



Monthly Topics for October 2021

All Just the Fax publications are available on Molina Healthcare’s website via this link <https://www.molinahealthcare.com/providers/mi/medicaid/comm/Pages/provmailings.aspx>

Breast Cancer Awareness Month

October is Breast Cancer Awareness month. This is one of the most common cancers among American Women and mammograms are the best way to detect early breast cancer. Men can also get breast cancer, but it is not very common. You can lower your breast cancer risk by keeping a healthy weight and exercising regularly. To learn more about breast cancer symptoms, risk factors, resources and more please visit: <https://www.cdc.gov/cancer/dcpc/resources/features/breastcancerawareness/>

Access to Care

Molina maintains access to care standards and processes for ongoing monitoring of access to health care provided by our contracted providers. Providers are required to conform to the Access to Care appointment standards to ensure that health care services are performed in a timely manner. The PCP or designee must be available to members 24 hours a day, 7 days a week. Providers are responsible for providing appointments to members in the timeframes below. Please refer to the provider manual on our website.

Medical Appointment

Appointment Types	Standard
Office Wait Time	Not to exceed 45 minutes
Routine, asymptomatic	Within 30 business days of request
Routine, symptomatic	Within 30 business days of request
Urgent Care	Within 24 hours
After Hours Care	24 hours/day; 7 days/week
Specialty Care	Within 45 days of request
Urgent Specialty Care	Within 24 hours

Behavioral Health Appointment

Appointment Types	Standard
Life Threatening Emergency	Immediately
Non-life Threatening Emergency	Within 6 hours
Urgent Care	Within 24 hours
Initial Routine Care Visit	Within 10 business days of request
Follow-up Routine Care Visit	Within 10 calendar days of request

Model of Care Training

Molina provide annual model of care training for Medicare enrollees. The written Model of Care training material can be found on the Molina website. Please complete the training and return the attestation form via the link at the end of the training deck or email the attestation form to MHMProviderServicesMailbox@MolinaHealthcare.com no later than November 30, 2021.

Provider Satisfaction Survey Reminder – Your Feedback is Important

Molina is still conducting our annual Provider Satisfaction Survey that can be completed by mail or online. Your valuable feedback will assist us in improving the quality of service, identify areas for operational enhancements and our provider network partnership. Please be sure to complete the survey and share your feedback.

Availity Prior Authorization Services

Beginning September 29, 2021, the Authorization and Referrals function will be live on the Availity Platform. This function will allow providers to submit and view prior authorizations. Availity also allows you to submit and check claims status, submit claims appeal/dispute/reconsideration, view remittance and more. If you are not registered with Availity, please register via the link below: <https://www.availity.com/provider-portal-registration>.

Q4 Prior Authorization Updates

As of October 1, 2021, the Prior Authorization Guide and Prior Authorization Code Matrix is updated to display Q4 changes. All prior authorization tools are available online at <https://www.molinahealthcare.com> under “forms” and services that require a prior authorization are easily searchable with the PA code matrix.

Pharmacy Prior Auth Process Change

Beginning October 4, 2021, an operational change will affect submitted prior authorization requests for prescription drugs for Medicaid and Marketplace lines of businesses. For more information, please see a copy of the fax blast that is included in this material.

Optum New Prepayment Claims Review

Beginning October 18, 2021, Molina will partner with Optum, a Healthcare solutions organization, to perform prepayment claims reviews. As a result, providers may be asked for medical records and billing documents that support the charges billed. For more information on this, please see a copy of the fax blast that is included in this material.

Thank you for your commitment to Molina Members!