

BIG NEWS about a SMALLER Prior Authorization List! You asked for it, and we listened!

Starting February 1, 2008, in direct response to your feedback and requests:

- ✓ **MHO will reduce the services requiring prior authorization (PA).** The revised Instructions for Submitting Service Request Forms, which are included with this bulletin, include the revised list of services that will require PA. A highlight of the changes made include the following:
 - Hospice, dialysis and chemotherapy no longer require PA
 - Outpatient physical, occupational and speech therapy no longer require PA
 - Reduced number of surgical services that require PA in an office place of service
 - Unlisted injectable codes only require PA when billed charges exceed \$500The Instructions and Service Request Form for PA can also be found at www.molinahealthcare.com by selecting the *Resource* tab and *Frequently Used Forms* link.
- ✓ **A searchable list of procedure codes by place of service** that require prior authorization will be available in February 2008. The list will be posted at www.molinahealthcare.com by selecting the *Resource* tab and *Service Request Resources* link. To request a hardcopy of this list, please contact Provider Services.

Did you know you can also submit PA requests on the Molina Provider Self-Service E-Portal?

For more information, please see the E-Portal article below or contact Provider Services at 1-800-642-4168.

People's Transportation Contract Terminated – Effective 12/31/07

Effective December 31, 2007, Molina terminated the contract with its transportation vendor, People's Transportation Group. Molina has implemented a contingency plan to ensure that the transportation needs of our members are being met. Agreements have been executed with local transportation providers throughout our regions to provide alternative means of transport for members while negotiations are completed for a new state-wide vendor.

In the interim, Molina's Member Services Representatives are facilitating our member's transportation needs. Please direct any Molina member to contact Molina Member Services at:

Healthy Start/Healthy Families 1-800-642-4168

Aged, Blind or Disabled 1-866-408-9501

Hearing Impaired/TTY 1-800-750-0750 or 711

Representatives will be available to assist members from 7:00 a.m. – 7:00 p.m. Monday through Friday.

Provider Demographic Changes

MHO has developed a new Provider Information Update Form to make it easy for you to inform us of any changes to your practice information. It is important that you notify us of any changes to your address, phone number, tax identification number, etc. to ensure accurate and timely claims payment. If a provider is joining or leaving your practice, this same form should be used and submitted with a revised Attachment B for Primary Care Providers and Attachment C for Specialty Care and Ancillary Providers. A copy of the Form and Attachments can be found at www.molinahealthcare.com by selecting the Resource tab and Frequently Used Forms link.

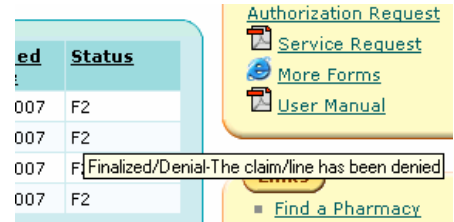
New! – Corrected Claim Form

Molina encourages providers to submit the new Corrected Claim Form with each corrected CMS 1500 claim form submitted to alert the claims processing department that the claim contains new information and is not a duplicate submission. For UB claims, the bill type 137 should be used to correct a previously submitted claim form; the Corrected Claim Form is not needed. A copy of the new Corrected Claim Form can be found at www.molinahealthcare.com by selecting the Resources Tab and Frequently Used Forms link.

Provider Self Services E-portal

Please visit www.molinahealthcare.com to explore all of the self-services available. The Provider E-Portal offers the following services:

- ❖ Member Eligibility Inquiry
- ❖ Check Claim Status
- ❖ Submit Prior Authorization Request
- ❖ Check Prior Authorization Status
- ❖ Access PCP Member Roster
- ❖ Access Provider Affiliation List (provider roster with contract effective dates)
- ❖ Verify Member's PCP
- ❖ Submit CMS-1500 Claim Forms



ed	Status
007	F2
007	F2
007	F Finalized/Denial-The claim/line has been denied
007	F2

Authorization Request
Service Request
More Forms
User Manual
Find a Pharmacy

ETip - Hovering your mouse on top of the Status code will cause the description to appear

To access the Provider E-Portal, you must first register to receive a secure user ID and password. Please register online by selecting the “Login to Provider Self Services” link or call Molina E-Portal Provider Services at 1-866-449-6848 for complete instructions and/or assistance with any questions regarding registration.

Electronic Claims Submission

If your office currently files paper claims, consider the benefits of electronic claims submission:

- ❖ Save money by decreasing the cost of postage and printing!
- ❖ Get your money faster!
- ❖ Reduce claims rejections!
- ❖ Increase the efficiency and productivity in your office!

To learn more, please visit our EDI website at <http://www.molinahealthcare.com/edi>
Molina's EDI Payer ID - 20149

Questions

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

Also at our website ...

You can find these and many other valuable resources at www.molinahealthcare.com:

- 🔗 MHO Provider Manual
- 🔗 Preventative Health and Clinical Guidelines
- 🔗 Member Rights and Responsibilities
- 🔗 Preferred Drug List (PDL)
- 🔗 “Just the Fax” Archive

FDA Warning

Molina Healthcare, Inc. would like to make you aware of the recent FDA warning for cough and cold preparations and their use in children under 2 years of age. Attached is the FDA warning as well as a statement from the American Academy of Pediatrics.

FDA Releases Recommendations Regarding Use of Over-the-Counter Cough and Cold Products

Products should not be used in children under 2 years of age; evaluation continues in older populations

The U.S. Food and Drug Administration today issued a Public Health Advisory for parents and caregivers, recommending that over-the-counter (OTC) cough and cold products should not be used to treat infants and children less than 2 years of age because serious and potentially life-threatening side effects can occur from such use. OTC cough and cold products include decongestants, expectorants, antihistamines, and antitussives (cough suppressants) for the treatment of colds.

There are a wide variety of rare, serious adverse events reported with cough and cold products. They include death, convulsions, rapid heart rates, and decreased levels of consciousness.

Pending completion of the FDA's ongoing review, parents and caregivers that choose to use OTC cough and cold medicines to children ages 2 to 11 years should:

- Follow the dosing directions on the label of any OTC medication,
- Understand that these drugs will NOT cure or shorten the duration of the common cold,
- Check the "Drug Facts" label to learn what active ingredients are in the products because many OTC cough and cold products contain multiple active ingredients, and
- Only use measuring spoons or cups that come with the medicine or those made specially for measuring drugs.

AMERICAN ACADEMY OF PEDIATRICS URGES CAUTION IN USE OF OVER-THE-COUNTER COUGH AND COLD MEDICINES

For Immediate Release: January 17, 2008

The U.S. Food and Drug Administration today issued an advisory strongly recommending that over-the-counter cough and cold medications not be given to infants and children under two years old because of the risk of life-threatening side effects. The American Academy of Pediatrics (AAP) supports this recommendation and urges parents to seek safer ways to soothe infants and young children suffering from colds and coughs.

"It is critically important for parents to receive clear information about the risks and lack of benefit from these drugs, and ways to help take care of children suffering from colds and coughs," said Renee Jenkins, M.D., FAAP, president of the American Academy of Pediatrics. "We urge FDA to continue its analysis of the existing data on these medicines intended for children over age 2 and take appropriate action, including initiation of immediate, rigorous scientific studies as needed to determine the drugs' safety and efficacy."

Children metabolize and react to medications differently than adults, often in unanticipated ways. For more than 30 years the AAP has emphasized the importance of studying medicines in pediatric populations. As part of the FDA's ongoing review of over-the-counter cough and cold medications, the AAP in October urged regulators to pursue further studies into whether these drugs have any benefit to children. The AAP also advised labeling that would inform parents that the products have been shown to be ineffective in children under 6 and could lead to serious adverse reactions. Thursday's advisory is an important first step. The FDA expects to announce its recommendation for children ages 2 to 11 in early spring.

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Dr. Jenkins recommended saline nose drops and suctioning bulbs to thin and clear mucus from a baby's nose, and using a cool-mist humidifier. Chest physical therapy can also loosen mucus and may help infants and young children expel mucus. If a

child under age 2 develops a fever, consult a pediatrician. For more suggestions on treating children without over-the-counter cough and cold drugs, www.aap.org/publiced/BR_infections.htm