

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

Availity

This is an advisory notification to Molina Healthcare of California (MHC) network providers.

Molina Healthcare's New Claims Experience has arrived **Featuring Enhanced Claims Status and Smart Claims**

Learn how to better manage your claims with Enhanced Claims Status. Molina Healthcare and Availity Essentials have developed new claim status features and a refreshed workflow to make processing claims easier.

New Features:

- **Succinct Layout:** Look for an easy-to-navigate response page that includes patient, claim, line-level, and payment details, allowing you to process crucial information quickly.
- **Remark Codes:** Adjustment codes and remittance along with their descriptions, which will display at both the claim and line level.
- **More Search Options:** Search by service date or the 276 HIPAA standard. The "Search by Service Dates" tab displays only the fields required for a more streamlined search experience.
- **Attachments:** You will have the ability to include supporting documentation with a specific claim using the "Send Attachments" tool.

Please refer to the Availity Claims Flyer for Additional Information.

Learn the End-to-End, Ins and Outs in Live Webinar

We know you've been busy so we're offering a few more training opportunities to fit with your schedule. Join Availity and Molina for one of these dates:

- Wednesday, October 12 @ 10 a.m. - 11:15 a.m. EST, 7 a.m. - 8:15 a.m. PST
- Tuesday, October 25 @ 12 p.m. - 1:15 p.m. EST, 9 a.m. - 10:15 a.m. PST
- Wednesday, November 16 @ 12:30 p.m. - 1:45 p.m. ET, 9:30 a.m. - 10:45 a.m. PST
- Wednesday, December 14 @ 3:00 p.m. - 4:15 p.m. ET, 12 p.m. - 1:15 p.m. PST

Bonus: For your convenience, all attendees will receive a handout with tips on accessing the Availity tools that they can use for Molina.

Please refer to the Availity Webinar Flyer for Additional Information.

Entering Multiple Prior Authorization Requests in Availity Payer Spaces

To better serve you and your Molina members, you can now submit multiple prior authorization service requests (SRAs) in Availity Payer Spaces.

Two (2) new buttons were added to the SRA (Prior Auth) submission form for SSO users for faster and easier use. Now users can click the "Submit New SRA" button to start a new one bypassing returning to the Availity Payer space home page. The new "SRA Inquiry" button will allow users to go directly to the inquiry page without the need to go back to Availity and selecting the SRA inquiry and SSO in again.

Please refer to the Availity PA SSO Flyer for Additional Information.

Core Features Available for Molina Healthcare

Many great features are available for you when you partner with Molina Healthcare.

Available features:

- Eligibility & benefits
 - Easy access to patient eligibility and benefits information including COB and IPA (CA). For ACA, plan documents can be downloaded.
 - Check HEDIS® gaps or missed services with care reminders
- PayerSpaces
 - Download documents and get to useful Molina links
 - Access features not yet available in the Availity Portal through PayerSpaces
 - Applications such as:
 - Submit and check Prior Authorizations
 - Appeal status and appeal/dispute or correct a claim or create templates for easier claims submission
 - View PCP member rosters and patient health records
 - Run and retrieve/download health plan specific reports
- Claims & Remits
 - Search by service date or the 276 HIPAA standard
 - View claims status, electronic remittance advices and EOP/EOB documents, including adjustment codes and remittance codes, along with their descriptions at both the claim and line level
 - Enter and submit professional and institutional/facility batch claims online
 - Streamlined claim entry for regular patients or repeatable claims through Smart Claims, which uses data from prior E&B submissions to search for patients and autofill your claim
 - Attach medical documents to any claim
- Secure messaging
 - Connect with Molina agents to resolve eligibility & benefits and claims inquiries

Please refer to the Availity Core Functionality Flyer for Additional Information.

Coming Soon in 2022

- Claims Correction
 - Allows a provider who has submitted a claim(s) to make a correction on the non-finalized claim

*If you are not contracted with Molina and wish to opt out of the Just the Fax, email: mhcproviderjustthefax@molinahealthcare.com
Please include provider name and fax number and you will be removed within 30 days.*

- Claims Overpayments
 - Recovery is performed on all claims identified as overpaid or paid in error based on the specific state guidelines
- E&B Accumulators
 - For each member/plan submitted, returns Molina Plan/dollar & benefit/count level accumulated (HIPAA-Health Benefit Plan-30) toward threshold/limit
- Member Search
 - Will return Comprehensive E&Bs for subscriber and dependents on subscriber's plan

Please refer to the Availity Roadmap Flyer for Additional Information.

Checking Appeal Status on Legacy Portal

Molina has launched a new Claims Appeal status feature that allows Availity users to view and print final determination letters. It's as simple as searching for the claim via the Availity Appeal or Correct Eligible Claims Payer Spaces function. When the claim is located, you will see the status of the appeal displayed and can view and/or print the decision letter by clicking on the .pdf document file.

Please refer to the Availity Checking Appeal Status Flyer for Additional Information.

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative. Please refer to the phone numbers listed below:

Service County Area	Provider Services Representative	Contact Number	Email Address
San Diego/Imperial County	Carlos Liciaga	858-614-1591	Carlos.Liciaga@Molinahealthcare.com
Los Angeles/Orange County	Clemente Arias	562-517-1014	Clemente.Arias@molinahealthcare.com
California Hospital Systems	Deletha Foster	909-577-4351	Deletha.Foster@molinahealthcare.com
Sacramento	Jennifer Rivera Carrasco	562-542-2250	Jennifer.RiveraCarrasco@Molinahealthcare.com
San Bernardino	Luana McIver	909-501-3314	Luana.mciver@molinahealthcare.com
Riverside County	Mary Hernandez	562-542-1550	Mary.Hernandez2@Molinahealthcare.com
California Hospital Systems	Shelly Lilly	858-614-1586	Michelle.Lilly@molinahealthcare.com
Los Angeles/San Bernardino	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@Molinehealthcare.com

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- **Remark Codes:** Adjustment codes and remittance along with their descriptions, which will display at both the claim and line level.
- **More Search Options:** Search by service date or the 276 HIPAA standard. The "Search by Service Dates" tab displays only the fields required for a more streamlined search experience.
- **Attachments:** You will have the ability to include supporting documentation with a specific claim using the "Send Attachments" tool.

Ready to explore the new user-friendly Claim Status? We can show you these features and more in a recorded webinar, "Claim Status for Molina Healthcare." Watch the webinar at your convenience to learn how to save time with Claim Status for Molina Healthcare.

Free Yourself Up with Smart Claims from Molina Healthcare

Molina Healthcare has launched a new Smart Claims tool on Availity for providers that utilize the HCFA-1500 claim form. This new tool will streamline your claims entry process. If you have regular patients or a repeatable set of claims, this simplified Smart Claims format will save you time and reduce duplication.

New Functions:

- Use data from prior eligibility and benefits submissions to search for patients and autofill your claim.
- A simplified claim entry tool with only the essential fields you need.
- Save a group of patients (up to 50) as a template to expedite future claim submissions (primary claims only).

Learn how to take advantage of all of the Smart Claims features. Watch the recorded webinar, "Smart Claims for Molina Healthcare" and start saving valuable time today.

Not registered with Availity Essentials?

Registering your organization is easy and free. Your organization administrator should register on availity.com/molinahealthcare.

Getting started:

Once you are registered with Availity Essentials, ask your administrator for the eligibility and benefits, claims/claim status, medical attachments and messaging roles. You can always visit the Availity Essentials Learning Center for training opportunities.

Learn the end-to-end, ins and outs in a Live Webinar

Did you know you could be submitting and managing your transactions for Molina Healthcare on Availity?

Knowing the ins and outs of working with Molina can be invaluable in streamlining your workflow. That's why Availity and Molina are teaming up to offer a live webinar, "Availity Essentials Provider Portal Overview for Molina Providers."

We'll show you how to work with Molina on Availity and access popular Single Sign On (SSO) capabilities. Here's a preview of what you'll learn:

- View and submit claims
- Upload supporting documentation using the Send Attachments feature
- Directly message Molina Healthcare from within the Claim Status and E&B transactions
- Access these SSO capabilities through Molina's Payer Space: Appeals/Correct Claims, Authorizations, Member Roster, HEDIS® Profile, and Reports

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To register for one of the above training sessions, log into Availity Essentials and proceed to the Help & Training section located at the top right of the screen and select Get Trained. Once in the training catalog, go to the Sessions tab at the top of the page and then you will see the above trainings listed as **Availity Essentials Provider Portal Overview for Molina Providers – Live Webinar**.

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[Sign up here](#)



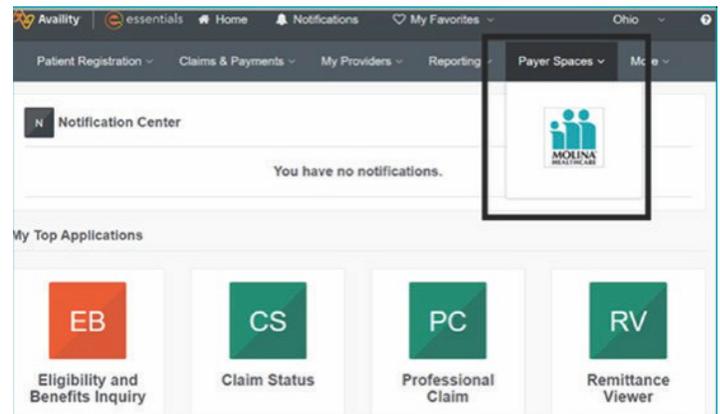
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How to Access:

1. Availity Menu Bar > Payer Spaces > Molina Healthcare
2. Under Payer Spaces > Choose Applications Tab > Prior Auths
3. Select the desired Provider TIN / NPI and submit via SSO to Molina (this step has not changed)
 - Accept all prompts to navigate to the Prior Auth / SRA form
4. Complete the Prior Auth / SRA Form then submit
5. Instead of navigating back to step 2, you can now select the ‘Submit New SRA’ button in the lower left
 - From here, you will only need to repeat step 4.

A screenshot of the SRA submission form. The form has a light blue background and contains the following sections: 1. Instructions: 'Please use the Upload option below to attach required documents that may include but not limited to -' followed by a bulleted list: 'Current (up to six months), adequate patient history related to the requested services', 'Relevant physical examination that addresses the problem', 'Relevant lab or radiology results to support the request (including previous MRI, CT Lab or X-Ray report/results)', 'Relevant specialty consultation notes', and 'Any other information or data specific to the request'. 2. Attachments: A section titled 'Attachments' with the instruction 'Select Attachment Type for each file'. It features a 'Type of Attachment' dropdown menu set to 'Select'. Below this, it states: 'Supported file formats are PDF, TIF, JPG, BMP and GIF. Upload 1 file at a time and continue uploading until you complete the attachments. Total Size of all Attachments should not exceed 128 MB.' 3. Clinical Notes/Comments: A section titled 'Clinical Notes/Comments' with a 'Remarks:' label and a text input area. 4. Submission Buttons: At the bottom, there are two buttons: 'Submit New SRA' and 'SRA Inquiry'.

Eligibility & benefits, claims and remit information online

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Coming soon: exciting new Availity Essentials portal functionality

We're excited to announce new functionality for the Availity Provider Portal that will help improve efficiency and add to a better experience for our providers. These are just some of the exciting capabilities coming your way now through early 2023!

Coming soon in 2022

Claims Correction

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Claims Overpayments

- Recovery is performed on all claims identified as overpaid or paid in error based on the specific state guidelines

E&B Accumulators

- For each member/plan submitted, returns Molina Plan/dollar & benefit/count level accumulated (HIPAA-Health Benefit Plan-30) toward threshold/limit

Member Search

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Coming in 2023

Enhanced Member Roster

- PCPs and providers in the same group can customize member search, view various statuses (e.g., needed services, inpatient, new members, etc.)
- Access other functions to view member details, submit claims and request service authorizations

New E&B Interface

- Enhanced Eligibility & Benefits module will make finding the benefit information you need easier and quicker

Real-Time Authorization Approvals

- Real-time approvals for authorization requests for certain services

Auth Determination Correspondence

- Near real-time access to auth status notification materials (currently fax/letter)

Prior Authorization (PA) Submissions and Status Reviews

- Submit and view auth status through Availity
- View all-payor Auth Dashboard
- More streamlined auth submittal process, with ability to add attachments

Automatic PA Requirement Checks

- Verify instantly if PA is required
- Single Sign On (SSO) to Molina's delegated vendors

Patient Cost Estimator

- View member cost estimate based on the individual member's benefits

Claims Re-Evaluation(Appeals)

- Submit claims disputes electronically
- View status on claims disputes electronically



