

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

PROVIDER TYPES:

- Medical Group/ IPA/MSO**
Primary Care

- IPA/MSO
- Directs

Specialists

- Directs
- IPA

 Hospitals**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

FOR QUESTIONS CALL**PROVIDER SERVICES:**

(888) 562-5442, Extension:

Los Angeles/Orange Counties

X123017

Riverside/San Bernardino Counties

X120613

Sacramento County

X125682

San Diego County

X121735

Imperial County

X125682

COVID-19 Telehealth Recommendations: Well Child and HEDIS Services

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding COVID-19 recommendations for Preventive Services through use of Telehealth.

In response to the current federal, state, and local recommendations to reduce potential exposure to COVID-19, Molina Healthcare of California has adjusted preventive screening guidance during this time.

In support of maintaining a safe care delivery model, Molina Healthcare of California has approved the use of Telehealth to support needed preventive care services, as outlined below. This guidance is provided to support our Providers' continued efforts to offer needed preventive care services while also ensuring safety of our Providers and Members.

Covid-19 Telehealth Recommendations for Well-Child Visits for Children and Adolescent ages 2 and older:

- Visual Physical Exam
- Health History
- Physical Developmental History
- Health Education/ Anticipatory Guidance
- Nutrition Counseling
- BMI Assessment
- Physical Activity Counseling
- Developmental Screening
- Age appropriate Staying Health Assessment (SHA)
- Adverse Childhood Event (Trauma) Screening

Physical Exam will need to be offered via Face-to-Face visit by PCP later in the year:

- Must be completed by December 31, 2020
- Intent to schedule a follow up physical exam should be documented in the patient's medical record as part of the telehealth visit

NOTE: For children under the age of 2 years, face-to-face visits are recommended to support the continued provision of needed immunizations for this age group. Other immunization needs should be assessed at the patient level and offered via face-to-face visit only.

The following HEDIS services can also be completed through use of Telehealth Visit with PCP:

- Antidepressant Medication Management (AMM)
- Asthma Medication Ratio (AMR)
- Care of Older Adults (COA)
- Weight Assessment and Counseling (WCC)- Nutrition
- Weight Assessment and Counseling (WCC)- Physical Activity
- Weight Assessment and Counseling (WCC)- BMI

*If you are not contracted with Molina and wish to opt out of the Just the Fax, call (855) 322-4075, ext. 127413
Please leave provider name and fax number and you will be removed within 30 days.*

Tips and Resources:

Medication and Telehealth

- Online Medication Availability:
- Consider online ordering of medications for patients and informing them of its availability.

Refills

- Consider use of automatic refills and adjust refill limits.

Medication Delivery

- Consider home or mail delivery to patients.

Telehealth Updates

- Review DHCS' Telehealth guidelines and virtual communication guidance here: https://www.dhcs.ca.gov/Documents/COVID19/Telehealth_Other_Virtual_Telephonic_Communications_V3.0.pdf.

When billing telehealth for all lines of business for Molina Healthcare:

- As you provide telehealth services to your patients who are our members, please bill as you normally would with the **POS 02** code added. The claims will process for payment at the same rate as regular, in-person visits. Cost share will apply if applicable.
- This guidance applies to Physicians, Physician Assistants, Nurse Practitioners, Psychologists, Licensed Clinical Social Workers (LCSW), Licensed Professional Counselors (LPC), Board Certified Behavioral Analysts (BCBA), and Board-Certified Behavioral Analysts-Doctoral (BCBA-D) only.
- This also applies to Rural Health Clinics, Federally Qualified Health Centers, Indian Health Service Clinics, and Community Mental Health/Private Mental Health facilities.
- The provider types listed above should bill with the E&M Code that represents the level of work most appropriate as if the patient was seen face to face. RHCs, FQHCs, IHSCs, and Community/Private Mental Health Clinics should follow their normal billing process but simply adjust the POS to 02.
- Documentation should follow normal guidelines established and described in the CPT-Manual. Molina Healthcare of California continues to encourage Providers to adhere to the latest CDC guidelines for patient care during the COVID-19 pandemic.

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions on page one.