learn more about provider validations.

Updates and Reminders

2023 Evidence-Based Practices Survey for BH Providers



Passport by Molina Healthcare works with the Department for Medicaid Services to identify all evidence-based practices (EBP) behavioral health providers currently utilize within their practice. EBPs are interventions based on scientific evidence demonstrating that they improve clients' outcomes in treatment.



Passport is requesting behavioral health providers take our brief, 2 minute, 6-questions survey on the EBPs used within your practice. Passport is required to report this information to DMS annually.



To access the survey, click [here](#).

Availity Essentials Trainings

We know you've been busy so we're offering a few more training opportunities to fit with your schedule. Join Availity and Molina for Availity Essentials Provider Portal Overview for Molina Healthcare Providers on these dates.

- Tuesday, April 4 @ 1:00 p.m. - 2:15 p.m.
- Monday, April 10 @ 3:00 p.m. -4:15 p.m.
- Friday, April 21 @ 11:00 a.m. -12:15 p.m.

We'll show you how to work with Molina on Availity and access popular Single Sign On (SSO) capabilities. Here's a preview of what you'll learn:

- View and submit claims
- Upload supporting documentation using the Send Attachments feature
- Directly message Molina Healthcare from within the Claim Status and E&B transactions
- Access these SSO capabilities through Molina's Payer Space: Appeals/Correct Claims, Authorizations, Member Roster, HEDIS® Profile, and Reports

Community Engagement Education Sessions

CYBER SAFETY 101

Join us for an educational lunch and learn with the Exploited Children's Help Organization



Tuesday, April 11
12:00 p.m. EST

Presentation by Sonja Grey,
Executive Director, ECHO

Scan the QR or visit <http://bit.ly/3ZKDH41> to register. After registering, you will receive an email with directions on joining the meeting.

Protecting your children from potentially harmful things on the internet until they learn about the need for safety and security online is incredibly important, particularly because, as a society, we increasingly spend more and more time online.

ECHO's CyberSafety 101 program is designed to educate adults on the safe and responsible use of information and communication technology with children. The program will focus on: (1) how to keep information safe and secure, (2) setting boundaries (3) signs of grooming (4) using good 'netiquette' (5) Kentucky Sexting Statues.

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EVERYONE HAS A ROLE

Join us for an educational lunch and learn with the Exploited Children's Help Organization



Tuesday, April 25
12:00 p.m. EST

Presentation by Sonja Grey,
Executive Director, ECHO

Scan the QR or visit <http://bit.ly/3FjI7Xj> to register. After registering, you will receive an email with directions on joining the meeting.

Child abuse Recognition & Reporting: Learn to recognize signs and symptoms of abuse and neglect. Discussion and case examples help underscore the problem of abuse, identification, steps to report it, and what to expect after reporting.



REMOTE AREA MEDICAL (RAM)



Remote Area Medical (RAM) is a major nonprofit provider of free pop-up clinics; which include free dental, vision and medical services to underserved and uninsured individuals.

- RAM website - ramusa.org
- Link to volunteer for RAM clinic: <https://volunteer.ramusa.org/>
- Clinics:
 - June 3 & 4 (Hazard) - Passport onsite providing benefit information, education and local resources.
 - Aug. 27 & 27 (Bowling Green) - Passport onsite providing benefit information, education and local resources.
 - Aug. 26 & 27 (Lick Creek) - Passport onsite providing benefit information, education and local resources.
 - Dec. 1 - 3 (Mayfield) - KAHP sponsored clinic with Passport designated for event management.



Thank YOU for your continued support serving our members statewide!



Provider and Community Based Training Opportunity

GENDER-BASED VIOLENCE & HEALTH EQUITY A 4-PART VIRTUAL TRAINING SERIES

MAY 9

Introduction of Health Equity & Gender-Based Violence
Karina Barillas, M.Ed., La Casita Center

JULY 11

Health Equity in Women's Health
Dr. Sarita Massey, Molina Healthcare

SEPT. 12

Intimate Partner Violence & Lethality Factors
Dorilee Gilbert, Esq., Jefferson County Attorney's Office

NOV. 14

Stalking
Dr. TK Logan, University of Kentucky

**12-1 P.M.
FOR ALL DATES**

RSVP:



**OFFICE FOR
WOMEN**



Care Connectors

- **What / Who are Care Connectors?**

- A team of Passport employed Nurse Practitioners who provide wellness and preventative care services.
- Coordinate care and facilitate communication between patients, PCP's and Care Management.

- **Quality Services:**

- Comprehensive Diabetes Care (HBD, KED, EED)
 - Point-of-care A1c
 - Point-of-care nephrology screen
 - Point-of-care diabetic retinal exam
- Colon Cancer Screening (COL)
 - Cologuard order and result management
- “Mothers of Molina” MOM Postpartum (PPC – Post)
 - Edinburgh Postnatal Depression Scale (EPDS)
- Well Child (W15, W30, WCC, AWC)
- Post Discharge Visits
 - Medication Reconciliation post discharge
 - Behavioral Health (FUH, FUA, FUM)



Diabetes Self-Management Education and Support

- As part of the DMS Quality Strategy, there is a goal to reduce the burden of outcomes for chronic diseases such as diabetes and to increase the Diabetes Self-Management Education and Support (DSMES) patient engagement rate among those newly diagnosed with Type II diabetes.
- Passport has added a DSMES indicator on our Provider Online Directory to help members find classes
- Passport has a value-added benefit of a \$25 gift card for completing DSMES classes
- Does your practice currently offer DSMES classes?
- If not, where do you refer members to DSMES?

For more information and additional resources please visit the state website [here](#).

Appendix - March eNews



[Q1 2023 Provider Newsletter Now Available](#)



[The Provider's Role in risk Adjustment](#)



[DMS to Host Stakeholder Meetings](#)



[Restart of Medicaid Renewals in May](#)



[Details on EOP Refund Reporting Enhancement](#)



[DentaQuest Will be New Dental Vendor May 1st](#)



[Availity Essentials Provider Portal Training Opportunities](#)



[Details of Molina Guided Care Rebranding - Medicare](#)

Appendix - Resources

- Provider Contact Center (800) 578-0775
- Contracting Inquiries KY_Contract_Management@MolinaHealthCare.com
- Credentialing Inquiries Contracting@passporthealthplan.com
- Appeals and Grievances MHK_Provider_GnA@passporthealthplan.com
- Dental Inquiries www.avesis.com
- Vision Inquiries www.marchvisioncare.com
- Pharmaceutical Inquiries <http://kyportal.medimpact.com>

Appendix - Online Tools

[Provider Manual](#)

[Quick Reference Guide](#)

[Prior Authorization Look-up Tool](#)

[eNews](#)

[Provider Portal – Availity](#)

[Passport Advantage](#)

[Marketplace](#)

[KHIE](#)