



Back to School Time

HAVE YOU CONTACTED YOUR SCHOOL AGE PATIENTS FOR THEIR ANNUAL CHECK UPS?

Now is the perfect time of year for those comprehensive exams for your school age patients; Molina Healthcare has provided you with a HEDIS Missed Services list and will assist you with contacting Molina Healthcare members assigned to your practice to get them in for an annual checkup. Please contact the Provider Services Department at 866.449.6828 x 155822 to discuss outreach efforts to Molina Healthcare members. Remember, Molina Healthcare offers bonus dollars for Well Child and EPSDT services.



Provider Satisfaction Survey

The Molina Healthcare Medicaid provider satisfaction survey is coming! In an effort to improve the quality of service offered to you and your staff, Molina Healthcare will soon conduct a Satisfaction Survey with a few of our valued providers. It is important that we understand how Molina Healthcare impacts your office on a daily basis.

Results from the survey will be used to help direct administrative and operational changes to our health plan and to point our areas that might need improvement. Please take the time to complete the survey. We value your opinion and your responses will help us to continue to offer excellent customer service. Thank you for partnering with Molina Healthcare to improve the health of individuals, families and communities.

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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.

The following MQIC guidelines have been updated this year:

- Management of Diabetes Mellitus
- General Principles for the Diagnosis and Management of Asthma
- Management of Asthma in Children 0 to 4 Years
- Management of Asthma in Children 5 to 11 Years
- Management of Asthma in Youth 12 Years and Older Adults

Please update your guideline. For a complete list of the MQIC guidelines please visit the Molina Healthcare Provider Website and click on the MQIC link.

Provider Change Notification Requirements

Providers must notify Molina Healthcare in writing at least 60 days in advance when possible of changes in physician staffing, after hours and/or vacation coverage, practice location changes, billing address and tax ID changes. Changes should be submitted on the “Molina Healthcare Provider Change Form”. The form is located at www.molinahealthcare.com in the Provider Forms section. Please submit completed forms *and* supporting documentation by mail, fax or email to:

Molina Healthcare of Michigan, Systems Configuration
100 W Big Beaver Rd Ste 600
Troy, MI 48084
Fax (248) 925 – 1757
MHMProviderChangeForm@molinahealthcare.com

For Questions, please call the Provider Call Center at (888)898-7969, Option 1.



How Can You Help Stop Health Care Fraud & Abuse?

Health care fraud is rising higher and higher every year. Molina Healthcare and Federal Agencies are working together to help prevent fraud and abuse. Health care fraud takes money from health care programs, which leaves less money for true medical care.

What should providers do to assist Molina Healthcare with its compliance efforts?

- Exhibit ethical and professional behavior when providing services to Molina Healthcare members.
- Ensure billing practices are truthful.
- Only bill for services that were provided and medically necessary.
- Notify MOLINA HEALTHCARE immediately of any concerns about member or provider fraud and abuse

By working together we can make a difference. If you suspect fraud report it today, through one of the following ways:

Molina Healthcare of Michigan
Attn: Compliance Director
100 W. Big Beaver, Ste. 600
Troy, MI 48084
Phone (877) 372-5361

E-mail: MHMcompliance@MolinaHealthcare.com

Or contact the:

Michigan Department of Community Health (MDCH),
Attn: Program Investigation Unit,
Capitol Commons Center Building,
400 South Pine, 6th Floor, Lansing, MI 48909
Phone (866) 428-0005

All reports will be thoroughly investigated and verified instances will be reported to the proper authorities.

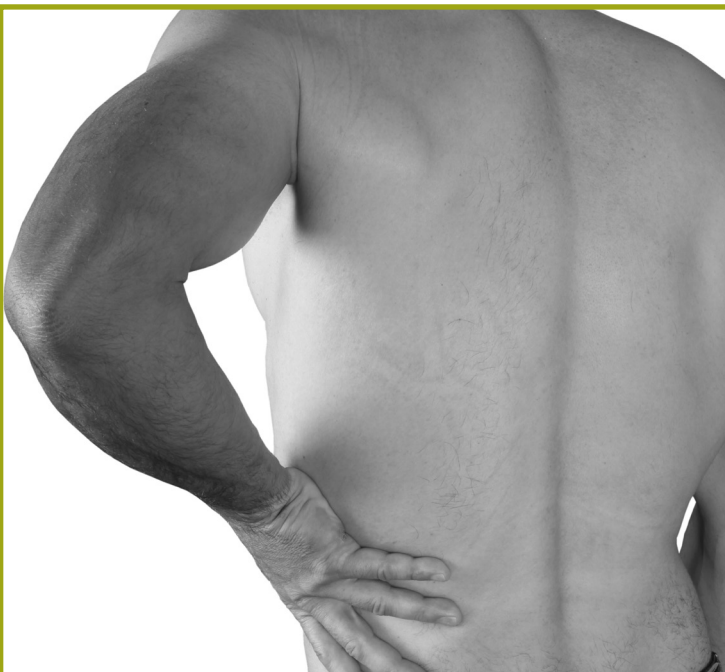
Diagnosis and Treatment of Low Back Pain

According to the American College of Physicians, "Clinicians should not routinely obtain imaging or other diagnostic tests in patients with nonspecific low back pain." "Unnecessary imaging exposes patients to preventable harms, and could lead to additional unnecessary interventions, and result in unnecessary cost."

Based on numerous evidence-based studies, it is the general consensus that the first line of assessment and treatment of low back pain should include the following:

- » A medical history and brief physical examination is always necessary for both acute and chronic back pain. The main goal of a physical exam is to determine the source of the pain and to detect possible "red flag" signs of a more serious back condition.

Please visit the Molina provider website, click on the MQIC website link or go to www.mqic.org to review the clinical practice guideline for management of acute low back pain, as well as many other evidenced-based guidelines.



What's New with Web Portal besides the name change coming in September!

- Member Eligibility Improvements
- HEDIS Missed Services added
- Service Request/Authorization Improvements
- More accessibility

...and coming this November!!!!

- » 5010 Compliance
- » Real Time Eligibility
- » Service Request/Authorization redesign
- » Newly redesigned Provider Online Directory
- » Newly redesigned PCP Roster
- » New Custom Rosters for non-PCP providers
- » Improved security and registration
- » Secure Inbox for all users
- » Claims and service request/authorization status inquiries for Medicare

MQIC GUIDELINES

The following MQIC guidelines have been updated this year:

- Prenatal and Postnatal Care- Reviewed off-cycle
 - Only change is regarding HIV Screening
- Prevention of Unintended Pregnancy in Adults 18 years and Older
 - Only change is under frequency heading – "At least annually"

Please update your guideline.

For a complete list of the MQIC guidelines or an updated copy, please visit the Molina Provider Website at www.molinahealthcare.com and click on the MQIC link.

The Dual Eligible Population joins Medicaid Health Plans

Starting October 1, 2011, the Department of Community Health will allow beneficiaries dually eligible for Medicaid and Medicare to enroll into Medicaid health plans. This means that Molina Healthcare will be able to provide health care coverage for both their Medicaid and Medicare covered services. We are happy to serve all of our members' health care needs.

We can do this because in addition to our Medicaid health plan we also offer a Medicare Advantage Dual Eligible Special Needs Plan product called Molina Medicare Options Plus available in **Wayne, Oakland, Macomb, Genesee, Kent, Saginaw, and Montcalm counties.** We are the largest Medicare Advantage Special Needs Plan in Michigan with over 7,000 patients enrolled!

How Do I Become a Molina Medicare Options Plus Provider?

If you are not currently a participating provider for Molina Medicare Options Plus, and are interested in joining our Medicare network, please contact Provider Services at 1-866-449-6828, ext 155822.

Individuals with Medicare Parts A & B and full Medicaid qualify. Molina Medicare Options Plus covers some services not covered by Medicaid at no additional cost. Expanded benefits include dental and vision. If you have patients that are interested in Molina Medicare Options Plus, please have them call us at 1-866-403-8293 for more information.

Why should my patient enroll in Molina Medicare Options Plus?

Molina Healthcare has been providing access to Medicaid and Medicare services for individuals and families for over 31 years. When a person is in a fee-for-service plan or has separate healthcare providers for Medicaid and Medicare, they do not have access to

the coordinated care they would have with a managed care plan. By selecting the same health care provider for all healthcare needs, accessing health care services will be easier. We have case managers who monitor care, remind members about doctor appointments and help them understand their medications. Molina Healthcare also works with your office to make sure your Molina members' chronic conditions, such as diabetes or obesity, are monitored and reported. By choosing Molina Healthcare for both Medicaid and Medicare services, your patients will be receiving comprehensive care which will improve their overall health and wellbeing.

Don't forget to share the good news about Molina Healthcare!

EZ Authorization Request and Claim Submission Requirements for Dual Eligibles

We will make your authorization and claim processes simpler! If you provide services to patients who are covered by both Molina Medicare Options Plus and Molina Medicaid, you only need to submit one authorization request. Molina Healthcare will coordinate authorization requirements, benefits and services between the two products. Also, you will only need to submit one claim to Molina Healthcare. Upon receipt of the claim, we will process under Molina Medicare Options Plus then Molina Medicaid. There is no need to submit two claims. Claims processing information will be reported on two Remittance Advice (RA) forms; the 1st will come from Molina Medicare indicating how the claim was processed and informing you that the claim was forwarded to Molina Medicaid for secondary processing. The 2nd RA will show how the claim was processed for Molina Medicaid. If you have questions on how this process works, please feel free to contact your Provider Services Representative. Doing business with Molina Healthcare is EZ!

Lab Announcement!

Effective July 1, 2011 Molina Healthcare of Michigan is pleased to announce Quest Diagnostics Laboratory as a participating provider for all Molina Healthcare members. In addition to JVHL, we are excited to provide you with Quest Diagnostic Lab as one more laboratory service provider option. Your patients will benefit from comprehensive access, convenience, and choice with a broad array of services available through these providers. Molina Healthcare looks forward to continuously serving your needs and helping your patients stay healthy and well.

Please feel free to use JVHL or Quest Diagnostic for your laboratory needs. If you require anything further, contact your Territory Manger or Provider Services at 866.449.6828 ext 155822.

Provider Service Representatives

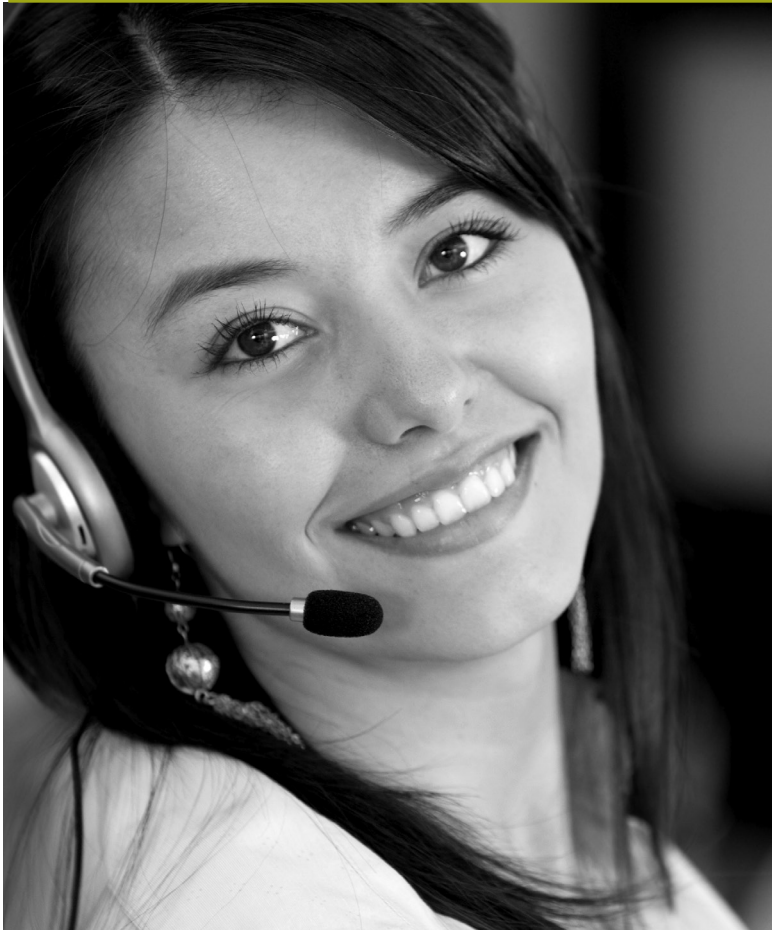
The Molina Healthcare Michigan Territory Managers titles have changed to Provider Services Representative. Contact information is updated and effective immediately:

New Service Area Assignments				
Service Area Assignments	Service Area Code	Counties	Provider Services Representatives Area Assignments	Provider Services Representative Cell Phone
Detroit West	DW	Detroit West Side	Marilynn Morgan	(248) 840-2474
Detroit East	DE	Detroit East Side	Kisha Daniels	(248) 840-5280
Southeast Michigan	SM	Wayne County outside of Detroit, Monroe, Washtenaw	Joseph Pintar	(248) 918-8275
Central West 1	CW1	Kent, Muskegon, Newaygo, Oceana, Ottawa	Luisa Ortiz	(248) 828-5027
Central West 2	CW2	Allegan, Ionia, Mecosta, Montcalm, Ingham, Berrien	Vacant	
Northern Michigan	NM	Antrim, Benzie, Grand Traverse, Kalkaska, Lake, Manistee, Mason, Missaukee, Osceola, Wexford, Alcona, Alpena, Arenac, Clare, Crawford, Gladwin, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle, Roscommon	James Steward	(989) 780-3133
Lower Thumb	LT	Genesee, Lapeer, Macomb, Oakland	Robert Bush	(248) 497-0622
Central East	CE	Bay, Gratiot, Huron, Isabella, Midland, Saginaw, Sanilac, Tuscola	Denise Hughes	(989) 598-0500
Chronic Disease & Diagnosis Payment System	CDPS	Statewide	Delois Spearman	(248) 497-0556



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

6649M10811



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

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