

Benefits and Covered Services

This section provides an overview of the medical benefits and covered services for Molina Healthcare Members.

Molina Healthcare follows Medicaid rules except where there are rules specific to a physician network or Participating Provider. Some benefits may have limitations. Providers should refer to the most current benefits grid available from Molina Healthcare by visiting the website at www.molinahealthcare.com and choosing the provider tab for the State of Wisconsin. In 2014, Molina Healthcare of Wisconsin, Inc. Members have \$0 copayments for all Covered Services.

Prescription Drugs (Pharmacy and Supplies)

Pharmacy and disposable medical supplies (supplied by pharmacies) provided to Medicaid recipients are not administered through Molina Healthcare. This is a carved out service that is handled through Fee-For-Service (FFS).

Injectable and Infusion Services

Injectable and infusion services require prior Authorization through Molina Healthcare. Additional information can be obtained by contacting Molina Healthcare's Member Services Department at 855-326-5059.

Emergency Transportation

When a Member's condition is life-threatening and requires use of special equipment, life support systems, and close monitoring by trained attendants while en route to the nearest appropriate facility, emergency transportation is thus required. Emergency transportation includes, but is not limited to, ambulance, air or boat transports.

Examples of conditions considered for emergency transports include, but are not limited to, acute and severe illnesses, untreated fractures, loss of consciousness, semi-consciousness, having a seizure or receiving CPR during transport, acute or severe injuries from auto accidents, and extensive burns.

Non-Emergency Medical Transportation

Non-Emergency Medical Transportation (NEMT) services are currently coordinated by FFS for Wisconsin Medicaid or BadgerCare Plus members in both Fee-For-Service and Medicaid Health Maintenance Organization (HMO) health plans. Members will need to call the vendor for all NEMT to covered appointments if they have no other way to get a ride. Non-emergency rides are rides to a Covered Service by common carrier, such as public transportation or specialized medical vehicles.

Members can call 1-866-907-1493 (or TTY1-866-288-3133) between 7:00 a.m. and 6:00 p.m., Monday through Friday.

Members will need to call at least two (2) days before a routine appointment to schedule a ride. If they do not call two (2) days before an appointment, they may have to reschedule their appointment.

If a Member has an urgent appointment and cannot wait two (2) days to go to an appointment, a ride may be scheduled within three (3) hours.

If a Member has regularly scheduled appointments three (3) or more times a week, the provider should talk with him/her. As the Member's doctor, the provider can work with the transportation vendor to help schedule his/her patient's regularly reoccurring rides.

Emergency Care Services

Emergency Care services are covered by Molina Healthcare without an Authorization. This also includes non-contracted providers outside of Molina Healthcare's Service Area.

Chiropractic Services

Molina Healthcare of Wisconsin, Inc. does not cover chiropractic services. All Members receive chiropractic services through FFS.

Molina Healthcare of Wisconsin, Inc. Members who receive chiropractic coverage through FFS can go anywhere their ForwardHealth card is accepted. FFS claims are submitted and paid through the State of Wisconsin.

Vision Care

Molina Healthcare of Wisconsin, Inc. subcontracts with Herslof Optical Company, Inc. to provide routine vision services and hardware including any prior Authorization necessary and Claims payment.

24-Hour Nurse Advice Line

Members may call the Nurse Advice Line anytime they are experiencing symptoms or need health care information. Registered nurses are available twenty-four (24) hours a day, seven (7) days a week, to assess symptoms and help make good health care decisions.

HEALTHLINE (24-Hour Nurse Advice Line)	
English Phone:	888-275-8750
Spanish Phone:	866-648-3537
TTY:	7-1-1 (English) 7-1-1 (Spanish)

Molina Healthcare is committed to helping its Members:

- Prudently use the services of the provider's office
- Understand how to handle routine health problems at home
- Avoid making non-emergent visits to the emergency room (ER)

The Nurse Advice Line registered nurses do not diagnose; they assess symptoms and guide the patient to the most appropriate level of care following specially designed algorithms unique to the Nurse Advice Line. The Nurse Advice Line may refer the Member back to the PCP, a Specialist, 911 or the ER. By educating patients, it reduces costs and overutilization of the health care system.

Behavioral Health: Mental Health and Substance Abuse Benefits

Molina Healthcare offers benefit programs to BadgerCare Plus and Medicaid SSI enrollees. The following levels of care are covered, provided that services are Medically Necessary, delivered by Participating Providers, and that the Authorization procedures are followed:

- Inpatient Detoxification
- Substance Abuse Rehabilitation
- Inpatient Mental Health
- Traditional Outpatient Mental Health Treatment
- Traditional Outpatient Substance Abuse Treatment
- Crisis Stabilization Bed
- Partial Hospital Program
- Intensive Outpatient Program
- Ambulatory Detoxification
- Psychological and Neuropsychological Testing
- In-Home Therapy for Children

Access to Behavioral Health Services

Molina Healthcare of Wisconsin, Inc. provides all of its Members with behavioral health services. Please contact Molina Healthcare of Wisconsin, Inc. directly for Behavioral Health Services needs at 855-326-5059.

Outpatient Benefits Access

Outpatient behavioral health treatment is an essential component of a comprehensive health care Delivery System. Members may access outpatient mental health and substance abuse services by self-referring to a Participating Provider, by calling Molina Healthcare, or by Referral through acute or emergency room encounters. Members may also access outpatient care by Referral from their PCPs. However, a PCP Referral is never required for behavioral health

services. Additionally, providers may check the ForwardHealth website for updates regarding outpatient benefits.

Additional Benefit Information

Benefits do not include payment for health care services that are not Medically Necessary. Molina Healthcare is not responsible for the costs of investigational drugs or devices or the costs of non-health care services such as the costs of managing research or the costs of collecting data that is useful for the research project but not necessary for the Member's care.