



Access to Care



Molina Healthcare wants to ensure that its members have adequate access to provider appointments and that contracted providers are aware of appropriate availability standards. Molina Healthcare has established the following standards for access to care based on industry standards and monitors its contracted providers for compliance with the standards.

Appointment Availability/Wait Time for Appointments

- **Routine/preventive** exams should be provided within 6 weeks of request.
- **Urgent** care should be received by the end of the next business day.
- **Emergency** situations should be triaged and treated immediately.
- **Routine referrals** to a specialist should be seen within 6 – 8 weeks of request.
- **Behavioral Health Care**
 - **Routine** care should be received within 10 business days of request.
 - **Urgent** care should be received within 48 hours of request.
 - Treatment for a **non-life threatening emergency** should be received within 6 hours of request.
 - **Emergency** situations should be triaged and treated immediately.
- **Office wait time should not exceed 30 minutes.**

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Features at www.MolinaHealthcare.com:

- Clinical practice and preventive guidelines
- Disease management programs for asthma, diabetes and pregnancy
- Quality improvement programs
- Member rights and responsibilities
- Privacy notices
- Claims and denials decision information
- Provider manual
- UM affirmative statement (non incentive for under utilization)
- How to obtain copies of UM criteria

Molina Healthcare of Ohio

Please contact Molina Healthcare 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.

Managing Influenza and Pregnancy

Influenza is a common topic during this time of year. The severe influenza seasons of the past and not too distant pandemic highlights the importance of promoting the influenza vaccine and good hygiene etiquette to your patients annually. Although it is important for all persons six (6) months and older to be protected by getting the influenza vaccine, particular emphasis should be put on those at high risk, especially women who are pregnant.

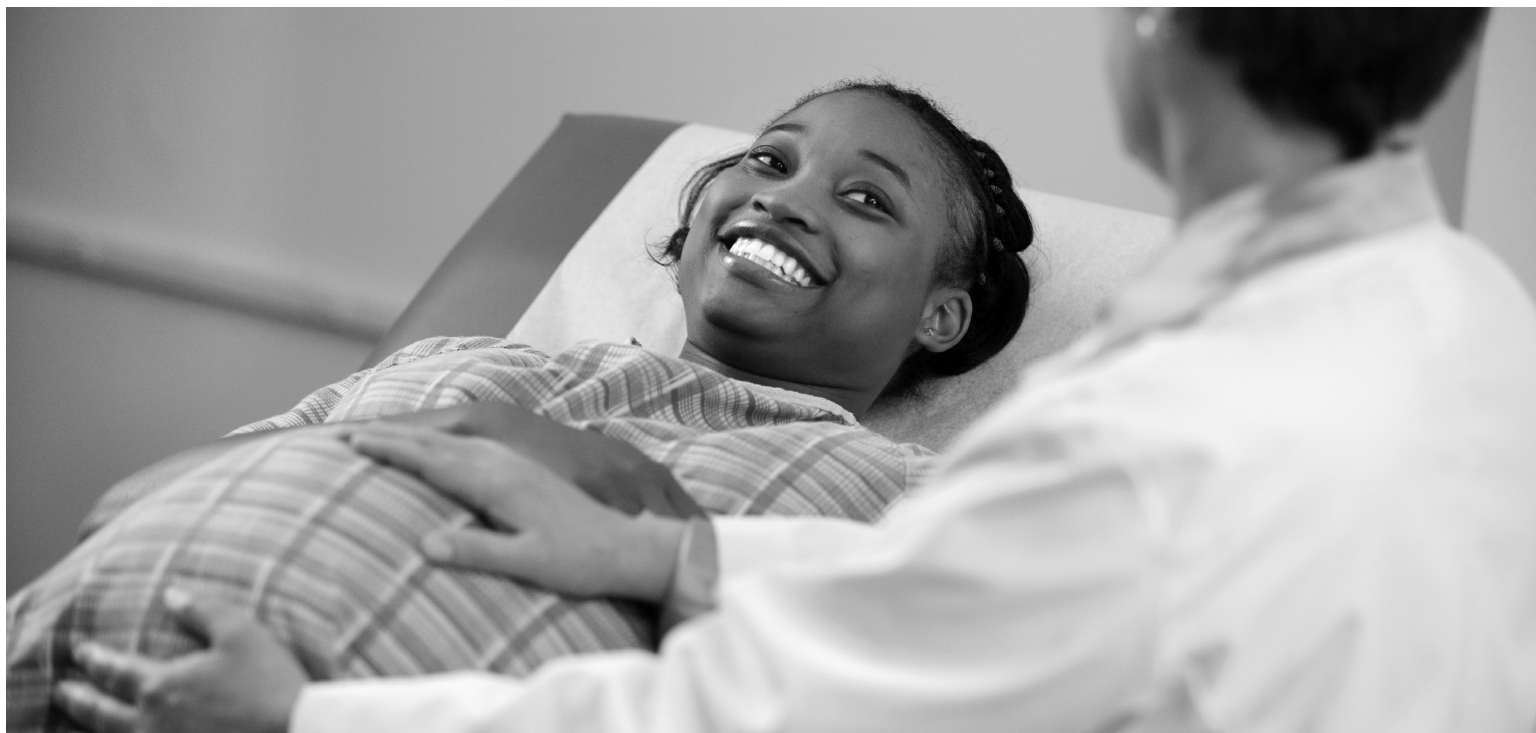
Pregnancy can add a layer of complexity when treating influenza. It is important to keep some key points in mind when managing your pregnant patients:

- **Encourage influenza vaccinations.** Pregnant patients that get influenza are at high risk for complications, so encourage vaccination regardless of trimester;

For more information on pregnancy and influenza, a prenatal toolkit is available on the CDC website at: http://www.cdc.gov/flu/pdf/freeresources/pregnant/2011_influenza_prenatal_toolkit.pdf

Source: Responding to Influenza: A Toolkit for Prenatal Care Providers, http://www.cdc.gov/flu/pdf/freeresources/pregnant/2011_influenza_prenatal_toolkit.pdf

- **Treat influenza-like illness quickly.** Antiviral medications should be used as soon as possible to treat influenza-like illness. Educate your pregnant patients and staff on the signs and symptoms to look for. Establish procedures with staff to ensure early treatment after onset of symptoms;
- **Treat fever.** Fever can increase risk for certain birth defects. Acetaminophen is the recommended treatment for fever in pregnancy; and
- **Keep updated with current treatment recommendations.** Recommendations may change, so it is important to watch for updates regularly. For the most updated information on influenza, visit the Centers for Disease Control and Prevention (CDC) at <http://www.cdc.gov/flu/professionals/>.



HIPAA 5010 – Time Is Running Out

In a previous provider article, Molina Healthcare discussed the major changes coming down the pike under HIPAA: *the migration to the HIPAA 5010 transactions and the ICD-10 code sets*. With a compliance deadline of January 1, 2012, the clock is ticking and time is running out for providers and health plans to complete their migration to the 5010 standards.

Where should we be in our 5010 Migration Plan?

All providers, trading partners and health plans should be aggressively pursuing Level II compliance which means completing end-to-end testing with their partners. For providers this means you should be working with your clearinghouse partner to make sure they are performing 5010 testing on your behalf. For health plans and trading partners this means that you should be directly testing with all trading partners and business associates.

What is the migration process for moving a provider, trading partner or business associate to 5010?

The HIPAA 5010 compliance requirements dictate that all covered entities must be exchanging 5010 transactions as of January 1, 2012. However, it is allowable for any covered entity that has finished 5010 testing to start exchanging 5010 transactions immediately upon completion of successful testing (requires agreement between the entities exchanging 5010 transactions). For health plans it is desirable to move partners to a 5010 production status upon successful testing in order to prevent a huge backlog of activity in the fourth quarter of 2011. From a HIPAA perspective, both the 4010A1 and 5010 transaction standards are allowable for use during the period of March 17, 2009 through December 31, 2011.

What does dual use mean?

Many providers have mentioned to Molina Healthcare that they have heard the term “dual use” mentioned and are unclear as to what this means. Dual use means that for a given transaction, both the 4010A1 and 5010 version of that transaction are supported in production. As an example, Molina Healthcare currently has the 835 outbound (payment, remittance advice) transaction in a dual use mode. This means that Molina Healthcare can send a business associate or other partner either a 4010A1 or 5010 version of the 835 transaction based on the business agreement between these two entities. Molina Healthcare will move all transactions into a dual mode status as each transaction is ready for 5010 production.

What should a provider do to prepare for 5010?

- Visit the CMS and WEDI websites to obtain education material on the 5010 standard
- Contact your practice’s software vendors to find out if they are upgrading their software to support 5010 compliance
- Upgrade your practice management and other software as required to a 5010 compliant version
- Conduct internal software testing to verify that you can properly send and receive 5010 transactions
- If you use a healthcare clearinghouse to send and/or receive 5010 transactions, contact your clearinghouse account representative to confirm that they are 5010 compliant and make arrangements to start testing
- If you exchange 5010 transactions directly with any health plans, confirm that the plan is Level I 5010 compliant and contact them to initiate external testing of the 5010 transactions

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HIPAA 5010 – Time Is Running Out *Continued...*

Molina Healthcare's 5010 Readiness

Molina Healthcare has achieved Level I compliance and is extensively involved with Level II external partner testing. Molina Healthcare is currently testing inbound and outbound 5010 transactions with clearinghouses, business associates and state and federal trading partners. Molina Healthcare has moved several 5010 transactions into a dual use mode. For additional information regarding Molina Healthcare's 5010 migration plans, please visit our website at www.MolinaHealthcare.com.



Provider Availability

A contracted primary care provider (PCP) must ensure that he or she is available or accessible, or arrange to have another qualified medical professional available or accessible 24 hours a day, 7 days a week. The following are acceptable and unacceptable telephone arrangements for contracted PCPs after their normal business hours:

Acceptable after-hours coverage

- The office telephone is answered after-hours by an answering service, which meets language requirements of the major population groups served and which can contact the PCP or another designated medical practitioner.
 - All calls answered by an answering service must be returned within 30 minutes.
- The office telephone is answered after normal business hours by a recording in the language of each of the major population groups served, directing the patient to call another number to reach the PCP or another provider designated by the PCP.
 - Someone must be available to answer the designated provider's telephone. Another recording is not acceptable.
- The office telephone is transferred after office hours to another location where someone answers the telephone and is able to contact the PCP or another designated medical practitioner, who can return the call within 30 minutes.

Unacceptable after-hours coverage

- The office telephone is only answered during office hours.
- The office telephone is answered after-hours by a recording that tells patients to leave a message.
- The office telephone is answered after-hours by a recording that only directs patients to go to an Emergency Room for any services needed and does not provide a means for the patient to contact an acceptable practitioner.
- After-hours calls are returned outside of 30 minutes.

Quality Matters to Molina Healthcare

Molina Healthcare of Ohio (Molina Healthcare) is committed to ensuring that our members receive recommended preventive care. Along with over 90% of America's health plans, Molina Healthcare collects and reports Healthcare Effectiveness Data and Information Set (HEDIS®) rates annually to monitor the preventive health services provided to our members. These HEDIS® rates are also a critical component of National Committee for Quality Assurance (NCQA) accreditation and are also used by the state of Ohio to monitor the success of Medicaid care coordination plans in managing the quality of health care provided to their membership.

HEDIS® rates for 2011 reflect utilization for calendar year 2010. Molina Healthcare improved in the majority of selected HEDIS® rates over 2009 rates.

Below are some of the measures that showed improvement in 2010:

- Well child care
- Lead screening in children
- Adolescent well care
- Cervical cancer screening
- Initiation and frequency of prenatal care
- Comprehensive diabetes care – eye exams, blood pressure control, monitoring for nephropathy
- Use of appropriate medications for patients with asthma
- Persistence of beta blocker treatment after heart attack
- Antidepressant medication management
- Follow up after hospitalization for mental illness
- Follow up for children prescribed ADHD medication

Below are some of the measures that failed to improve in 2010:

- Annual dental visits for children
- Preventive care in adults
- Breast cancer screening
- Comprehensive diabetes care – A1c and LDL-C screening

Molina Healthcare is also committed to ensuring a high level of member satisfaction with their health plan and the health care they receive. The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey measures member satisfaction with their health care, the providers who care for them and their health plan. CAHPS® results also contribute significantly to the health plan's NCQA accreditation level.

The following table shows our CAHPS® score trends from 2010 to 2011 for the ABD and CFC populations.

	Trend 2010 to 2011	
	ABD	CFC
Getting Needed Care	↑	=
Getting Care Quickly	↑	↑
How Well Doctors Communicate	=	=
Customer Service	=	=
Rating of Health Care	↓	↓
Rating of Personal Doctor	=	=
Rating of Specialist Seen Most Often	=	↓
Rating of Health Plan	=	↑

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Quality Matters to Molina Healthcare *Continued...*

What are We Doing to Improve Rates?

Improved scores for HEDIS® and CAHPS® mean improved preventive health care and satisfaction with health care among our membership. Some of the programs put in place to improve utilization and satisfaction include:

- Rewards for Healthy Choices member incentive program
- Be Your Best health education brochures available for provider offices
- HEDIS® Coding Tools for provider offices
- Alert program to inform members when they have missed a recommended service
- motherhood matterssm pregnancy incentive program
- Member reminder postcards and phone calls for missed services

- Postpartum appointment calendars for OB offices
- “Top 10 Tips for Getting the Most Out of Your Health Care Benefits” brochure for members
- Provider network monitoring to ensure adequate access for members
- Consistently met Member Service Call Center standards

We welcome your suggestions on ways that Molina Healthcare can work with you to improve members’ utilization of preventive services and satisfaction with their health care. Please contact your Provider Service Representative with any suggestions or questions.

Our Quality Improvement Program is also available to you on request.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Nurse Advice Line

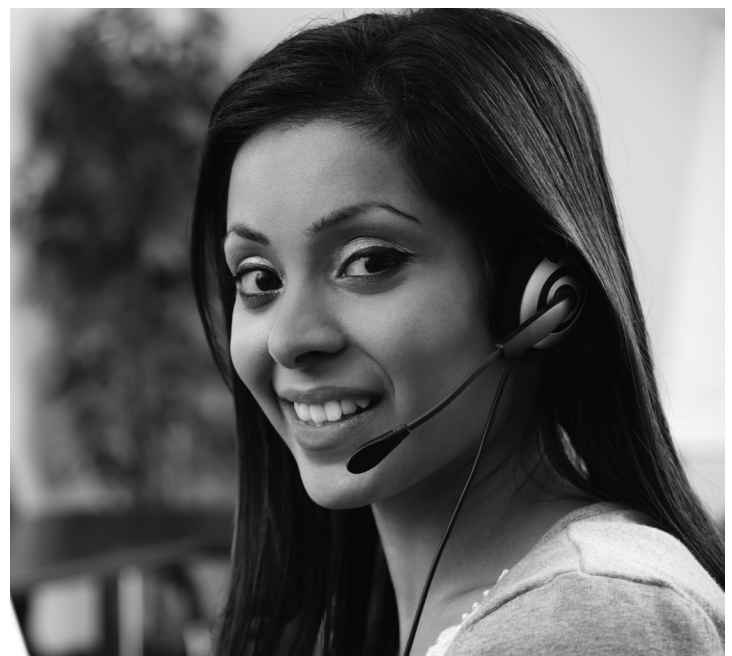
The Nurse Advice Line is here to help. Trained nurses are available to serve your patients 24 hours a day, seven days a week. If your patients have any concerns about their health, our specially trained triage nurses are available to listen to their symptoms, provide medical advice and make referrals to an appropriate care setting. Encourage your patients to call our Nurse Advice Line for assistance.

Nurse Advice Line:

English: 1-888-275-8750

Spanish: 1-866-648-3537

TTY for the hearing impaired: 1-866-735-2929



ICD-10

Introduction and Implementation Project

ICD-10 CM and PCS – What is That?

With all of the highly publicized changes underway in health care due to the Health Care Reform bill (Patient Protection and Affordable Care Act of 2010), it is easy to overlook the less high profile, but still major change coming under HIPAA: the ICD-10 code sets. With a compliance deadline of October 1, 2013, for covered entities including providers, vendors, clearinghouses and health plans should understand what it takes to complete their conversion to the ICD-10 code sets.

Why is it required to switch from ICD-9 codes to ICD-10 codes? The health care industry has been using ICD-9 codes for nearly 30 years and they just have not been able to keep up with the changes in medicine, the newer conditions and with the newer ways of treating patients. The ICD-10 diagnosis code set has been designed to capture much more specific information on the patient's diagnosis. The procedure code set will enable hospitals to record much more specific information on procedures performed and devices used.

What is ICD-10 and how does the change impact health care providers?

The ICD-10-CM diagnosis code set includes significant improvements over the International Classification of Diseases, 9th Edition, Clinical Modifications (ICD-9-CM). There are currently approximately 14,000 ICD-9 diagnosis codes compared to over 69,300 ICD-10 diagnosis codes.

The ICD-10-PCS Procedure Coding System provides detailed codes to describe complex medical procedures for use on inpatient hospital claims at a much more granular level than its ICD-9 counterpart. There are currently approximately 3,800 ICD-9 institutional procedures codes compared to nearly 72,000 ICD-10 institutional procedures codes (PCS). ICD-10-PCS will not be used on physician claims, even those for inpatient visits. The Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) will continue to be the code sets for reporting ambulatory procedures.

As HIPAA covered entities, providers, their vendors and clearinghouses must convert to the new ICD-10 code sets for claims and/or encounters submission with dates of services or date of discharge on or after October 1, 2013.

What Should a Provider Do To Prepare For ICD-10?

- Visit the CMS websites to obtain education material on the ICD-10 mandate;

- Contact your practice's software vendors to find out their approach and timeline to support ICD-10 compliance;
- Conduct internal assessments across people, process and technology to determine impacts and level of effort required;
- Collect information from each department on current use of ICD-9 and the number of staff members who need ICD-10 resources and training. Staff training will most likely involve billing and other financial personnel, coding staff, clinicians, management, and IT staff;
- If you use a health care clearinghouse to send claims and/or encounters, contact your account representative to confirm that they are 5010 compliant and will be able to submit ICD-10 compliant transactions on your behalf; and
- If you submit claims directly with any health plans, confirm what the plan's timeframe and testing approach will be and contact them to initiate that dialogue.

What are the benefits to this code set change?

On the administrative side, the codes provide more information on the claim. There should be less need to request additional information from our providers to make payment decisions, so claims adjudication for this purpose should not be delayed.

With the greater specificity of ICD-10-CM diagnoses and ICD-10-PCS procedure codes, claims information can be used for data capture and analysis.

Pay for performance and provider quality measurement are key drivers in today's health care world. Many of the measures used for these efforts are based on specific diagnoses. With ICD-10, we have an opportunity to develop more targeted and more accurate quality measures, since we have better diagnosis information. This also gives us the opportunity to improve quality measurement and pay for performance, which should lead to better quality health care for our members.

Molina Healthcare's ICD-10 Readiness

Molina Healthcare has completed an enterprise-wide detailed impact assessment and has conducted initial surveys with our trading partners, business associates, vendors and providers. Timeline and important information will be shared in the near future. Be on the lookout for additional information in subsequent newsletters.

Medicare Section

Medicare Special Needs Population (SNP)

What is the Interdisciplinary Care Team (ICT)? Molina Medicare provides an Interdisciplinary Care Team to help coordinate Molina members' interactions with all the professionals, organizations and facilities involved in their care.

The core of this ICT is you, the physician, as the director of the patient's plan of care. Molina Medicare's role is to support and partner with you to help ensure members can follow through on your instructions and have access to the care you have ordered. The Molina Medicare team may also be able to share information about your patients' care from the patients themselves, their caregivers and other parts of the healthcare system that you may not have access to.

The Molina Medicare portion of the ICT is a multidisciplinary team of nurses, medical directors, social workers, pharmacists, health educators and behavioral health staff ready to help your patients navigate through the health care system. Molina

Medicare also provides a network of specialty and ancillary providers and facilities to help with the care of your patients who are also part of the ICT.

Molina Medicare staff will be your eyes and ears by communicating with members and other health care professionals to identify and overcome barriers to care. Regular updates will be sent to you to keep you informed on your patients' activities and progress across the health care spectrum.

How can you help? Encourage your patients to work with Molina Medicare clinical staff and to take an active role in improving their health. Allow Molina to share health information with you that may assist you in providing care for your Molina patients. Together we can make a difference! For more information on the Molina Medicare Special Needs Plan Interdisciplinary Care Team and Model of Care, please visit our website www.MolinaMedicare.com.



The Affordable Care Act and Medicare Star Ratings – The Provider’s Role

With the passage of the Affordable Care Act, the health care industry will be subject to greater scrutiny wherever taxpayer dollars are involved. One method of oversight is Medicare “Star Ratings.” Star ratings are not new, but in the current regulatory climate value-based payment will be receiving more focus.

What are Star Ratings?

Star Ratings is a system of measurements the Centers for Medicare and Medicaid Services (CMS) uses to determine how well physicians and health plans are providing care to Medicare members. This system is based on nationally-recognized quality goals such as “The Triple Aim” and the Institute of Medicine’s “Six Aims”, which focus on improving the health and care of your patients, safe and effective care, as well as making care affordable. These aims are realized through specific measures, such as:

- Access to Preventive Care – Are your patients getting in to see you at least once a year?
- Screenings –
 - Are your patients getting timely glaucoma screenings?
 - Are your diabetic patients’ annual (or more) HbA1c test results under 9.0%?
- Patient survey questions – “...rate your satisfaction with your personal doctor.”

What Can Physicians Do?

Here are some places to start:

- Ensure your patients are up to date with their annual physical exam and preventive health screenings, including related lab orders and referrals to specialists, such as ophthalmology.

- Review the HEDIS® preventive care listing of measures for each patient you see to determine if you have missed anything applicable to your patients’ age and/or condition.
- Check that your staff is properly coding all services you provide (see example below).
- Be sure your patients understand what *they* need to do.

Doing well on Star Ratings measures benefits both you and your patient. We are happy to help you take the next step.

Example of HEDIS® CPT/ICD-9 code sheet you can use in your practice (available at www.MolinaMedicare.com):

Comprehensive Diabetes Care - Age: 18-75 Years - Codes to Identify Diabetes	
Description	ICD-9-CM Codes
Diabetes	250, 357.2, 362.0, 366.41, 648.0
Codes to Identify Outpatient Visits	
Description	CPT Codes
Outpatient	92002, 92004, 92012, 92014, 99201-99205, 99211-99215, 99217-99220, 99241-99245, 99341-99345, 99347-99350, 99384-99387, 99401-99404, 99411, 99412, 99420, 99429, 99455, 99456
Codes to Identify HbA1c Testing	
CPT Codes	CPT Category II Codes
83036, 83037	3044F, 3045F, 3046F

Molina Medicare has additional resources to assist you and your patients. For access to tools that can assist you in your practice, please go to our Molina Medicare website at www.MolinaMedicare.com and click on Providers. You will find a variety of resources, including:

- HEDIS® CPT/ICD-9 code sheet (as shown above)
- A list of HEDIS® and CAHPS® Star Ratings measures
- Article archive

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A Clinical Concern for Older Patients: Anticholinergic Medication Use Linked to Cognitive Impairment and Higher Mortality

A recent study has found that anticholinergic medications, many of which are commonly used to treat multiple conditions in the older population, may increase the risk of cognitive impairment and death in older adults. The study assessed prescription and over the counter medications in more than 12,000 men and women over the age of 65.

The results of the study were:

- 48% of patients reported taking medications with anticholinergic properties.
- For those patients significantly cognitively impaired at baseline, mortality was strongly related to a higher anticholinergic side effect profile.
- For patients with higher anticholinergic side effect profiles, higher cognitive impairment was found at baseline as well as greater cognitive decline at re-measurement.
- Higher risk of mortality was found for patients taking anticholinergics with higher side effect profiles, with odds increasing 26% for each additional side effect ranking point.



The results of this study highlight the importance of regular review of older patients' medications.

In light of these findings, it is also important to emphasize that **Molina Medicare has services to help support you in the management of your Molina Medicare Members.** Molina Medicare has a medication therapy management program² through our pharmacy department in which our pharmacists complete a clinical assessment with your patients. We work to collaborate with you regarding medications (such as evaluating at-risk medications, above) and compliance. The Pharmacy Department has additional information; please contact the department for assistance.

Molina Medicare has additional resources to assist you and your patients:

- Pharmacy line for physicians: 1-888-562-5442, extension 179787
- Molina Medicare website – Formulary, Prior Authorization, Step Therapy Criteria, and more
 - Located at www.MolinaMedicare.com
- Disease management programs for asthma, diabetes, COPD and cardiovascular diseases
 - Call 1-866-891-2320 for more information

¹ Fox, Chris, MD, Richardson, Kathryn, MSc et al. Anticholinergic Medication Use and Cognitive Impairment in the Older Population: The Medical Research Council Cognitive Function and Ageing Study. *J Am Geriatr Soc* 2011;10.1111/j.1532-5415.2011.03491.x

² Ancelin ML, Artero S, Portet F et al. Non-degenerative mild cognitive impairment in elderly people and use of anticholinergic drugs: Longitudinal cohort study. *BMJ* 2006;332:455-459.

³ Members must meet certain criteria for enrollment in the medication therapy management program.

Coordination of Care during Planned and Unplanned Transitions for Medicare Members

Molina Medicare is dedicated to providing quality care for our Medicare members during planned or unplanned transitions. A transition is when members move from one setting to another, such as when a Molina Medicare member is discharged from a hospital. By working together with providers, Molina Medicare makes a special effort to coordinate care during transitions. This coordination of specific aspects of the member's transition is performed to avoid potential adverse outcomes.

To ease the challenge of coordinating patient care, Molina Medicare has resources to assist you. Our Utilization Management nurses and Member Services staff are available to work with all parties to ensure appropriate care.

In order to appropriately coordinate care, Molina Medicare will need the following information in writing from the facility *within one business day* of the transition from one setting to another:

- Initial notification of admission within 24 hours of the admission
- Discharge plan when the member is transferred to another setting
- A copy of the member's discharge instructions when discharged to home

This information can be faxed to Molina Medicare at: 1-866-449-6843

To assist with the discharge planning of Molina Medicare members, please contact Molina Medicare at

Provider Services 1-800-642-4168

Member Services 1-866-472-4584

Additional assistance can be obtained through many of our contracted vendors:

- MTM: 1-866-867-3208 (non-emergent transportation vendor)

- Liberty Dental: 1-888-704-9834 (dental vendor)
- Avesis: 1-800-327-4462 (hearing vendor)
- March Vision: 1-888-493-4070 (vision vendor)
- Nurse Advice Line: 1-888-275-8750

Important information you need to know about Molina Medicare Options Plus:

- All beneficiaries have rights that are defined in our provider manual. They are also available in the member EOC posted on our website at www.MolinaMedicare.com.
- Molina Medicare Options Plus members have Medicare and Medicaid benefits designed to meet their special needs, therefore the state agency or its designated health plans have the responsibility for coordinating care, benefits and co-payments. Please be aware of your patients' status & Medicaid benefits and bill the correct entity.
- Health plans and providers can never charge these members more than they would have paid under Original Medicare and Medicaid. Members can also call the Medicaid agency for details and have specific rights with regard to their Medicaid benefits.
- Providers are responsible for verifying eligibility and obtaining approval for services that require prior authorization as outlined in the Provider contract. Our Medicare Member Services department can assist you in this regard.

Please contact the UM Department **or Medicare Member Services** if you have questions regarding planned or unplanned transitions.

UM Department: 1-800-642-4168
Member Services: 1-866-472-4584