You Matter to Molina: Care Coordination Portal
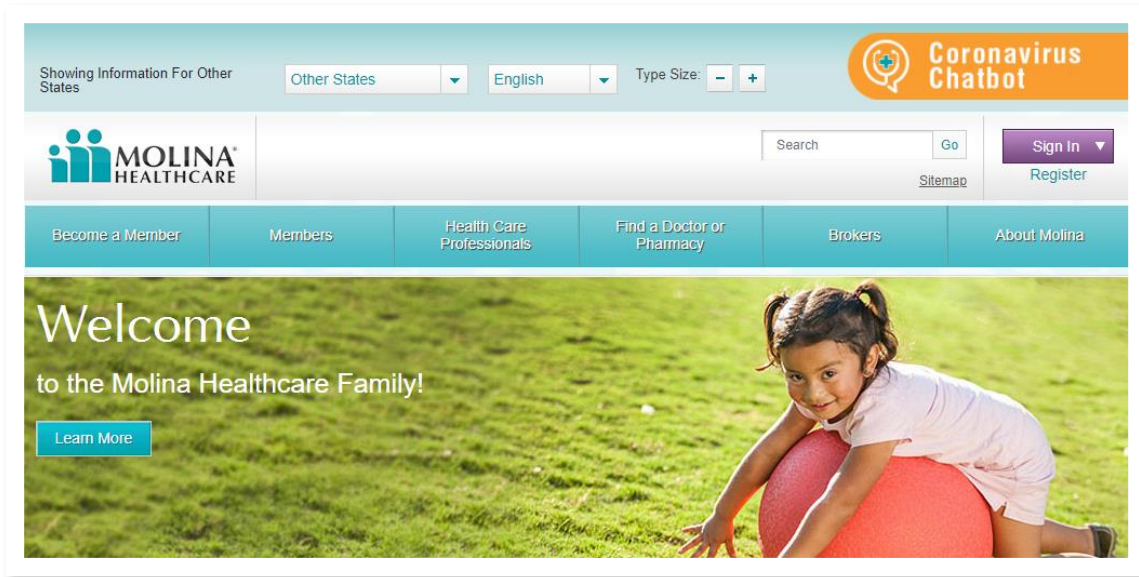
| Molina Healthcare

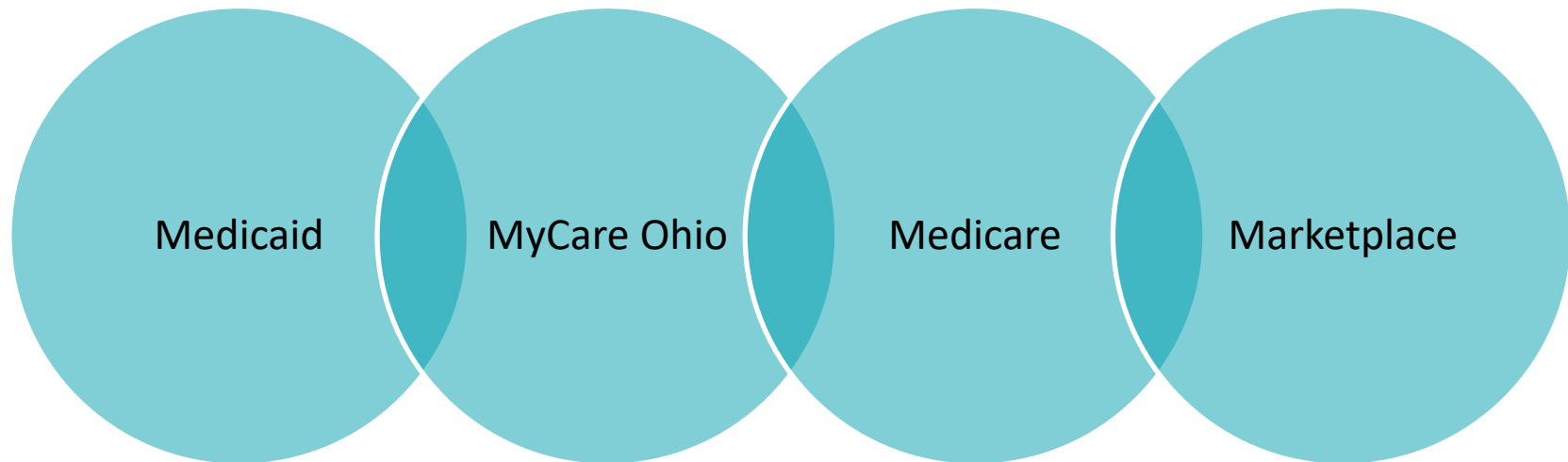MOLINA® HEALTHCARE

Agenda

Topic	Slide Number
Provider Resources	3
Availity Provider Portal	7
Care Coordination Portal: Data Sharing	12
CCP Access	15
CCP Functions/Features	21
Contact Molina	37

MOLINA HEALTHCARE

Provider Resources

Provider Website

Molina has a Provider Website for each line of business.

Medicaid | MyCare Ohio | Medicare | Marketplace

Find the Provider Website at MolinaHealthcare.com.

Provider Online Resources

Molina's Provider Website has a variety of online resources:

|			
Provider Manual	Dental Manual	Provider Portal	You Matter to Molina Page and a Claims Payment Systemic Errors (CPSE) Page
Provider Online Directory		Contact Information	Preventive and Clinical Care Guidelines	Claims Information
Health Insurance Portability and Accountability Act (HIPAA)		Advanced Directives	Frequently Used Forms	Pharmacy Information
Prior Authorization Information	Claim Reconsiderations	Provider Communications: Provider Bulletins and Provider Newsletters	
Fraud, Waste and Abuse Information		Member Rights and Responsibilities	Molina Policies	

MOLINA HEALTHCARE

Provider Bulletin

A monthly Provider Bulletin is sent to Molina's provider network to report updates.

The Provider Bulletin includes:
- Prior authorization changes
- Training opportunities
- Updates to the Provider Portal
- It Matters to Molina Corner
- Changes in policies that could affect:
  - Claim submissions
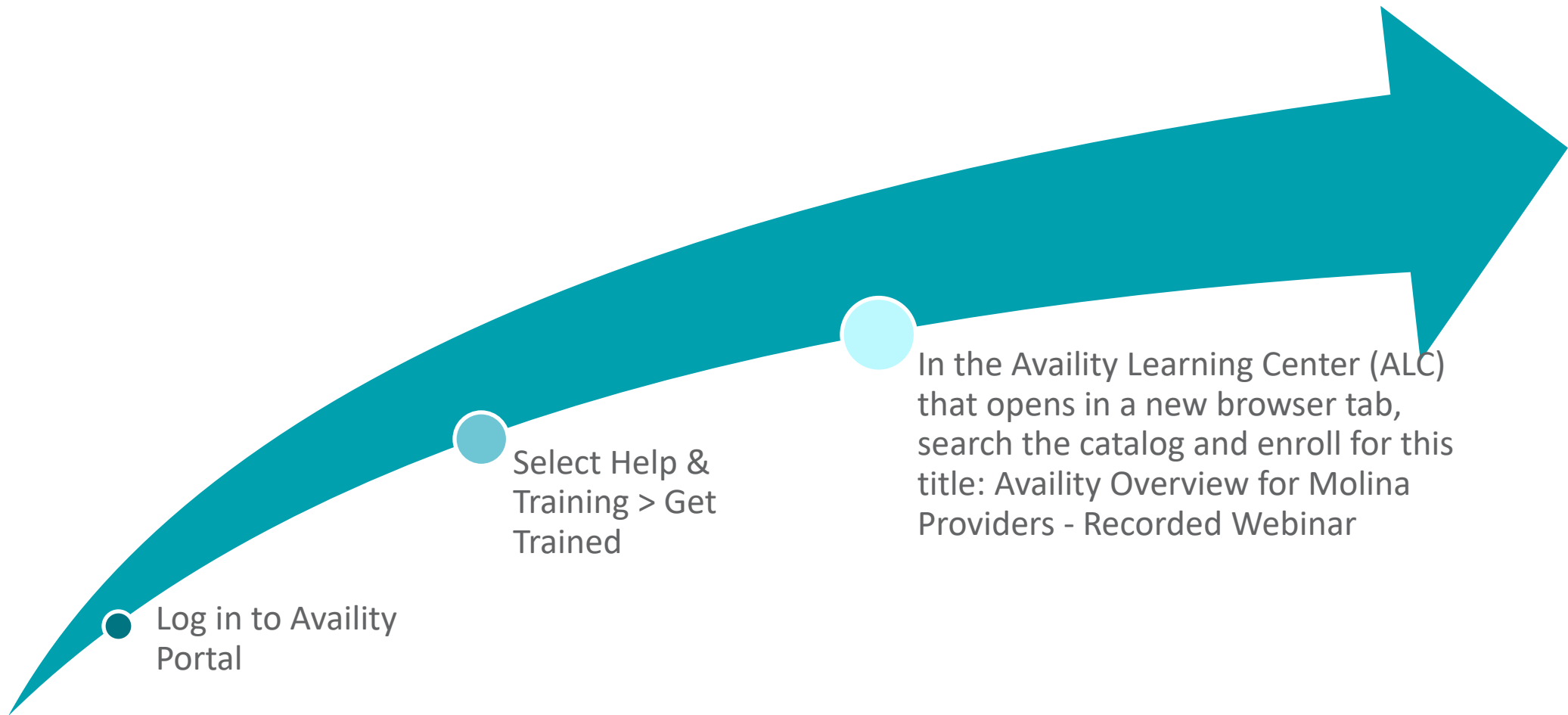 - Billing procedures
  - Payment
  - Appeals
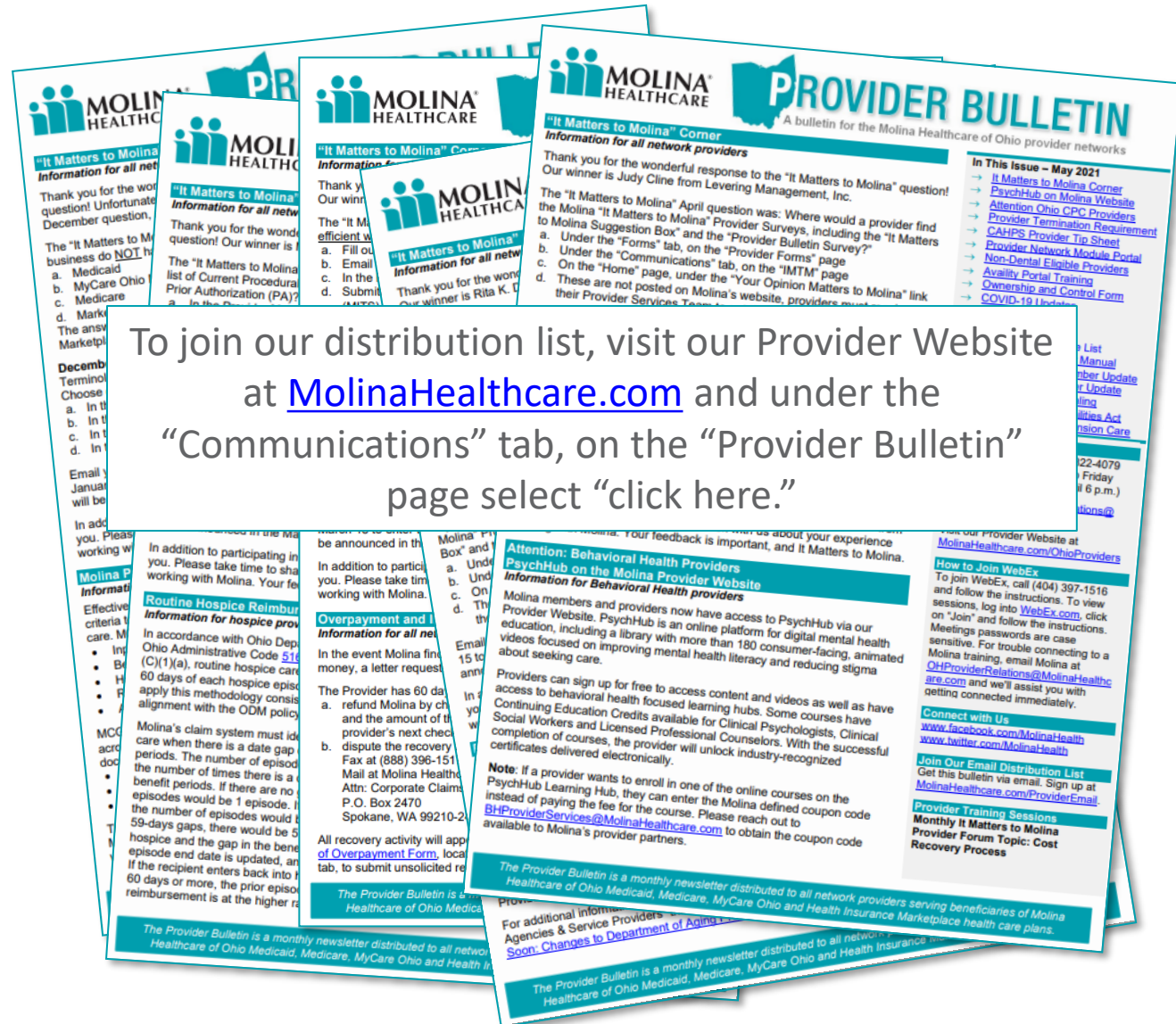
To join our distribution list, visit our Provider Website at MolinaHealthcare.com and under the "Communications" tab, on the "Provider Bulletin" page select "click here."

Availity Provider Portal

Availity Provider Portal

Once registered providers will have access to the Availity Portal training by following these steps:

Select Help & Training > Get Trained

In the Availity Learning Center (ALC) that opens in a new browser tab, search the catalog and enroll for this title: Availity Overview for Molina Providers - Recorded Webinar

Log in to Availity Portal

Atypical Providers:
Under "News and Announcements" select "Atypical Providers: Here's your Ticket to Working with the Availity Portal" to view training sessions.

MOLINA
HEALTHCARE
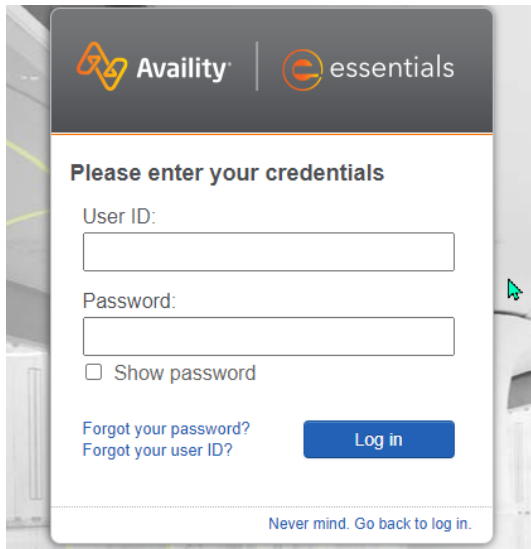
Provider Portal

The Provider Portal is secure and available 24 hours a day, seven days a week. Self-service Provider Portal options include:

Online Claim Submission	Claims Status Inquiry	Corrected Claims	Healthcare Effectiveness Data and Information Set (HEDIS®) Missed Service Alerts for Members
Member Eligibility Verification and History	Update Provider Profile	Online Claim Reconsideration Requests	Member Nurse Advice Line Call Reports
Check Status of Authorization Request	Coordination of Benefits (COB)	View PCP Member Roster	Submit PA Requests

MOLINA HEALTHCARE®

Care Coordination Portal

Molina offers a portfolio of industry standard services on the Availity Essentials (multi-payer) Provider Portal.

- 1.6 million: Registered providers
- 6 million: Annual transactions
- 800k: Daily logins

Eligibility and Benefits

Care Coordination

Claims Management

Availity Essentials Provider Portal

Other Provider Services

Prior Authorizations

Remittance

Care Coordination Portal

Any classification of user provider, medical and non-medical, can gain access to the Availity Essential Provider portal to track, submit and share patient/member information and collaborate with care providers and care team coordinators through the many services available.

Personal Care Physician (PCP)

Care Manager, Care Guide

Care Manager Plus, Care Guide Plus

Non- Medical providers

Care Coordination external partners

Availity Essentials Portal is the central hub for Care Coordination and Data Sharing.

Care Coordination Portal: Data Sharing

Data Sharing - Care Coordination Introduction

Molina will support coordinated care using the Care Coordination Portal which will collect, store, integrate, share and push out pertinent member information amongst all entities minimizing duplicative efforts with entities involved in coordinating the member's care.

- Molina and other Managed Care Organizations (MCO), Care Coordinating Entities (CCE), Care Management Entities (CME) and Single Pharmacy Benefit Manager (SPBM)

- Member Name and Member Numbers

- Member Demographic and Contact Information

- Plan Care Coordination Assignment and Contact Information

- Risk Tier

- Plan Conducted Assessments

- Person-Centered Care Plans

- Care Team Contact Information

- Utilization Data

MOLINA HEALTHCARE

Data Sharing - Care Coordination Portal/System
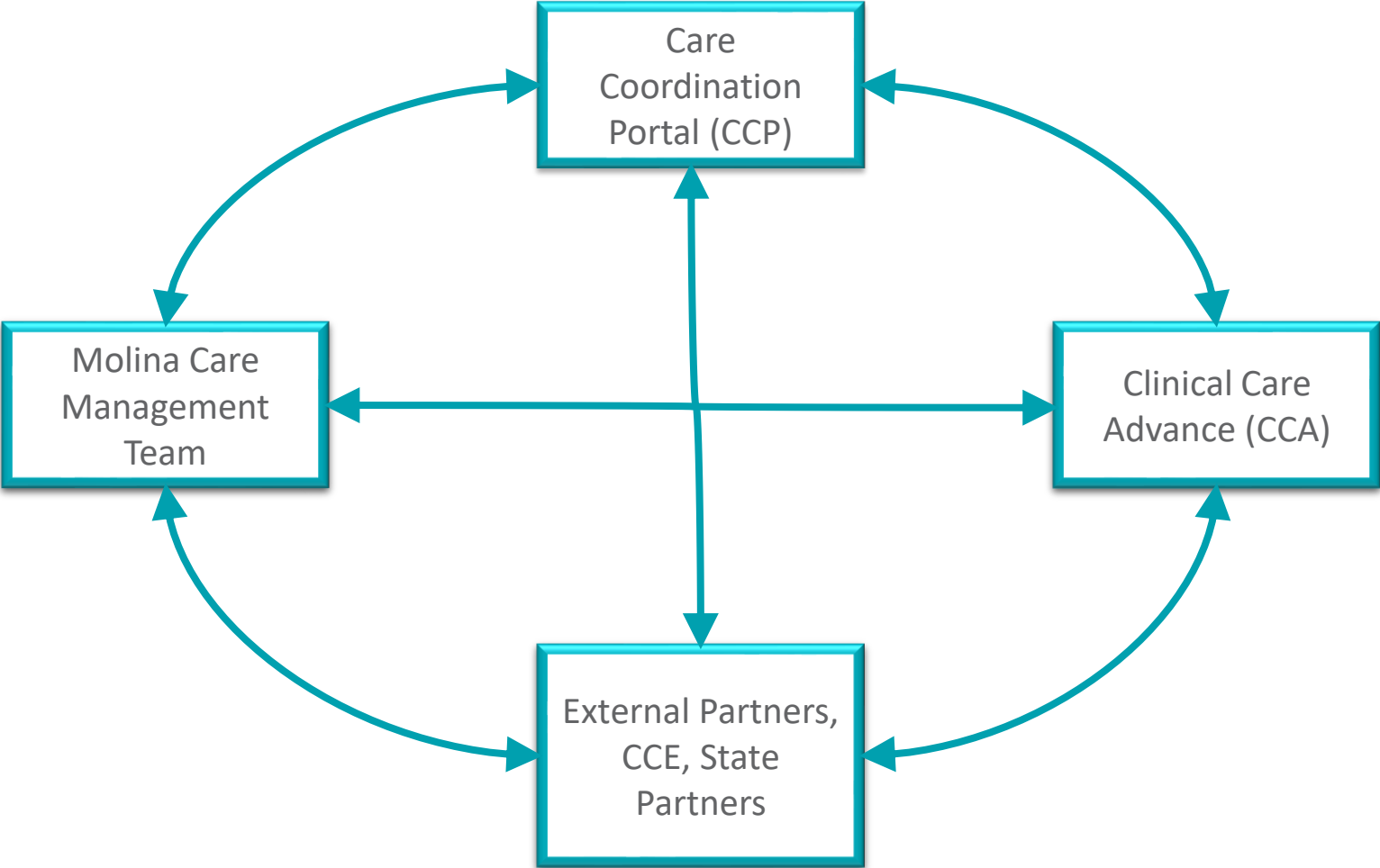
Care Coordination Portal (CCP) Access

Types of Users for Care Coordination Portal: Access Through OH|ID

External Users

- Ohio Department of Medicaid (ODM)
- Care Coordinating Entities (CCEs)
- OhioRISE Plan and Care Management Entities (CMEs)
- Partners for Kids (PFK)
- Gainwell (SPBM)
- Public Children's Services Agencies (PCSA)
- Title IV-E Courts for Children

- Accordant Care Rare
- Progeny Health
- Pure Healthcare
- Cityblock Health
- Healthmap

External users and entities log in to the OH|ID Portal and Single Sign-on into Availity Essentials Portal.

Security Assertion Markup Language (SAML) SSO (Single Sign-on) to Availity will auto-register users the first time when an SSO-Login is completed.

The users will be assigned a default role, necessary permission updates to be completed through the Organization Administrator.

Ohio Identification Account Registration-New User

Create an OH|ID account at ohid.ohio.gov.

Ohio Identification Account Login-Existing User
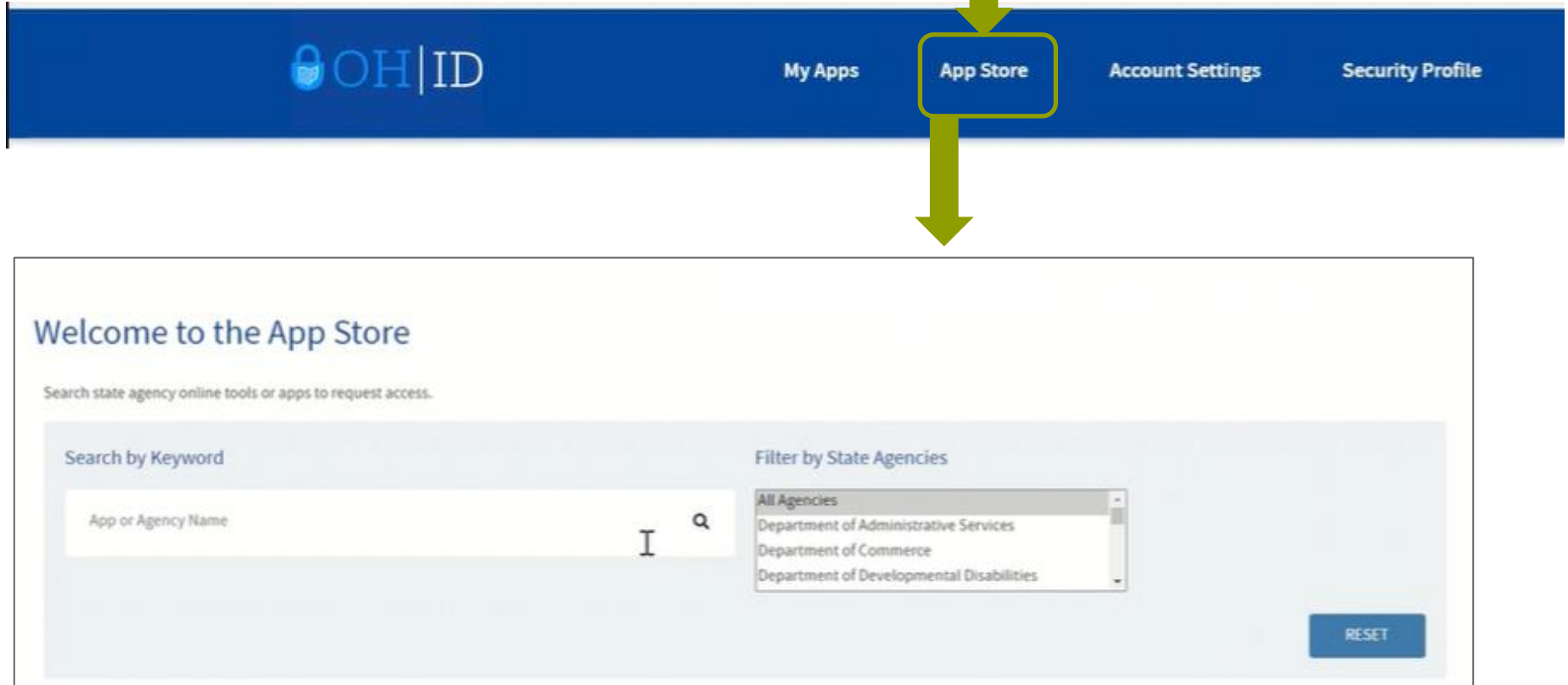
Log into OH|ID with User ID and Password.

App Store

Find Molina App in the App Store

My Apps

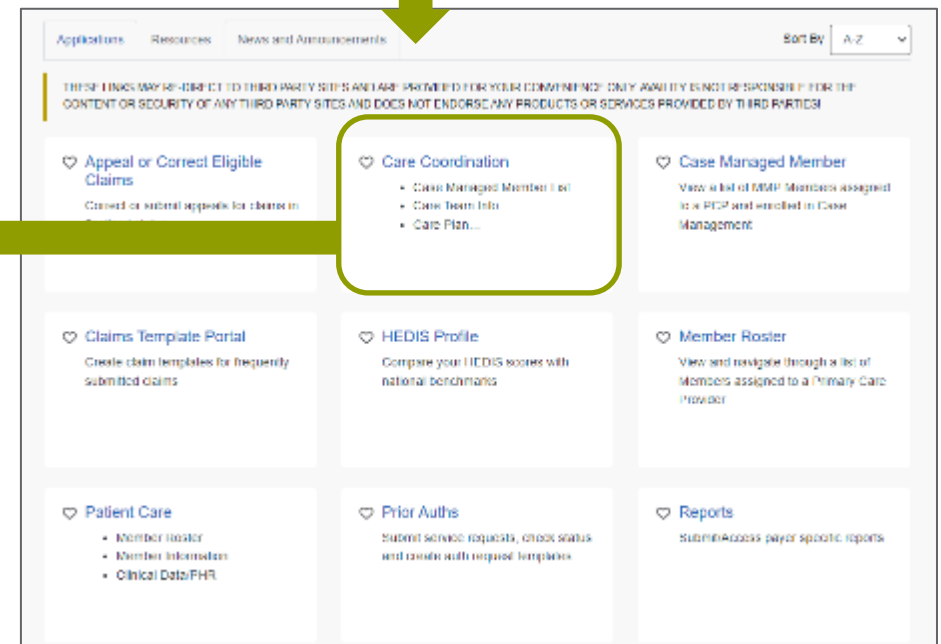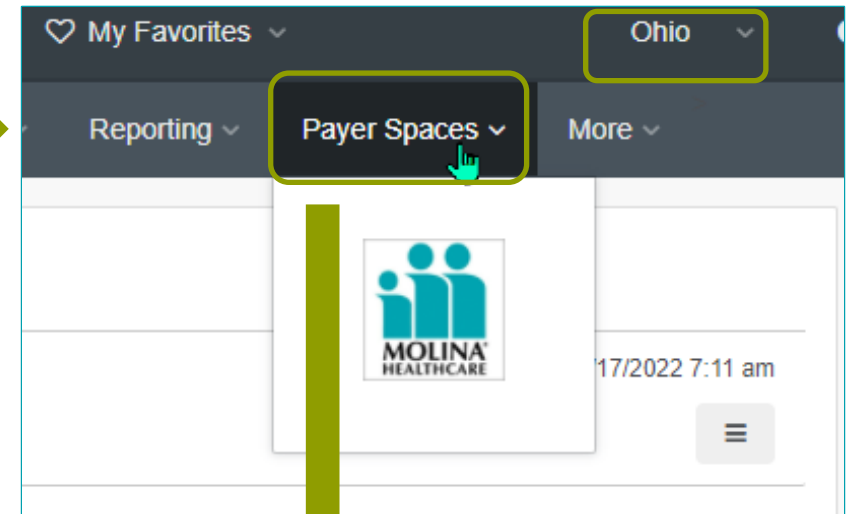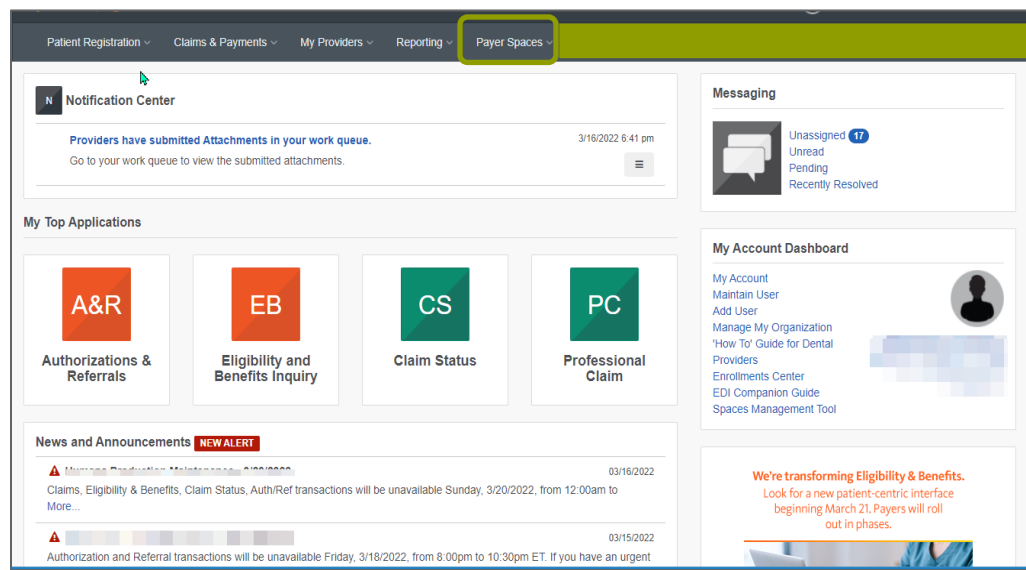Once you have selected the open app button, you will be taken to the Availity landing page.

You will be notified by Molina and Availity once you have been provision access to the Molina Care Coordination Portal. (Usually takes 1 business day)
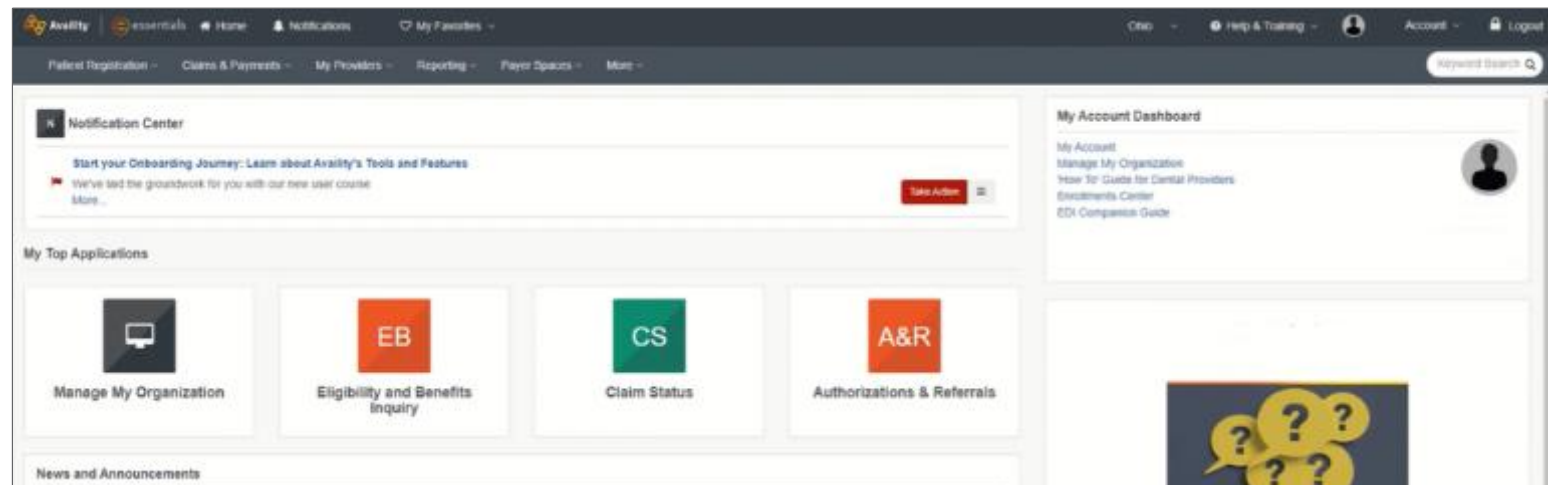
Care Coordination Portal Functions / Features

Access the Care Coordination Portal

Care Coordination

View a list of Members assigned to a PCP and assigned to a Care Coordinator

Care Coordination Profile Page

After selecting Care Coordination in the Availity Essentials Portal, the Care Coordination Profile page will load.

This will display the member roster.
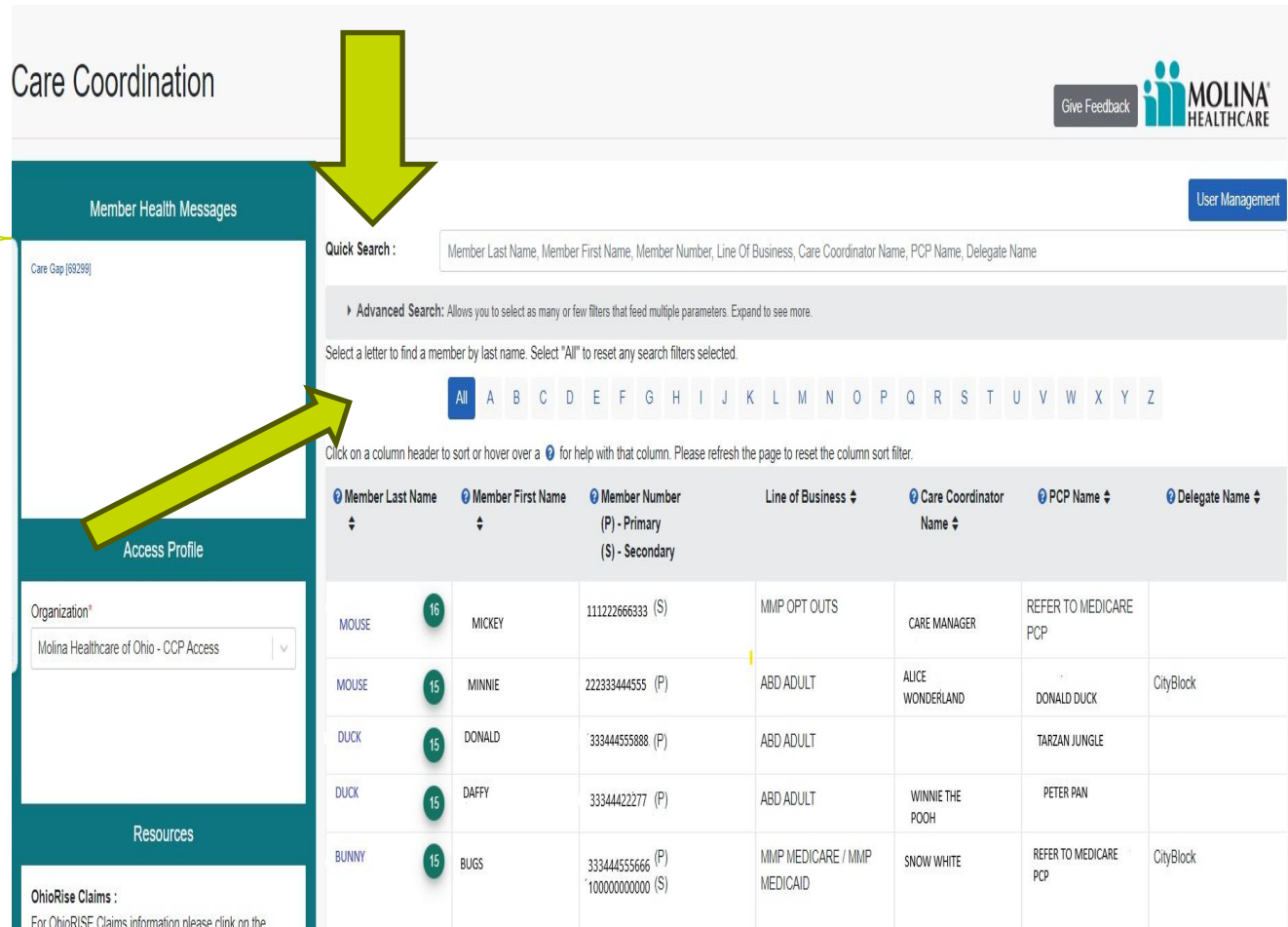
Member Roster - Searching in the Care Coordination Portal

Quick Search By:

- Member Number
- Member Name
- Case Manager
- PCP Name
- Case Status
- Delegate

Search using the Alphabet.

Select the Member Last name to open the file.

Member Roster - Opening Member File

Member Detail Information

Member Details Include:

- Member Information
- School District
- Clinical Personal Health Record (PHR)
- Care Team
- Care Plan
- Member Health Message
- Appeals & Grievances

Member Detail Information

Member Profile

Name: DUCK, DONALD
Date of Birth: 01/22/2015
Mailing Address: 50 DISNEY WAY, COLUMBUS, OHIO 43231
School District: COLUMBUS CITY SCHOOLS
Sex Assigned at Birth: F
Home #: (614) 555-5555
Alternative #:
Mobile #: (614) 555-2222
Email ID: DDUCK@GMAIL.COM

Enrollment Information

As of search date today

Enrollment Plan: HEALTHY FAMILIES	Member has no current restrictions
Enrollment Status: ACTIVE	
Enrollment Effective Date: 08/01/2019	Member has no other Insurance
Enrollment Termination Date:	
Rate Code: FC10C	
Health Plan ID: 910001197304	
Subscriber ID: 695775001C	

Enrollment History

Benefit Plan Description	Effective Date	Termination Date	Eligibility Status
HEALTHY FAMILIES	07/01/2019	07/31/2019	INACTIVE
OHIORISE	07/01/2022	07/31/2022	ACTIVE

Primary Care Provider Information

Provider Name: Howser, Doogie
Provider NPI Number: 1234567890
Provider Specialty: Pediatric
Effective Date with Member: 11/01/2019
Service Location: Pleasantville Med
IPA/Group Name:
IPA/Group Effective Date: 02/01/2013

PCP History

PCP Name	Group/IPA Name	Effective Date	Termination Date	Status
Grey, Meredith	Pleasantville Peds	08/01/2018		

IPA/Group Information

Group Name: Pleasantville Peds
Mailing Address: 987 Main Street, Pleasantville, OH 01234
Physical Address: 456 Main Street, Pleasantville, OH 01234
Last Contract Effective Date: 11/01/2019
NPI #: 6543219870
Phone #: (555) 123-4567
Phone #:

IPA/Group History

There are no History Records.

Member Information tab includes:

- Member Profile and Information
- Enrollment Information and History
- PCP Information
- Independent Physician Association (IPA)/Group Information and History

Clinical/PHR Tab

| Member Information | **Clinical/PHR** | Care Team | Care Plan | Member Health Message | Appeals & Grievances |

Select... ▾

Service History
Sentinal Events - Service Authorizations
Assessments
Lab Results
Allergies
Medications
Sentinal Events - Inpatient Admission & Emergency Department Visits

Clinical/PHR tab includes:

- Service History

- Sentinel Events- Service Authorizations

- Assessments

- Lab Results

- Allergies

- Medications

- Sentinel Events – Inpatient Admission and Emergency Department Visits

MOLINA HEALTHCARE

Clinical/PHR Tab- Service History

| Member Information | Clinical/PHR | Care Team | Care Plan | Member Health Message | Appeals & Grievances |

Service History | ∨

Service History

Date of Service

| Start Date | → | End Date |

Provider

| All | ∨ |

Submit

Date of Service ⇕	Provider ⇕	Service Description ⇕
4/15/2022		OFFICE VISIT
4/14/2022	I	OFFICE VISIT
4/11/2022		OFFICE VISIT
4/11/2022		OFFICE VISIT
4/7/2022		OFFICE VISIT

‹ Prev | **1** | 2 | 3 | 4 | 5 | 6 | … | 38 | 39 | Next › | 1-5 of 195 | 5 ⇕ per page

This information is based on the claims and encounters data. If you know of any discrepancies or if you need any historical Service History information, please contact the Molina Case Manager or Provider Services.

Clinical/PHR Tab- Service Authorizations

| Member Information | Clinical/PHR | Care Team | Care Plan | Member Health Message | Appeals & Grievances |

Sentinal Events - Service Authorizations | ⌄

Sentinal Events - Service Authorizations

Service Request/Auth No ⇕	Service Description ⇕	Referred From ⇕	Referred To ⇕	Referred To Specialty ⇕	Date of Request ⇕	Status ⇕
000000	Diagnostic Testing/Imaging	Scott, Michael	Vance, Robert	GENERAL ACUTE CARE HOSPITAL	8/15/2014	Approved
000000	Diagnostic Testing/Imaging	Scott, Michael	Malone, Kevin		8/5/2015	Denied
111111111111	Diagnostic Testing/Imaging	Braton, Creed	Scott, Michael	GENERAL ACUTE CARE HOSPITAL	9/17/2015	Approved
22222222	Inpatient Medical/Surgery	Helpert, James	Wallace, David	GENERAL ACUTE CARE HOSPITAL	9/21/2015	No Action Required
000000000	Behavioral Health	Martin, Angela	Kapoor, Kelly	PSYCHOLOGIST	4/13/2017	Approved

‹ Prev **1** 2 3 4 Next ›   1-5 of 18   5 ⇕   per page

This information is based on the authorizations requests submitted to Molina; if you know of any discrepancies, please contact the Molina Case Manager or Provider Services.

MOLINA HEALTHCARE

Clinical/PHR Tab- Assessments

Member Information   **Clinical/PHR**   Care Team   Care Plan   Member Health Message

Assessments

▾ Assessments

Status ⇕	Category ⇕	Name ⇕	Last Updated ⇕	Completed By ⇕	Document ⇕
UPLOADED	Ohio Assessment	2022 OH Needs Assessment	06/28/2022	Croft, Lara	View Report

This completed assessments list is current as of 06/28/2022. If you woul like to see the previous assessments history, please contact the Molina Case Manager.

Clinical/PHR Tab- Lab Results

| Member Information | Clinical/PHR | Care Team | Care Plan | Member Health Message | Appeals & Grievances |

Lab Results

Lab Results

| Start Date | → | End Date |

*Lab Results only go back untill 08/06/2008.

Submit

Date Performed ⬍	Lab Performed ⬍	Your Result ⬍
10/06/2021		
10/06/2021		
04/30/2021		12.50
01/20/2021		
01/20/2021		11.30

‹ Prev | 1 | 2 | 3 | Next › | 1-5 of 12 | 5 ⬍ | per page

This listing may not include all lab work completed.If you have any questions please contact Case Manager or Provider Services.
* NOTE: Lab Results are provided by LabCorp and Quest Labs only. These Lab Results are updated monthly.

MOLINA HEALTHCARE

Care Team Tab

The Care Team tab contains care team information.

Select Request Care Coordination to submit a request for care coordination.

Care Plan Tab

Member Health Messages

Member Health Message is the last tab of the Member Details page and contains Critical Incidents.

The Member Health Message window displays Sentinel and Critical Events that needed immediate attention.

Select an event for the member and the details are displayed.

Appeals & Grievances Tab

The Appeals & Grievances tab will show information on the member's Appeals & Grievances.

| Member Information | Clinical/PHR | Care Team | Care Plan | Member Health Message | **Appeals & Grievances** |

Date Received

| Start Date | → | End Date |

Submit

*Appeals & Grievances only go back untill 07/01/2022.

Case Type ⇕	Issue ID Number ⇕	State Appeal/ Grievance ID ⇕	NCQA Category ⇕	Status ⇕	Date Received ⇕	Date Resolved ⇕	Resolution Category ⇕	Resolution Sub Category ⇕	Mode of Resolution ⇕	Resolution Letter ⇕
Member Grievance			Other	Resolved-Completed	07/27/2021	07/28/2021	Resolved	Substantiated	Written	View Letter

Click "View Letter" to see a PDF of communication sent regarding the respective issues.

Contact Molina

Frequently Used Email Addresses

Molina of Ohio Provider Services Contact Information:

Molina has designated email addresses based on provider types to help get your questions answered more efficiently or to connect you to training opportunities.

- CCP Questions: Population_Health@MolinaHealthcare.com
- Behavioral Health questions: BHProviderServices@MolinaHealthcare.com
- Hospital or hospital-affiliated physician group questions: OHProviderServicesHospital@MolinaHealthcare.com
- MyCare Ohio LTSS and Medicaid Ancillary questions: OHMyCareLTSS@MolinaHealthcare.com
- Nursing Facilities questions: OHProviderServicesNF@MolinaHealthcare.com
- Physician practice questions: OHProviderServicesPhysician@MolinaHealthcare.com
- General questions: OHProviderRelations@MolinaHealthcare.com

For additional contact information view the "Contact Information" section of the Provider Manual, located at MolinaHealthcare.com.

You Matter to Molina

At Molina of Ohio, our providers matter! Our "You Matter to Molina" program connects us directly to our entire network of providers as we support their efforts to delivery high-quality and efficient health care for Molina members.

- The program gives providers access to monthly Provider Bulletins, newsletters, trainings, surveys, presentations, videos, resource documents, reference guides and more.

- Free access to the PsychHub platform offering free mental health educational courses and CEU opportunities for providers, as well as patient-facing resources.

- Availity Essentials Portal access and training resources.

- Learn more now at MolinaHealthcare.com/OH/YouMatterToMolina.

Thank you for being part of the Molina family.