

# Provider Memorandum

## **Electronic Data Connectivity (EDC) With Molina Healthcare**

Molina Healthcare of Illinois (Molina) offers providers two additional communication tools to improve coordination of care. These tools can help increase HEDIS® scores and ease the administrative burden on provider staff related to medical record requests. Electronic connectivity allows for faster data collection, quality performance reporting, and Prior Authorization (PA) processing.

## **Secure File Transfer Protocol (sFTP) with Flat File Transfer Set Up**

The sFTP is a secure avenue to send and receive files, such as quality reports, medical charts, and HEDIS® data. It is safer to send Protected Health Information (PHI) and other sensitive records through an sFTP than a traditional FTP connection.

**What it means for you:** This automated connectivity captures HEDIS® gap closure monthly and allows up-to-date quality-performance status reporting, resulting in potential increased revenue gains.

## **Remote Electronic Medical Records (EMR or rEMR) Connectivity**

EMR connectivity allows authorized Molina staff remote access so they can securely view member information to lighten the office/administrative staff workload for providers. This access eliminates the need for administrators to gather and send the information; that time adds up throughout the course of a day, even with a light patient load.

**What it means for you:** First, you'll receive a faster response to prior authorization requests. Plus, your facility will save valuable work-hours without the administrative burden of collecting and sending HEDIS® gap closures, risk adjustment gaps, and additional case management functions.

The figure on Page 2 illustrates the immediate improvement in quality rates when sFTP was implemented, along with the continuing improvement over time. Molina measured results at three types of facilities: Independent Physician Association (IPA), Physician-Hospital Organization (PHO), and Federally Qualified Health Center (FQHC). The percentages represent HEDIS® rate completion.

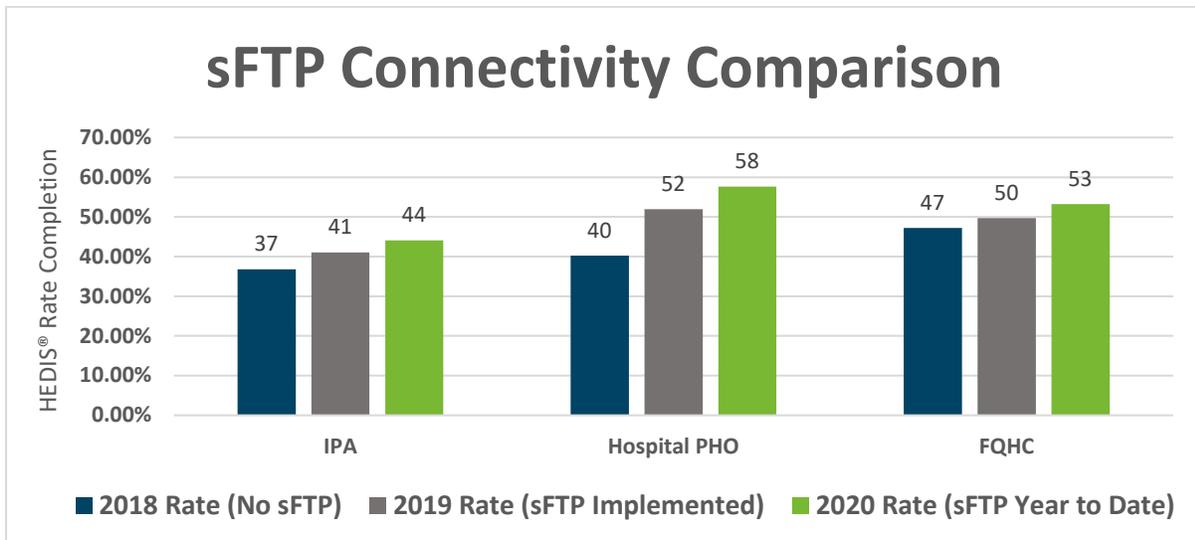


Figure 1 - HEDIS® rate completion after implementing sFTP.

If you would like to discuss how connectivity options will benefit your office or facility, email the Quality Team at [Quality-HealthCampaigns@MolinaHealthcare.com](mailto:Quality-HealthCampaigns@MolinaHealthcare.com). Include your provider or facility name, phone number (with extension), and the EMR database that you use.

### Questions?

Providers who have questions, concerns, or would like additional training—including how to use the Molina Provider Portal—may contact their Provider Network Manager or email the Provider Network Management Team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com).

For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at [MolinaHealthcare.com](http://MolinaHealthcare.com).

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