



What's New with Molina Healthcare of Michigan (MHM)

MHM and CAPE Membership Transition – County Expansion

On January 1, 2007, MHM received the transfer of 80,000 members from CAPE Health Plan in Macomb, Monroe, Oakland, St. Clair and Wayne counties. This transition has increased MHM's membership to approximately 221,000 members in 41 counties. MHM's Provider Service Representatives recruited a majority of CAPE's providers. This will allow many members to continue to seek medical services from their current Primary Care Physician (PCP) without interruption. This transition continues to make MHM the largest Medicaid HMO in the State of Michigan.

To keep up with the demands of our growth, MHM is actively recruiting, hiring and training new staff to maintain excellent customer service for providers and members.

ePortal

Molina Healthcare, Inc. has implemented a new online e-Portal system for providers and members nation-wide. There have been many new enhancements to the Provider Self Service tool, with more to come, such as:

- Submitting National Provider Identification number (NPI) (December 2006).

Currently, this tool can be used to:

- Verify member eligibility
- Submit and status prior authorizations
- Status and submit claims
- Print claim summaries
- View and print patient listings
- Contracted provider search

Features will continue to be added throughout the year. For more information, contact the ePortal Help Desk at (866) 449-6848 or check it out at www.molinahealthcare.com.

National Provider Identification (NPI)

Molina Healthcare is now collecting NPIs from contracted and non-contracted health care providers!

The most efficient method for submitting your NPI to Molina Healthcare is through our Provider Self Services ePortal. The Provider Self Services Portal allows you to view the Pay-To, Rendering and Subpart providers that Molina Healthcare has on file and provides a tool to enter the corresponding NPI (A Pay-To provider is the provider who is set up in Molina Healthcare's claims processing system to receive checks). There are two options available for submitting your NPI through the Provider Self Services Portal:

- 1) Online NPI Submission** - Enter your NPI directly onto a webpage which is pre-populated with the demographic information we currently have on file.
- 2) Upload Excel Spreadsheet** - This option allows you to download a spreadsheet, which is pre-populated with the demographic information we currently have on file, enter your NPIs and upload the spreadsheet to Molina.

Follow these instructions to submit your NPI via the Provider Self Services Portal:

• Sign on to the Provider Self Services Portal by using your existing User ID and password:

<https://eportal.molinahealthcare.com/eportal/providers/login.aspx>

If you are not registered, please take this opportunity to sign up and take advantage of all the features the Molina Provider Self Services Portal has to offer. Contact the Help Desk to register at 866-449-6848.

Below is a timetable for NPI compliance:

Claim Type	Dual Use Period Effective 3/1/07-5/22/07	Compliance Period Effective 5/23/07
Electronic claims	Molina will accept claims with existing provider identification numbers and NPIs.	Beginning 5/23/07 all electronic claims must contain the NPI in order for payments to be issued. All electronic claims containing a Medicaid and/or Legacy identifier will be rejected.
Paper claims	Molina will accept claims with existing provider identification numbers and NPIs.	Beginning 5/23/07 Molina Healthcare has made a business decision to require NPIs on paper claims. While Molina will accept paper claims with Medicaid and/or Legacy identifiers the NPI must also be printed on the claim form.

Getting an NPI is free - not having one can be costly.

MHM – Ready to Accept New UB04 and CMS 1500 Claim Forms

MHM will be ready March 1, 2007 to accept the revised UB04 claim form. MHM is currently already accepting the revised CMS 1500 claim form and has been accepting it since October 1, 2006. Please make sure that you start using the revised forms. **MHM will start to deny claims, if the proper form is not submitted, effective June 1, 2007.**

Michigan Department of Community Health (MDCH) – Offering Provider Billing Seminars

MDCH is offering a series of Provider Billing Seminars throughout the State of Michigan. The seminars will consist of:

- Updates and changes to the Medicaid Program
- Top ten edits for each specific provider type
- Medicaid Outreach and Education staff will be available for specific billing scenarios

To register you must go to www.michigan.gov/medicaidproviders >> Medicaid Provider Training Sessions. Seating is limited at each location. The seminars will be held throughout the year, so check back for new sessions and locations.

MHM – Emphasis on Bilingual Outreach

With the acquisition of CAPE Health Plan, Molina Michigan (MHM) acquired an increase in Spanish and Arabic speaking members. Actually, the MHM county of Wayne holds the largest Arabic-speaking population in the U.S. To meet the needs of these members, MHM Member Services department now has four Spanish speaking Member Service Representatives (MSR), and two Arabic speaking MSR's to personally handle bilingual member calls. When members call the toll free Member Services line, they may access a bilingual MSR through the directed telephone prompts. The feedback has been very positive: people appreciate communicating in their primary language!

Molina Authorization Changes

Effective May 1, 2007, MHM has revised our Authorization Grid. A mailing with all the updates was mailed out on March 12, 2007 to contracted providers. If you did not receive this mailing, visit our website at www.molinahealthcare.com or contact your assigned Provider Service Representative. The following table represents the changes:

March 1, 2006 Grid	May 1 2007 Grid
Notification Required column Must submit a referral prior to obtaining service	Verbiage change: Notification Required Must request authorization prior to obtaining service
Clinical Review Required column Must submit a referral with clinical information within 14 days prior to service	Verbiage change: Clinical Review Required Must request authorization with clinical information within 14 days prior to service
	Amniocentesis – Authorization Not Required
Apnea monitors – Authorization Not Required	Apnea Monitor (rental basis for up to 3 months from date of discharge for infants discharged on a monitor) – Authorization Not Required
Diabetic Self Management Training (DSMT)/Diabetic Education – Clinical Review Required	Diabetic Self Management Training (DSMT)/Diabetic Education (with HgbA1C) – Notification Required
Developmental delay evaluation – Authorization Not Required	Developmental delay medical evaluation – Authorization Not Required
DME less than \$250 per line item (Single Source Provider) – Authorization Not Required	**DME less than \$250 per line item (preferred/contracted provider) – Authorization Not Required
	Genetic Testing and Counseling – Clinical Review Required
Home health care - (PT, OT, and ST, skilled nursing visits) – Clinical Review Required	Home health care (skilled nursing visits – first 3 visits (RN)) – Notification Required
Home health care - (PT, OT, and ST, skilled nursing visits) – Clinical Review Required	Home health care (PT, OT, and ST, continuation of skilled nursing visits (RN)) – Clinical Review Required
MSS/ISS – Authorization Not Required	Maternal Infant Health Program up to 9 visits – Authorization Not Required Maternal Infant Health Program more than 9 visits – Clinical Review Required
	Neuropsychiatric testing – Clinical Review Required
Non infantile circumcisions – Clinical Review Required	Non infantile circumcisions – Notification Required

Claims Submission Requirements

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

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



March 1, 2006 Grid	May 1, 2007 Grid
Outpatient surgeries including, but not limited to: <ul style="list-style-type: none"> • Abdominal surgeries (example: panniculectomy) • Breast surgeries • Erectile dysfunction procedures • Eyelid surgeries (example: blepharoplasty, ptosis) • Head and neck lesions • Jaw reconstruction • Nasal surgeries (example: rhinoplasty, septoplasty) • Non infantile circumcisions • Podiatric surgeries • Potentially cosmetic surgeries (example: scar revision) • Sterilization procedures– Clinical Review Required • UPP surgery (Uvulopalatopharyngoplasty) • Varicose veins – Clinical Review Required	Outpatient surgeries including, but not limited to: Added to list: <ul style="list-style-type: none"> • Foot surgeries • Procedures likely to result in an inpatient admission • Vagal nerve stimulator
Pediatric dental anesthesia (in an outpatient facility) – Clinical Review Required	Pediatric dental anesthesia (under 21 only; over 21 not a benefit) (in an outpatient facility) – Clinical Review Required
Specialty Pharmacy (any setting) Examples: Fabrazyme (IV Infusion), Flovan (IV Infusion), Remicade (IV Infusion) – Clinical Review Required	Specialty Pharmacy (any setting; refer to MHM Pharmacy Program Specialty Drug list) – Clinical Review Required
Sterilization procedures – Clinical Review Required	Sterilization Procedures (with member consent) – Notification Required
	Wound care office visit – Authorization Not Required
	Wound care surgical treatment – Notification Required
	Added appropriate ancillary telephone numbers

Molina Advantage Product Line

Molina Advantage is a special needs plan offered by Molina Healthcare, which contracts with the Federal Government. All dual-eligible Medicare beneficiaries enrolled in Part A, Part B and Part D may apply for the program. Members must live in the Molina Advantage service area and use Molina Advantage contracted providers. The service area for this plan includes the following counties: Genesee, Kent, Macomb, Oakland and Wayne. Contact your Molina Provider Service Representative for additional information or if you would like to become a participating provider.

Molina Healthcare.

Your Health. Our Commitment.