



# Provider Newsletter

For Molina Healthcare of Iowa, Inc. providers

Second quarter 2025

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# Molina's utilization management

One of Molina's utilization management (UM) department's goals is to render appropriate UM decisions consistent with objective clinical evidence. To achieve this goal, Molina maintains the following guidelines:

- Our highly trained UM staff evaluates medical information received by our providers against nationally recognized objective and evidence-based criteria. We also consider individual circumstances (at minimum age, comorbidities, complications, progress of treatment, psychosocial situation and home environment, when applicable) and the local delivery system when determining the medical appropriateness of requested health care services.
- Molina's clinical criteria include:
  - MCG criteria that are utilized to conduct inpatient review (except when Change Healthcare InterQual® is contractually required)
  - American Society of Addiction Medicine (ASAM) criteria
  - National Comprehensive Cancer Network (NCCN)
  - Hayes Directories
  - Applicable Medicaid guidelines
  - Molina Clinical Policy (MCP) and Molina Clinical Review (MCR) (developed by designated corporate medical affairs staff in conjunction with Molina physicians serving on the Medical Coverage Guidance Committee)
  - UpToDate®
  - Other nationally recognized criteria, including technology assessments and well-controlled studies that meet industry standards, Molina policy, and when appropriate, third-party (outside) board-certified physician reviewers
- Molina ensures all criteria used for UM decision-making are available to practitioners upon request. The clinical policy website, [MolinaClinicalPolicy.com](https://MolinaClinicalPolicy.com), provides access to (MCP) and (MCR) criteria. Providers can also access the MCG Cite for Care Guideline Transparency tool through our Availity Essentials provider portal - [Portal](#). To obtain a copy of the UM criteria, call our UM department at **(844) 236-1464**.
- As the requesting practitioner, you will receive written notification of all UM denial decisions. If you need assistance contacting a medical reviewer about a case, please call the UM department at **(844) 236-1464**.

## It is important to remember:

- UM decision-making is based only on the appropriateness of care and service and the existence of coverage.
- Molina does not specifically reward practitioners or other individuals for issuing denials of coverage or care.
- UM decision-makers do not receive financial incentives or other types of compensation to encourage decisions that result in underutilization.
- Practitioners may freely communicate with patients about their treatment, regardless of benefit coverage.

## Molina's utilization management (continued)

- Medicaid members have the right to a second opinion from a qualified practitioner. If an appropriate practitioner is not available in-network, Molina will arrange for a member to obtain a second opinion out of network at no additional cost to the member. Molina provides for a second opinion from a qualified in-network practitioner. Members from all Molina lines of business and programs should refer to their benefit documents (such as schedule of benefits and/or evidence of coverage) for second-opinion coverage benefit details, limitations and cost-share information. If an appropriate practitioner is unavailable in-network, prior authorization (PA) is required to obtain the second opinion of an out-of-network provider. Claims for out-of-network providers without a PA will be denied, unless regulation dictates otherwise. All diagnostic testings, consultations, treatments, and/or surgical procedures must be a benefit under the plan and meet all applicable medical necessity criteria to be covered.
- Some of the most common reasons for a delay or denial of a request include:
  - Insufficient or missing clinical information to provide the basis for making the decision
  - Lack of or missing progress notes or illegible documentation

Molina's UM department staff is available for inbound collect or toll-free calls during regular business hours to provide information about the UM process and the authorization of care. If you wish to speak with a member of the UM staff, please call **(844) 236-1464**. You may also fax a question about an UM issue to Molina. The medical director is available to answer more complex medical decision questions and explain medical necessity denials.

Molina offers the ability to quickly and conveniently submit and check PA status through the Availity provider portal at [Portal](#).

Molina PA fax numbers include:

- **Advanced imaging: (877) 731-7218**
- **Prior authorization: (877) 319-6828**
- **Transplant: (877) 813-1206**

For information about Molina's formulary PA and the exception process, please refer to the Drug Formulary and Pharmaceutical Procedures article.

Molina's regular business hours are Monday-Friday (excluding holidays) 7:30 a.m.-6 p.m. Voicemail messages and faxes received after regular business hours will be returned the following business day. Molina has language assistance and TDD/TTY services for members with language barriers, members who are deaf or hard of hearing, and those with speech disabilities.

# Case management

Molina offers you and your patients the opportunity to participate in our case management programs. Members are identified for case management based on their utilization, screeners and assessment, pharmacy reports, member self-referrals and internal and external referrals, such as from medical management, discharge planners, 24-hour Nurse Advice Line and health management programs. Members who are on an LTSS waiver are automatically assigned a case manager. Additionally, Molina has targeted case management programs to include maternity, high-risk OB (HROB), Transitions of Care (TOC) for members discharging from an inpatient stay, emergency department diversion (EDD) for members with high ED utilization, pharmacy lock-in for members who may be abusing prescription drugs, and behavioral health and substance use disorders (BH/SUD) for members who have had inpatient admissions or high utilization for behavioral health and substance use concerns.

The purpose of the Molina case management programs is to:

- Help meet the members' health needs, promote quality of life and obtain the best possible care
- Deliver the right care at the right time in the right environment
- Prioritize members' health concerns and needs into an individualized care plan
- Provide intervention and care coordination services within the benefit structure across the continuum of care
- Facilitate access to medically necessary services and ensure they are provided at the appropriate level of care in a timely manner
- Provide a comprehensive and ongoing care plan for continuity of care in coordination with the provider, the provider's staff, the member and the member's family
- Conduct services and communicate through phone calls, e-mail, in-person visits and the Molina website

If you would like to learn more about this program, speak with a case manager, and/or refer a patient for an evaluation by calling toll-free **(844) 236-0894**.





## Important message – Updating provider information

Molina Healthcare of Iowa, Inc. (MHIA) needs to keep our provider network information current. Up-to-date provider information allows Molina to accurately generate provider directories, process claims and communicate with our provider network. Providers must notify Molina in writing at least 30 days in advance, when possible, of changes, such as:

- Change in practice ownership or Federal Tax ID number
- Practice name change
- A change in practice address, phone or fax numbers
- Change in practice office hours
- New office site location
- Primary care providers (PCP) only: If your practice opens or closes to new patients
- When a provider joins or leaves the practice

Send changes to:

Email: [ProviderRostersIA@MolinaHealthcare.com](mailto:ProviderRostersIA@MolinaHealthcare.com)

Contact Provider Services at **(844) 236-1464** if you have questions.

## Practitioner credentialing rights: What you need to know

Molina must protect its members by assuring their care is of the highest quality. One protection is assurance that our providers have been credentialed according to the strict standards established by the state regulators and accrediting organizations. As a Molina provider, your responsibility includes full disclosure of all issues and timely submission of all credentialing and re-credentialing information.

Molina is also responsible to its providers to ensure that the credentialing information it reviews is complete and accurate. As a Molina provider, you have the right to:

- Strict confidentiality of all information submitted during the credentialing process
- Non-discrimination during the credentialing process
- Be notified of information obtained during the credentialing process that varies substantially from what you submit
- Review information submitted from outside primary sources (e.g., malpractice insurance carriers, state licensing boards) to support your credentialing application, except for references, recommendations or other peer-review protected information
- Correct erroneous information
- Be informed of the status of your application directly from your assigned Molina team member.

## Practitioner credentialing rights: What you need to know (continued)

- Receive notification of the credentialing decision within 60 days of the committee decision or shorter timeframes as contractually required
- Receive notification of your provider's right to appeal an adverse decision made by the committee
- Be informed of the above rights

Please review our Provider Manual for further details on all your rights as a Molina provider. You may review the Provider Manual on our website at:

**MHIA 2025 Medicaid Provider Manual**

Contact your Provider Relations representative [here](#) and at:

Provider Services Contact Center: **(844) 236-1464**

Provider Relations General Box: [IAProviderRelations@MolinaHealthcare.com](mailto:IAProviderRelations@MolinaHealthcare.com)

## Drug Formulary and pharmaceutical procedures

At Molina Healthcare of Iowa, the Drug Formularies — sometimes referred to as a Preferred Drug List (PDL) are maintained by Iowa HHS Pharmacy and Therapeutics (P&T) Committee. This committee meets three times a year. In addition, drugs covered through the medical benefit are reviewed through the MolinaOne P&T Committee. This committee meets quarterly or more frequently if needed.

The P&T Committee is responsible for developing and updating drug formularies that promote safety, effectiveness and affordability where state regulations allow. The committee objectively reviews new Food and Drug Administration (FDA) approved drugs, drug classes, new clinical indications for existing drugs, new line extensions and generics, new safety information, new clinical guidelines and practice trends that may impact previous formulary placement decisions. Additional committee oversight includes PA, step therapy, quantity limits, generic substitutions, medical exception protocols to allow coverage for non-formulary drugs, other drug utilization management activities that affect access, and drug utilization evaluations and intervention recommendations for Molina health plans. Drug formulary activities are inclusive of prescriber-administered specialty medications as a medical benefit and pharmacy benefit services.

The drug formularies reviewed and approved by the Molina P&T Committee are updated quarterly and include an explanation of quantity limits, age restrictions, therapeutic class preferences and step therapy protocols. These changes and all current documents are also posted on our website at [MHIA Pharmacy | Drug Formulary](#).

## Drug Formulary and pharmaceutical procedures (continued)

Providers may request a formulary exception for coverage of a drug outside of the drug formulary restrictions. A formulary exception should be requested to obtain a drug that is not included on a member's drug formulary or to request that a UM requirement be waived (e.g., step therapy, PA, quantity limit) for a formulary drug. Select medications on the drug formulary or drugs not listed on the formulary may require PA. The drug formulary/PDL is available online at [iowamedicaidpdl.com](http://iowamedicaidpdl.com).

The P&T Committee also promotes member safety. In the event of a Class II recall or voluntary drug withdrawal from the market for safety reasons, affected members and prescribing practitioners will be notified by Molina within 30 calendar days of the FDA notification. An expedited process is in place to ensure notification to affected members and prescribing practitioners of Class I recalls as quickly as possible. These notifications will be conducted by fax, mail and/or telephone.

## Resources available on Molina's provider website

Featured online at [MolinaHealthcare.com/providers/ia/medicaid/home.aspx](http://MolinaHealthcare.com/providers/ia/medicaid/home.aspx):

- Clinical practice and preventive health guidelines
- Health management programs
- Quality improvement programs
- Member rights and responsibilities
- Privacy notices
- Provider Manual
- Current formulary
- Cultural competency provider trainings

If you would like to receive any of the information posted on our website in a printed format, please call **(844) 236-1464**.

## Translation services

Molina can provide information in our members' primary language. We can arrange for an interpreter to help you speak with our members in almost any language. We also provide written materials in different languages and formats. If you need an interpreter or written materials in a language other than English, please contact Molina Member Services at **(844) 236-0894**. You can also call **TTD/TTY: 711** if a member has a hearing or speech disability.



## Patient safety

Patient safety activities encompass appropriate safety projects and error avoidance for Molina members in collaboration with their PCPs.

The Molina patient safety activities address the following:

- Continued information about safe office practices
- Member education about members taking an active role in reducing the risk of errors in their care
- Member education about safe medication practices
- Cultural competency training
- Improvement in the continuity and coordination of care between providers to avoid miscommunication
- Improvement in the continuity and coordination between sites of care, such as hospitals and other facilities, to ensure timely and accurate communication
- Distribution of research on proven safe clinical practices

Molina also monitors nationally recognized quality index ratings for facilities from:

- Leapfrog Quality Index Ratings ([leapfroggroup.org](https://leapfroggroup.org))
- The Joint Commission Quality Check® ([qualitycheck.org](https://qualitycheck.org))

Providers can also access the following links for additional information on patient safety:

- The Leapfrog Group ([leapfroggroup.org](https://leapfroggroup.org))
- The Joint Commission ([jointcommission.org](https://jointcommission.org))



## Hours of operation

Molina requires that providers offer Molina members hours of operation no less than the hours offered to commercial members.

## Non-discrimination

All providers who join the Molina provider network must comply with the provisions and guidance set forth by the Department of Health and Human Services (HHS), the Office for Civil Rights (OCR), state law and federal program rules prohibiting discrimination. For additional information please refer to:

**[Member Handbook | Molina Healthcare of Iowa](#)**

Additionally, participating providers or contracted medical groups/IPAs may not limit their practices because of a member's medical (physical or mental) condition or the expectation for frequent or high-cost care.





## Member rights and responsibilities

Molina wants to inform its providers about some of the rights and responsibilities of Molina members.

### **Molina members have the right to:**

- Receive information about Molina, its services, its practitioners and providers, and member rights and responsibilities
- Be treated with respect and recognition of their dignity and their right to privacy
- Help make decisions about their health care
- Participate with practitioners in making decisions about their health care
- A candid discussion of appropriate or medically necessary treatment options for their conditions — regardless of cost or benefit coverage
- Voice complaints or appeals about Molina or the care provided
- Make recommendations regarding Molina member rights and responsibilities policy

### **Molina members have the responsibility to:**

- Supply information (to the extent possible) that Molina and its practitioners and providers need to provide care
- Follow plans and instructions for care that they have agreed to with their practitioners
- Understand their health problems and participate in developing mutually agreed-upon treatment goals to the degree possible
- Keep appointments and be on time (If members are going to be late or cannot keep an appointment, they are instructed to call their practitioner.)

You can find the complete Molina Member Rights and Responsibilities Statement on our website at [MolinaHealthcare.com/members/ja/en-us/mem/medicaid/quality/rights.aspx](https://MolinaHealthcare.com/members/ja/en-us/mem/medicaid/quality/rights.aspx). Written copies and more information can be obtained by contacting Provider Services at **(844) 236-1464**.



## Population health (Health education, disease management, care management and complex case management)

The tools and services described here are educational support for our members. We may change them at any time to meet their needs.

Molina offers programs to help our members and their families manage a diagnosed health condition. As a provider, you also help us identify members who may benefit from these programs. Members can request to be enrolled or disenrolled in these programs. Our programs include:

- Asthma management
- Diabetes management
- High blood pressure management
- Cardiovascular disease (CVD) management/ congestive heart disease
- Chronic obstructive pulmonary disease (COPD) management
- Depression management
- High-risk obstetrician-gynecologist (OB/GYN) case management
- Transition of care (ToC)

You can find more information about our programs at **[MolinaHealthcare.com/providers/ia/medicaid/health/hcs.aspx](https://MolinaHealthcare.com/providers/ia/medicaid/health/hcs.aspx)**.

If you have additional questions about our programs, please call **Provider Services** at **(844) 236-1464 (TTY/TDD at 711 Relay)**.



# Quality improvement program

Molina's quality improvement (QI) program provides the structure and key processes that enable the health plan to carry out our commitment to ongoing improvement in members' health care and service. The QI committee assists the organization in achieving these goals. It is an evolving program that is responsive to the changing needs of the health plan's members and the standards established by the medical community and regulatory and accrediting bodies.

## **The key quality processes include but are not limited to:**

- Implementation of programs and processes to improve members' outcomes and health status
- Collaboration with our contracted provider network to identify relevant care processes, develop tools and design meaningful measurement methodologies for provided care and service
- Evaluation of the effectiveness of programs, interventions and process improvements and determination of further actions
- Design of effective and value-added interventions
- Continuous monitoring of performance parameters and comparing to performance standards and benchmarks published by national, regional or state regulators, accrediting organizations and internal Molina thresholds
- Analysis of information and data to identify trends and opportunities and the appropriateness of care and services
- Oversight and improvement of functions that may be delegated: claims, UM and/or credentialing
- Confirmation of the quality and adequacy of the provider and health delivery organization network through appropriate contracting and credentialing processes





## Quality improvement program (continued)

The QI program promotes and fosters accountability of employees, network and affiliated health personnel for the quality and safety of care and services provided to Molina members.

The effectiveness of QI program activities in producing measurable improvements in the care and service provided to members is evaluated by:

- Organizing multi-disciplinary teams — including clinical experts — to analyze service and process improvement opportunities, determine actions for improvement and evaluate results
- Tracking the progress of quality activities and goals through appropriate quality committee minutes and reviewing/updating the quality work plan quarterly
- Revising interventions based on analysis when indicated
- Evaluating member satisfaction with their experience of care through the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey
- Reviewing member satisfaction with their experience with behavioral health services through survey questions and/or evaluation of behavioral health-specific complaints and appeals
- Conducting provider satisfaction surveys with specific questions about the UM process, such as determining the level of satisfaction with getting a service approved, obtaining a referral and case management

Molina would like to help you promote the important care activities you have undertaken in your practices. If you would like to have your projects and programs highlighted on the Molina website, please contact Provider Services at **(844) 236-1464**.

If you would like more information about our QI program or initiatives and the progress toward meeting quality goals, you can visit our website at [MHIA | Providers](#) and access the [Health Resources](#) area on our provider website pages. If you would like to request a paper copy of our documents, please call Provider Services at **(844) 236-1464**.



# Standards for medical record documentation

Molina has established medical record documentation standards to help assure our members' highest quality of care. Medical record standards promote quality care through communication, coordination and continuity of care, and efficient and effective treatment.

Molina's medical record documentation standards include:

- Medical record content
- Medical record organization
- Information filed in medical records
- Ease of retrieving medical records
- Confidential patient information
- Standards and performance goals for participating providers

Below are commonly accepted standards for documentation in medical records and must be included in each medical record:

- History and physicals
- Allergies and adverse reactions
- Problem list
- Medications
- Documentation of clinical findings and evaluation for each visit
- Preventive services/risk screening

For more information, please call the Provider Services at **(844) 236-1464**.

## Preventive health guidelines

Preventive health guidelines can benefit providers and their patients. Guidelines are based on scientific evidence, a review of the medical literature or appropriately established authority, as cited. All recommendations are based on published consensus guidelines and do not favor any particular treatment based solely on cost considerations.

These guidelines are meant to recommend a standard level of care and do not preclude the delivery of additional preventive services depending on the member's needs.

You can view all guidelines at [MHIA | Preventative Health Guidelines](#) by accessing the Health Resources section on our provider web pages. To request printed copies of preventive health guidelines, please contact Provider Services at **(844) 236-1464**.

# Clinical practice guidelines



Clinical practice guidelines are based on scientific evidence, a review of the medical literature or appropriately established authority, as cited. All recommendations are based on published consensus guidelines and do not favor any particular treatment based solely on cost considerations. The care recommendations are suggested as guides for making clinical decisions. Providers and our members must work together to develop individual treatment plans tailored to the member's specific needs and circumstances.

Molina has adopted the following Clinical Practice and Behavioral Health Guidelines, which include but are not limited to:

- Acute stress and post-traumatic stress disorder (PTSD)
- Anxiety/panic disorder
- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Autism
- Bipolar disorder
- Children with special health care needs
- Chronic kidney disease
- Chronic obstructive pulmonary disease
- Depression
- Diabetes
- Heart failure in adults
- Homelessness - special health care needs
- Hypertension
- Obesity
- Opioid management
- Perinatal care
- Pregnancy management
- Schizophrenia
- Sickle cell disease
- Substance abuse treatment
- Suicide risk
- Trauma-informed primary care

You can also view all guidelines at [MHIA | Providers](#) in the Health Resources section on the provider web pages. To request a copy of any guidelines, please contact Provider Services at **(844) 236-1464**.

## Advance directives

Providers can assist Molina members in preparing an advance directive. Anyone 18 or older can have an advance directive, including a living will document and a durable power of attorney.

A living will is written instruction explaining the wishes of a Molina member regarding health care in the case of a terminal illness or any medical procedures that can prolong life. A durable power of attorney names a person to make decisions for our members if they cannot.

The following links provide free forms and information to help create an advance directive:

- [caringinfo.org](https://caringinfo.org)
- [nlm.nih.gov/medlineplus/advancedirectives.html](https://nlm.nih.gov/medlineplus/advancedirectives.html)

Members will need two witnesses for the living will and valid notarization for a durable power of attorney.

An advance directive must be honored to the fullest extent permitted under law. Providers should discuss advance directives and provide appropriate medical advice if the member desires guidance or assistance, including any objections they may have to a directive prior to service whenever possible. Providers cannot refuse treatment or otherwise discriminate against members because they completed an advance directive. Members have the right to file a complaint if they are dissatisfied with the handling of an advance directive and/or if there is a failure to comply with advance directive instructions.

Providers should have materials on advance directives for members to review. They should also put a copy of a completed advance directive form in a prominent section of the medical record. The medical record should also document if a member chooses not to execute an advance directive. Providers should inform members that advance care planning is a part of good health care.

## Behavioral health

PCPs provide outpatient behavioral health services within the scope of their practice and are responsible for coordinating members' physical and behavioral health care.

Behavioral health services are a direct access benefit and are available with no required referrals; however, PCPs are responsible for assisting in coordinating access and treatment, if needed. If you or the member need assistance with obtaining behavioral health services, please contact Member Services at **(844) 236-0894**.

Our 24-hour Nurse Advice Line is also available to members 24 hours a day, 7 days a week, 365 days per year for members with mental health or substance use conditions. The services received will be confidential.

Providers may refer to the Molina Behavioral Health Toolkit for providers online at **MHIA | Behavioral Health Toolkit** for additional clinical guidance, recommendations and training/education opportunities related to behavioral health conditions.





## Care coordination and transitions

### Coordination of care during planned and unplanned transitions for Molina members

Molina is dedicated to providing quality care for our members during planned or unplanned transitions. A transition is when members move from one setting to another, such as when a Molina member is discharged from a hospital. By working together with providers, Molina makes a special effort to coordinate care during transitions to avoid potential adverse outcomes.

Molina has resources to assist you in easing the challenge of coordinating care. Our staff, including nurses, can work with all parties to ensure appropriate care.

To appropriately coordinate care, Molina will need the following information in writing from the facility within one business day of the transition from one setting to another:

- Discharge plan when the member is transferred to another setting
- A copy of the member's discharge instructions when discharged to home

**This information should be faxed to Molina at:**

- UM department: **(877) 319-6828**
- Member Services: **(844) 236-0894**

## Health Risk Assessment and self-management tools

Molina provides members with a Health Risk Assessment (health appraisal) on the My Molina® member portal. Our members are asked questions about their health and behaviors and receive a report about possible health risks. A self-management tool is also available to offer guidance for weight management, depression, financial wellness and various other topics. Molina members can access these tools on [MyMolina.com](https://www.mymolina.com).

# Molina Healthcare of Iowa ends Provider Pregnancy Notification, effective June 30, 2025

In September 2024, Molina launched the Provider Pregnancy Notification Incentive program to reward providers for identifying expecting members early on, improving their quality, linking them to value-added benefits and enrolling high-risk members in care management services.

In order to stay compliant with upcoming regulations related to provider incentives, Molina has decided to terminate the program effective June 30, 2025. Any incentives earned for notifications turned in on or before that date will be distributed on schedule during September. Providers are still strongly encouraged to complete the [Provider Pregnancy Notification Form](#) in order to continue to best serve our members. We appreciate your participation in continuing to identify and assist our expecting members and newborns.

## Join our Provider Advisory Council

We'd love for you to participate in our council meetings so that we can get your valuable input. To sign up for our council, please go [here](#).

## Coming 2026: Medicare Advantage D-SNP

Molina Healthcare of Iowa has announced an exciting expansion of its services. Beginning January 1, 2026, we will offer Medicare Advantage Dual Special Needs Population (D-SNP) products in 86 counties.

Key dates to remember:

- Open enrollment: The open enrollment period for this new Medicare Advantage D-SNP offering will commence in October 2025. During this period, eligible residents can sign up for the new plans and ensure they have coverage starting in 2026.
- Provider training: To ensure that health care providers are prepared for this transition, Molina Iowa will initiate training programs in the fall of 2025. These sessions will equip providers with the necessary knowledge and tools to manage and support the new Medicare plans effectively.

Stay tuned for more updates and information as the launch date draws near and take advantage of the opportunities that this new Medicare Advantage D-SNP offering will bring.

If you have not already, please ensure you have signed up for our Provider Communications via Constant Contact [here](#).