Medicaid Contract Award Decision

On October 13, 2015, Michigan Department of Health and Human Services (MDHHS) released an award decision for the Medicaid contract re-procurement and Molina Healthcare of Michigan (MHM) was selected as one of the Medicaid health plans that will receive a new contract. The contract means MHM will continue to serve our 330,000 Medicaid enrollees for the next five to eight years. It will also enable us to expand into several new counties, including all of Western Michigan.

The award decision is a culmination of several months of planning, writing, collaborating and implementing innovative programs to position MHM as a must-have partner for the state. The award decision validates the great work that our Molina family does every day to provide access to care and high-quality service to our providers and members.

We look forward to broadening our scope and continuing to improve the care in Michigan.
Prior Authorization Changes

Share the news! As of November 1, 2015, Molina Healthcare of Michigan has an updated 2015 Authorization Guide for all lines of business:

Molina Medicaid  Molina Marketplace
Molina Medicare  Molina MI Health Link/MMP
Molina MIChild

A number of codes have been removed from the Prior Authorization Code Matrix for all lines of business. Please remember to check the Molina web site for specific codes requiring Prior Authorization prior to services/products being rendered.

The current Prior Authorization Guides are available on our Molina Healthcare and Molina Medicare websites at www.molinahealthcare.com and www.molinamedicare.com under each line of business. Please call (855) 322-4077 with questions or concerns.

Common Drug Formulary

The Michigan Department of Health and Human Services (MDHHS) recently held meetings to discuss the draft common formulary proposed for implementation across all Medicaid Health Plans in the new Comprehensive Health Plan contract to be effective January 1, 2016. The state will roll out the anticipated timeline for implementation, which would require all health plan enrollees to be transitioned to the common formulary in 2016. A MDHHS draft formulary is available at www.michigan.gov/mdhhs.

Helpful Billing Tips for Aloxi – J2469

Two separate ways to bill for this drug:

- Post-Op Nausea – DX: 787.01
- Chemotherapy Induced Nausea and Vomiting – DX: V58.11, 995.20, E930.7, E933.1

The cause of the nausea and vomiting determines how much of the drug should be used. Post-Op Nausea is processed and paid at a lower dosage of 0.75 mg = 3 units. Chemotherapy nausea and vomiting is processed and paid at a higher dosage of .25 mg = 10 units.

Please note the diagnoses listed above are only examples and are NOT all inclusive.
Coding: Unlisted and Miscellaneous Codes

According to the 2015 Molina Prior Authorization/Pre-Service Review Guide, ALL Unlisted and Miscellaneous Codes must be prior authorized. Supporting medical necessity documentation and rationale must be submitted with the prior authorization request.

Note: Participating providers can perform all procedures in the office without an authorization except for unlisted miscellaneous codes. Unlisted and miscellaneous codes, regardless of place of service, require authorization.

Seasonal Flu Vaccine Billing Tips

VFC = Vaccines for Children program. You must obtain the vaccine from VFC program for Medicaid members under 19 years; administration is covered by Molina Healthcare. Report both the vaccine ($0 charge) and administration. Molina reimbursement assumes your participation in the federal Vaccine for Children (VFC) program.

Administration codes:
- Medicare - G0008
- Medicaid – 90460, 90461, 90471, 90472, 90473, 90474

Diagnosis: V04.81

CPT codes billed for Flu Vaccines:
- 90653-90657, 90660-90662, 90672-90673, 90685-90688

When billing Medicaid Claims, please include a valid NDC, or please do not remit on the claim. Please note, coverage is once per influenza season unless deemed medically necessary by Molina Healthcare.
ICD-10 Post Implementation

It’s finally here! We’ve been preparing for quite some time, and we are now post implementation for ICD-10. Without a doubt, there will continue to be an adjustment period, but we’ve put together some useful information to assist with the transition.

ICD-10 Facts

- Molina Healthcare processes claims in accordance with CMS guidelines. Claims with incorrect ICD coding will be rejected back to the submitter with a remittance advice (RA).

- Effective 10/1/2015, Molina is accepting transactions containing ICD-10 CM and PCS codes, as well as ICD-10 based DRGs.

- Molina has used GEMs (General Equivalency Mappings), as well as other coding methodologies, as a guide in understanding and translating ICD-9 codes to ICD-10. Molina Healthcare has remediated all core systems impacted by ICD-10 natively and does not crosswalk ICD-9 codes to ICD-10 codes.

- For dates of service prior to October 1, 2015, submit claims with the appropriate ICD-9 diagnosis code.

- For dates of service on or after October 1, 2015, submit with the appropriate ICD-10 diagnosis code. For outpatient services that span the implementation date, the claim must be split and date-appropriate coding used. In general, inpatient claims should use the appropriate code set based on the date of discharge.

- Providers do not have to request new authorizations coded in ICD-10, where the service dates of the current authorization cross the mandated compliance deadline. Authorizations are evaluated based on the submission date. Molina Healthcare began allowing ICD-10 codes on authorization requests submitted between 8/5/2015 and 9/30/2015, inclusive.

  - These rules apply to the date the request is submitted, regardless of the projected date of service.

  - As of 10/1/2015, all authorization requests must be submitted with ICD-10 coding only.

- On July 6, 2015 CMS/AMA Joint Announcement and Guidance Regarding ICD-10 Flexibilities was released.

Providers should always bill using the most specific code possible. Upfront Molina will not deny claims based on code specificity, but there could potentially be downstream impacts and follow up required from provider’s items such as pay for performance incentives or during the HEDIS medical records review as examples.
ICD-10 Frequently Asked Questions

How does Molina keep your providers informed of ICD-10 changes? Does Molina have an ICD-10 communication forum that we can participate in?

Molina Healthcare provides information via existing communication vehicles such as provider manuals and newsletters, Molina Healthcare's website, as well as provider service representatives’ on-site visits, and will communicate as frequently as necessary to keep open channels of communication. We will publish key updates on our website:

http://www.molinahealthcare.com/providers/common/medicaid/hipaa/Pages/codesets.aspx

What is Molina Healthcare’s approach to ICD-10 code conversion?

Molina Healthcare used GEMs (General Equivalency Mappings), as well as other coding methodologies, as a guide to assist in understanding and translating ICD-9 codes to ICD-10. Molina Healthcare has remediated all core systems impacted by ICD-10 natively (coding to documented business requirements) and does not crosswalk ICD-9 codes to ICD-10 codes.

Does Molina Healthcare require claims to be coded to ICD-10 even if a supplier is not covered under the HIPAA mandate?

Yes. Molina Healthcare’s core processing systems require ICD-10 codes for dates of service on or after the implementation date.

As a provider who submits claims, if I am unable to electronically submit ICD10 coded claims, do you have an alternative submission method?

Yes, WebConnect is a free on-line claims submission program through our clearinghouse, Emdeon. Features include; secure, personalized web portal for providers submitting claims; automated electronic batch claim submission and real-time patient eligibility, benefit verification and claim inquiry.

Fast implementation with real-time provider enrollment offers immediate electronic capability and flexible programming. To enroll, visit https://office.emdeon.com/vendorfiles/molina.html

Can I re-submit a claim with corrected coding? How will timely filing rules apply?

Providers can re-submit claims to correct ICD coding errors following the usual Molina Healthcare resubmission process. Your remittance advice from the initial submission is usable as proof of timely filing.

What will the reconsideration process be for ICD-9-based claims during the transition period?

Molina Healthcare will follow the date of service of the claim; if it was originally filed with ICD-9 coding and the date of service was prior to the ICD-10 compliance deadline, we will continue to accept that claim through the appeal process with ICD-9 coding. Providers should follow the usual Molina Healthcare process to request reconsideration; the request process has not changed.
A Primary Care Approach to Substance Misuse

Substance misuse is common among patients in primary care settings. Physicians report low levels of preparedness to identify and assist patient with substance use disorders. An effective approach to office based treatment includes using brief validated screening tools that allow rapid and efficient identification of problematic use of substances. Reasons why periodic substance use screening should be part of an office visit include:

- Better health outcomes
- Improved satisfaction, and
- Collaborative care is a medical home

After a positive screening a referral to a behavioral health specialist should be made for further evaluation. The behavioral health specialist will make the diagnosis, plan for ongoing counseling and support, and report back to the PCP to establish course of care including medication management.

At the August 2015 Provider Forum Molina presented on the Michigan Quality Improvement Consortium Guideline (MIQIC) Screening, Diagnosis and Referral for Substance Use Disorders http://www.mqic.org/ and provided technical guidance on the use of the CAGE Aid; a validated brief four question screening tool designed to be used in an office setting. For more information on the CAGE Aid please visit http://www.integration.samhsa.gov/images/res/CAGEAID.pdf.
Laboratory Services

Molina contracts with Quest and Joint Venture Hospital Laboratories for laboratory services. With a few minor exceptions, services by other laboratories will not be paid.

Genetic Testing

There are exceptions are for genetic testing, which requires an authorization. When obtaining authorization for genetic testing, please include the name of the laboratory which will perform the genetic test so that an authorization can be entered.

Provider Information Changes

Please remember to notify Molina of all provider changes. For general address, Tax ID, phone number changes, please utilize and follow the instructions on the Molina Provider Change Form (pcf) found on the Provider Portal. Directions for completion and submission are provided on the top of the form. If you have questions, please contact your Provider Service Representative or Provider Service Department at (248) 729-0905.
Molina Healthcare/HealthPlus Partners Transition

The membership transition from HealthPlus Partners was complete with Molina as of 9/1/2015. This took a tremendous amount of work and coordination with all involved. Molina acquired more than 85,000 new members in the transition, making Molina the second largest Medicaid HMO in Michigan. Thank you to our current and new providers for your efforts and patience to make it smooth and successful.

To further help ensure a smooth and efficient transition, following are some helpful reminders:

**Eligibility/Benefits/Claims/Accessing Specialty Care**

Molina's Call Center in Troy, MI will assist with you with any questions regarding membership eligibility, benefits, claims and assist with identifying in-network providers. A Molina Representative is available to assist you from 8 am to 5 pm at (855) 322-4077.

**Prior Authorizations/Service Requests**

Outpatient service requests can be submitted by primary care providers or specialist providers. For your convenience, requests can be submitted 24 hours a day, 7 days a week through by accessing our online authorization tool, Clear Coverage, via our Provider Web Portal. Requests can also be submitted by phone at (855) 714-2415 or by fax at (877) 731-7218 during normal business hours of 8 am to 5 pm.

NOTE: Authorizations are NOT required for procedures performed in the office, except for unlisted or miscellaneous codes. Molina is honoring most services authorized by HealthPlus for care of coordination during the transition period.

Questions related to authorizations or HealthPlus Referrals may be directed to (855) 322-4077.

**Pharmacy**

Prescriptions can be filled at any pharmacy in the Caremark Care Choice pharmacy network. The Care Choice pharmacy network can be found online at www.MolinaHealthcare.com using the “Find a Local Pharmacy” feature.

Following is a list of some of the pharmacies in the Care Choice Network:

- CVS Pharmacy
- Rite Aid Pharmacy
- Costco Pharmacy
- Kroger Pharmacy
- Target Pharmacy
- Meijer Pharmacy
- Sam’s Club Pharmacy
- Wal-Mart Pharmacy
Molina Receives Two MAHP Pinnacle Awards

On September 15th, MAHP held their annual Pinnacle Award ceremony recognizing Michigan Health Plan programs. Ten health plans and two business affiliates submitted a total of 36 programs.

Molina Healthcare Michigan proudly received two awards. Our Community Connector program was recognized in the Chronic Disease Management category. Additionally, in the Special Needs Category, MHM’s partnership with Common Ground was recognized for reducing mental health admissions in the Medicare population.
Did You Know?

- The Michigan Department of Health and Human Services has announced that MIChild will be converted to a Medicaid CHIP program effective January 1, 2016. However, the MIChild program will continue to have a separate name. This means that services will be delivered by the Medicaid HMOs and payments to health plans will be at Medicaid rates. Families enrolled in the MIChild program will continue to pay a premium of $10 per month per family to maintain coverage for their children.

- Annually, based on their enrollment date, Healthy Michigan Plan (HMP) members are due for their Health Risk Assessment (HRA). This information can be found on the Provider Web Portal.

- When faxing an appeal, be sure to send it to the fax number indicated on the denial letter. Send applicable sections of the medical record that provide the information that supports your case to be approved; i.e. information that counters the reason for denial (test results, reason for not prior authorizing, etc.).

- To check Member Eligibility, log in to the Provider Web Portal. For additional training on the Provider Portal, please contact your Provider Service Representative.

- Useful forms and website links can be found on the Provider Web Portal.
Clinical Practice Guidelines and Preventive Health Guidelines

The Clinical Practice Guidelines and Preventive Health Guidelines provider web pages found on www.MolinaHealthcare.com have been updated. The pages include Molina Healthcare of Michigan (MHM) guidelines and MQIC guidelines adopted by MHM.

These guidelines are applicable for the following MHM health plans:

- Medicaid
- Medicare
- MIIChild
- Molina Marketplace
- Healthy Michigan

To access the guidelines, please visit our website at www.MolinaHealthcare.com and click on: “For Health Care Professionals” and then “Health Resources.”

If you have any questions regarding the Clinical Practice Guidelines or the Preventive Health Guidelines, or would like to receive any of the information posted on our website in hard copy, please call Provider Services at (248) 729-0905.
Molina in the Community

Livermore Christian Church Backpack Give Away

On August 8th, Molina was proud to be a contributing partner in the backpack giveaway, by supplying 200 notebooks, 400 erasers, and 200 folders to put in the packs! Livermore Christian Church, along with River City Scholars, offered music, food and chalk for the children in the neighborhood.

Well-Child HEDIS Measure Event at Metro Health Community Clinic

What a fun week it was! Molina Healthcare enjoyed a whole week with Metro Health Community Clinic, the week of August 10th to the 14th, reaching almost 100 children! In addition to getting checked out for the new school year, children received a cinch sack, bubbles or play dough, snacks, and a chance to win one of 2 shooters. Look at this lovely lady, Cartier, and her sister, excited for her win of a new scooter!

National Night Out with the Kroc Center and Molina Healthcare

The Kroc Center, along with Molina, sponsored the National Night Out, on August 4th. Children were able to meet firefighters, EMT’s and other area agencies. They also enjoyed a waterslide, and a bounce house. Dr. Cleo made an appearance and had fun playing with the children. It was a wonderful opportunity to connect with the community, and the members that we serve!

Godwin Heights Back to School Bash

August 18 was a fun day for the students in the area of Godwin Heights at the back to school bash that offered school supplies and back packs to children. There were also bouncy houses and games. Molina Healthcare was happy to be a part of the games, and gave away erases and folders to start the new school year.
Westend Backpack Give-away

August 29th, Molina Healthcare participated in a backpack drive with the Westend Christian Reform Church, giving away 120 backpacks. Molina brought out the smoothie maker and Dr. Cleo made a visit. It was a perrrrfect way to spend a day!

Prevention is Better than a Cure

What better way to end a great summer than with a health care event? Clyde Park Pediatrics sponsored a health event for adults in Iglesia Adventista Monte de Sion on August 30th, in which Molina Healthcare enjoyed being a part of. Attendees were able to have their weight, hemoglobin, and blood pressure checked and met with Dr. Borarro. There were raffles for gift certificates and lots of fun prizes. Molina was happy to donate a gift certificate to the movies, as well as bags and hand sanitizers.

Muskegon Covenant and Community encompass Back to School Party

Muskegon Covenant Academy, along with Community enCompass of Muskegon, hosted a backpack give away with booths, games, bouncy house and food, for the neighboring communities. Molina Healthcare was happy to provide some last minute backpack needs, and offer pencils to the students. The children loved Dr. Cleo and had a lot of fun sampling their smoothies they made with the smoothie bike. Molina was happy to see and meet other community partners at this event, which was so successful they ran out of supplies!
Molina Staff Members Volunteer for Habitat for Humanity

Several Molina Healthcare staff members, spent an entire Saturday in September, volunteering by helping paint a Habitat for Humanity home in Grand Rapids. Volunteers enjoyed getting to know some of the hard working employees and regular volunteers of Habitat, as well as working side by side with employees from two other local businesses. The teams added two layers of paint on the three story home. It was hard work, but it paid off, as the home was almost finished at the end of the day!

Molina Sponsors West Michigan Hispanic Festival

Molina Healthcare was a proud sponsor in the Hispanic Center of West Michigan's Hispanic Celebration on Calder City Plaza held September 10-12. During the event, children from community schools came out and enjoyed the sights and sounds of traditions they may have otherwise not be able to experience. It was a great opportunity for Molina Healthcare to network with the community, while enjoying the music, sights and smells.

Molina Healthcare Recognizes Unsung Heroes at First Annual Community Champions Awards

Molina Healthcare recently celebrated the good deeds of four community heroes at its first annual Community Champions Awards in Grand Rapids. Winners included David Struyk of Wyoming, Ron Friday of Muskegon, Dr. Herman Chavis Sullivan of Ada and Patty Kolb and the FOX 17 team.

The Community Champions program celebrates the vision of Dr. C. David Molina, the founder of Molina Healthcare, as well as community partners who work together to care for society's most vulnerable individuals. Each Community
Community Champions Awards (continued)

Champion was nominated by a community-based organization and also received a $1,000 grant to give to a deserving nonprofit organization of his/her choice.

“We proudly recognize the hard work of these extraordinary individuals,” said Stephen Harris, president of Molina Healthcare of Michigan, “It was a pleasure honoring this year’s Molina Community Champions for their dedication to serving those in need in the community.”

The awards dinner was held at the Frederik Meijer Gardens and Sculpture Park and included entertainment by Godfrey-Lee High School Choir.

2015 Community Champions Award Winners:

- **David Struyk**, a local pastor, has worked tirelessly to support North Godwin Elementary, a school that was faced with losing its afterschool program due to lack of funding. Struyk and his church worked with the school’s staff to create a unique program that not only offers after school care, but also includes volunteers that provide tutoring and help the children with their homework. Struyk and his team of volunteers also support the school’s attendance program by providing rewards to children who have good attendance. Because of Struyk's devotion to strengthen his community, North Godwin now has a successful after school program and a strong support system of volunteers working to make the school a better place for the children. Struyk has chosen to donate his $1,000 grant to Community Christian Reformed Church.

- **Ron Friday** has been a volunteer at Catholic Charities for over four years, helping countless families through his work to support those in need. When the organization opened a baby pantry, Friday jumped at the opportunity and has helped the new program thrive. The baby pantry offers the resources and supplies that mothers and fathers need for their children. Friday's efforts leading the baby pantry have resulted in an increased number of donations and volunteers and it has become an extremely valuable source to the local community. Friday is constantly advocating for the pantry by going out in the community and speaking on the organization's behalf at local events. Friday will give his $1,000 grant to Catholic Charities of West MI, God's Infant & Toddler Pantry.

- **Dr. Herman Chavis Sullivan**, a neurologist and medical director at Saint Mary’s Mercy Health Hospital, has dedicated many years to improving the health of individuals with multiple sclerosis (MS). As a result of Dr. Sullivan’s research, clinical trials and studies related to MS and neurology, St. Mary’s Mercy Health recently created a MS clinic where patients have a dedicated medical home and are cared for by an expert in the field. Dr. Sullivan dedicates his time supporting patients and providing his expertise on the disease. In addition to all of his time spent working in the field, he still finds time to attend meetings, be a board and committee member and participate in lectures. Dr. Sullivan has chosen to donate his $1,000 grant to the Grand Rapids African American Health Institute.

- **Patty Kolb**, general manager of FOX 17, and her entire team work hard to provide the community with accurate news and reporting, but also go above and beyond to be involved in the local West Michigan communities. The team started the “Pay it Forward Challenge” to honor and recognize individuals who give back to those in need and are passionate about helping others. The challenge has awarded $15,000 to local charities and spurred the franchise of the program that exists today. FOX 17 also has many longstanding partnerships in the local community including March of Dimes, Humane Society of West Michigan, LaughFest and the Leukemia and Lymphoma Society. The FOX team often takes the entire crew on the road to small towns throughout West Michigan to support special events and highlight extraordinary work being done in the community. Kolb and the FOX 17 team have chosen to donate their $1,000 to The Salvation Army Kroc Center.
Molina Patients with Questions About Their Health?

Call Our Nurse Advice Line!

English: (888) 275-8750
Spanish: (866) 648-3537

OPEN 24 HOURS!

Your family’s health is our priority!
For the hearing impaired, please call
TTY (English): (866) 735-2929
TTY (Spanish): (866) 833-4703
or 711