

Partners in Care

Molina Healthcare



A Publication for Molina Healthcare Providers • Fall 2007

THANKS TO YOU!

Molina Healthcare of California participates in annual HEDIS® studies as part of our State quality reporting and voluntary quality accreditation process with NCQA. Thanks to you, many Molina Healthcare rates improved as a result of the care you provided to our members in 2006, with “meet or exceed” scores achieved in six preventive health care measures. We recognize the effort and care you continue to provide to our members. We invite your comments or suggestions on how we can help you. All HEDIS® rates for 2007 individual service areas are posted on our website www.molinahealthcare.com. If you have questions, please contact Molina Healthcare’s Quality Improvement Department at (800) 526-8196 Ext. 126137.

UPPER RESPIRATORY INFECTION AND CAREFUL ANTIBIOTIC USE

Patients are accustomed to receiving antibiotics for benign URIs and have come to believe, sometimes very strongly, that antibiotics demonstrate efficacy and are necessary for proper treatment of these illnesses. Most antibiotic prescriptions in the ambulatory setting are for respiratory infections.¹

When your patient or a parent request antibiotics for a viral upper respiratory infection, share the facts²:

Explain that unnecessary antibiotics can be harmful. Antibiotics can cure bacterial infections, but never cure or even shorten the course of viral infections. Build cooperation and trust. Convey a sense of concerned partnership and do not dismiss the illness as “only a virus.” Write a prescription for analgesics and decongestants, if appropriate. Provide instructions for nutrition, hydration and comfort measures.

Describe the normal time course of the illness, and emphasize that they are to call or come in if symptoms persist or worsen, not go to the emergency room. Involve office personnel in the educational process.

Patient Education materials about appropriate antibiotic use, including a prescription pad checklist for physicians to describe symptomatic relief for viral illness diagnosis, are available on the CDC and the CMA Foundation’s AWARE (Alliance Working for Antibiotic Resistance Education) websites. www.cdc.gov/drugresistance/community/campaign_materials www.aware.md/clinical/patientEd

The complete summary of the Upper Respiratory Infection CPG and recommendations are posted on the Molina Healthcare website at www.molinahealthcare.com/mhc/provider/resources/cpg/index.htm. For a copy of these guidelines, please contact Molina Healthcare’s Provider Services Department at (888) 665-4621.

DISEASE MANAGEMENT - REINFORCING YOUR MESSAGE

Don’t you wish you had more time to remind chronically ill patients about needed behavior changes? That’s where our disease management programs come in. Molina Healthcare offers focused disease management programs that can significantly influence the health of our members and provide a variety of helpful services for those with chronic conditions such as asthma and diabetes.

Molina Healthcare offers the following Disease Management Programs to our members:

- **breath with easeSM (Asthma)** — 2-56 years of age
- **Healthy Living with DiabetesSM** — 18-75 years of age
- **Heart Healthy Living** — 18 years of age & over
- **Healthy Living with COPD** — 35 years of age and over
- **Motherhood MattersSM** — (Pregnancy)

All disease management program interventions are targeted to the specific needs of each member. Program materials include condition specific pamphlets and brochures, workbooks, patient logs, action plans, newsletters and other tools that educate the patient on how to manage their condition. In addition, nurses or health educators reach out to patients and provide case management to those who will benefit the most from more frequent, in-depth follow-up. Physicians receive results of their patients’ self-assessments, notification and patient profiles, and updates describing interventions and education offered to all members enrolled in the disease management programs.

At each point of contact, members are encouraged to discuss their care with his or her provider and follow their plan of treatment. Other services available to members include having access to the 24 hour Nurse Advice Line. Members can call and speak with a nurse for advice on any health problems. If you have a Molina Healthcare patient you think will benefit from receiving educational materials or talking with a Care Manager, please refer them to our Disease Management Programs by calling our Health Education Department at (800) 526-8196, Ext. 127532.

You can find more information about our programs on the Molina Healthcare website at www.molinahealthcare.com.

DRUG FORMULARY UPDATES

Molina is taking action targeted in the areas of concern that you identified in the Provider Satisfaction Survey. We have developed process improvement plans to address the issues and improve services to you.

One of these areas that we have focused on this past quarter is making improvements to our Drug Formulary. We are pleased to announce that Molina Healthcare of California has removed prior authorization requirements for the following commonly prescribed drugs based on your recommendations in the last Provider Satisfaction Survey and ongoing dialogue with key physician partners:

- **Singular:** Prior Authorization removed
- **Actos:** Changed to Step Therapy, require prior metformin use in the previous 90 days
- **Avandia:** Changed to Step Therapy, require prior metformin use in the previous 90 days
- **Zithromax tablet:** Prior Authorization removed
- **Augmentin tablet:** Prior Authorization removed
- **Omnicef:** Prior Authorization removed
- **Ciprodex:** Prior Authorization removed
- **Robaxin:** Prior Authorization removed
- **Effexor XR:** Prior Authorization removed. Limit to 2 caps/day
- **Celebrex:** Prior Authorization removed for members age 65 and older

These changes to our Drug Formulary became effective August 1, 2007. We value your opinion and hope to hear from you in our next Provider Satisfaction Survey which will be distributed in October 2007.

Please contact your Provider Services Representative at (888) 665-4621 if you have any further questions regarding MHC’s Drug Formulary or have suggestions for improvement.

NURSE ADVICE LINE

☎ 1-888-275-8750 (English) ☎ 1-866-648-3537 (Spanish)

The Nurse Advice Line is here to help. Bilingual Registered Nurses are available to serve your Molina patients 24 hours a day, seven days a week. If your patients have any concerns about their health, our specially trained triage nurses are available to listen to their symptoms, provide nursing care advice and make referrals to an appropriate care setting. Encourage your patients to call our Nurse Advice Line for assistance.

¹ Colgan, R.; “ Appropriate Antimicrobial Prescribing: Approaches that Limit Antibiotic Resistance.” American Family Physician, September 2001; Vol. 64: No. 6.

² Careful Antibiotic Use; CDC; http://www.cdc.gov/drugresistance/community/files/ads/practice_tips.pdf.

MOLINA HEALTHCARE'S UTILIZATION MANAGEMENT

One of the goals of Molina Healthcare Utilization Management (UM) department is to render appropriate UM decisions that are consistent with objective clinical evidence. To achieve that goal, Molina Healthcare maintains the following guidelines:

- Medical information received by our providers is evaluated by our highly trained UM staff against nationally recognized objective and evidence-based criteria. We also take individual circumstances and the local delivery system into account when determining the medical appropriateness of requested health care services.
- Molina Healthcare's clinical criteria includes McKesson InterQual® criteria, Hayes Directory, Medicare National and Local Coverage Determinations, applicable Medicaid Guidelines, Molina Medical Coverage Guidance Documents (developed by designated Corporate Medical Affairs staff in conjunction with Molina Healthcare physicians serving on the Medical Coverage Guidance Committee) and when appropriate, third party (outside) board-certified physician reviewers.
- Molina Healthcare ensures that all criteria used for UM decision-making are available to practitioners upon request. To obtain a copy of the UM criteria used in the decision-making process, call our UM department 1-800-526-8196 Ext. 126400.
- Molina Healthcare UM staff are always available to receive your calls and provide outbound communication regarding UM issues. During our normal business hours Monday through Friday 8:30AM to 5:30PM you may call 1-800-526-8196 Ext. 126400. After our normal business hours, you may contact our Nurse Advice Line 1-888-275-8750 (English), 1-866-648-3537 (Spanish) for assistance.
- As the requesting practitioner, you will receive written notification of all UM denial decisions. The notification will include the name and telephone number of the Molina Healthcare physician that made the decision. Please feel free to call him or her to discuss the case. If you need assistance contacting a medical reviewer about a case please call the UM Department at 1-800-526-8196 Ext. 126400.
- It is important to remember that:
 1. UM decision making is based only on appropriateness of care and service and existence of coverage.
 2. Molina Healthcare does not specifically reward practitioners or other individuals for issuing denials of coverage or care.
 3. UM decision makers do not receive incentives to encourage decisions that result in underutilization.

ePORTAL PM 160 SUBMISSION UPDATE

We are pleased to announce, that you can now submit the Molina ePortal computer generated printout to the applicable county agency in lieu of the hard-copy yellow portion of the CHDP PM 160 form.

All ePortal computer generated printouts **must be signed by the provider who rendered the CHDP service** prior to submission to county CHDP agencies.

For ePortal registration or operations questions, please call your Provider Services Representative at (888) 665-4621.



One Golden Shore
Long Beach, CA 90802

MOLINA HEALTHCARE WEBSITE UPDATE

Are you registered for our Provider ePortal, yet? Registration on the Provider ePortal is easy, and affords you the following benefits, according to your specific contract relationship:

- Submit authorizations electronically (for those that submit directly to Molina Healthcare, not via IPAs)
- Check on authorization status
- Check on claims payment status
- Check on patient eligibility status
- Receive eligibility lists
- Report your NPI
- Receive timely electronic news and updates

If you are not yet registered or have encountered challenges to registration, please contact your Provider Services Representative at (888) 665-4621 for assistance.

Featured at www.molinahealthcare.com:

- Clinical Practice and Preventive Guidelines
- Disease Management Programs for Asthma, Diabetes and Pregnancy
- Quality Improvement Programs
- Member Rights & Responsibilities
- Privacy Notices
- Claims/Denials Decision Information
- Provider Manual
- Formulary
- UM Affirmative Statement (re: non-incentive for under-utilization)
- How to Obtain Copies of UM Criteria

INFLUENZA UPDATE

The Centers for Disease Control and Prevention (CDC) and the Advisory Committee for Immunization Practices (ACIP) have updated recommendations for the 2007-2008 influenza season. The following are three of the six primary changes and updates:

- Reemphasizing the importance of administering 2 doses of vaccine to all children aged 6 months–8 years if they have not been vaccinated previously at any time with either live, attenuated influenza vaccine (doses separated by >6 weeks) or trivalent inactivated influenza vaccine (doses separated by >4 weeks), with single annual doses in subsequent years
- Recommending that children aged 6 months--8 years who received only 1 dose in their first year of vaccination receive 2 doses the following year, with single annual doses in subsequent years
- Highlighting a previous recommendation that all persons, including school-aged children, who want to reduce the risk of becoming ill with influenza or of transmitting influenza to others should be vaccinated

In addition, we recommend that healthcare providers be vaccinated as well. For a full description of the recommendations, please log on to the CDC website at <http://www.cdc.gov/flu>.

Richard Sanchez, MD
Chief Medical Officer
Molina Healthcare of California

Timothy C. Zevnik, CIPP/G, MBA
Privacy Official and Director, HIPAA
Program Molina Healthcare, Inc.

Anne LaSette, RN
Director, Quality Improvement

Katherine Davidson, RN
Director, Utilization Management

Molina Healthcare of California

Please contact Molina Healthcare Provider Services for written copies of all information on the website or if you need more information please call Provider Services at 1-888-665-4621.

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Provider Name
Company Name
Address
City, St Zip