



# ProgenyHealth Overview for Molina Iowa

*June 2024*



# Agenda

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## 2. Points of Contact

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- Notification and Determinations
- Daily Determinations
- Peer-to-Peer and Appeals
- Transfers and Readmissions
- UM Established Cases

## 4. Case Management (CM)

- CM Program Overview
- CM Facility Collaboration





Founded by a  
pediatrician  
**Dr. Ellen Stang**  
in 2003



*YouTube Video link: <https://youtu.be/X8qTt4nDze8>*



# ProgenyHealth

## *Introduction*

Beginning 7/1/24 ProgenyHealth will assume Neonatal Care Management Services for Molina Iowa

- This program will apply to Medicaid
- This program will not include CHIP



*Molina Iowa is an independent licensee of the [optional tagline]*

# ProgenyHealth Contact Information

*Direct contact information for the ProgenyHealth UM and CM Nurses will be provided once assigned to a member admitted to your facility.*



## Main Number:

1-888-832-2006

## UM Email:

MolinalA-UM@progenyhealth.com

## Secure Fax for Molina Iowa:

877-494-5975

## CM Email:

MolinalA-CM@progenyhealth.com

## Website:

ProgenyHealth.com

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# UM Notification & Determinations

## What You Need to Do:

The process for notifying Molina Iowa of infant admissions to the NICU or a special care nursery is changing.

Starting 7/1/24, NICU Notification of Admission should be faxed **directly to ProgenyHealth** at 877-494-5975 for all infants born/admitted on 7/1/24, and after.

### Please Include:

- Mom Name, DOB and Subscriber ID
- Infant Name (if known) and ID (if known)
- Attending Physician NPI #
- Facility NPI #

For members managed by ProgenyHealth, all concurrent reviews, transfers, and discharge summaries should be sent to ProgenyHealth's secure fax number.



## What We Will Do:

- ProgenyHealth will follow Molina Iowa timeframes for concurrent reviews and determinations.
- ProgenyHealth will be providing Level of Care determination utilizing **MCG 27<sup>th</sup> Ed**

# Daily Determinations

## ProgenyHealth will fax facility-specific daily determination log

- Days approved
- Levels of Care (example: Level 2, Level 3)
- Next Review Date
- Information needed with the next review to support continued inpatient stay
- Authorization Number
  - PGNNCUIAXXXXXXXXXXX


Daily Determination Log


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<b>Hospital Name:</b> ABC University <b>Hospital Phone:</b> 111-111-1111	<b>Nurse:</b> ProgenyHealth Nurse <b>Nurse Phone:</b> 1-888-832-2006 <b>Client Fax:</b> (877) 233-1263
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Patient Full Name	Admitted	Discharged	Description
Baby Test 1 DOB: 2/7/2022  ProgenyHealth Case ID: UM01  Hospital Medical Record Number: xxxxx  Client Authorization Number: xxxxx  Next Review Date: 2/12/2022 Next Review Notes: Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2022		Days Reviewed: 2 02/07/22 - 02/08/22  Requested Level of Care: Level 4 Approve: As Requested Reviewed Level of Care: Level 4  Days Reviewed: 3 02/09/22 - 02/11/22  Requested Level of Care: Level 4 Approve: Per Physician Reviewer Reviewed Level of Care: Level 3

# UM Peer-to-Peer & Appeals

For adverse determination made by ProgenyHealth, the provider/representative will be offered 5 business days to request Peer-to-Peer (P2P) discussions.

Verbal notification of the P2P opportunity is provided during denial notification, followed by a faxed daily determination log; Denial letters will be mailed per health plan guidelines.

- P2P may be requested with a ProgenyHealth Medical Director by calling 1-888-832-2006 and following the Physician Advisor's prompt and directions.
- If P2P is declined or if the denial determination is upheld, providers would follow Molina Iowa appeal process if not in agreement with the determination.





# Transfers & Readmissions



## Transfers

ProgenyHealth will manage infants transferred from the NICU to another acute care facility under the guidance of Molina Iowa current rules for higher, lateral, and lower-level care transfers.



## Readmission

ProgenyHealth will manage elective and emergent readmissions for all infants managed by ProgenyHealth for their initial NICU admission if readmitted within the first 60 days after the initial NICU discharge.

## Example

- For Molina Iowa members:
  - Any infant not initially in the NICU at birth but admitted to a NICU after wellbaby discharge, PH will manage if that admission occurs 30 days of discharge or DOB
    - Well baby nursery infant d/c'd with mom on 5/1. Admitted on 5/4 to the NICU for jaundice treatment
  - Any infant not managed in the NICU at birth by PH and has another admission to a NICU after discharge, PH will manage if that admission occurs within 30 days of discharge or DOB
    - Infant admitted to NICU after birth, PH did not manage that stay. Infant dc'd to home on 5/1. Infant admitted to a NICU for feeding issues.

# UM Established Cases

- Infants receiving NICU LOC who were admitted before 7/1/24, and remain inpatient post go-live, will be transitioned to ProgenyHealth for continued medical management.
- For established cases, all concurrent stay reviews and discharge summaries should be faxed directly to ProgenyHealth.
- Updated authorization number for transition cases noted here:

**Authorization Number:**

PGNNCUIAXXXXXXX

**Next Review Date:** 2/15/2024

**Next Review Notes:** Your Auth # is 1234567

Your new Progeny Auth# is PGNNCUIAXXXXXXXX



# CM Program Overview

*Partnering with Molina Iowa, we offer caregivers telephonic CM services*



- Families will have a dedicated Case Manager who will provide support and education.
- Following notification of NICU admission, ProgenyHealth outreaches caregivers for early inpatient engagement to evaluate Social Determinants of Health and barriers to safe discharge home.
- ProgenyHealth Case Managers will continue to follow members for 60 days.
- ProgenyHealth Case Managers, Social Workers, and Care Coordinators assist members with identifying support and utilizing national and local community resources.
  - Identifying PCP
  - Behavioral health support
  - Lactation services/obtaining a breast pump
  - Transportation resources

# CM Facility Collaboration



ProgenyHealth will collaborate with facility CM for infants with anticipated discharge needs, complex medical care, or considerable social situations.



ProgenyHealth encourages caregivers to utilize facility resources such as in-person lactation consultants, CM, or Social Work support available while the infant remains inpatient.



Prior Authorizations will continue to be submitted to Molina Iowa for discharge needs. ProgenyHealth can assist facilities with identifying in-network Durable Medical Equipment, home care, and providers.



Thank you!  
Questions?

[ProgenyHealth.com](https://ProgenyHealth.com)