



# Just the Fax



A fax bulletin for the Molina Healthcare of Ohio, Inc. network • February, 2010

## A Message from Molina Healthcare of Ohio's Chief Medical Officer

Dear Colleague:

The Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) from the National Committee for Quality Assurance (NCQA) is a well-known and respected tool used by more than 90 percent of American health plans to report performance on quality of care and service. Molina Healthcare of Ohio, Inc. (Molina Healthcare), with your assistance, will begin collecting and compiling this data within the next few weeks.

This year, Molina Healthcare has contracted with the Medical Review Group (MRG) to perform the majority of HEDIS medical record data abstraction on our behalf. As defined by the Health Insurance Portability and Accountability Act (HIPAA), MRG will serve as a "business associate" of "covered entities" and, therefore, is legally bound to protect, preserve, and maintain the confidentiality of any protected health information (PHI), obtained pursuant to its contractual obligations to Molina Healthcare. You can be confident that MRG will treat your patients' PHI with total protection and confidentiality. MRG will contact your office to schedule data collection or to request that copies of chart components be sent via mail or fax for off-site reviews.

Data collection for four specific HEDIS measures will be collected by Molina Healthcare internal Quality Improvement staff rather than MRG. If your patient has been identified for one of these measures, we will contact your office and make arrangements with your staff for data collection. Again, please be assured that all medical information will be used and maintained in a confidential manner in accordance with HIPAA privacy regulations and Molina Healthcare's corporate policies.

We appreciate your cooperation in extending professional courtesy to MRG and the Molina Healthcare Quality Improvement staff, as they begin this year's medical abstraction process. Please do not hesitate to contact Barbara Marshall, HEDIS Program Manager, at 1-800-357-0146, ext. 214483, if you have any questions.

Thank you for your assistance in this effort and for your continued work to improve the health of our members and communities.

Sincerely,

*Kevin M. Smith, MD*

Kevin Smith, MD, MBA

HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance

## Reminder: Prescription Drug Coverage Change for Ohio Medicaid Managed Care Plan Members

Effective February 1, 2010, there is a change in prescription drug coverage for Ohio Medicaid managed care plan (MCP) members. Coverage of prescription drugs and some supplies dispensed at a pharmacy will be handled by Ohio Medicaid, rather than the MCPs. Drugs administered in a provider office setting and certain supplies will continue to be covered by the MCPs.

For further information on the pharmacy carve-out, please review the ODJFS Medical Assistance Letter, entitled "Announcement of Changes to Coverage of Prescription Drugs and Certain Medical Supplies," posted online at <http://www.odjfs.state.oh.us/lpc/calendar/fileLINKNAME.asp?ID=MAL561>.

## Molina Healthcare Thanks You!

Molina Healthcare of Ohio recently conducted the *Rewards for Healthy Choices* program with the goal of enhancing our members' health by educating them about the importance of keeping preventive care appointments with their health care provider.

The *Rewards for Healthy Choices* coupon booklets were mailed to all households in November. Members were encouraged to receive the following visits:

- Well Child Checkups – Annual visit for children ages 0-11 years
- Well Care Checkups for Teens – Annual visit for adolescents ages 12-20
- Adult Well Care Checkups – Annual visit for adults ages 21-65+
- Women's Health
  - Breast Cancer Screening – as recommended by their provider
  - Pap Test – as recommended by their provider
  - Chlamydia Screening – as recommended by their provider
- Comprehensive Diabetes Care – for members with a diagnosis of diabetes
  - HbA1c Testing
  - LDL-C Screening
  - Urinalysis
  - Annual Dilated Retinal Eye Exam
- Refill of Asthma Medications – for members with a diagnosis of asthma.

The response to the program was great! Almost 2,400 preventive service visits were received through the program. Molina Healthcare thanks you for all your help, and we encourage you to continue to provide care for our members in need, as well as our members who choose to make healthy choices.

## Helping Patients with Communication Barriers

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Compliance with this provision includes providing interpretation and translation services for members. Translation and interpretation services are the responsibility of the provider. Under no circumstances are Molina Healthcare members responsible for the cost of such services.

Molina Healthcare is here to help your office arrange for translation and interpretation services:

**Translation Services:** Call member services at 1-800-642-4168 for assistance with locating translation services. The cost for translation services is the responsibility of the provider.

**Interpretation Services:** Call provider services at 1-800-642-4168 to request assistance with locating interpreter services. The cost for interpretation services is the responsibility of the provider.

**Limited Hearing Ability:** Use the Ohio Relay Service (TTY) at 1-800-750-0750 or 711. There is no cost associated with use of the Ohio Relay Service.

**Limited Sight:** Call member services at 1-800-642-4168. Documents in large print, Braille or audio can be obtained. Molina Healthcare covers the cost of these materials.

**Limited Reading Proficiency:** Call member services. The representatives will explain the information verbally, up to and including reading the document to the member, or the representative will provide the documents in audio version.

## 2010 Census

Census Day is April 1, 2010 – the date that Census forms must be completed and mailed.

The Census determines the amount of federal formula dollars that Ohio will receive. An accurate Census ensures that Ohio gets its fair share of funding. According to a US Census Monitoring Board Report to Congress, following are the major programs affected by a census undercount:

- Medicaid
- Foster Care
- Rehabilitation Services Basic Support
- Child Care and Development Block Grant
- Social Services Block Grant
- Substance Abuse Prevention and Treatment Block Grant
- Adoption Assistance
- Vocational Education Basic Grants

For every person not counted, Ohio could lose \$12,000 over the 10-year census cycle.

Please encourage your patients to complete their Census forms. Free flyers are available at [www.youcancountonmeohio.org](http://www.youcancountonmeohio.org).

## It Matters to Molina

In late 2009, an independent contractor conducted Molina Healthcare's annual provider satisfaction survey, and we were pleased to learn that our overall provider satisfaction score increased by 14.7 points over the 2008 score!

Your opinion matters to Molina. If you have feedback on how we can better serve you, either complete an It Matters to Molina comment card and drop it in the mail, or email us at [ItMatters@MolinaHealthcare.com](mailto:ItMatters@MolinaHealthcare.com). We look forward to continuing to provide you with exceptional service in 2010!

## Questions?

If you have any questions, please call Molina Healthcare's Provider Services Department at 1-800-642-4168 (TTY: 1-800-750-0750 or 711). A representative will be available to assist you from 8:00 a.m. – 5:00 p.m., Monday – Friday.