

Part# 1657Rev0508

Bright Eyes and Shiny Teeth

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. Now is a good time to remind your patients that a dental cleaning and exam, coupled with an eye exam, can keep them healthy and happy all summer long.



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 regarding benefits or assistance in locating a provider near them may be addressed by contacting Molina Member Services at 1-800-642-4168. Representatives are available Monday-Friday, 7:00 am to 7:00 pm.

Transportation Update

Are your patients having difficulty getting to their appointments?

In many instances, a member's failure to keep their appointments is a result of not having a way to get to the office. Transportation to and from covered medical services, WIC appointments and re-determination appointments at the local CDJFS office are offered to our members as part of their Molina benefits.

Trips can be scheduled by our members or by physician's offices, clinics and other healthcare providers. **The toll-free number to all to arrange transportation is 1-866-642-9279.** Additional details regarding the benefit can be found in the Molina Member Handbook located on our website, www.molinahealthcare.com.



Strategies for Preventive Care



The old adage, “an ounce of prevention is worth a pound of cure,” is well accepted in medicine but not always practiced by patients or their providers. As a result, preventable illnesses are treated at a much higher cost than the cost of prevention. Also, the lack of prevention results in unnecessary pain and suffering for patients.

We mention good health care prevention in nearly every *Partners In Care* newsletter because we believe it is extremely important. Molina Healthcare Preventive Health Guidelines for multiple age groups and pregnancy are on our website at www.molinahealthcare.com. They contain the

appropriate immunization schedules and list important screening and counseling areas with particular prevention benefits.

Molina Healthcare regularly sends reminders to your patients, encouraging immunizations, screenings and counseling sessions. In addition, women are reminded to get pap smears and mammograms at appropriate intervals. Type-two diabetics are reminded to obtain eye and foot examinations.

All states have age specific interventions encouraging members to use prevention programs to improve their health.

The most effective prevention occurs when you and your patient are face to face. Is your office process designed to help your patients get the best prevention advice and treatment? Do you make prevention a part of every visit, no matter what the original reason for the visit? Prevention counseling, directly from you as the provider, is known to be the most effective means to get patients to comply with prevention techniques.

This is true for safety issues, such as use of seat belts, bike helmets and home child-proofing. Counseling on smoking cessation still has the greatest benefit when it comes from you.

We encourage you to set up your office processes to make preventive care a priority. Design age-specific reminders on multiple prevention issues for your charts. Give your staff the opportunity to participate in and understand prevention processes. Use prevention checklists and discuss prevention during every visit. With your increased focus on prevention, together with Molina Healthcare’s reminders to your patients, we can achieve the benefit of healthier, happier patients.

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Kevin Smith, MD, MBA
Chief Medical Officer

Jill Anderson
Director, Utilization Management

Lois Schostek
Director of Quality Improvement

Fran Crider
Director, Case Management

Phil Hanus, Pharm. D.
Director of Pharmacy

Lisa Hatton
Director of Provider Services

Features at www.MolinaHealthcare.com:

- Clinical Practice and Preventive Guidelines
- Disease Management Programs for Asthma, Diabetes and Pregnancy
- Quality Improvement Programs
- Member Rights & Responsibilities
- Privacy Notices
- 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.

Corporate Quality Program

The Molina Healthcare Quality Improvement Program (QIP) provides the structure and key processes that enable the health plan to carry out its commitment to ongoing improvement of care and service, and improvement of members' health. The QIP assists the organization to achieve these goals. It is an evolving program that is responsive to the changing needs of the health plan's customers and the standards established by the medical community, regulatory and accrediting bodies.

The key quality processes include but are not limited to:

- Implementation of programs and processes to improve members' outcomes and health status.
- Collaboration with our contracted provider network to identify relevant care processes, develop tools and design meaningful measurement methodologies for the provided care and service.
- Evaluation of the effectiveness of programs, interventions and process improvements and determine further actions.
- Designing effective and value-added interventions.
- Continuously monitoring performance parameters and comparing to performance standards published by national, regional, or state regulators, NCQA and internal MHI benchmarks.
- Analysis of information and data to identify trends and opportunities, and the appropriateness of care and services.
- Oversight and improvement of delegated functions; Claims, UM and Credentialing.
- Ensuring a quality and adequate provider and Health Delivery Organization network through appropriate contracting, studies and Credentialing processes.

The QIP promotes and fosters accountability of employees and network and affiliated health personnel for the quality and safety of care and services provided to Molina Healthcare Members.



Patient Safety

Patient Safety will be addressed in the following ways:

- Continued information about safe office practices on our website.
- Member education; providing support for members to take an active role to reduce the risk of errors in their own care.
- Member Education about safe medication practices
- Preventive Care information and education for those identified through Disease Management.
- Cultural Competency trainings

The effectiveness of QIP activities in producing measurable improvements in the care and service provided to members is evaluated by:

- Organizing multi-disciplinary teams, including clinical experts, to analyze service and process improvement opportunities, determine actions for improvement, and evaluate results.
- Tracking the progress of quality activities through appropriate quality committee minutes and reviewing/ updating the QI work plan quarterly.
- Revising interventions based on analysis, when indicated.

Molina Healthcare would like to help you to promote the important care activities you have undertaken in your practices. If you would like to have your projects and programs highlighted on the Molina website, call Lois Schostek at 1-800-357-0146, ext. 214314.

Attention Providers: Refer Your Patients to the Nurse Advice Line

1-888-275-8750 (English)

1-866-648-3537 (Spanish)

The Nurse Advice Line is staffed by bilingual Registered Nurses to serve your patients 24 hours a day, seven days a week. If your patients have any concerns about their health, our specially trained triage nurses are available to listen to their symptoms, provide nursing care advice, and make referrals to an appropriate care setting. **Encourage your patients to call our Nurse Advice Line for assistance with their healthcare concerns.**



Drug Formulary and Pharmaceutical Procedures

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 a Medication Prior Authorization Form, via fax to 1-800-960-5160, or by calling the Pharmacy Prior Authorization Department at 1-800-642-4168 x 214394. Printed copies of

the Drug Formulary/PDL may be obtained by calling the Provider Services Department at 1-800-642-4168, Monday through Friday, 8:00 a.m. to 5:00 p.m. EST.

Additionally, the listing and prior authorization criteria are posted on the Molina Healthcare website at www.molinahealthcare.com.

Top Requested Medications Alternatives

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| 1. VYVANSE | Dextroamphetamine ER or Dexedrine Spansules |
| 2. LIPITOR | Simvastatin |
| 3. LIDODERM | For "Shingles" only ... use other topical analgesics |
| 4. NEXIUM | Omeprazole or Prilosec OTC up to 40mg |
| 5. ZYRTEC | Use OTC product only |
| 6. DAYTRANA | Adderall XR or Metadate CD (sprinkle capability) |
| 7. BLOOD GLUCOSE TEST STRIPS | Only True-Track meter/strips for Molina members |
| 8. CYMBALTA | Pain = Gabapentin, Depression = SNRI,SSRI |
| 9. LEXAPRO | Sertraline, Paroxetine, Fluoxetine, Citalopram |
| 10. ADVAIR | Azmacort, Flovent, Qvar, Aerobid |

National Provider ID (NPI) Contingency Plan End Date

In keeping with the NPI Contingency Guidance issued by the Centers for Medicare and Medicaid Services (CMS) in March 2007, Molina Healthcare (Molina) will end its NPI contingency plan effective May 22, 2008.

Molina worked diligently and collaboratively to achieve compliance with the HIPAA NPI requirements. Beginning May 23, 2008, in order to comply with the HIPAA regulations HIPAA standard transactions must include NPIs. No legacy identifiers (other than the billing/pay-to provider Tax ID number) may be included on HIPAA standard transactions as of May 23, 2008. Non compliant transactions will be rejected by Molina.

The HIPAA standard transactions conducted by providers are:

- 837 Claim
- 270/271 Eligibility Inquiry/Response
- 276/277 Claim Status Inquiry/Response
- 278 Service Request/Response
- 835 Remittance Advice

Additional information regarding Molina's NPI implementation is available on Molina's website

www.MolinaHealthcare.com. Additional information regarding the NPI is available from the CMS on its website www.cms.gov/NationalProvIdentStand.

Are You Ready for the NPI

GET IT: To obtain your NPI, health care providers can apply online at the National Plan and Provider Enumeration System (NPPES) website: <https://nppes.cms.hhs.gov/NPPES/Welcome.do>.

SHARE IT: The most efficient method for submitting your NPI to Molina is through our Provider Self Services Portal. Sign on to the Provider Self Services Portal using your existing provider User ID and password: <https://eportal.molinahealthcare.com/eportal/providers/login.aspx>. If you are unable to submit your NPI via the Provider Self Services Portal, please contact your Provider Services Representative and be prepared to provide your NPI, Tax ID # and Provider ID.

USE IT: Molina strongly encourages providers to begin using the NPI as the only provider identifier on electronic claims. This will allow time to address and resolve any problems related to NPI submission prior to the end of our NPI Contingency Plan.