

Provider Bulletin

November 2024

November is National Diabetes Month

More than one in three adults in the United States has prediabetes, and many of them don't know it. National Diabetes Month is a time to raise awareness about diabetes as a significant public health issue and encourage people to take charge of their health. This year, the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK) is focused on taking action to prevent diabetes-related health problems.

Explore NIDDK's [National Diabetes Month toolkit](https://niddk.nih.gov/health-information/community-health-outreach/national-diabetes-month/toolkit), which includes tips to manage diabetes, at niddk.nih.gov/health-information/community-health-outreach/national-diabetes-month/toolkit. You can also look at the [MyHealthFinder diabetes page](https://health.gov/myhealthfinder/health-conditions/diabetes) at health.gov/myhealthfinder/health-conditions/diabetes, which has resources you can share to learn more about preventing diabetes. Finally, visit health.gov/healthypeople/objectives-and-data/browse-objectives/diabetes/evidence-based-resources to check out Healthy People 2030's list of diabetes-related [evidence-based resources](https://health.gov/healthypeople/objectives-and-data/browse-objectives/diabetes/evidence-based-resources) that you can use in your work.

Important update regarding NICU admissions for Molina members

Please note that – effective September 9, 2024 – the following updates regarding NICU admissions for Molina members now apply:

- Molina Michigan and its delegated vendor (Progeny) will provide NICU level-of-care medical necessity determinations for each day of the NICU admission. Claims adjudication may take these daily authorized levels into consideration for final claim payment calculation when relevant.
- NICU authorizations will no longer be dependent on the mother's discharge. Newborns admitted to the NICU will receive their own authorization number at the time of notification of NICU admission.

Free training is available for providers to improve care for patients at risk of overuse of alcohol and other substances

The Michigan Center for Clinical Systems Improvement (MI-CCSI) offers FREE recorded primary and specialty care training for Screening Brief Intervention Referral to Treatment (SBIRT).

SBIRT is a comprehensive, public health approach to screen and provide early treatment and intervention for patients with alcohol or substance use disorders. Below are some descriptions of training components.

- Screening quickly assesses the severity of substance abuse and identifies the appropriate level of treatment.
- Intervention focuses on increasing insight and awareness regarding substance use and motivation for behavioral change.
- Referral to treatment provides those identified as needing more extensive treatment with access to specialty care.

To learn more and/or to participate in this FREE SBIRT training, please visit miccsi.org/training_event/sbirt-enduring-series/.

CME/CEU credit information

- CME for physicians (up to 4.25 hours)
- CEU for nurses and social workers (up to 5 hours)



Maternal Infant Health Program resources available to Molina members

There are many new support programs for maternal/infant health, and we wanted to highlight these for you.

1. In 2023, MDHHS started coverage for pregnant patients to have the availability of doula support for their prenatal care. Doulas are nonclinical providers who support and advocate for patients. When patients engage with a doula, they have improved outcomes and decreased disparities in maternal care. You can access our doula network on the Molina website under "find a provider" based on the patient's location.
2. Centering pregnancy: This is a model of care for group prenatal visits. This model has also shown to improve outcomes and eliminate disparities in care. MDHHS support for this program includes training (\$30,000 value) and some incentives, including a \$150,000 incentive for practices willing to implement a prenatal care group. For more information, contact visit centeringhealthcare.org/what-we-do/centering-pregnancy.
3. AIM safety bundles: These are bundles of care and expectations implemented at the hospital to improve outcomes for the highest-risk conditions.
4. Perinatal behavioral health: We know that most obstetricians are screening for perinatal behavioral health disorders but finding resources to assist patients is sometimes challenging. The Postpartum Support International and the National Maternal Health Hotline are both patient resources. Michigan Clinical Consultation and Care (MC3) is a resource for providers to get a psychiatric consult on a patient they are caring for. Lastly, Ouma Health is a Molina-specific resource that provides telehealth counseling for prenatal and postpartum patients who need therapy.



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, November 21, 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.

Cite Auto Authorization is now available for advanced imaging (MRI, CT, etc.)

Cite Auto Authorization is used to request prior authorization to get real-time approval for the request — now available on the Availity Essentials portal. It allows you to submit your request with the supporting documentation and receive real-time approval.

Some requests will need to be reviewed more closely, and they will be referred to as “In Review.” These requests will then go through the typical process.

Cite Auto Auth is currently available for advanced imaging requests only.

Molina plans to expand this self-service tool to other requests in the future.

You Matter to Molina

Molina Healthcare of Michigan’s “You Matter to Molina” program prioritizes connecting directly with our entire provider network and supporting their efforts to deliver high-quality and efficient health care for Molina members. Through the “You Matters to Molina” program, we have 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 hurdles and support you better.

We analyze and apply provider feedback to design new solutions to simplify your health plan engagement. Molina is committed to partnering with our network providers to solve problems quickly and efficiently.

Visit MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx to review our resources. We want to hear from you, our provider partners! Your feedback is essential, and **You Matter to Molina!**

Free direct care work training

Michigan State University's IMPART Alliance — a team dedicated to strengthening Michigan's direct care workforce through innovative training, resources and advocacy — offers FREE, flexible training for those just starting in direct care work or those looking to enhance their skills.

The training includes the following:

- Expert guidance: Learn from seasoned professionals who bring real-world experience and insights directly to you
- Flexible learning: Our Level 1 program allows you to complete training on your schedule, making it easier to balance work and education
- Valuable certificates: Boost your resume and career prospects with recognized certificates that showcase your commitment and expertise

For more information and/or to register, please visit

impartalliance.msu.edu/trainings.

Molina's annual Provider Satisfaction Survey is underway

- Molina is conducting its annual Provider Satisfaction Survey in an ongoing effort to meet the needs of our provide partners and assess provider satisfaction.
- 2024 surveys are being mailed out to randomly selected providers.
- Surveys may be completed by mail or online.
- The survey takes approximately fifteen (15) minutes to complete.

Molina is dedicated to providing quality service to our providers. The valuable feedback will assist us in identifying areas for enhancing our operational efficiencies and partnership with our provider network.

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.

Helpful Availity Essentials guides available

Availity Essentials is one way you can ensure your office staff reduces the time it takes to get answers regarding Molina members, authorization, claims, etc.

Listed below are helpful online guides for using the Availity portal. To access the guides, please visit

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

- How To Guide for Corrected Claims, Reconsiderations and Appeals
- Claims Correction in Availity
- Entering Multiple Prior Authorization Requests in Availity Payer Spaces

Upcoming Molina holidays

Molina Healthcare upcoming holidays are:

- Thanksgiving – November 28-29, 2024
- Christmas Eve – December 24, 2024
- Christmas – December 25, 2024
- New Year's Eve – December 31, 2024
- New Year's Day – January 1, 2025

During our holidays, please visit

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

to explore additional tools and resources, or visit the Availity provider portal (please go to the top and select Molina Payer Spaces, scroll down to select applications):

- Appeal Eligible Claims
- Case Managed Members
- Claims Template Portal
- HEDIS Profile
- Member Roster
- Patient Care
- Prior Authorizations
- Reports