



Open Enrollment 2010

The Power to Choose the Right Health Plan

Each year in May your Medicaid patients have the opportunity to choose a new health plan that best meet their healthcare needs. We appreciate your current and past support of **Molina Healthcare** and we are asking you to continue this support through this open enrollment period. If your patients want to choose **Molina Healthcare**, please tell them to

**Call Michigan Enrolls at 1-888-Enrolls
(1-888-367-6557) in May 2010.**

If you would like a pre-programmed cell phone to MI-Enrolls for your patients' use, please contact our Provider Services Department at 1-866-449-6828, ext. 155822

Why Recommend Molina Healthcare to your Patients?

- ✓ **Competitive PCP Contracts – You are paid for performance through:**
 - Reliable monthly capitation payments
 - Bonuses for immunizations and well child care
 - HEDIS bonuses
 - Administrative bonuses
 - Contact your Provider Services Representative to maximize your pay for performance bonuses
- ✓ **No Referrals Needed**
 - Your patients may get care from a participating Specialist without a referral
- ✓ **Experienced Provider Services Representatives dedicated to your success**
- ✓ **Free non-emergent transportation for your Molina Healthcare patients to medical appointments and the pharmacy**
- ✓ **No Co-pays to collect from your Molina Healthcare patients**
- ✓ **You can provide your Molina Healthcare patients with select over-the-counter medications just by writing a prescription**
- ✓ **Case Management Programs**
 - We'll help you manage your complex cases
- ✓ **Molina Healthcare is financially stable. We always pay in full and on time**
- ✓ **ePortal- Our online Provider Services Application**
 - Status claims
 - Verify eligibility
 - Locate a provider
 - Process service requests
 - Contact your Provider Services Representative to sign up today!
- ✓ **Molina Healthcare also offers MICHild and Medicare products to meet your patients needs**

In This Issue

Open Enrollment 2010	pg 1
Access to Specialty Care Services	pg 2
Chronic Disease Reporting	pg 2
Capitation and Bonus Rates Maintained	pg 3
MIChild Offers Expanded Coverage	pg 3
Provider Changes	pg 4
Continuing Medical Education (CME)	pg 4
Network Participation Status	pg 5
ePortal	pg 5
Strep Tests	pg 6
Emergency Room Initiative	pg 6

Claims Submission Requirements

Please mail all initial Medicaid claims to:
Molina Healthcare, Inc.
PO Box 22668
Long Beach, CA 90801

Please mail all initial Medicare claims to:
Molina Healthcare Options Claims
PO Box 22811
Long Beach, CA 90801

Please do not submit initial claims to the Troy address as this will delay the processing of your claims, and your claim may be returned. Please contact the Claims Department with any questions or concerns at 1-888-898-7969.

Access to Specialty Care Services

The Michigan Department of Community Health, Medicaid Health Plans and four Public Entities, **University of Michigan Health System, Wayne State University, Hurley Hospital, and Michigan State University**, have worked on a joint initiative to increase access to specialty care services for Michigan Medicaid recipients. This initiative allows Medicaid beneficiaries access to specialty care services unavailable through the Health Plan's contracted network.

Please be advised Molina Healthcare has a contract with one of the above Public Entities (Wayne State University). Our provider network is robust and contains specialists able to meet your needs. **We strongly encourage you to utilize Molina Healthcare's Provider Network for specialty care.**

However, if you determine a specialist referral is needed for a Molina Healthcare member to access specialty care services at one of the above Public Entities:

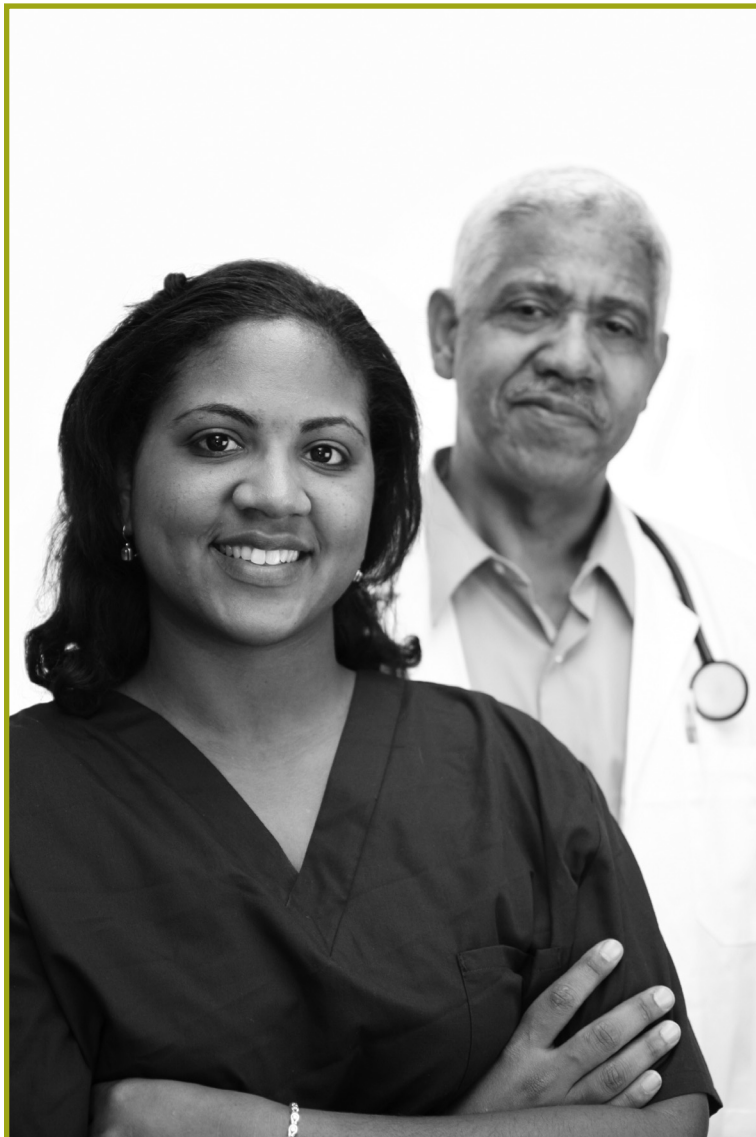
- Contact our Utilization Management Department at 1-888-898-7969 and we will assist you with obtaining a referral to a specialty care provider in one of the three Public Entities. Please note: **A referral is NOT necessary for Wayne State University.**

- When calling, please have patient demographic information, PCP and refer to specialty provider information available. Also, please have all pertinent information regarding the service(s) being requested and the member's medical information, including but not limited to specialty required, number of visits, start and end date and diagnosis. Having this information ready will help facilitate appointment scheduling.

It is our hope this process will increase the care and access to necessary specialty care for Michigan Medicaid program beneficiaries. If you have any questions, please contact Molina Healthcare Provider Services at 1-866-449-6828, ext. 155822.

Chronic Disease Reporting: True Information Sharing

Patients with many chronic diseases and illnesses are seen at least 2 to 4 times a year and usually have both acute and chronic conditions. Please take advantage of electronic billing by reporting more than one diagnosis code for these patients to more fully describe a patient's current disease state. Some chronic diagnoses do not go away and the only method of capturing this data is reporting valid ICD-9-CM codes on claims. Most often, a reported diagnosis can be associated with manifestations and complications. Having the appropriate diagnosis codes on a claim and using the highest number of digits available will ensure true information sharing and reflect an effective treatment plan for the patient.



Capitation and Bonus Rates Maintained!

The Michigan Department of Community Health (MDCH) reduced the Medicaid Fee Screen by 4% in July 2009 and then another 4% in October 2009; totaling an 8% reduction in 2009 (reference Bulletin MSA 09-62 “Public Act 131 of 2009 Medicaid Provider Rate Reductions”). Molina Healthcare Primary Care Capitation rates are not changing. Molina Healthcare knows how important it is to appropriately compensate you, our Primary Care Providers (PCP), for the services rendered to Molina Healthcare members, especially in these trying economic times.

The following Molina Healthcare payments have NOT been reduced:

- Molina Healthcare capitation rates
- Immunization bonus rates
- EPSDT rates
- Administrative bonus rates
- CDPS Bonus rates
- Annual bonus rates

- Inpatient Hospital Services
- Outpatient Hospital Services
- Nursing Facilities

Molina Healthcare will implement the Medicaid Fee Screen Reductions for fee-for-service payments. Please contact your Molina Healthcare Provider Services Representative so we can discuss the great opportunity Molina Healthcare’s capitation plus bonus contract offers. You may prefer fee-for-service reimbursement, but may not be aware of how beneficial a capitation plus bonus agreement can be. Please call today.

We understand how critical PCPs are to the health care delivery system and we appreciate your continued support and partnership with Molina Healthcare.

Please call us if we can do anything to assist in caring for our members or improving your practice **1-866-449-6828, ext.155822.**

Molina Healthcare MICHild Offers Expanded Coverage

Molina Healthcare offers MICHild coverage in the following counties:

- Wayne
- Oakland
- Macomb

MICHild is a health insurance program for uninsured children of Michigan’s working families. To qualify, children must be citizens of the U.S. (some legal immigrants qualify), live in Michigan, be under 19 years of age, have no health insurance, and meet income requirements. The cost for coverage is \$10.00 per month, per family.

Some of the services covered by MICHild include regular checkups, shots, emergency care, dental care (provided by dental plan), pharmacy, hospital care, prenatal care, and delivery, vision and hearing. Mental health and substance abuse services are provided through Community Mental Health (CMH).

Families interested in MICHild can call 1-888-988-6300 for an application or online at www.michigan.gov/mdch. Click on Health Care Coverage for the MICHild online application.

The major differences in coverage between Medicaid and MICHild are the following:

- Non-emergency transportation is not a covered benefit under MICHild.
- Mental health visits (20 outpatient visits per year) are not provided by the health plan. MICHild members may access these services through CMH.
- Some benefits may have slightly different coverage limitations.

Additional coverage and benefit information may be found in the Molina Healthcare Provider Manual on our website at www.molinahealthcare.com.

Molina Healthcare MICHild members will be assigned to a PCP. PCPs can identify MICHild members by the Identification card:

New Molina Healthcare members with effective dates of 6/1/2009 and after will have a Plan Code on their ID card:

- a. **Molina Medicaid = 001**
- b. **Molina MICHild = 002**

For more information about MICHild, please contact Molina Healthcare Provider Services at 1-866-449-6828, ext. 155822.

Provider Changes

We would like to remind the entire Molina Healthcare provider network that if you make the following changes:

- Change locations
- Change telephone numbers
- Change tax ID number or payment information
- Add or delete, physicians to your practice

You must provide these changes to Molina Healthcare in writing 60 days prior to the change so we can update your provider profile in our system as well as the provider directory. The written notification should be faxed to 1-313-963-5451 Attention: Provider Services Representative. If you have any questions regarding this contractual policy please feel free to contact your Provider Services Representative.

Continuing Medical Education (CME)

Molina Healthcare's goal is to deliver excellent service to all we serve—including providers. In order to reach this goal, Molina Healthcare has created three (3) CME courses, accredited for CME credit (AAFP Prescribed credits approved.)

The purpose of this CME is to improve the oral health and overall pediatric health of children, birth to 5 years old, including those with disabilities and other special needs. The CME instructs primary care providers on how to screen, assess, refer children, and provide anticipatory guidance on oral health for young children and their families.

- **Vietnamese Culture - Influences and Implications for Healthcare - .75 Prescribed credit**
The purpose of this CME is to help facilitate an understanding of Vietnamese culture, beliefs, and practices with an emphasis on views towards healthcare.
- **Asian Indian Culture- Influences and Implications for Healthcare - .75 Prescribed credit**
The purpose of this CME is to help facilitate an understanding of Asian Indian culture, beliefs, and practices with an emphasis on views towards healthcare.

You may download the CME Credit Request Form from our website at www.molinahealthcare.com Please download the CME that you would like to take and the CME Credit Request form. Once complete, fax this form and the completed post test to Molina Healthcare, Inc. Research and Innovation Department. Fax number 1-562-628-2402.

If there are any questions regarding the Molina Healthcare's CME please contact the CME coordinator toll free at 1-888-562-5442 extension 114347.



Network Participation Status

Our Provider Network is **COMPLETE** in our entire service area for the provider types listed below. Molina Healthcare will perform an annual network completeness review each year in September. For any questions, please contact the Molina Healthcare Network Development department at 1- 866-449-6828 ext. 155273.

- Chiropractors
- Durable Medical Equipment
- Home Health Care
- Home Infusion
- Mobile Physicians
- Podiatrists



What's new on ePortal!

Member Eligibility Improvements

- The updated Member Eligibility and Benefits page now includes:
 - Medicare and Medicare/Medicaid eligibility
 - Eligibility history, including benefit plans and PCPs
 - Enrollment restrictions
 - Coordination of Benefits (COB) information
- New search options make it easier to narrow your search.
- Family Search gives you new options to find infants and other family members using the mother's, father's or sibling's information.

Multiple Provider Accounts

- ePortal account Administrators can now add multiple providers with different Provider and Tax ID numbers (TIN) to one active ePortal account from the "Manage Providers" link.
- Switching between providers in one ePortal account is easily managed by a drop-down menu located on the homepage.
 - **NOTE:**
 - The user can use the "Manage Office User" links to add as many users as they wish.
 - They can also add multiple providers under one account.

- The only restriction is the record they add must be a pay-to provider in Molina Healthcare's information system, not an individual physician or a TIN owner record, etc.

Office User - Role-Based Access

- ePortal Administrators can assign specific user roles to each Office User from the "Manage Office Users" link.

Revised User Lock-Out Policy

- Accounts not accessed for more than sixty (60) consecutive days will no longer be automatically locked out of ePortal. Instead, users will be asked to change their password and then allowed to log in to ePortal.
- User accounts will now be locked after three (3) unsuccessful password attempts.
- Account Administrators can unlock their own accounts by completing the security questions chosen by them during their first login. This feature is available only to Administrators.
- Office Users will be directed to contact their Account Administrator to unlock their account.

*For technical issues the Account Administrator should contact the Provider Services Department. Please email us at **MHI.ePortal.Enhancement.Request@Molinahealthcare.com** with your questions or suggestions to improve ePortal*



100 West Big Beaver Road, Suite 600
Troy, MI 48084

6649MI0510



Questions about your health? Call Our Nurse Advice Line!

1-888-275-8750 English

1-866-648-3537 Spanish

OPEN 24 HOURS!

Your family's health is our priority!

For the hearing impaired please call

TTY/866-735-2929 English

TTY/866-833-4703 Spanish

Did you know...about strep tests?

Did you know, Molina Healthcare will provide Medicaid fee for service reimbursement for procedure code 87650 (strep test) when performed in the office? This payment will be over and above capitation payments. Simply submit the bill according to Medicaid uniform billing guidelines to receive reimbursement.

Emergency Room Initiative

Molina Healthcare encourages you to utilize urgent care services. A list of our Urgent Care Providers is available on our website at www.molinahealthcare.com. Urgent Care Providers are available to render appropriate after hours medical care to Molina Healthcare members when they are unable to reach or be seen by their assigned PCP. Please make sure to share the information on this list with your Molina Healthcare patients so they can utilize the most appropriate medical setting for their health care needs.

Editor: **Brenda Lever**

Co-editor: **Leann Conway**