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Updates & resources for providers from Molina Healthcare of South Carolina  
Sign up for email delivery by contacting [Palmetto.Partners@MolinaHealthcare.com](mailto:Palmetto.Partners@MolinaHealthcare.com)

### **Welcome to our new provider newsletter!**

Molina Healthcare of South Carolina developed Palmetto Partners to better connect and deliver important information to you. This tool will be most effective when received by email, but we are also sending this by fax at first so everyone will benefit from its content, see its value and sign up for email delivery with the information at the end of this edition. We would love to hear your feedback and for you to share Palmetto Partners with your colleagues so they can better connect with us as well.

### **Partners in Care**

MHSC provides an expanded online report for providers each quarter. Download our current MHSC edition of Partners in Care from the provider pages of our website, under the

### **From our plan president's desk**

Did you know that Molina Healthcare originated more than 35 years ago with an emergency room physician?

Driven to provide quality care to the underserved, Dr. C. David Molina opened a clinic in California for low-income families and individuals. Today, Molina health plans and clinics serve patients across the country under the leadership of his son, Dr. Mario Molina.



Molina Healthcare of South Carolina was established in 2014, and we currently serve more than 110,000 members across the Palmetto State. A key to our quick success has been our dynamic approach to building relationships within communities, and that starts with providers, who have always been at the heart of what we do.

The new e-newsletter that you are reading now - Palmetto Partners - is just one of the ways we can fortify those bonds as we work with you to deliver quality care to people who receive government assistance.

Sincerely,  
Tom Lindquist  
Plan President  
Molina Healthcare of South Carolina

### **Career highlights: Tom Lindquist**

Before he joined Molina Healthcare of South Carolina three years ago, Tom served as president of AccentCare/Texas Home Health, where he was responsible for more than 10,000

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Communications tab, where you will also find past editions. The latest edition has articles on Molina's HEDIS and CAHPS results, flu season and more.

### Winning Artwork

MHSC Provider Contract Specialist Ashley Galloway showed her artistic side when her painting placed third in the SC Office of Rural Health artwork contest.



### Our Vision

We envision a future where everyone receives quality health care.

**Our Mission** is to provide quality health care to persons receiving government assistance

### Our Values

Caring  
Enthusiastic  
Respectful  
Focused  
Thrifty  
Accountable  
Feedback  
One Molina

employees. Prior to that, Tom served in various leadership roles with UnitedHealth Group, including regional CFO, market president and corporate regulatory controller. Tom earned his bachelor of business administration in management from University of Texas at Arlington and his MBA in finance from University of Houston. He serves on boards for Children's Trust of South Carolina and EdVenture museum.

### Pharmacy Corner

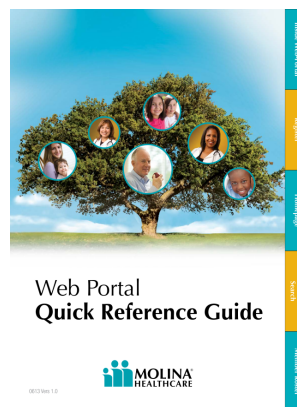
#### Make sure you have our latest Preferred Drug List

We updated the Molina Healthcare of South Carolina Preferred Drug List in January and want you to have the information at your fingertips.

Go to **MolinaHealthcare.com/providers/SC** and pull down the Drug List tab to find the complete list, which you can search by term and also download.

### Our Provider Portal is an online pathway to success

Molina Healthcare of South Carolina providers can access important info and stats easily through Molina's online Provider Portal. This convenient, secure site allows 24-hour access, seven days a week. You can check member eligibility, submit and check the status of your claims, request authorizations and view your HEDIS scores. Enter the Provider Portal at **MolinaHealthcare.com/providers/SC**



### Billing tips: Avoid these trouble spots

We've noticed two billing issues that seem to come up a lot. Save some time and headaches by following these reminders:

- Medicaid Medicare Plan (MMP) claims for rural health clinics (RHCs) and Federal Qualified Health Centers (FQHCs) must bill on a Facility Claim Form (UB form) with applicable Medicare codes to receive reimbursement.
- For all providers, corrected claims must have "7" as the last digit in the bill type with the original claim number. If submitted without the added "7", our system will not recognize it as a corrected claim and will instead deny it because of the duplication.



### **MHSC steps up after Hurricane Matthew**

When historic floods caught much of the state by surprise in fall of 2015, Molina Healthcare of South Carolina contributed \$10,000 to bounce-back efforts by the American Red Cross. A year later, when Hurricane Matthew wreaked havoc on the Palmetto State, MHSC responded immediately with another \$10,000 donation to help those left in need. Above, MHSC President Tom Lindquist presents the 2016 check to American Red Cross Regional CEO/Executive Director Louise Welch Williams and President of Humanitarian Services Cliff Holtz.

### **Get ahead of submission deadline for 2016 incentive payments**

We want to thank all providers who took part in Molina Healthcare of South Carolina's 2016 incentive programs to improve children's and women's health. We encourage you to submit eligible claims before the deadline of March 31, 2017. You may receive \$35 for each measure that met the requirements in 2016.

An incentive will only be paid if it is the first eligible service on file in 2016. The member must be enrolled with MHSC for a year or more at the time of service with no more than one gap in enrollment of up to 45 days.

Also, in order to receive the women's health incentive you must have performed a cervical cancer screening and/or chlamydia screening and have coded for such. You must be participating in the MHSC Medicaid Network under the specialty type Obstetrics and Gynecology. Service for the two incentive measures must have been rendered between Aug. 1, 2016 and Dec. 31, 2016.

In addition, in order to receive the incentive payment for the children's health incentive, you must perform a comprehensive well visit and/or weight assessment and counseling for nutrition and physical activity and code for such. You must be participating in the MHSC Medicaid Network as a primary care physician, which includes these specialty types: Internal Medicine, General Practice, Family Medicine, Pediatrics and Gynecology. Service for the three incentive measures must have been rendered between June 1, 2016, and Dec. 31, 2016.

We sent more details to providers about these incentive programs last year and have included those letters again as links in the email version of this newsletter. If you would like to receive this and future editions of Palmetto Pride by email, contact us at **PalmettoPartners@MolinaHealthcare.com** with your first and last name, practice name and preferred email.

### **Cervical Cancer Awareness Month: SC United in Teal & White**

Molina has joined forces with many other groups to form the statewide coalition South Carolina United in Teal & White to intensify Cervical Cancer Awareness Month efforts. On Wednesday, Jan. 18, we gathered at the Statehouse to mark Teal & White Day and talk about how we can make our state cervical cancer-free. We hope providers will go all out in promoting this important lifesaving effort and encourage you to decorate your offices with spirit. Molina Healthcare of South Carolina also wants to thank you for promoting the related screenings and HPV vaccinations needed to knock out this cancer, because it will take us all working together. Send your Teal & White office photos to [Quality@MolinaHealthcare.com](mailto:Quality@MolinaHealthcare.com).



### **Meet Molina's amazing 2016 Community Champions in SC**

#### **No longer unsung heroes: Molina recognizes SC volunteers with annual awards**

This fall, MHSC honored six Community Champions from South Carolina for selflessness, extraordinary service and positive impact on the lives of others. MHSC hosted the ceremony at

Charlestowne Landing in Charleston. More than 100 people attended, including members of organizations selected by honorees to receive a total of \$6,000 in MHSC grants. As a surprise, a representative from U.S. Sen. Tim Scott's office presented them with special certificates.

**Do you know an inspiring volunteer?** MHSC is moving its annual Community Champions awards to spring and asks for 2017 nominations by Feb. 1. Look for the MHSC form in the "Molina in the Community" section of MolinaHealthcare.com.

**Pediatrician Dr. Debbie Greenhouse among those honored**

A past president of the American Academy of Pediatrics South Carolina chapter, Dr. Greenhouse has championed children and families through her work with Palmetto Pediatric and Adolescent Clinic in Columbia and in many other ways.

She is especially passionate about FoodShare South Carolina, a community-based food and nutrition education program that increases access to fresh fruits and vegetables for vulnerable populations and communities of color in South Carolina. She has been engaged with FoodShare since its inception and chose the organization as the recipient of a \$1,000 grant given by MHSC in her honor.



Dr. Debbie  
Greenhouse

In addition, Dr. Greenhouse is an advocate for Lonnie B. Nelson Elementary School in Columbia, where the MHSC team arranged assemblies on healthy eating and exercise in mid-October as part of Molina's Make a Difference Days. We commend Dr. Greenhouse for all she does as a physician and as a volunteer.

**Each Community Champion picked an organization to benefit from a \$1,000 Molina grant.**



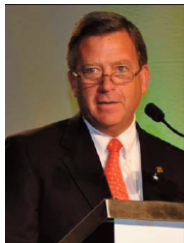
**John Flenory**  
Habitat for  
Humanity



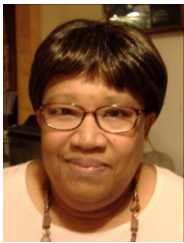
**Nelly Jolley**  
Richland 2 School  
District Education  
Foundation



**Jaelyn Ellis**  
EdVenture



**David Wright**  
USC Center for  
Colon Cancer  
Research & SC  
Colon Cancer  
Prevention Network



**Rev. Hattie  
Graham**  
Kingston Lake  
Education and  
Business Center

**Getting involved**

**Our community engagement team stays busy through the year**

At Molina, we pack our calendar with events to help communities across South Carolina, and encourage our employees to pitch in by giving them paid time off to volunteer. We also love to involve providers. Connect with Community Engagement Field Supervisor Johanna Perez, (864) 288-1399, [SCCommunityOutreach@MolinaHealthCare.Com](mailto:SCCommunityOutreach@MolinaHealthCare.Com).





**Back to School Bash with Dr. Cleo**

No doubt, we know how to throw a Back to School bash, and one place we celebrated this summer was in Myrtle Beach with the Children's Museum and Grand Strand Pediatrics & Adolescent Medicine. More than 400 free backpacks, plus school supplies and haircuts were given at the event. Molina's popular mascot, Dr. Cleo, joined the party, and we brought our smoothie bike, too. The bike uses friction from pedaling to blend a fresh fruit smoothie. It's a fun way to highlight healthy eating and exercising. At left, Dr. Cleo hangs out with the Grand Strand Pediatrics crew.

**Making that 'Crucial Catch' with the NFL**

MHSC teamed up with National Football League's Carolina Panthers, ReGenesis Healthcare and others for a Crucial Catch event in Spartanburg Oct. 25. The community gathering highlighted good health and ways to reduce breast cancer risk with early detection.

Participants could take part in a breast health education class and schedule free mammograms. The Panthers Top Cats came out, and there were plenty of fun activities for all ages, including a lively photo booth.

The program was made possible with funds raised by the National Football League's A Crucial Catch campaign in support of the American Cancer Society.



**Thanksgiving Giveaways**

Thanksgiving wouldn't be complete without sides and dessert. So Molina headed an effort to give reusable bags filled with holiday foods to 800 families in need. Our Thanksgiving Giveaways were in Columbia on Nov. 16 at the Eau Claire Community Print Building, and Nov. 20 at Shiloh Seventh-Day Adventist Church in North Charleston.



**Holiday Revolution**

Voices were lifted high Dec. 10 at the inaugural Holiday Revolution in Jamestown. Billed as a choir exhibition and health fair, this Molina event attracted more than 200 people. St. James-Santee Family Health Center provided health screenings, while members of the Molina team, like those here, gave blankets and gloves to people in need.

**Connecting with Molina Healthcare of South Carolina**

Sign-up for email delivery of Palmetto Partners by emailing

**PalmettoPartners@MolinaHealthcare.com** with a first and last name, plus your organization's name. We are glad to team up with you and encourage you to stay connected with us.

Visit **[www.MolinaHealthcare.com/providers/SC](http://www.MolinaHealthcare.com/providers/SC)**.