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  - Member Rights & Responsibilities
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  - Claims/Denials Decision Information
  - Provider Manual
  - Formulary
  - UM Affirmative Statement  
(re: non-incentive for under-utilization)
  - How to Obtain Copies of UM Criteria

Molina Healthcare of Ohio

Please contact Molina Provider Services for written copies of all information on the website or if you need more information please call Provider services at 1-800-642-4168.

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# Immunizations - Don't Forget

By Richard L. Tompkins, MD, MBA, Medical Director, Molina Healthcare Inc.

**A**re your patients up-to-date with their immunizations? Twenty to thirty percent of children are not adequately immunized and your patients could be among them. While some parents refuse to have their children immunized (less than 5%), most simply forget. It's important that you take every opportunity to remind parents of the need for immunizations and catch children up who may be behind. Think creatively about how to identify children in need of immunizations or catch up. Review your office procedures to ensure they are efficient and effective at finding these children. Help your patients keep an up-to-date immunization schedule.

### Here are some suggestions to set some rules for your office staff.

- Always look for opportunities to immunize children of all ages every time you see them. If you can't give an immunization due to illness, be sure that an immunization visit is scheduled soon.
- If you care for adults, don't forget their immunization needs. Make it a habit for your staff to ask every patient about immunizations at every visit.

### Key Steps in Keeping Your Patients Immunizations Up-to-date

- Be sure each child's medical record has an immunization record displayed in the front of the chart.
- On the child's first visit to your office, have your staff complete this record

with the accompanying adult. Update the record at least annually.

- Be sure the family keeps the same record at home. Give them reminders for upcoming vaccines when they leave the office. Maintain a simple post card procedure that can be mailed as part of your overall tracking system.
- Get permission to obtain old records to ensure you have the most up-to-date immunization information on hand.
- Be sure you are familiar with the latest guidelines from CDC for administering immunizations. Unfortunately many well-intended physicians still do not immunize a child in the office who has a low-grade fever. Low-grade fever is no longer a contra-indication for immunization and, given the Medicaid population especially, it would be important to immunize the child whenever he or she presents in the office.
- Set up a tickler file on young children to do call backs if they don't show up for immunizations on time.
- Consider adding an on hold phone message reminding patients of the need for immunizations.
- Send birthday cards as a reminder of needed immunizations.
- When one child in a family is seen, pull sibling charts and remind parents of any needed shots.

**For immunization updates, visit the CDC National Immunization Program website at: [www.cdc.gov/nip/](http://www.cdc.gov/nip/)**

# Special Populations Series: Did You Know?

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The Molina Institute helps providers understand different cultures, including habits, customs, and beliefs, and effects on delivery of health care. According to census data, the East Indian (or Asian Indian) population is the fastest growing Asian American community in the U.S.

- There are about 1400 different plants and plant extracts used in Ayurvedic medicine, the traditional Indian mixture of religion and secular medicine. These metabolize in the body slowly with few side effects.
- Belief in karma, that one's suffering in this life are related to past life experiences, lead Hindu patients to have a strong desire at the end of their life to resolve anger and unfinished business.
- Pregnancy is viewed as a 'hot state' in Asian Indian culture. Meat, eggs, nuts, spices and herbs are considered 'hot' and are avoided. Rituals of pregnancy include ceremonies to keep away evil spirits that may affect the unborn child.
- Pointing at or beckoning to someone with an index finger is considered rude in Asian Indian culture.
- Disease is seen as an imbalance of forces in the body. Illness can be treated by realigning oneself with the proper elements.

For the full article on Asian Indian culture, contact Sonia Gordon at [sonia.gordon@molinahealthcare.com](mailto:sonia.gordon@molinahealthcare.com).

## Drug Formulary and Pharmaceutical Procedures

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For each state, the Drug Formulary (sometimes referred to as a Preferred Drug List or PDL) and pharmaceutical procedures are maintained by a Molina Healthcare Pharmacy and Therapeutics (P&T) Committee. This Committee usually meets on a quarterly basis, or more frequently if needed. It is composed of your peers – practicing physicians and pharmacists from areas where Molina Healthcare practitioners are located. The Committee's goal is to provide a safe, effective and comprehensive Formulary/PDL. The P&T Committee evaluates all therapeutic categories and selects the most cost-effective agent(s) in each class. In addition, the Committee reviews prior authorization procedures to ensure that medications are used safely, and in accordance with the manufacturer's guidelines and FDA-approved indications. They also evaluate and address new developments in pharmaceuticals and new applications of established technologies, including drugs.

Medications prescribed for Molina Healthcare members must be listed in the Drug Formulary/PDL. Select medications may require prior authorization, as well as any medication not found on the listing. When there is a medically necessary indication for an exception, such as failure of the formulary choices, providers may request authorization by submitting, via fax, a Medication Prior Authorization Form or by calling the Pharmacy Prior Authorization Department for the plan. Printed copies of the Drug Formulary/PDL may be obtained by calling the Provider Services Department.

Additionally, the listing and prior authorization criteria are posted on the Molina Healthcare website at [www.molinahealthcare.com](http://www.molinahealthcare.com)

# How Do Different Patients Think About “Rights and Responsibilities”?

**A**s healthcare providers, we usually think we have a good understanding of the concepts of patient’s rights and responsibilities. However, every individual’s understanding of these basic ideas is colored by their background, culture and life experience. In European and North American middle-class culture the idea of the independent individual is widespread and taken for granted. Related ideas such as individual choice, freedom, and self-expression guide daily activities. In contrast, many Asian and Native American cultures focus on interdependence. Ideas such as the importance of social obligations, hierarchical social order, interpersonal adjustment, and fitting in shape everyday behavior. Our understanding of the right to confidentiality and to discuss care options is shaped by Western ideals of individuality, independence, and privacy that are not necessarily shared by everyone. “Responsibility” is not universally viewed as individual accountability, but is sometimes seen in the context of family, clan, or community.

How can you recognize and adjust for these differences in social norms and the behavior associated with them? Try to remember that people differ because:

- Decision-making is not always considered to be a personal, individual right. A patient may be expected

to consult with family members or community leaders before making important decisions. The patient may or may not feel comfortable about this requirement.

- Not everyone puts the same value on self-expression and individual thought. For some people showing respect, “saving face,” or the needs of someone else may be more important than honest responses to questions.
- Experiences with highly regulated or socialized medical systems (e.g. Chinese or Soviet-Russian) may alter a patient’s expectations about how health decisions are made.
- If someone has not had experience with respectful and understandable care, they may not understand that this is their right.

Adapting behavior during medical encounters to adjust for major differences in belief systems is one of the greatest challenges in treating diverse patient populations. Recognizing that there are major differences in how patients view their personal rights and autonomy is one of the keys to more successful encounters.

## Complex Case Management

**M**olina Healthcare offers you and your patients the opportunity to participate in our Complex Case Management Program. Patients appropriate for this voluntary program are those that have the most complex service needs and may include your patients with multiple medical conditions, high level of dependence, conditions that require care from multiple specialties and/or have additional social, psychosocial, psychological and emotional issues that exacerbate the condition, treatment regime and/or discharge plan.

The purpose of the Molina Healthcare Complex Case Management Program is to:

- Conduct a needs assessment of the patient, patient’s family, and/or caregiver
- Provide intervention and care coordination services within

the benefit structure across the continuum of care

- Empower our patients to optimize their health and level of functioning
- Facilitate access to medically necessary services and ensure that they are provided at the appropriate level of care in a timely manner
- Provide a comprehensive and on-going care plan for continuity of care in coordination with you, your staff, your patient, and the patient’s family.

**If you would like to learn more about this program, speak with a Complex Case Manager and/or refer a patient for an evaluation for this program, please call Utilization Management at 866-408-9501 (for ABD patients) and 800-642-4168 (for CFC patients).**

# NPI: Are You Ready? Getting an NPI is free - not having one can be costly!

## GET IT.

The National Provider Identifier (NPI) compliance date is May 23, 2007. Each healthcare provider that is a covered entity under HIPAA must obtain an NPI. Providers who are not covered entities may obtain an NPI and will need to do so to bill Molina Healthcare for any services provided to our members. If you have not applied for your NPI go to the Centers for Medicare and Medicaid Services (CMS) website to apply at [www.cms.hhs.gov/NationalProvIdentStand/](http://www.cms.hhs.gov/NationalProvIdentStand/)

## SHARE IT.

Molina Healthcare is now collecting NPI(s) from healthcare providers. By regulation, a healthcare provider is required to disclose its NPI, when requested, to any entity that needs the NPI to identify the provider in HIPAA transactions, such as claims. You should have received a letter informing you on how to submit your NPI to Molina. If you have not already done so, please report your NPI to us through our Provider Self Services Portal at: <https://eportal.molinahealthcare.com/eportal/providers/login.aspx>

### How to report your NPI to Molina:

- Sign on to our secure Provider Self Services Portal using your existing User ID and password.
- If you are not registered for the Portal, please take this opportunity to sign up and take advantage of all the features the Molina Provider Self Service Portal has to offer.
- For assistance with registering you may contact your Molina Healthcare Provider Services Representative or call the technical assistance number at 1-866-449-6848

## USE IT.

Beginning May 23, 2007, each covered provider must use its NPI to identify itself on all HIPAA transactions where its healthcare provider identifier is required. In addition, beginning May 23, 2007 Molina will require providers to use their

NPI when submitting all claims, including paper and electronic formats.

## Important Molina NPI Implementation Dates:

### Use of the NPI on Paper Claims

#### Professional Claims:

- Beginning October 1, 2006 you may submit the revised (08/05) CMS 1500 claim form which contains the NPI. The current (12/90) version will be discontinued on March 31, 2007.

#### Institutional Claims:

- Beginning March 1, 2007 you may submit the new UB-04 claim form which contains the NPI. The current 1450 version will be discontinued on May 22, 2007.
- Molina Healthcare is requiring the use of taxonomy codes on institutional claims.

### Use of the NPI on electronic claim transactions:

#### Dual Use Period 3/1/07 – 5/22/07

Molina will accept claims with the NPI and legacy provider identifiers such as Medicaid IDs.

#### NPI Compliance begins 5/23/07

Beginning 5/23/07 all claims, electronic and paper, must contain the NPI in order for payments to be issued. Electronic claims containing a Medicaid and/or Legacy identifier will be rejected. Molina will accept paper claims with Medicaid and/or Legacy identifiers; however, the NPI must also be printed on the claim form.

## QUESTIONS?

Still have questions on how the NPI affects you? By linking to the Molina Healthcare Internet site at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) you can find more information on the NPI or call the Molina HIPAA Hot Line at 1-866-665-4622.

# Electronic Data Interchange (EDI)

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**M**olina Healthcare provides a number of Electronic Data Interchange (EDI) solutions to meet practitioner needs including Claims Submission, Encounter Submission, Claims Inquiry, Eligibility Inquiry, Electronic Remittance Advice, Authorization Submission and Authorization Inquiries.

At Molina Healthcare we are committed to delivering tools that will allow practitioners to reduce the time spent on administrative duties and focus their efforts on practicing medicine. For example, by submitting your claims electronically:

- You save money by decreasing the cost of postage and printing!
- You eliminate mailing time and claims reach Molina faster!
- You reduce claims delays since errors can be corrected and resubmitted electronically!

- You increase the efficiency and productivity in your office!

For more information and a list of clearinghouses currently available for submitting electronic claims, please visit our EDI website at <http://www.molina-healthcare.com/edi>. Molina also provides a direct-entry tool for professional claims on the Molina Provider Self Services Portal.

The Molina Provider Self Services Portal is an online tool for our practitioners and service partners. This tool allows practitioners to check member eligibility and authorization status, directly enter professional claims, view claim details, view patient listing's and update the profile.

For more information log on to <https://eportal.molinahealthcare.com/eportal/providers/login.aspx> or contact your Provider Service Representative.

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## Vision and Dental Care; Steppingstones to Good Health

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**A**re your patients getting all the care they need? Molina Healthcare wants to partner with you to help your patients stay healthy. Many common health problems can be avoided with good preventative care; that's why Molina Healthcare offers a range of dental and vision benefits to all of our members.

The dental benefits include the full range of services previously offered under the fee-for-service Medicaid program. In addition, Molina Healthcare has chosen to offer expanded benefits, including the removal of impacted teeth and tooth reimplantation (emergent cases only).

Vision benefits include routine optical services and an expanded benefit which covers annual eye exams for adults.

We need your help to ensure that our members understand the importance of routine dental and eye care. At every visit, please remind your patients that dental and vision check-ups on a regular basis are an important part of maintaining good health. Any questions they may have regarding their benefits may be addressed by contacting Member Services at 1-800-642-4168. Representatives are available Monday-Friday, 7:00 am to 7:00 pm.

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## Practitioner Credentialing Rights: What You Don't Know Can Hurt You

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**M**olina Healthcare has a duty to protect its members by assuring the care they receive is of the highest quality. One protection is assurance that our practitioners have been credentialed according to the strict standards established by the state regulators and NCQA. Your responsibility, as a Molina Healthcare practitioner, includes full disclosure of all issues and timely submission of all credentialing and re-credentialing information.

Molina Healthcare also has a responsibility to its practitioners to assure the credentialing information it reviews is complete and accurate. As a Molina Healthcare practitioner, you have the right to:

- Strict confidentiality of all information submitted during the credentialing process;
- Nondiscrimination during the credentialing process;
- Be notified of information obtained during the credentialing process that varies substantially from what is submitted by you;
- Review information submitted to support your credentialing application, with the exception of references, recommendations or other peer-review protected information;
- Correct erroneous information;
- Be informed of the status of your application upon request;
- Receive notification of the credentialing decision within 60 days of the committee decision;
- Receive notification of your rights as a practitioner to appeal an adverse decision made by the committee; and,
- Be informed of the above rights.

**For further details on all your rights as a Molina Healthcare practitioner, please review your Provider Manual. You may also review the provider manual on our website at [www.molina-healthcare.com](http://www.molina-healthcare.com) or call your Provider Services Representative for more details.**