MOLINA ®
HEALTHCARE

Billing Tips for Members with Chronic Conditions

Members with chronic conditions are eligible for Molina Healthcare of Ohio, Inc. (MHO) Disease Management and Case Management Programs. These programs will aid members to:

- Find the right provider
- Understand their condition and the prescribed treatment plan
- Coordinate overall care

Disease Management is designed to provide members with information about their diseases and to provide reminders to ensure they obtain essential medical services. MHO currently offers two programs:

- Asthma – Breathe with Ease
- Diabetes – Healthy Living with Diabetes

Case Management targets members with various conditions. The program will help members manage their medical conditions to suit their lifestyles. MHO currently offers the following specialized program:

- Pregnancy - Motherhood Matters.

What Can You Do to Help?

MHO needs your help to accurately identify members with chronic conditions that may be eligible for one of the Disease Management or Case Management programs. Please see the suggested billing tips and examples listed below:

- Submit accurate and timely claims for **every** office visit.
- For members with chronic illness, **always** include appropriate **chronic and disability** diagnoses on **all claims**.
- Document chronic disease (please note MHO has identified **asthma as the most common diagnosis code not reported**) whenever it is appropriate to do so (this includes appointments when prescription refills are written for chronic conditions).
- Be specific on diagnosis coding; always use the most **specific appropriate diagnosis code available**.

Example One:

A patient with a chronic disease comes in for a visit regarding his/her chronic condition. **The diagnosis code must be noted to the highest level of specificity.**

- Diabetes Type 2 should be reported as **250.00**
- Diabetes Type 2 Uncontrolled is reported as **250.02**
- Diabetes Type 2 with Retinopathy is reported as **250.50**

Example Two:

A patient with a chronic disease comes in for a visit regarding an illness other than his/her chronic condition. **It is suggested to note the chronic disease as a secondary diagnosis if the condition was taken into consideration to treat the patient (this includes prescriptions).**

Diabetic uncontrolled, but comes in with an upper respiratory infection. Suggested diagnosis codes will be:

- DX [1] – 465.90 (upper respiratory)
- DX [2] – 250.02 (diabetes – chronic condition)

***Are your Super Bills populated with non-specific diagnosis codes? If so, please share this information with the provider(s) to ensure appropriate diagnosis codes are reported. ***

If you have any questions, please call the Provider Services Department.
A representative will be available to assist you from 8:00 a.m. – 5:00 p.m. Monday – Friday, EST.
Please call toll free at 1-800-642-4168, or TTY: 1-800-750-0750 (or 711).

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