

Molina Healthcare of Virginia Provider Partners

Delivering Healthy Outcomes

ProgenyHealth Overview

March 22, 2023



Agenda

- ProgenyHealth Introduction Video
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 - Notification and Determinations
 - Peer-to-Peer and Appeals
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 - Transfers and Readmissions
- Case Management (CM)
 - CM Program Overview
 - Facility Collaboration



Progeny
HEALTH

Founded by a
pediatrician
Dr. Ellen Stang
in 2003



ProgenyHealth Introduction

Beginning **April 1, 2023**

ProgenyHealth will begin Neonatal Care Management Services for **Molina Healthcare of Virginia**



ProgenyHealth Contact Information

- ProgenyHealth Main Number: [1-888-832-2006](tel:1-888-832-2006)
- Secure fax (Molina Virginia specific): [1-877-233-1263](tel:1-877-233-1263)
- UM Email: MolinaVAUM@Progenyhealth.com
- CM Email: MolinaVACM@progenyhealth.com

Direct contact information for the ProgenyHealth UM and CM Nurses will be provided once assigned to a member admitted to your facility.



UM

Notification and Determinations

- Notification of Neonatal Intensive Care Unit (NICU) admission and initial clinical will be sent via fax to ProgenyHealth's secure fax # 1-877-233-1263 dedicated to Molina Healthcare of Virginia beginning **04/01/2023**
- ProgenyHealth will follow all current Molina Healthcare of Virginia processes and timeframes that are currently in place for notifications and determinations

UM

Notification and Determinations

○ ProgenyHealth will fax facility-specific daily determination log

- Days approved
- Levels of Care (LOC)
- Next Review Date (NRD)
- Information needed with next review to support continued inpatient stay

○ Client Authorization Number

Progeny’s unique identifier will include the letters PGNNCU followed by VA and an 8-digit value.

- Example: PGNNCUVA12345678

Auths are initially created under mom’s enrollment until baby becomes eligible for Molina coverage. Once baby is enrolled, auth ID will be appended with a letter “A.”

- Example: PGNNCUVA12345678A



Daily Determination Log



Hospital Name: ABC University Hospital Phone: 111-111-1111	Nurse: ProgenyHealth Nurse Nurse Phone: 1-888-832-2006 Client Fax: (877) 233-1263
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Patient Full Name	Admitted	Discharged	Description
Baby Test 1 DOB: 2/7/2022 ProgenyHealth Case ID: UM01 Hospital Medical Record Number: xxxxx Client Authorization Number: PGNNCUVA12345678 Next Review Date: 2/12/2022 Next Review Notes: Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2022		Days Reviewed: 2 02/07/22 - 02/08/22 Requested Level of Care: Level 4 Approve: As Requested Reviewed Level of Care: Level 4 Days Reviewed: 3 02/09/22 - 02/11/22 Requested Level of Care: Level 4 Approve: Per Physician Reviewer Reviewed Level of Care: Level 3



UM

Peer-to-Peer and Appeals

- ProgenyHealth will follow all current Molina Virginia processes and timeframes that are currently in place for Peer-to-Peer requests
- Verbal notification of Peer-to-Peer availability is provided at time of denial notification, and denial letters are mailed
- Peer-to-Peer may be requested with ProgenyHealth Medical Director by calling 1-888-832-2006 and following the appropriate prompts. ProgenyHealth Medical Directors are available to proactively discuss inpatient cases as needed
- If denial determination is upheld, providers should follow Molina Virginia's appeal process



UM Transition Cases

- Infants receiving NICU LOC who were admitted prior to 04/01/2023 and remain inpatient on 04/01/2023 will transition to ProgenyHealth for continued medical management
- All concurrent stay reviews (CSR) and discharge summaries should be faxed directly to ProgenyHealth at 1-877-233-1263 on the assigned next review date.



- Updated authorization # for transition cases noted here



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UM

Transfers and Readmissions

- ProgenyHealth will manage infants transferred from the NICU to another acute care facility under the guidance of Molina Virginia's current rules for higher, lateral and lower level of care transfers
- ProgenyHealth will manage elective and emergent readmissions for all infants managed by ProgenyHealth for their initial NICU admission that are readmitted to an acute care inpatient setting within the first 60 days following infant's NICU discharge date
- Molina Virginia will reroute readmissions to ProgenyHealth as applicable



CM

Program Overview

Partnering with Molina Virginia, ProgenyHealth offers caregivers telephonic CM services

- Families will have a dedicated Case Manager who provides support and education
- Following notification of NICU admission, ProgenyHealth outreaches caregivers for early inpatient engagement to evaluate Social Determinants of Health and barriers to a safe discharge home
- ProgenyHealth Case Managers will continue to follow members for 60 days post NICU discharge
- ProgenyHealth Case Managers, Social Workers and Care Coordinators assist members with identifying support and utilize national and local community resources
 - Identifying PCP
 - Behavioral health support
 - Lactation services/obtaining breast pump
 - Transportation resources

CM

Facility Collaboration

- ProgenyHealth will collaborate with facility CM for infants with anticipated discharge needs, complex medical care or considerable social situations
- ProgenyHealth encourages caregivers to utilize facility resources such as in-person lactation consultants, CM or Social Work support available while infant remains inpatient
- Prior Authorizations will continue to be submitted to Molina Virginia for discharge needs. ProgenyHealth can assist facilities with identifying in-network Durable Medical Equipment, home care and providers

Questions?

Thank you!

