

**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

## CMS Guidance Related to COVID-19: Changes for your Molina Medicare Patients

This is an advisory notification to Molina Healthcare of California (MHC) network providers with an update for Molina Medicare Advantage HMO's and Medicare-Medicaid Plan (MMP) providers (Collectively, "Molina Medicare").

The Centers for Medicare & Medicaid Services (CMS) continues to release guidance for health care providers to follow during the National State of Emergency, including special requirements for Medicare Advantage Organizations (MAOs) and MMP's during a disaster, or emergency related to Parts A/B, Part D and Supplemental Part C benefit access.

### 1. Opioid Treatment Program (OTP) Interactive Technology:

- **CMS Requirement:** Allow the use of interactive two-way audio/video communication technology to furnish counseling and therapy provided by OTP providers.
- **New Molina Medicare Business Rule (effective March 1, 2020):** Molina is engaged with our contracted OTP clinics regarding communication accessibility requirements and will partner with OTP clinics to implement this new CMS requirement. Additional information will be shared upon receipt of further CMS regulatory guidance.

### 2. Additional Ambulance Transport Sites:

- **CMS Requirement:** CMS will cover a wider range of ambulance transportation locations when other transportation is not medically appropriate. Destinations that are equipped to treat the condition of the patient consistent with state and/or local Emergency Medical Services protocols (from any point of origin) include: community mental health centers, Federally qualified health centers, physician's offices, urgent care, ambulatory surgery centers, and locations furnishing dialysis services when an ESRD facility is not available.
- **New Molina Medicare Business Rule (effective March 1, 2020):** Molina is implementing this new CMS requirement and is engaged with contracted ambulance providers to administer transportation to additional locations.

### 3. HEDIS Medical Record Collection:

- **Molina Medicare Business Strategy (effective March 18, 2020):**

To best support our providers and provider office staff during the COVID-19 crisis, Molina Medicare has transitioned from an in-person HEDIS medical record collection to an electronic data collection process. Molina will align our record collection processes with the stay-at-home ordinances established by the state and/or local governments and we will work with our provider partners for any changes to these processes.

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>.

### **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.