

The Hospital Role in the Automated Enrollment of Newborns Into Medicaid Health Plans

Currently, the Department of Community Health (DCH) is not receiving timely Electronic Birth Certificate submissions from all Michigan hospitals. Because children born to mothers enrolled in Medicaid Health Plans (MHPs) must be enrolled into the mother's plan within 30 days of birth, timely submission of the Electronic Birth Certificate is critical. DCH operates an automated enrollment system that depends upon receipt of the Electronic Birth Certificate to generate the newborn's enrollment in the MHP. The automated enrollment process also facilitates the hospital's ability to receive prompt payment from the MHP. If the hospital bills Medicaid before the newborn is enrolled in the MHP, Medicaid's payment system will process

the claim. However, DCH recoups all monies paid by Medicaid to hospitals for newborns that are subsequently enrolled in MHPs and the hospital is directed to bill the MHP.

DCH strongly encourages hospitals to report all births within one week of birth through the Electronic Birth Certificate system. Even if the hospital submits a paper birth record as a result of an internal process, the hospital is still encouraged to submit this birth through the Electronic Birth Certificate system. If you have any questions, please contact MDCH's Provider Inquiry at 1-800-292-2550 or Molina Healthcare Enrollment Services Department at 1-888-898-7969 ext. 155731.

Michigan Pharmacy Quality Improvement Project (PQIP)

Molina Healthcare, in collaboration with the Michigan Department of Community Health, is participating in an innovative educational program striving to improve the quality of care for Medicaid patients with behavioral health issues. The Michigan Pharmacy Quality Improvement Project (PQIP) is a program identifying prescribing patterns inconsistent with national, evidence-based guidelines.

The PQIP process begins with a review of Medicaid patient pharmacy claims data in order to identify prescribing and utilization trends for mental health and psychotropic medications. Our researchers will follow poly-pharmacy and medication persistency patterns such as:

- Prescribing of multiple medications within the same therapeutic class
- Premature, rapid switching from one medication to another
- Failure of patients to fill their medication in a timely manner
- Duplicative prescribing of medication by different prescribers for the same patient
- Prescribing dosages above or below recommended FDA-dosing levels
- Off-label use of medication

Prescriptions that fall within these six categories will then be compared with "Best Practice" guidelines. Providers identified as deviating from these guidelines will receive educational

reports which address their specific area or areas of deviation from the guidelines.

Molina Healthcare is proud to be a participant in this initiative. By combining our data analytics capability and best practice standards we will be able to provide our providers with tools enabling them to improve member care. With these tools, such as targeted information specific to their patients, we can support them in the treatment of their patients, improve the quality of care and significantly reduce health care costs.

Open Enrollment - Pharmacy "Continuity of Care" Procedure

As you may know, the Medicaid open enrollment process begins May 13, 2008. When submitting drug Prior Authorization (PA) requests for newly enrolled Molina Healthcare members coming to your practice, please indicate "Continuity of Care" on the form. Indicating "Continuity of Care" on the member's drug PA request form will alert Molina Healthcare's Pharmacy Department that the patient has an established history on the requested medication with your practice.

Molina Healthcare Pharmacy will do its best (where appropriate) to approve a 30-day transition supply of the member's existing prescription medications while supplying instructions on Molina Healthcare formulary medications for subsequent prescriptions. If this transition supply approval is not possible the provider will be contacted, by telephone, to address the conversion of the current medication to Molina Healthcare drug formulary.



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

Part# 3234Rev0508

Netwerkes Discontinuation

Effective May 1, 2008 Molina Healthcare Providers will no longer be able to submit Service Requests (authorizations) to Molina Healthcare through Netwerkes.com. Molina Healthcare's ePortal is available and has been enhanced for your convenience. Providers may also submit Service Requests via fax to 1-800-594-7404.

If you are not able to utilize ePortal, please contact Molina Healthcare's Provider Services Department at 1-866-449-6828 and a representative will be available to assist you with access and training. We appreciate your network participation. We are confident that ePortal will meet your Service Request needs.



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

Non-Emergency Transportation

Non-emergent transportation is one of the many services that Molina Healthcare provides to its members as a plan paid benefit. Transportation is provided to members who have no other means to get to doctor appointments, x-rays, lab tests, or other medical care. Non-emergent transportation is provided for in-network services without a referral.

To arrange transportation call Molina Healthcare at 1-888-898-7969, press 2, and then press 3 during regular business hours, 8am – 6pm, Monday – Friday. It is important to call 4 days in advance of the appointment to schedule the transportation.

Molina Healthcare members can get non-emergency transportation services by following these easy steps:

- Call for a ride four (4) days before your appointment
- Have their Molina Healthcare ID number ready when they call
- Be on time for the ride drop off and pick up
- Call 1-888-898-7969, press 2, then press 3 if they need to cancel their appointment



WHAT'S NEW
Michigan Newsletter • Spring 2008



Council Member Alberta Tinsley-Talabi and Former NBA Player Derrick Coleman Received Civic Leader Community Champion Award



Left to right— Jesse Thomas, President of MHM; Terry Bayer, MHI Chief Operating Officer; Councilmember Alberta Tinsley-Talabi; Juan Jose Orellana, VP of Investor Relations & Marketing; Diane Byrd Johnson, Community Affairs Manager.

Detroit, Michigan - (April 7, 2008) – The unsung heroes who work behind the scenes to make Michigan a better place was honored Thursday night April 10th at the second annual Molina Healthcare of Michigan Community Champion Awards dinner at the Roostertail Entertainment Complex. Local Detroit residents, Council Member Alberta Tinsley-Talabi and Former NBA Player and CEO of Heroes Don't Quit, Derrick Coleman were among twelve community leaders who was honored with a Community Champion Award for their leadership and dedication to improving the quality of life for all Detroit area residents. Council Member Tinsley-Talabi is being honored for her work as founder of the Mack Alive project cleaning up and restoring one of Detroit's poorest neighborhoods and Coleman is being honored for his leadership mentoring youth in the Heroes Don't Quit program. Both are recipients of the Civic Leader award.

"We are privileged to recognize these dedicated champions who have gone above and beyond consistently to fill vital needs in our community," said Jesse Thomas, President of Molina Healthcare of Michigan. "Councilwoman Tinsley-Talabi and former Detroit Pistons player Derrick Coleman embody a spirit of selflessness, commitment, and caring, which is aligned with Molina Healthcare's mission of providing health care services to the vulnerable and underserved population. We are proud to recognize them as our honorees at this important community event."



Derrick Coleman's Publicist —Tarence Wheeler with Jesse, Terry, Juan Jose, and Diane.



Councilwoman making remarks.

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Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at www.molinahealthcare.com. You can use the Internet for free at most public libraries. "Click" on the member button and drag your mouse down to your state. You can get information on our website about:

- Molina Healthcare's contracted doctors and hospitals
- Your benefits, including copayments and other charges (if they apply)
- What to do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- Drug formulary (approved drugs that doctors can prescribe)
- How to contact UM staff about a UM issue or question
- How to get primary care, hospital, specialty, and emergency services
- How to get care after normal office hours
- Preventive health guidelines and immunization schedule
- Your rights and responsibilities and the privacy of your information
- Restrictions on benefits or how to obtain care outside the Molina Healthcare service area
- Quality Improvement, Health Education, and Disease Management programs
- How to voice a complaint or appeal a medical decision
- How we decide about using new technology

You can ask for printed copies of anything posted on the website by calling 1-888-898-7969. Your member handbook is also a good resource. You can find it on our website.

Healthy Living with DiabetesSM is developed by Molina Healthcare, Inc.

All rights reserved. All information has been written and reviewed by doctors, nurses, health educators, and registered dietitians. All material in this publication is for information only. This does not replace your doctor's advice.

Molina Healthcare does not discriminate in providing medical care on the basis of preexisting health conditions, race, color, religion, age, national origin, disability, or sex.

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Civic Leader Community Champion Awards *continued...*

Council Member Alberta Tinsley-Talabi is an extraordinary community leader dedicated to effectuating change and improving the quality of life of all Detroit residents. She is committed to making city government more responsive to residents and creating greater opportunities for them to benefit from the city's economic growth. During her tenure as a City Council Member, she has helped obtain funding for recreational and family programs in neighborhood schools, and founded the Coalition Against Billboard Advertising of Alcohol and Tobacco to speak out against the proliferation of ads in African American communities. Additionally, she founded Mack Alive over sixteen years ago, which is an eastside faith based collaborative that administers jobs, education, and health measures to residents in one of Detroit's poorest neighborhoods, and established the "City Council Task Force and Policy Panel on Substance Abuse Prevention". Council Member Tinsley-Talabi is a tireless community champion who advocates for people throughout her district and others in need. For this reason, she was nominated as a community champion by Gwen Lewis of Mack Alive.

Former NBA Player, Derrick Coleman is the founder of Derrick Coleman Enterprises, a privately held corporation that operates a diverse portfolio of companies and is the CEO of the Heroes Don't Quit Program. The Heroes Don't Quit Program was established to mentor youth in the Detroit Public School system. The Derrick Coleman Foundation is a non-profit organization with the mission of advancing the development of Detroit's youth and empowering their families through educational, health and recreational programs and events. The organization has helped sponsor the Pretty in Pink Breast Cancer Awareness event, a new basketball court at Hutchinson Middle School, and an annual summer basketball program for 200 boys and girls, ages 9-14 years old. Mr. Coleman spent 15 years in the NBA with the New Jersey Nets, Philadelphia 76ers, Charlotte Hornets and Detroit Pistons. Although he has retired from the NBA, Mr. Coleman always makes time to help children and youth in need by helping them aspire to achieve their goals through educational and athletic activities. For this reason he was nominated by Detroit Public School Superintendent Dr. Connie Calloway for his leadership in the Heroes Don't Quit Program.

Detroit Public Schools (DPS) provides educational instruction for over 143,000 students covering over 138.8 square miles in the City of Detroit. DPS offers students the preparation needed to succeed in life beyond high school, including advanced

placement courses, special programs allowing students to graduate with associate college degrees, technical training in the construction trades, and class "A" athletic programs.

On Thursday night, Council Member Alberta Tinsley-Talabi and Derrick Coleman will be honored during the awards dinner and reception. Each honoree will be recognized with a \$1000 grant to help further the work of their sponsoring organization and a Molina Healthcare of Michigan Community Champion Award trophy, named in honor of Molina Healthcare's physician founder, Dr. C. David Molina.

This year's Molina Healthcare Community Champion Award recipients are:

- Mr. & Mrs. David Howell, Volunteers; nominated by Wayne State Institute of Gerontology
- Ms. Willette Campbell, Healthcare Professional; nominated by Health Delivery, Inc.
- Rev. Stephen G. Marsh of Evangelical Lutheran Church, Faith-Based Organization; nominated by New Center Community Health
- Ms. Millie Hall, Advocacy; nominated by Senator Martha Scott and the Coalition for Labor Union Women
- Councilwoman Alberta Tinsley-Talabi, Civic Leader; nominated by Gwen Lewis, Mack Alive
- Ex-NBA Player Derrick Coleman, Civic Leader; nominated by Dr. Connie Calloway, Detroit Public Schools
- Mr. Clarence Pierce, Community Health Professional; nominated by Hamilton Community Health
- Gilda's Club of Metro Detroit, Support Group; nominated by Gilda's Club
- Mr. Aaron Dworkin, Education; nominated by Brogan and Partners
- Mr. Quintin Rogers, Students & Youth; nominated by Tamekia Ashford, One Life Juvenile Diversion Program
- Ms. Jamillah Muhammad of WMXD 92.3 FM, Healthcare Media; nominated by Community Agencies

The evening also included a jazz performance and artwork, courtesy of students from the Detroit School of the Arts and Detroit's College for Creative Studies.

We Are Pleased To Announce!!!

Molina Healthcare has expanded our services to Midland as of February, 2008 and Clare Counties as of March, 2008.

About Molina Healthcare

Molina Healthcare is a managed care organization that provides health care services for over 209,000 members throughout the state. Molina Healthcare of Michigan was established in October 2000 and is a subsidiary of Molina Healthcare, Inc.

Molina Healthcare, Inc. is a multi-state managed care organization that arranges for the delivery of health care services to persons eligible for Medicaid, Medicare, and other government-sponsored programs for low-income families and individuals. Altogether, Molina Healthcare's nine licensed health plan subsidiaries in California, Michigan, Missouri (under the Mercy Care Plus name), Nevada, New Mexico, Ohio, Texas, Utah, and Washington currently serve approximately 1.1 million members. More information about Molina Healthcare, Inc. and Molina Healthcare of Michigan can be obtained at www.molinahealthcare.com.

Save The Date!

MOLINA HEALTHCARE'S QUARTERLY PROVIDER MEETING FOR THE NORTHERN MICHIGAN AREA
 Wednesday, June 4, 2008 • Lakeside Charlie's, Cadillac, MI
 Please RSVP to Leann Conway at 1-866-449-6828, ext 155822

Utilization Management (UM)

CASE MANAGEMENT PROGRAMS

Molina Healthcare helps members and practitioners manage chronic conditions through our Case Management Programs. This is a voluntary program for any member that has a complex medical condition. Case Managers are available to provide information and assist members to navigate the care system and obtain necessary services in an optimal setting that will adequately meet the medical needs. Molina Healthcare has specialized Case Managers for the following conditions:

- Chronic Obstructive Pulmonary Disease
- Congestive Heart Failure
- Emergency Room
- End Stage Renal Disease
- High Risk Obstetrics
- Pediatrics
- Skilled Nursing Facility and Rehabilitation
- Social Work Services
- Transplant / Oncology

If you would like more information about the program, please call us at 1-866-449-6828, Ext. 151317.

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.

Medicare Options

Molina Healthcare entered into a contract with Medicare to service Genesee, Kent, Macomb, Oakland and Wayne Counties. Today, there are two Molina Healthcare Medicare products, called Molina Options and Molina Options Plus (formerly called Molina Advantage). Molina Options is offered to all Medicare beneficiaries who are enrolled in Medicare Parts A and B. Molina Options offers a low premium of \$0 - \$29 per month, depending on LIS eligibility, \$10 co-pay for PCP visits, and \$20 co-pay for specialists. The prescription drug co-pays are \$5 for generic, \$15 for preferred brand drugs, and \$50 for non-preferred brand drugs. There is a limited enrollment period that applies to the Molina Options plan.

Molina Healthcare Options Plus is a Special Needs Plan for those who have Medicare Parts A and B, and Full Medicaid services. Members who enroll with Molina Options Plus receive there Medicare benefits and Prescription Drug benefits under this plan. In addition, members are entitled to additional benefits at no extra cost to its members. Some of these additional benefits include 52 one-way trips to plan-approved locations every year, 12 routine podiatry visits per year, Disease Management programs, 24-hour Nurse Advice Line, and 1 hearing test per year. There are no premiums for prescription drugs and the co-pays are \$0 for generic, \$3.10 for preferred brand drugs and \$5.60 for non-preferred brand drugs. Some qualifications do apply to these additional Benefits. For more information on these Medicare plan, please contact your Molina Healthcare Provider Representative or call 1-800-665-3072.

ePortal

Molina Healthcare's ePortal is an online self services tool for Providers located at www.molinahealthcare.com. ePortal may be utilized to:

- Submit National Provider Identification number(s) (NPI)
- Verify member eligibility
- View and print patient listings
- Submit and status prior authorizations
- Status and submit claims
- Print claim summaries
- View the provider directory and
- **View HEDIS missed services reports**

ePortal is a FREE internet application available to all Molina Healthcare Providers. To sign up for ePortal, please contact the Provider Services Department.

Locked Status Update:

Passwords must be changed every 90 days, users are locked out of the system after 30 days without access and pop-up alerts are generated 14 days prior to when a password must be changed. If you have not logged into the ePortal you will not see the pop-up alert.

Your health plan Provider Services Representative can provide assistance on ePortal functionality questions. The Molina Healthcare Help Desk can assist with Technical related or Log-on issues by calling 1-866-449-6848.

Advomas A Molina Healthcare Partner

Molina Healthcare is a partner with Advomas/Medicaid Assistance Service, Inc. to assist with the identification and transition of Molina Healthcare members to other medical programs that are more compatible to the member's healthcare needs.

Advomas is a strong and multi-sourced financial advocate for hospitals, health plans and patients. They are specialists in Michigan that assist hospitals, health plans and patients with getting the financial assistance they deserve. At the health plan level, Advomas advocates for the plan and its members to ensure they are in the proper government programs, coordinating efforts to secure disability coverage where appropriate, as well as making sure claims are paid by a more appropriate payer.

Advomas entered into an agreement with Molina Healthcare to assist with identifying members that can be transitioned to Medicare and transition from the AFDC program to the ABAD program based on health status.

As a part of the Advomas investigation and/or case review, there may be occasions when Advomas representatives will need to visit your provider office to clarify information, speak with or assist the Molina Healthcare member or obtain medical information. Therefore, your assistance by allowing the Advomas representative into your facility would be most appreciated. If there is every a time when the Advomas representative or visit may be questionable, do not hesitate to contact your Provider Services Representative for clarification at 1-866-449-6828.

Partnering together to make a difference for all persons is our main goal and your support is appreciated.