It Matters to Passport Monthly Provider Forum

Psych Hub | May 25, 2022

PASSPORT HEALTH PLAN
BY MOLINA HEALTHCARE

Agenda

➢ It Matters to Passport Purpose
➢ Meet the Provider Services Team
➢ Passport Updates and Reminders
➢ Open Forum/Provider Feedback

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It Matters to Passport

It Matters to Passport is a unique avenue for our Provider Community to engage with the Health Plan in real time to solicit feedback and recommendations to minimize administrative hurdles and simplify the ways providers engage with us to improve the provider experience to better focus on delivering patient-centered care.

We want to hear from you!
Submit your feedback to Passport via:
➤ Email: ItMatters@passporthealthplan.com
➤ It Matters to Passport Suggestion Box
➤ Attending one of our monthly forums:
　➤ Visit www.Passporthealthplan.com/ItMatters to register
➤ Participating in feedback surveys:
　➤ Visit the Feedback Corner of the It Matters webpage to access

Your feedback is important, and *It Matters to Passport*!

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Meet the Provider Services Team

Your dedicated Provider Services Representative is always a phone call or email away!

Shelley Fife
Medical and Behavioral Health **State Wide**
Major Health Systems
All LOBs
502-212-6816

Justin Radford
Medical and Behavioral Health **State Wide**
Major Health Systems
All LOBs
502-585-7914

Aleksandra Jozic
Medical and Behavioral Health
Region 3, All LOBs
502-585-7308

Crystal Roper
Medical and Behavioral Health
Regions 3, All LOBs
502-213-6671

Henry Spalding
Statewide Ancillary
Systems Statewide
All LOBs
502-212-6728

Donna Moor
Medical and Behavioral Health
Regions 6 & 7, All LOBs
606-356-5066

Amy Lewis
Medical and Behavioral Health
Region 5, All LOBs
270-969-4598

Brittany Spencer
Medical and Behavioral Health
Region 8
All LOBs
502-212-6802

Chasity Dotson
Medical and Behavioral Health
Regions 1 & 2 All LOBs
502-212-6717

Beth Goodin
Medical and Behavioral Health
Region 4, All LOBs
502-212-6766

Christine Drake
Major Behavioral Health Systems Statewide
All LOBs
502-212-6704

Covington
6
5 Lexington
7
Louisville
2 Owensboro
3
1
4 Bowling Green
8 Hazard

Passport One
Stop Help Centers

Click here for a downloadable Meet the Team PDF

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4

Important Updates and Reminders (1 of 3)

Prior Authorization Guidance Update from DMS – **EFFECTIVE July 1, 2022**
Per an update provided by DMS on April 29, 2022:
- Medicaid Fee-for-Service (FFS) and Managed Care Organizations (MCOs) may require prior authorization (PA) for SUD residential and inpatient treatment services, including ASAM levels 3.1, 3.5, 3.7 and 4.0 effective July 1, 2022.
- This includes provider types 03. 06, 26, 30 and any hospital setting that provides SUD treatment

Prior Authorization Guidance Update from DMS – **EFFECTIVE MAY 1, 2022**
Per an update provided by DMS on March 16, 2022:
- Medicaid Fee-for-Service (FFS) and Managed Care Organizations (MCOs) may require prior authorization (PA) for all inpatient and outpatient Medicaid services provided by Kentucky Medicaid enrolled inpatient hospital providers (Provider Type 01) except for admissions with a COVID diagnosis, effective May 1, 2022
- FFS and MCOs may require PA, for provider type 93, Rehabilitation Distinct Part Unit, effective May 1, 2022
- FFS and MCOs may require PA, for provider type 12, Skilled Nursing Facilities, effective May 1, 2022

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Important Updates and Reminders (2 of 3)

Timely Filing Guidelines

As a reminder, Passport's timely filing guideline is 365 days from the date of service or discharge date for all initial and corrected claim submissions.

Evidence-Based Practices Survey for Behavioral Health Providers

Passport is required to fulfill a request that all MCO's survey network Behavioral Health providers on which Evidence-Based Practices (EBPs) they currently utilize. Please take a moment to complete this brief, 6 question survey to provide feedback on the EBPs used by your practice.

Diabetes Sweepstakes

Eligible providers who achieve an 80% A1c test closure rate for the 2022 calendar year will be entered into a raffle for a chance to win one of five RetinaVue cameras! Click here for more information.

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Important Updates and Reminders (2 of 3)

COVID-19 Vaccine Incentive for Members

Passport members who receive the vaccine on or after June 1, 2021 may quality for a $100 gift card to Wal-Mart, Amazon, Kroger or CVS. For more information or for a flyer to give to your Passport members click here.

ELIGIBILITY

	$100 Gift Card	$25 Gift Card
Members age 12 and up	✓	
Members age 11 and under		✓

Gift card choices include: Wal-Mart, Amazon, Kroger, Target, Dollar General or CVS

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Availity Essentials for Providers (1 of 2)

Register for Availity Essentials to gain 24/7 access to the information you need most!

www.Availity.com

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

- **Claims & remits**
  - View claims status, electronic remittance advices and EOP/EOB documents
  - Enter and submit professional and institutional/facility claims online
  - Attach medical documents to any claim

- **Secure messaging**
  - Connect with Molina agents to resolve eligibility & benefits and claims inquiries

- **PayerSpaces**
  - Download documents and get to useful Molina health plan links
  - Access features not yet available in the Availity Essentials portal through PayerSpaces applications such as:
    - *View PCP member rosters and patient health records*
    - *Appeal/dispute or correct a claim or create templates for easier claims submission*
    - *Check your HEDIS profile for reporting on patient missed measures/gaps*
    - *Run and retrieve/download health plan specific reports*

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Member Rewards and Value Added Benefits

- **$10-$50 gift cards** for healthy behaviors
- Visit a network provider to get $100 off a pair of adult **Eyeglasses or Contacts** every 24 months
- **FREE Smartphone** with Unlimited Talk & Text and 4.5 GB of data monthly for members 18+
- **$25 Food Care gift card** sent to your home
- 13 Weeks of digital **Weight Watchers**
- FREE **Blood Pressure Cuff**
- FREE **Home Colon Cancer Screening Kit**

- FREE **Infant Carrier, Convertible Car Seat or Booster Seat**
- FREE **GED Test** and $50 gift card for passing!
- FREE **Quit Tobacco Program**

For our Care Management members:
- Up to $700 off **Dentures**
- Up to $900 off **Hearing Aids**
- Up to $750 in Emergency **Eviction Prevention Repair Funds**
- **FREE $25 Gas Card or Bus Pass**

All Extra Benefits and Rewards may have additional exclusions or supply limits. Benefits are subject to change. Members must have Passport Health Plan by Molina Healthcare MEDICAID as their primary insurance at the time of service.

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One-Stop Help Centers

Training, education, and access to programs and CBOs
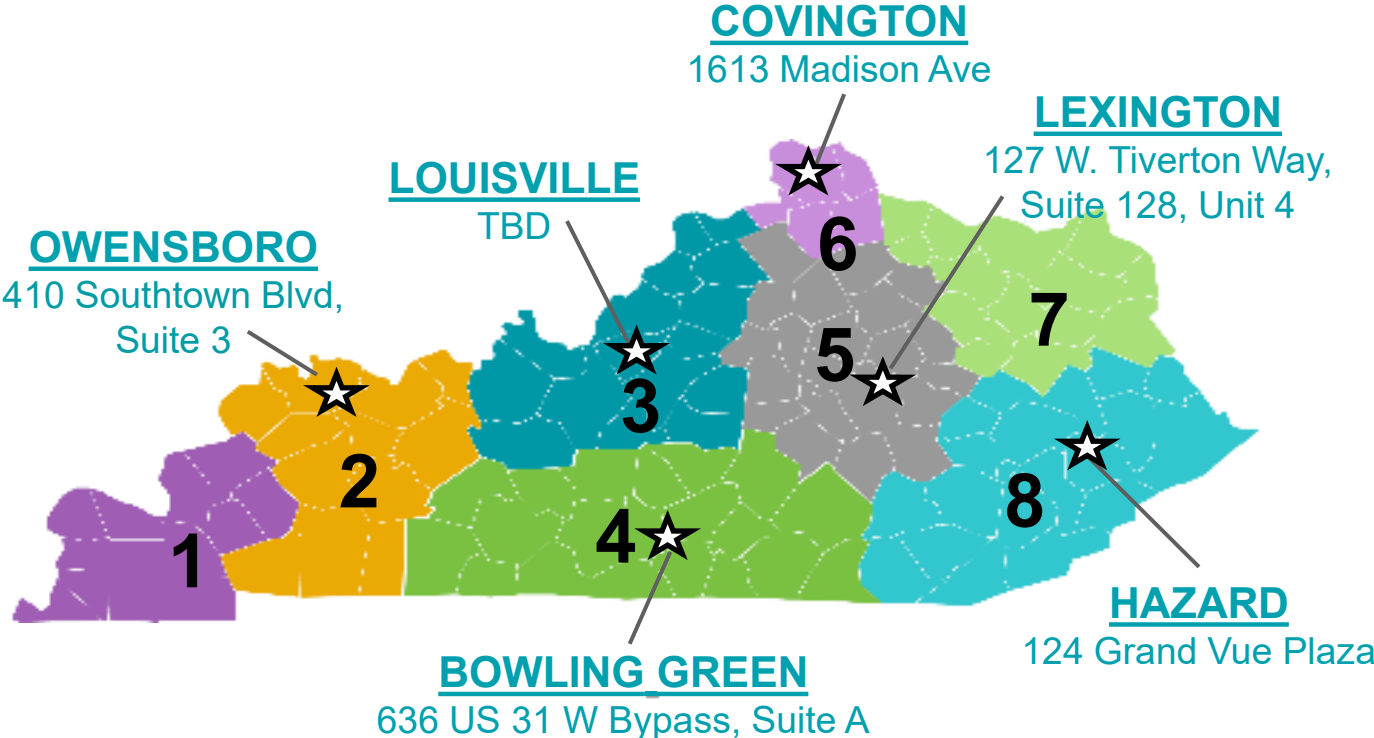
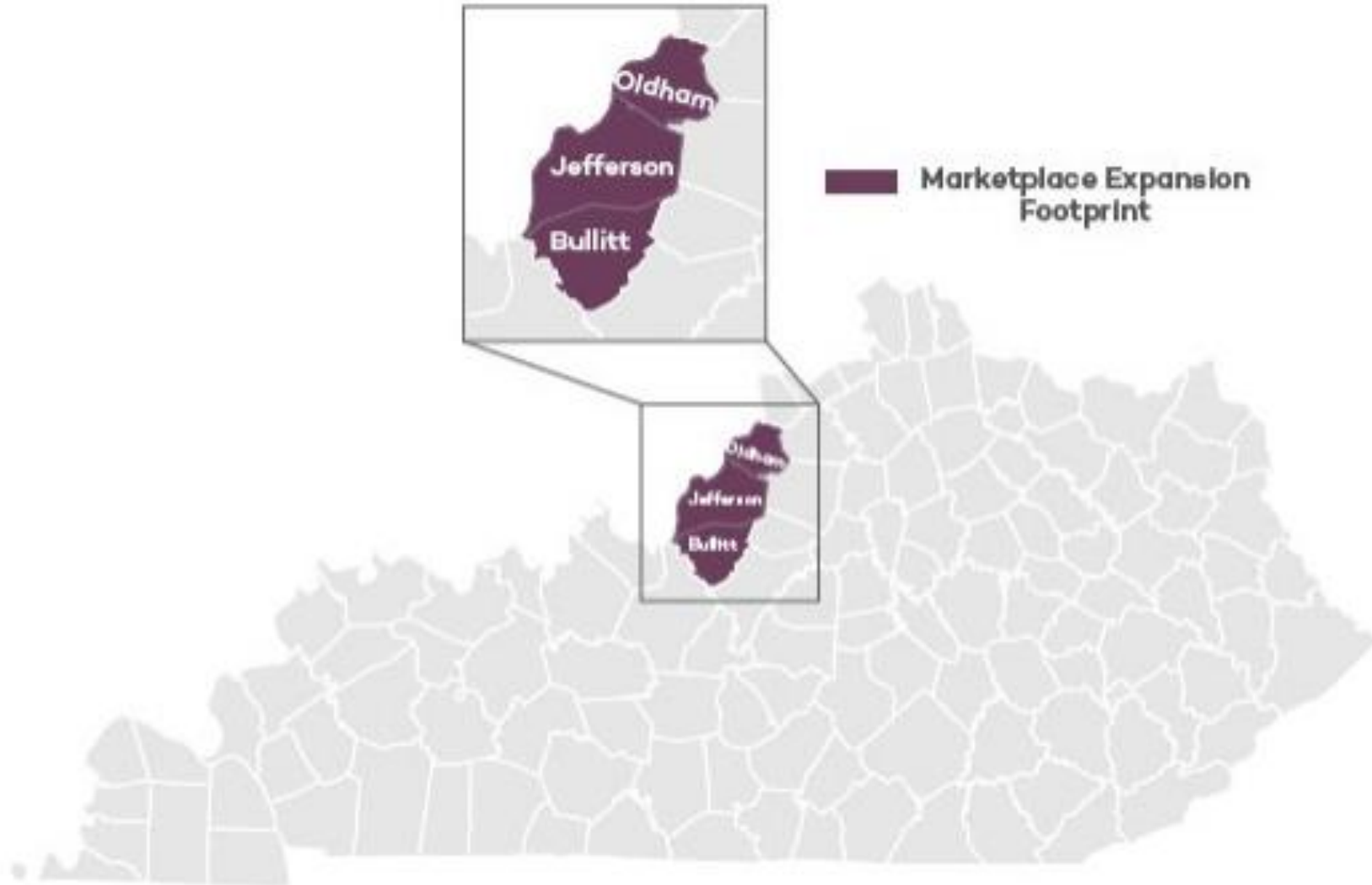Free Wi-Fi, meeting rooms, ADA compliant, telehealth capabilities

Enrollee and provider walk-ins welcome

Face-to-face healthcare-related assistance

COVINGTON
1613 Madison Ave

LEXINGTON
127 W. Tiverton Way, Suite 128, Unit 4

LOUISVILLE
TBD

OWENSBORO
410 Southtown Blvd, Suite 3

HAZARD
124 Grand Vue Plaza

BOWLING GREEN
636 US 31 W Bypass, Suite A

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Passport Marketplace Launched 1/1/2022

Marketplace Expansion Footprint

Thank you!

Contact Us!
www.PassportHealthPlan.com/ItMatters
ItMatters@passporthealthplan.com

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