

Provider Bulletin

June 2026



June is Men's Health Awareness Month

Men 15 to 65 years of age are significantly less likely than women to seek preventive care services, and they are more likely to report not having a primary care provider (PCP). A good first step on the path toward improved health is to establish a PCP. At every stage of life, men are encouraged to consider three equally important aspects of their health: physical health, mental health and social connection. During the month of June, men are encouraged to set goals for their own health and wellness and begin to create a roadmap for achieving those goals. Building a relationship with his PCP is key to this process.

2026 Model of Care training

In alignment with requirements from the Centers for Medicare & Medicaid Services (CMS), Molina requires PCPs and key high-volume specialists, including hematologists/oncologists, cardiologists and neurologists, to receive training about Molina's Special Needs Plans (SNP) Model of Care (MOC).

The SNP MOC is the plan for delivering coordinated care and care management to members with special needs. Per CMS requirements, managed care organizations (MCOs) are responsible for conducting their own MOC training, which means multiple insurers may ask you to complete separate training. To ensure that Molina remains compliant with CMS regulatory requirements for MOC training, receipt of a completed attestation form is due to Molina no later than October 31, 2026.

MOC training materials and attestation forms are available at MolinaHealthcare.com/providers/common/medicare/michigancomm.aspx.

Join a live Molina provider orientation session

Molina hosts a series of monthly 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. Below is a list of upcoming sessions. To register, visit MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx and select the “Provider Orientations” menu.

Upcoming sessions:

- Thursday, July 30, noon–1 p.m.
- Thursday, August 27, noon–1 p.m.

Molina Healthcare of Michigan provider pre-enrollment portal training

Molina Healthcare of Michigan invites providers to attend training on our pre-enrollment and authenticated portals. The session includes an overview and walkthrough of enrollment for groups and facilities requesting to contract with Molina Healthcare of Michigan. This training is offered monthly.

The next training session will be held Wednesday, July 8 from noon to 1 p.m. We look forward to having you attend the training. Please register to let us know you plan on attending! To register, please visit MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx and select the “Upcoming Trainings” menu.

GT modifier guidelines

Molina Healthcare follows current Michigan Department of Health and Human Services (MDHHS) and Centers for Medicare & Medicaid Services (CMS) guidelines for telehealth services.

Providers are reminded to ensure that all telehealth services are billed in accordance with applicable MDHHS and CMS requirements, including the use of appropriate CPT/HCPCS procedure codes, place of service (POS) indicators, and required modifiers (e.g., 95 for audio/visual and 93 for audio-only services).

Providers should regularly review updates from MDHHS, CMS and Molina to maintain compliance with evolving telehealth policies.



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. Visit the **Culturally and Linguistically Appropriate Resources and Disability Resources** sections in the Availity Essentials portal.

Molina Healthcare's Provider Education Series – Disability resources include materials on the following topics:

- **Americans with Disabilities Act (ADA)**
 - An introduction to the ADA, including questions and answers for health care providers (e.g., Which health care providers are covered under the ADA? How does one remove structural communication barriers? Is there money available to assist with ADA compliance costs?)
- **Members who are blind or have low vision**
 - Information on obtaining materials in alternate formats, including Braille, large print, audio and other accessible formats
- **Service animals**
 - Examples of tasks performed by service animals; tasks that do not meet the definition of a service animal; appropriate inquiries regarding service animals and exclusions, charges and other specific rules
- **Tips for communicating with seniors and people with disabilities**
 - Guidance on communicating with individuals who are blind or visually impaired, deaf or hard of hearing, have mobility challenges or speech impairments, as well as best practices for communicating with seniors

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

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Molina's language access services

Providing language access services is a legal requirement for health care systems that receive federal funds. Accurate communication strengthens mutual understanding of illness and treatment, increases patient satisfaction and improves health care quality. Members cannot be refused services due to language barriers.

When needed, Molina provides the following services directly to members at no cost:

- Written materials in alternate formats such as large print, audio, accessible electronic formats and Braille
- Written materials translated into languages other than English
- Oral and sign language interpreter services
- Relay Service (711)
- 24-hour Nurse Advice Line
- Bilingual/bicultural staff

In many cases, Molina also covers the cost of language or sign language interpreters for members' medical appointments. Members and providers should call the Member and Provider Contact Center to schedule interpreter services or to connect to a telephonic interpreter.

All Molina materials are written in plain language and at the required reading levels. For additional information on Molina's language access services or cultural competency resources, contact Provider Services or visit MolinaHealthcare.com.

Important Availity Essentials enhancement update

Molina is making it easier to submit appeals and disputes in the Availity Essentials Provider Portal to improve routing accuracy, reduce processing delays and ensure requests are sent to the right team.

What's changing

We are improving how appeals and disputes are submitted by:

- Simplifying the submission screen to reduce steps and improve clarity
- Enhancing attachment handling, including:
 - The ability to select an attachment type
 - Improved organization of uploaded documents
 - Automatically routing attachments to the appropriate team.

For additional information on affected imaging services and more regarding this enhancement, please visit "Your Matter to Molina" on our provider website at MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx and select the "All Things Availity" menu.

Provider claim inquiry (PCI) email requirement

To enhance our communication with providers regarding claim inquiries, Molina Healthcare, Inc. is introducing a new step to the PCI process, effective July 24, 2026. **Providers will now be required to include an email address** when submitting a PCI through our Network team or Provider Services team to ensure Molina is able to provide timely feedback.

Why this matters:

This small change will make a big difference:

- Providers will get written digital updates, ensuring systematic communication of claim decisions.
- No more wondering — resolution confirmations will be sent directly to the provider via the provided email address.
- Fewer follow-up calls will be needed, reducing a time-consuming burden!

How it works:

- When a PCI is submitted to the Molina Network team or Provider Services team, the email provided will be used for communication about that inquiry.
- Our claims team will send a digital response with resolution details — no phone calls or manual follow-up needed.

For additional information please visit “Your Matter to Molina” on our provider website at MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx and select the “Tools and Resources” menu.