Primary Care Provider Orientation

Over 1.4 million people have chosen Molina Healthcare
Molina Healthcare Mission Statement

Our mission is to provide quality health services to financially vulnerable families and individuals covered by government programs.

“I want this to be an exemplary organization.”

Mary R. Molina Founder
Our Roots

History of Molina Healthcare

The history behind our family tree.

In 1980, Dr. C. David Molina was working as an emergency room doctor – and saw a chance to change how the healthcare system cared for people on a budget. He opened a clinic where caring for patients was more important than their ability to pay. Because Dr. Molina strongly believed that all patients should be cared for like family.

Today, his legacy lives on through his family, who lead Molina Healthcare – a healthcare company caring for more than 1.25 million members in 10 states. Serving people with Medicare and Medicaid, the company remains true to Dr. Molina’s convictions: treating each person like a member of the family.
| Molina Healthcare Products: Solutions for people on government programs |
|---|---|
| • Medicaid |
| • MIChild |
| • Molina Medicare Options Plus |
| • Molina Medicare Options |

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<th>Medicaid eligible population</th>
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• Medicaid
  • 48 counties
• MIChild – Wayne, Oakland, Macomb, Kent
• Molina Medicare Options Plus
  • Genesee
  • Kent
  • Macomb
  • Montcalm
• Oakland
• Saginaw
• Wayne
How you are compensated with Molina Healthcare

Fee-for-Service + Bonus Contracts

• 100% of Medicaid Fee Schedule
  • Participation
• 108% of Medicaid Fee Schedule
  • Open Panel
  • Participate in all applicable products
• 110% of Medicaid Fee Schedule
  • Open Panel
  • Participate in all applicable products
  • PCMH certified
How you are compensated with Molina Healthcare

Fee-for-Service + Bonus Contracts

- Childhood Immunizations
- EPSDT/Well Child Visits
- Blood Lead Testing
- Breast Cancer Screening
- Cervical Cancer Screening
- Chlamydia Screening
- Comprehensive Diabetic Care

*(see handout for details)*
How you are compensated with Molina Healthcare

Fee-for-Service + Bonus Contracts

• ER Bonus – Additional 2% of Fee-for-service payments
  • ER usage rate is equal to or below the annual established threshold for the provider type and region
  • Provider must have at least 100 members to qualify for this bonus
  • Provider must be contracted with Molina Healthcare at the time of the payout
How your bonuses are paid

• All bonus eligible services must be submitted on a claim form
• All bonuses will be paid quarterly, except the ER bonus which will be paid annually
• HEDIS guidelines must be followed for each measure to qualify for reimbursement
Provider Responsibilities

• Make sure you participate in all applicable Molina Healthcare products
• Make sure your practice is open to new patients
• Utilize Michigan Childhood Immunization Registry (MCIR) to document immunizations provided
• Report Communicable Diseases to the Center for Disease Control (CDC)
Provider Responsibilities

• A Primary Care Provider (PCP) may be any of the following type of providers: family or general practice, internal medicine, OB/Gyn, pediatric, physician assistant and/or nurse practitioner.

• Access Requirements
  • Be available 24 hours a day, 7 days a week
  • After hours coverage must include:
    • Instructions for an emergency situation
    • means of reaching an on-call physician
  • Be available a minimum of 20 hours per week
  • Maximum of 2 office sites per PCP
Provider Responsibilities

- **Office Hours**
  - Primary Care Providers must be available at least 20 hours per week. The PCP must provide staffing patterns, which are adequate for caseload, inclusive of healthcare support staff, paraprofessionals, and other healthcare professionals.
Provider Responsibilities

The PCP must make every effort to schedule members for appointments using the following recommendations:

- **Emergent Appointments.** Emergencies must be handled immediately or the member be referred to a hospital emergency room.

- **Urgent Appointments.** Urgent appointments scheduled on the same day or referred to urgent care facility.

- **Routine Appointments.** Routine appointments scheduled within seven (7) to ten (10) days.

- **Health Assessment.** Well examination and physical scheduled within four (4) to six (6) weeks after the initial request.
Tools to make sure you get paid (checking eligibility)

- Medicaid and MIChild
- Eligibility must be verified before services are rendered

  > Molina Healthcare methods of verification:
  - WebPortal online – www.molinahealthcare.com
    - e-list
    - Individual eligibility look up
  - via telephone
    - 1-888-898-7969 prompt 1
    - 1-800-996-7650 (IVR)
  - Automated Voice Response System: 1-888-369-3510
    (Fee required)
Tools to make sure you get paid (checking eligibility)

• Medicare
  • ePortal online – www.molinamedicare.com
    – Individual eligibility look up
  • via telephone
    ▶ 1-800-665-3072
• **Dual Eligible Members**
  
  • Starting **November 1, 2011**, the Department of Community Health will allow beneficiaries dually eligible for Medicaid and Medicare to enroll into Medicaid health plans.
  
  • In addition to our Medicaid health plan we also offer a Medicare Advantage Dual Eligible Special Needs Plan product called Molina **Medicare Options Plus** available in:
      • Wayne, Oakland, Macomb, Genesee, Kent, Saginaw, and Montcalm counties.
  
  • Molina Healthcare will follow the Medicare eligibility guidelines described in the Michigan Department of Community Health Provider Manual Section 2.6.

*We are the largest Medicare Advantage Special Needs Plan in Michigan with over 7,000 patients enrolled!*
Comprehensive benefit packages for all Molina Healthcare products:

- Medicaid
- MIChild
- Medicare Options Plus
- Medicare Options
What’s Covered?

Medicaid Benefit Highlights

No copays, deductibles or co-insurance

Transportation

**Free** transportation

- Non-emergent transportation is covered for medically necessary appointment
- Members or Providers may call 888-898-7969 prompt 3

Laboratory – JVHL and Quest
Glucometers – TruTrack Smart System
Durable Medical Equipment – Wright & Filippis
Incontinence Supplies – J & B Medical
What’s Covered?

MIChild Benefit Highlights

- No copays, deductibles or co-insurance
- Acupuncture
- Vision – March Vision
  - Routine eye exams and glasses
- Durable Medical Equipment – Wright & Filippis
- Laboratory – JVHL and Quest
What’s Covered?

MIChild Benefit Highlights

NOT COVERED

• Dental services  *(Dental is covered through a separate MIChild participating dental plan, i.e. plan determined by member county)*
• Mental Health services
• Substance Abuse Services through accredited providers
• School based services
• Non-emergency transportation is not covered
What’s Covered?

Medicare Options Plus Benefit Highlights

- $0 Monthly Premium
- Generic Prescription Drugs - $0 co-pay
- Routine Podiatry - $0 co-pay - 12 visits per year
- Preventive Dental - $0 - 2 per year (cleaning, x-rays incl. bitewings)
- Comprehensive Dental - $1000 max per year
- Vision Exam - $0 – 1 per year
- Glasses, contacts/frames/upgrades - $200 (every two years)
- Transportation to medically necessary appointments - $0 (50 one way trips)
- Over the Counter (OTC) $15 a month (any pharmacy)
- 24 hour Nurse Advice line
When we need to talk about care

Molina Healthcare has a provider friendly authorization process for all of its products. Less hassle and paperwork saves you time and money.

For questions about authorizations call 888-898-7969 or fax 800-594-7404

• ePortal (Medicaid and MIChild only)
  > www.molinahealthcare.com
  > Molina Services Request Form

For Urgent/Emergent authorizations, call 1-888-898-7969
EZ Rx: How to get the medications your patients’ need

Pharmacy Benefit Manager is CareMark Specialty Pharmacy Formulary

> 2010 Booklet
> Provider Self-Services at www.molinahealthcare.com

Pharmacy network includes:

> 3,000+ retail pharmacies in Michigan
> Major chains include CVS, Rite Aid, Walgreens, K Mart, Meijer, and strategically located independent pharmacies.
EZ Rx: How to get the medications your patients’ need

- Prior authorization is required for specific brand name medications (listed on the Molina Healthcare website)

- 100% of Rx prior authorizations are completed the same day as received. The average turn-around time is less than two hours.

- Pharmacy director is available to answer providers’ clinical or drug formulary questions.
We’ll show you the money!

- Michigan Uniform Billing Guidelines
- CMS 1500 Claim Form
- NPI Number
- Always bill diagnosis to the highest level of specificity

Document chronic disease whenever it is appropriate to do so
We’ll show you the money!

- Authorization Requirements for Dual Eligibles
  - For services rendered to patients who are covered by both Molina Medicare Options Plus and Molina Medicaid, you only need to submit one authorization request.
  - Molina Healthcare will coordinate authorization requirements, benefits and services between the two products.
Claim Requirements for Dual Eligibles

- You will only need to submit one claim to Molina Healthcare.
- Upon receipt of the claim, we will process under Molina Medicare Options Plus then Molina Medicaid. There is no need to submit two claims.
- Claims processing information will be reported on two Remittance Advice (RA) forms
  - the 1st will come from Molina Medicare indicating how the claim was processed and informing you that the claim was forwarded to Molina Medicaid for secondary processing.
  - The 2nd RA will show how the claim was processed for Molina Medicaid.
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<th>Name</th>
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<tr>
<td>ePortal</td>
<td>1-866-449-6848</td>
<td>Professional</td>
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<td>Institutional</td>
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<td>Availability/THIN</td>
<td>1-877-334-8446</td>
<td>Professional</td>
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<td>Emdeon (formerly Web/MD)</td>
<td>1-877-469-3263</td>
<td>Professional</td>
<td>38334</td>
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<td>PayerPath</td>
<td>1-804-560-2400</td>
<td>Professional</td>
<td>38334</td>
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<td>Practice Insight</td>
<td>1-713-333-6000</td>
<td>Professional</td>
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<td>ZirMed, Inc.</td>
<td>1-877-494-7633</td>
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We’ll show you the money!

Contact Information
EDI Hotline: 1-866-409-2935
www.molinahealthcare.com/edi
Claims Submissions:
Molina Healthcare of Michigan, Inc.
P.O. Box 22668
Long Beach, California 90801

Claims Status:
• ePortal
  > 24/7 access
  > www.molinahealthcare.com
• Phone
  > 1-888-898-7969
• Fax
  > 1-248-925-1763
Member Eligibility Inquiry
Provider will be able to view member’s eligibility for whom he/she has been assigned as PCP.

Provider Search
Provider will be able to search for other providers.

Authorization Status Inquiry
Provider will be able to view the status of an authorization that has been submitted in the past (providers must be the submitting provider at this time).

Claim Status Inquiry
Provider can view status of a claim that has been submitted in the past (providers must be the rendering or billing provider at this time).

Patient Listing
Patient Listing enables PCPs to get the list of members who are eligible on a particular date.

View/Update Profile
Provider can view his/her profile and can also request a change of profile through the web site. The change request will be sent to the Provider Services Department.

Download Forms
Provider will be able to download forms that are frequently used.
The right diagnosis documentation

CDPS and Medicare Risk Adjustment

• It is imperative that PCPs report ALL office encounters whether they are capitated or paid fee-for-service.
• Use the most specific appropriate diagnoses.
• Under reporting will decrease risk adjustment scores.

REMEMBER

Accurate and Timely Encounter Reporting Controls Payment
More people to serve you

• **Medical Case Management**
  > Case Assessment and Planning
  > Coordination
  > Monitoring
  > See Medicare Interdisciplinary Care Team (ITC) handout

• **Member Services**

• **Provider Services**
  > Orientations
  > Provider Manual located at [www.molinahealthcare.com](http://www.molinahealthcare.com)
  > Provider visits & outreach
  > Problem resolution

1-888-898-7969
Molina Healthcare Products

Solutions for everyone on government programs

- Medicaid
- Medicare Options Plus
- MIChild
- Medicare Options

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Thank you for your participation

Questions