

COVID-19 Update for Hospital Providers

To ease the administrative burden faced by many hospitals, Molina has implemented the following additional changes through the end of January 2021, unless otherwise specified:

Authorization Suspended for Initial Transfers to Skilled Nursing Facilities

Effective immediately, Molina will allow initial transfer from the hospital to a Skilled Nursing Facility with “notification only.” This would not apply to transfers to Long Term Acute Care (LTAC) facilities, which will continue to require pre-authorization. Molina will conduct continued stay reviews directly with the Skilled Nursing Facility.

Observation Stays

Molina does not require authorization for observation stays.

Continued Stays

Molina has extended its continued stay reviews for acute care hospitals to no less than 10-day intervals from the former 7-day intervals. Through its continued stay review, Molina can assist with discharge planning to make sure Molina members have the care they need after they leave the hospital.

Skilled Nursing Facilities Requesting Temporary Higher Level of Care

For facilities requesting higher level of care for long term care residents due to COVID-19, a separate authorization for higher level of care is required. The member must be experiencing symptoms and treatment for COVID-19 to qualify for higher level of care. These cases will be reviewed every 3-5 days.

Transitions of Care (TOC)

Molina has suspended most proactive outreach to hospital discharge planning staff to reduce the administrative burden for hospital employees. Molina will contact the hospital only if there is a specific need or question regarding a member’s discharge needs. Molina TOC team members are available to assist with our members discharge needs. Please contact us at 888-898-7969 and follow the prompts to reach authorizations/admissions. Molina will continue to contact members after hospital discharge to assist with their needs. It is important for Molina to continue to receive the discharge plan for Medicare members in order to effectively follow up after hospitalization.

Molina Healthcare is monitoring COVID-19 developments daily. We will update you as things change and encourage you to monitor the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Additional COVID-19 Emergency and Disaster Guidance is published on the CMS website at the following link: <https://www.cms.gov/files/document/hpms-memo-covid-information-plans.pdf>

Thank you for serving Molina members.