

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:
COUNTIES:

- ☐ Imperial
- ☐ Riverside/San Bernardino
- ☐ Los Angeles
- ☐ Sacramento
- ☒ San Diego

LINES OF BUSINESS:

- ☒ Molina Medi-Cal Managed Care
- ☒ Molina Medicare Options Plus
- ☒ Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- ☒ Molina Marketplace (Covered CA)

PROVIDER TYPES:
☒ **Medical Group/ IPA/MSO**
Primary Care

- ☒ IPA/MSO
- ☒ Directs
- ☒ MMG

Specialists

- ☒ Directs
- ☒ IPA

☒ **Hospitals**
Ancillary

- ☒ CBAS
- ☒ SNF/LTC
- ☒ DME
- ☒ Home Health
- ☐ Other

FOR QUESTIONS CALL PROVIDER SERVICES:

(855) 322-4075, Extension:

Los Angeles County

122233	127685	121934
127690	127657	114378
120104	127879	111131

Riverside/San Bernardino Counties

128007	123251	126556
128010	127709	

Sacramento County

127140	126232
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San Diego County

121592	120098	126236
121587	126225	

Imperial County

125680	121588
121587	

INTRODUCING VERIO HEALTHCARE!



This is a notification to the Molina Healthcare of California (MHC) contracted provider network. On January 1, 2016, MHC is partnering with a new vendor, Verio Healthcare (Verio), for health equipment and supplies.

MHC's commitment is ensuring our members receive quality health care services with a high level of customer service. Verio and MHC are working together with the provider network to ensure a seamless transition for our members with little to no disruption in their services. As part of this transition, Verio and MHC will outreach to members to answer any questions and offer any necessary support.

Below is a list of the supplies offered by Verio. For a complete HCPC code list of supplies offered by Verio, please contact your Provider Services Representative.

Verio Equipment Supply List:

DME

Walkers - Drive (easiest to use for "getting up") Has curved bar

Wheelchairs - Graham Field / Drive Hospital Beds - Graham Field (no springs)

CPAP

Phillips Respironics Dream Station (has wireless, Bluetooth and cell for utilization)

Oxygen

Concentrators - Drive, Devilbiss (best rated)

Ventilators

Invivo / Vivo

Incontinence

Covidien (best supply for product offered on formulary, a big upgrade)

Enteral

Abbot / Nestle / Meade (by script)

Questions

If you have any questions regarding this notification, please contact your Molina Provider Services Representative at (855) 322-4075.

Verio Healthcare Implementation FAQ's

1. Q: Who is Verio Healthcare?

A: Verio Healthcare (Verio) is a provider for Molina Healthcare of California (MHC) that will provide MHC members in San Diego County with durable medical equipment, supplies, and disposables.

2. Q: Who are the members that will be affected?

A: The Verio implementation will only affect members in San Diego that are covered under MHC Medi-Cal, Medicare, Dual Options Cal MediConnect, or Marketplace.

3. Q: When will this transition take place?

A: The effective date of Verio is January 1, 2016 for all MHC lines of business.

4. Q: Will Verio replace all currently contracted MHC DME providers?

A: No, MHC current DME vendors may continue to provide various items and services not otherwise covered or available by Verio.

5. Q: What will happen to existing equipment currently in use by members?

A: Verio is coordinating this transition with the current DME provider and MHC. Based on this coordination, the current DME provider should be contacting the members to schedule a time to pick up the existing equipment from the member. If this does not occur, members or providers can contact MHC or Verio to assist with this issue. Transition times may vary based on the prior DME provider's timing as well as coordination of delivery. Regardless of slight timing variations, there will not be a gap in service for the members.

6. Q: What if the member does not like the new equipment replaced by Verio?

A: The new equipment will be very similar to the member's current equipment. Members can discuss specific equipment concerns directly with Verio or contact MHC who will assist with this issue.

7. Q: Does a member have to switch to Verio?

A: Yes, MHC is coordinating these specific health supplies with only Verio.

8. Q: Will the delivery schedule stay the same?

A: Verio will make delivery arrangements that best suits the member's schedule, within reason.

9. Q: Does it cost the member anything for the new equipment?

A: No.

10. Q: What if it is determined that equipment is no longer needed?

A: The existing/old DME provider should pick up the equipment and Verio would not supply any new equipment.

11. Q: Does Verio have somewhere members can go to pick up equipment?

A: Yes, they are located at 9370 Waples Street, suite 102 San Diego 92121 and are open 9:00 a.m. to 5:00 p.m. Monday through Friday.

12. Q: What is Verio's phone number?

A: Verio can be reached at 888-611-1106

13. Q: How can members contact Molina if they have questions?

A: Use the phone number reference below:

Medi-Cal: 888-665-4621

Marketplace: 888-858-2150

Medicare: 800-665-0898

Duals: 855-665-4627

To opt out of Just the Fax: Call (855) 322-4075, ext. 127413.

Please leave provider name and fax number and you will be removed within 30 days.