

Provider Bulletin

December 2024

December is Behavioral Health Month

December is Behavioral Health Month and a great time to remind our valued provider partners of Molina's Behavioral Health Toolkit, available at

MolinaHealthcare.com/providers/common/bh_toolkit/bh_toolkit.aspx.

The toolkit is designed to offer providers guidance regarding mental health and substance use conditions commonly seen in the primary care and community settings. Components of the toolkit include assessment tools, HEDIS® tips and information on continuing education credits and learning tools.

Check out our online You Matter to Molina resources for providers!

Molina's You Matter to Molina program prioritizes connecting directly with our entire network of providers and supporting your efforts to deliver high-quality and efficient health care for Molina members. The You Matter to Molina program includes a dedicated Provider Network team to intake and resolve your questions or issues and solicit input and feedback from you — our network providers — and administrative staff about ways Molina can improve our technology, tools and processes to minimize administrative burdens and better support you.

We analyze and apply provider feedback to design new solutions to simplify your engagement with us. Molina is committed to partnering with our network providers to solve problems quickly and efficiently. We want to hear from you — our provider partners! Your feedback is important because — You Matter to Molina. Visit our You Matter to Molina web page at

MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx.

Molina to offer new process for accessing prior authorization tools

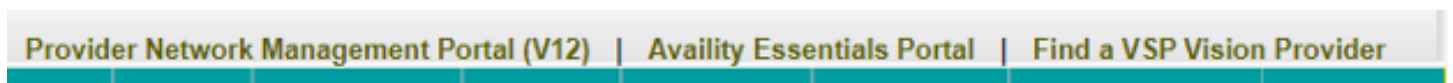
Managing authorizations in numerous systems can be a challenge. Molina Healthcare has teamed up with Availity to introduce shortcuts to simplify this process. Effective December 23, 2024, the Prior Authorization application will be removed from Availity's Payer Spaces home page, and all prior authorization tools will be available through Patient Registration > Authorizations & Referrals. Step-by-step instructions for accessing the new Prior Authorization tool are attached to the end of this bulletin.



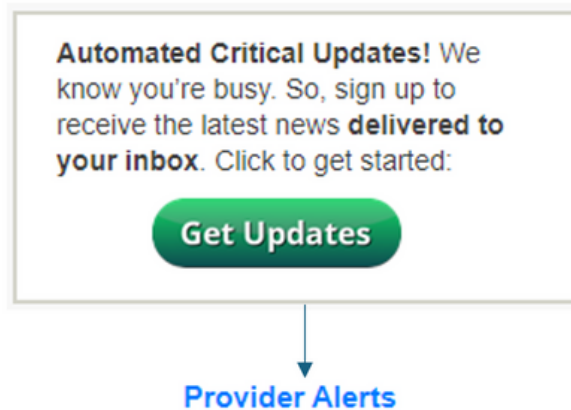
Molina website enhancements offer easier navigation and new resources for providers

Some changes to Molina’s website have been made to help you--our valued provider partners-- reach our secure online tools more easily and sign up to receive important Molina updates.

To guide you in accessing our provider network management portal, our Availity Essentials portal and/or VSP vision’s tool for finding VSP network vision care providers, we have added clear links to each on Molina’s website. The image below displays the brand new links at the top of your screen at MolinaHealthcare.com/providers/mi/medicaid/home.



In the same location, we’ve also added a feature that allows you to sign up and automatically receive important Molina updates in your email inbox. The images below show our new “Get Updates” feature and links. Once you have clicked “Get Updates,” click on the highlighted link titled “Provider Alerts” to be directed to SurveyMonkey. Once here, you will fill in your contact information. We will then add you to our distribution list so you can receive any Molina-related updates.



We are pleased to provide you with these new tools and to continue strengthening your Molina resources to communicate and do business with us efficiently.

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Reminder of Molina's supplemental data HEDIS® deadlines for applicable measures

Molina strongly encourages all providers to bill appropriate NCQA codes through claims submission to comply with measure rates. As the end of the measurement year (MY) is fast approaching, Molina understands that supplemental data may need to be submitted. Additional supplemental data information is on page six of the Molina HEDIS® Provider Manual. All faxed or emailed supplemental data should be received no later than January 12, 2025, at 5 p.m. to meet the 2024 measurement year. Faxed records can be sent to (888) 336-6131. Email medical records to HEDIS_SDS@MolinaHealthcare.com.

Prior Authorization (PA) updates

Molina's Prior Authorization (PA) Guide and PA Code Matrix will be updated, effective January 1, 2025. To access all of Molina's online provider authorization tools, please visit:

MolinaHealthcare.com/providers/mi/medicaid/PriorAuthorization/PA.aspx.

The PA Code Lookup Tool makes finding services that require PA simple.



Tell us about your experience with Molina's Provider Network team!

Molina is committed to its provider community and is interested in your recent interaction with the Provider Network team. To complete the survey, visit MolinaHealthcare.surveymonkey.com/r/C6HSPVK or use the link at the bottom of your Provider Relations manager's signature.

Molina offers monthly provider orientation sessions

Molina hosts a series of provider orientation sessions for all in-network providers. These sessions provide an overview of our resources and materials designed to support you and your patients – our members. These resources include provider services, the provider portal, health care services, billing and more.

The next session will be held on Thursday, December 19, from 9 a.m. to 10:30 a.m. To join, select the orientation training link at

MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx at the beginning of the session you would like to attend.

Model of Care provider training 2024

Molina Healthcare of Michigan is required to provide annual training regarding our Model of Care program for SNP enrollees. The Model of Care is the foundation for Molina's management policy, procedures and operational systems for our SNP population. To ensure that Molina remains compliant with Centers for Medicare and Medicaid (CMS) regulatory requirements for Model of Care training, a receipt of a completed attestation form is due to Molina no later than December 31, 2024.

What you need to do:

1

Take the Model of Care training. The written training materials on the Molina Healthcare Model of Care can be found on the Molina website at MolinaHealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/common/medicare/model-of-care-Provider-Training-QRG.pdf.

2

Complete and sign the Model of Care training attestation form (attestation form). For a copy of the MOC attestation, please visit the Molina Medicare website at MolinaHealthcare.com/providers/common/MOC/MI.

Please note: If one (1) attestation form is being returned for a group or clinic, it must be signed by an individual with the authority to sign on behalf of the group/clinic. An attendance roster indicating which providers completed the training must be attached.

A copy of the Model of Care training attestation form is available via a link at the end of the Model of Care training deck, or it is available on the MolinaHealthcare.com Medicare provider webpage.

3

Return attestation form. To return the attestation form to Molina Healthcare, please use the automated submit button the form or return the form via email to MHMProviderServicesMailbox@MolinaHealthcare.com.

If you have any questions, please contact your Provider Relations manager directly or contact Molina Provider Relations at MHMProviderServicesMailbox@MolinaHealthcare.com.

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Provider network management tool is now available

Molina has added features for new and current providers to our provider network management portal. All submissions to join the Molina network or to add, term and/or update requests should now be submitted through the portal. Providers and practice managers will have their own designated login and password. Updates, add-ons and all required credentialing documents can be done directly on the portal. Council for Affordable Quality Healthcare (CAQH) providers will have prepopulated information – minimizing the time it takes to fill out credentials. Delegated groups can upload rosters as needed, and non-delegated groups can add providers individually or via roster upload to make demographic updates such as:

- Change in office location, office hours, phone, fax or email
- Addition or closure of office location
- Addition or termination of a provider
- Change in taxpayer identification number (TIN) and/or National Provider Identifier (NPI)
- Open or close practice to new patients



Americans with Disabilities Act (ADA) resources: Provider education series

A series of provider education materials related to disabilities is now available to providers and office staff on Molina's website. Please visit Molina's Culturally and Linguistically Appropriate Resources/Disability Resources link under the Health Resources tab at MolinaHealthcare.com/providers/mi/medicaid/home.aspx to view the materials.

Molina Healthcare's Provider Education Series – Disability resources consist of the following educational materials:

- **Americans with Disabilities Act (ADA)**
 - Introduction to the ADA and questions and answers for healthcare providers (e.g., Which healthcare providers are covered under the ADA? How does one remove communication barriers that are structural in nature? Is there money available to assist with ADA compliance costs?).
- **Members who are blind or have low vision**
 - How to get information in alternate formats such as Braille, large font, audio or other formats.
- **Service animals**
 - Examples of tasks performed by a service animal; tasks that do not meet the definition of a service animal; inquiries you can make regarding service animals, and exclusions, charges, or other specific rules.
- **Tips for communicating with people with disabilities and seniors**
 - Communicating with Individuals who are blind or visually impaired, deaf or hard of hearing, communicating with individuals with mobility challenges, speech impairments and communicating with seniors.

Please contact your Provider Relations Manager if you have any questions.

Molina's Language Access Services

Accurate communication strengthens mutual understanding of illness and treatment, increases patient satisfaction, and improves health care quality. Providing language access services is a legal requirement for health care systems that receive federal funds. A member cannot be refused services due to language barriers. When needed, Molina provides the following services directly to members at no cost:

- Written material in other formats (i.e. large print, audio, accessible electronic formats, Braille)
- Written material translated into languages other than English
- Oral and sign language interpreter services
- Relay Service (711)
- 24-hour Nurse Advice Line
- Bilingual/Bicultural staff

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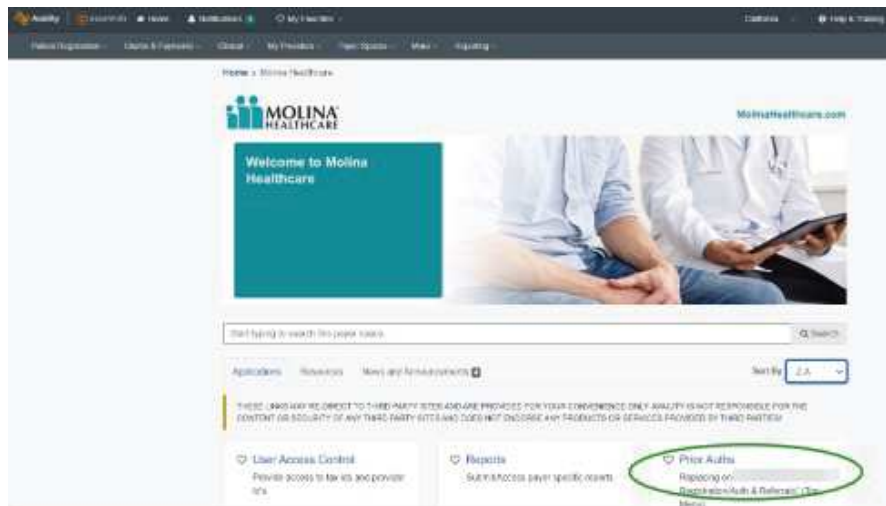
In many cases, Molina will also cover the cost of a language or sign language interpreter for our members' medical appointments. Molina members and providers are instructed to call the Member and Provider Contact Center to schedule interpreter services or to connect to a telephonic interpreter.

Also, Molina's materials are always written simply in plain language and at required reading levels. For additional information on Molina's language access services or cultural competency resources, contact Provider Services or visit [MolinaHealthcare.com](https://www.molinahealthcare.com).

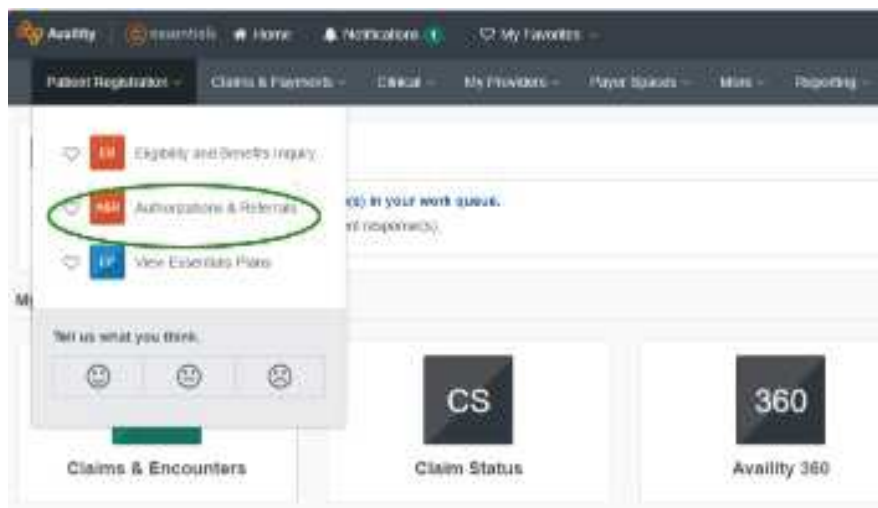
Prior Authorization application update in Availity effective December 23, 2024.

Managing authorizations using multiple systems can be time-consuming, and Molina Healthcare has teamed up with Availity to introduce shortcuts to simplify this task. Effective December 23, 2024, the Prior Authorization application will be removed from Availity's Payer Spaces home page, and all prior authorization tools will be available through Patient Registration > Authorizations & Referrals.

To be removed:



New access to Prior Authorization:



With this update, you can streamline your authorization workflow with the following new functionalities.

- **Authorization Request:** Use an easy 5-step guided form to request an inpatient or outpatient Authorization. Verify if authorization is required using the built-in Prior Authorization Lookup Tool. Create templates for your common request types to populate information in your request automatically.
- **Authorization Inquiry:** You can view the results of authorization requests submitted outside of Availity Essentials or inquire about the status of an authorization request submitted by another organization.
- **Authorization Dashboard:** Check the status of all your authorization requests and inquiries from one central location. View results based on your preferences with robust filtering and sorting options. Rest assured, any incomplete authorization requests are automatically saved in the drafts tab to resume and submit later.

Learn how to get the most out of Authorization Requests with a live or recorded webinar! From the Availity home page, go to Help & Training > Get Trained, search for “Molina”, select your webinar and enroll.

