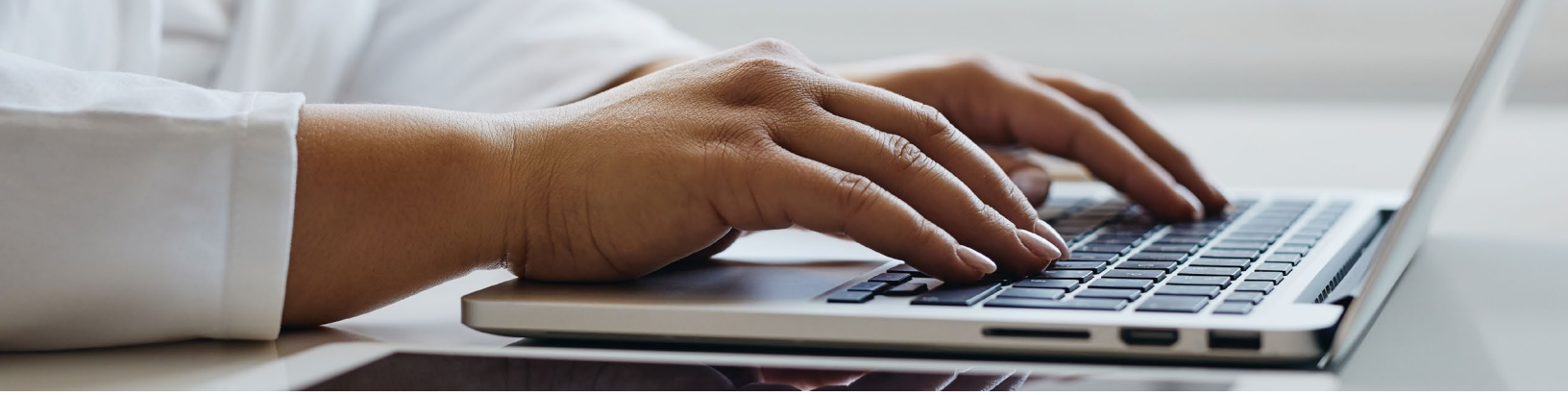
Provider Newsletter

For Molina Healthcare of Illinois, Inc. providers

First quarter 2025

In this issue

The provider newsletter is available to all network providers serving Molina Healthcare of Illinois, Inc. members.



Evaluating Molina's quality performance

Annually, Molina Healthcare, Inc. evaluates health plan quality performance using two important data sets. These data sets allow Molina to assess health plan performance for critical indicators of quality and member satisfaction.

First area of focus

Molina collects and reports Healthcare Effectiveness Data and Information Set (HEDIS®) measures to evaluate quality performance. HEDIS® measures, collected by health plans across the country, are related to key health care issues, such as well care and immunizations, preventive screenings, tests and exams, management of chronic conditions, access to care, medication management and utilization of services. Molina sets performance goals for each measure evaluated to identify areas of success, opportunities for improvement and priority areas of focus for the following year. Molina's HEDIS® results are available on the **member website**.

Second area of focus

Molina also works with external survey vendors to collect and report Consumer Assessment of Healthcare Providers and Systems (CAHPS®) member satisfaction survey results annually. Molina uses CAHPS® survey results to evaluate how satisfied our members are with the health care and services they receive from the health plan and providers. Molina also sets performance goals for CAHPS® to identify areas of success, opportunities for improvement and priority areas of focus for the following year. Molina's CAHPS® results are available on **member website**.

If you have any questions or want additional information or printed copies with HEDIS® or CAHPS® results, please contact Provider Relations at **(855) 866-5462**.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry-standard survey tool to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention but can also help increase compliance with physician recommendations and improve patient outcomes.

Focusing together on a positive patient experience will have many significant benefits to your practice:

- Increase patient retention
- Increase compliance with physician clinical recommendations
- Improve patient's overall wellness and health outcomes
- Ensure preventive care needs are addressed more timely
- Reduce no-show rates

Additional resources are available for office staff and patients:

- For additional after-hours coverage, Molina members can call the 24-hour Nurse Advice Line
- Molina members can access interpreter services at no cost by calling Member Services
- Providers can access the **Availity Essentials portal** at **MolinaHealthcare.com** to:
  - Search for patients and check member eligibility
  - Submit service request authorizations and/or claims and check status
  - Review Patient Care Plan
  - Obtain CAHPS® Tip Sheets
  - Participate in online Cultural Competency trainings (also available at **MolinaHealthcare.com**)

Please encourage your patients who have received the CAHPS® survey to participate. Listed below are several questions asked in the survey regarding patient care:

- When you needed care right away, how often did you get care as soon as you needed it?
- When you made an appointment for a check-up or routine care at a doctor's office or clinic, how often did you get an appointment as soon as you needed it?
- How often was it easy to get the care, tests and treatment you needed?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor spend enough time with you?
- How often did your personal doctor explain things in a way that was easy for you to understand?
- How often did you and your personal doctor talk about all the prescription medicines you were taking?
- How would you rate your personal doctor?

IMPORTANT: Changes to NCQA Credentialing requirements effective July 1, 2025

There is a change coming to NCQA Credentialing standards, and we wanted to make you aware of it. Effective July 1, 2025, Molina will be required to verify that your license to practice is renewed on or before the expiration date. After July 1, practitioners with an expired license may no longer participate in the Molina network. Please be sure to renew your license in a timely manner to prevent any unnecessary terminations from occurring. Our system auto-verifies all licenses daily, so there's no need to submit a copy of your renewed license.

Update provider data accuracy and validation

Providers must ensure Molina has accurate practice and business information. Accurate information allows us to support better and serve our members and provider network.

Maintaining an accurate and current Provider Directory is a state and federal regulatory requirement and a National Committee for Quality Assurance (NCQA) requirement. Invalid information can negatively impact members' access to care, member/primary care provider (PCP) assignments and referrals. Additionally, current information is critical for timely and accurate claims processing. Providers must validate their information on file with Molina at least once every ninety (90) days for correctness and completeness.

Failure to do so may result in your **REMOVAL** from the Molina Provider Directory.

Provider information that must be validated includes, but is not limited to:

- Provider or practice name
- Location(s)/address(es)
- Specialty(ies)
- Telephone and fax numbers and email
- Digital contact information
- Whether your practice is open to new patients (PCPs only)
- Tax ID and/or National Provider Identifier (NPI)

The information above must be provided as follows:

Delegated and other providers that typically submit rosters must submit a complete roster with the above information to Molina.

All other providers must log into their CAQH account to attest to the accuracy of the above information for each health care provider and/or facility in your practice contracted with Molina. If the information is correct, please select the option to attest. If it is incorrect, providers can make updates through the CAQH portal. Providers unable to make updates through the CAQH portal should contact their Provider Services representative for assistance.

Additionally, in accordance with the terms specified in your Provider Agreement, providers must notify Molina of any changes, as soon as possible, but at least thirty (30) calendar days in advance, of any changes in any provider information on file with Molina. Changes include, but are not limited to:

- Change in office location(s)/address, office hours, phone, fax or email
- Addition or closure of office location(s)
- Addition of a provider (within an existing clinic/practice)
- Change in provider or practice name, Tax ID and/or NPI
- Opening or closing your practice to new patients (PCPs only)
- Change in specialty
- Any other information that may impact member access to care

Clinical Policy

Molina Clinical Policies (MCPs) are located at **MolinaClinicalPolicy.com**. The policies are used by providers, medical directors and internal reviewers to make medical necessity determinations. MCPs are reviewed annually and approved bimonthly by the Molina Clinical Policy Committee (MCPC).

Provider Manual updates

The Molina Healthcare of Illinois Provider Manuals have been reviewed and updated for 2025. Click the line of business to access the appropriate Provider Manual:

- **Medicaid**
- **MMP/Dual Options**
- **Marketplace (Exchange)**
- **Medicare (MAPD)**

Molina's Provider Manuals are customarily updated annually but may be updated more frequently as needed.

Claims submission

Molina strongly encourages providers to submit their claims electronically – including secondary ones. Electronic claims submission provides significant benefits to the provider, including:

- Reducing operational costs associated with paper claims (printing, postage, etc.)
- Increasing accuracy of data and efficient information delivery
- Reducing claim delays since errors can be corrected and resubmitted electronically
- Eliminating the delay in mailing

Molina offers the option to directly submit claims electronically to us via the Availity Essentials provider portal or your Electronic Data Interchange (EDI) clearing house (Molina payer ID 20934).

If electronic claims submission is not possible, please submit paper claims to the following address:

Molina Healthcare of Illinois, Inc.
P.O. Box 540
Long Beach, CA 90806

When submitting paper claims:

- Submissions are not considered "accepted" until received at the appropriate claims PO Box.
- If claims are sent to the wrong PO Box, they will be returned for appropriate submission.
- Submissions are required on original red and white CMS-1500 and CMS-1450 (UB-04) claim forms.
- They will be rejected and returned if the submission is not completed on the required forms. This includes black and white forms, copied forms and any altering – including handwritten claims.
- They must be typed using black ink in either 10- or 12-point Times New Roman font.

For more information, please see CMS claims submission guidance at **cms.gov/Medicare/Billing/ElectronicBillingEDITrans/1500**.

Smoking cessation

The CAHPS® survey also asks about adult patients' smoking cessation efforts and the use of medications to aid in quitting.

- In the past 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health care provider?
- In the past 6 months, how often was medication recommended or discussed by a doctor or other health provider to assist you with quitting smoking or using tobacco?
- In the past 6 months, how often did your doctor or health provider discuss or provide methods of strategies other than medication to assist you with quitting smoking or using tobacco?

Quitting smoking can be hard. Talk to your patients about ways to quit smoking and medications that can help them quit. You can also refer patients to Molina's Tobacco Cessation program at **(866) 472-9483 (TTY/TDD: 711)** or visit our website at **MolinaHealthcare.com/members/il/en-us/mem/medicaid/overvw/coverd/hm/healthwell.aspx**.

Provider incentives

Molina Healthcare of Illinois is proud to offer a bonus program to reward providers for engaging members in timely preventive care. This year's program provides incentives for completing timely follow-up care after hospitalization, engaging in substance use treatment, and keeping our pregnant members healthy through timely pre- and postnatal appointments. For details on our Provider Incentive program, visit Molina's **Quality Improvement** webpage.

Molina will continue to offer our Pay-for-Performance program to the primary care provider network throughout 2025, rewarding providers for engaging members in annual physical exams, timely immunizations, and breast and cervical cancer screenings. For more details about Molina's Pay-for-Performance program or to engage with Molina's Quality team for routine performance coaching, please connect with your Provider Relations manager at **(855) 866-5462**.

You may also access HEDIS® Tip Sheets and other valuable information through the Availity Portal.

Molina also proudly rewards its members for achieving select healthy behaviors. For information on our member rewards program, visit **Molina Member Rewards**.

HCT collaboratives

Molina proudly partners with several Illinois HealthCare Transformation (HCT) collaboratives to assist in improving member and community health outcomes. We are pleased to be improving members' lives throughout the Illinois service area through active collaborations with:

- Center for Better Aging
- Chicago Northside Collaborative
- Collaborative Bridges
- East St. Louis Health Collaborative
- Integrated Hub - Egyptian HealthCare
- South Side Healthy Communities Organization
- Supportive Re-entry
- Vermillion County Health Care Collaborative

See what you missed recently

Molina reminds providers of recent news pertinent to your practice/facility.

Pro Tip: Register for Illinois provider updates so you don't miss any bulletins! **Click Here**

- **Recap of January Provider News**—Catch up on what you missed!
- **Clarification on Medicaid PA Forms, Guide**—Improving the tools you use.
- **Rate/Fee Schedule Updates: February 2025**—Medicaid only!
- **Changes to PA Requirements: Second Quarter 2025**—Coming April 1.
- **Register for March provider webinars**—Plenty to learn, or just have a refresher.
- **Molina's Marketplace PA Requirements: Q2 2025**—Coming April 1, Marketplace only.
- **Correct Coding for Sleep Studies**—Don't lose any sleep over these codes!
- **2025 Provider Manuals Available Online**—Useful information about working with Molina.
- **Updates to Evolent Cardiology and Oncology Policies, Q1 2025**—What's new, updated, and retired?
- **Unblocking Molina Fax Numbers for UM Communications**—Ensure Molina's UM faxes reach you.
- **Monthly Memo Roundup: Recap of December Provider News**—See what you missed in December.

Get automatic updates on processes, codes, live training sessions and more!

Register for provider updates curated exclusively for Molina Healthcare of Illinois providers.

Register now

MHIL in the community

Statewide holiday events

The end of 2024 was a busy time for MHIL. Throughout the holiday season, we hosted several events to uplift the community and provide needed support.

For example, MHIL and Northwest Community Center joined forces on December 14, to host our annual Breakfast With Santa event in Rockford. Over 400 attendees enjoyed a wide range of activities including complimentary breakfast, games, cookie decorating, ornament crafting, raffles and prizes, and photo opportunities with Santa and the Grinch.

Guests also had access to essential services such as free coats and toys (both supplied by MHIL), haircuts (LaJefa's Multicultural Barbershop), books and activities (RPL Mobile Unit), and COVID and flu vaccinations (UW Health/City of Rockford Health and Human Services, Rockford Fire and Molina's Mobile Help Center).

See what the press had to say:

WREX

Rockford Register Star

All Events Rockford

WIFR/CBS

WIFR

DXB Media

You can partner with Molina in *your* community! Contact us to contribute goods or services, or to provide a venue.