Vision Problems Can Cause Falls Among Older Ohioans

Falls are the leading cause of injury-related hospitalization and death among Ohioans 65 and older and they are largely preventable. The Ohio Department of Health reports that fatal fall rates among older Ohioans increased more than 160 percent from 2000 to 2011. Visual impairment – which can include decreased visual acuity, contrast sensitivity, depth perception, and/or visual field – has been found to influence the risk of falls. Because people with vision impairments are more than twice as likely to fall, keeping a regular schedule of eye examinations with an eye care professional can help avoid debilitating falls in the future.

Care for Older Adults

Many adults over the age of 65 have co-morbidities, which often affect their quality of life. As this population ages, it's not uncommon to see decreased physical function and cognitive ability, and an increase in pain. Regular assessment of these additional health aspects can help to ensure this population's needs are appropriately met.

- Advance care planning – Discussion regarding treatment preferences, such as Advance Directives, should start early before the patient is seriously ill.
- Medication review – All medications that the patient is taking should be reviewed, including prescription and over-the-counter medications or herbal therapies.
- Functional status assessment – This can include assessments, such as functional independence or loss of independent performance.
- Pain screening – A screening may comprise of notation of the presence or absence of pain.

Including these components into your standard well care practice for older adults can help to identify ailments that can often go unrecognized and increase their quality of life.

New Provider Services Line and Standardized IVR System

Molina Healthcare of Ohio has launched a new provider services number at (855) 322-4079 in order to provide dedicated support to our provider network. In addition, Molina has implemented an enhanced Interactive Voice Response (IVR) system, the automated system that members and providers use to route their calls to the appropriate department to provide an improved customer experience.

Consistent Experience for Members and Providers
- Standard options provide a consistent experience across all Molina markets and lines of business.
- Consolidated, easy-to-follow call flows enable efficient and accurate change management to best meet customer needs.

Easy to Understand Menu Options
- Eliminate unnecessary menu options
- Menu options consistently in sequence

- Order of urgency considered (i.e. behavioral health crisis at the beginning of the menu)
- New menu options for prospective members

We are working to update our forms, Web Portal and other provider materials with the new Provider Services phone number. Please contact us if you have any questions at (855) 322-4079.

Visit our Website for Provider Information, Manuals, Authorization Forms and more

Contracted providers are an essential part of delivering quality care to our members. We value our partnership and appreciate the quality care you provide to our members.

As our partner, assisting you is one of our highest priorities. We welcome your feedback and look forward to supporting all your efforts to provide quality care. Please take advantage of the information we share on our Molina Medicare website by visiting www.MolinaMedicare.com. On the website, you will find the Molina Medicare provider manual, prior authorization forms, drug formularies and other information that will serve as a resource for any questions you may have regarding our Medicare product.

Visit our website regularly for updates. Materials coming soon include the 2014 Provider Manual and Prior Authorization Forms.

Fighting Fraud, Waste and Abuse

Proper member identification is vital to reduce fraud, waste and abuse (FWA) in government health care programs. The best way to verify a member's identity is to obtain a copy of the member's ID card and a form of picture ID. If a photo ID cannot be provided, confirm the member's age by asking for date of birth. Do you have suspicions of member or provider fraud? The Molina Healthcare AlertLine is available to you 24 hours a day, seven days a week, even on holidays at 1-866-606-3889. Reports are confidential, but you may choose to report anonymously.

Join our Email Distribution List and Connect with Us

If you prefer to receive this bulletin via email, please email us the provider group name, TIN, service location address, contact name, contact phone number and email address at ProviderServices@MolinaHealthcare.com.

Connect with Us. Molina Healthcare is on Facebook and Twitter. Like us at www.facebook.com/MolinaHealth and follow us at www.twitter.com/MolinaHealth. Email us your Facebook URL and Twitter handle at ItMatters@MolinaHealthcare.com so we can like your Facebook page and follow you on Twitter, too.

Questions?

For more information about Molina Medicare, visit our website at www.MolinaMedicare.com or call Provider Services at (855) 322-4079. Representatives are available to assist you from 8 a.m. to 5 p.m. Monday through Friday.