



# Provider Newsletter

For Molina Healthcare of Mississippi, Inc. providers

Second quarter 2025

## In this issue

- 1** Salesforce communications
- 2** Molina's utilization management
- 4** Case management
- 5** **Important message** – Updating provider information
- 5** Drug Formulary and pharmaceutical procedures
- 5** Resources available on Molina's provider website
- 6** Patient safety
- 7** Care for older adults
- 8** Member rights and responsibilities
- 9** Population health
- 10** Quality improvement program
- 12** Standards for medical record documentation
- 13** Clinical practice guidelines
- 14** Advance directives
- 15** Care coordination and transitions



## Salesforce communications

Several Molina Healthcare departments have transitioned to Salesforce, an AI CRM-database for email communication. As a result, you will now receive emails from us via Salesforce. If you have blocked this type of communication, please unblock it to receive important messages such as approval and credentialing decisions. Work with your IT department to unblock these emails by following the steps below:

- 1. Allow Salesforce email IP addresses to pass through your organization's email system. Below is a list of IP addresses where emails will originate.
- 2. Verify that your organization's email system supports secure connections (TLS) with the appropriate settings.
- 3. Ensure your organization's mail server can correctly route emails from Salesforce.
- 4. Check the authentication protocols on your organization's email server to ensure proper communication.

<b>IP range:</b> 13.108.0.0 – 13.111.255.255	<b>IP range:</b> 96.43.144.0 – 96.43.159.255	<b>IP range:</b> 182.50.78.0 – 182.50.78.255
<b>Description:</b> Salesforce primary email sending IP range	<b>Description:</b> Additional IP range used for email relays and SMTP mail servers	<b>Description:</b> IP range associated with specific Salesforce email services

Once these configurations are verified and set up, email communication should function properly between Salesforce and your system.

# Molina's utilization management

One of Molina's utilization management (UM) department's goals is to render appropriate UM decisions consistent with objective clinical evidence. To achieve this goal, Molina maintains the following guidelines:

- Our highly trained UM staff evaluates medical information received by our providers against nationally recognized objective- and evidence-based criteria. We also consider individual circumstances (at minimum age, comorbidities, complications, progress of treatment, psychosocial situation and home environment, when applicable) and the local delivery system when determining the medical appropriateness of requested health care services.
- Molina's clinical criteria include:
  - MCG criteria that are utilized to conduct inpatient review (except when Change Healthcare InterQual® is contractually required)
  - American Society of Addiction Medicine (ASAM) criteria
  - National Comprehensive Cancer Network (NCCN)
  - Hayes Directories
  - Applicable Medicaid guidelines
  - Molina Clinical Policy (MCP) and Molina Clinical Review (MCR) developed by designated corporate medical affairs staff in conjunction with Molina physicians serving on the Medical Coverage Guidance Committee
  - UpToDate®
  - Other nationally recognized criteria, including technology assessments and well-controlled studies that meet industry standards, Molina policy, and when appropriate, third-party (outside) board-certified physician reviewers
- Molina ensures all criteria used for UM decision-making are available to practitioners upon request. The clinical policy website, [MolinaClinicalPolicy.com](https://www.molinaclinicalpolicy.com), provides access to MCP and MCR criteria. Providers can also access the MCG Cite for Care Guideline Transparency tool through our Availity Essentials provider portal - [Portal](#). To obtain a copy of the UM criteria, call our UM department at **(844) 826-4335**.
- As the requesting practitioner, you will receive written notification of all UM denial decisions. If you need assistance contacting a medical reviewer about a case, please call the UM department at **(844) 826-4335**.

## It is important to remember:

- UM decision-making is based only on the appropriateness of care and service and the existence of coverage.
- Molina does not specifically reward practitioners or other individuals for issuing denials of coverage or care.
- UM decision-makers do not receive financial incentives or other types of compensation to encourage decisions that result in underutilization.
- Practitioners may freely communicate with patients about their treatment, regardless of benefit coverage.
- Medicaid members have the right to a second opinion from a qualified practitioner. If an appropriate practitioner is not available in-network, Molina will arrange for a member to obtain a second opinion out of network at no additional cost to the member. Molina provides for a second opinion from a qualified in-network practitioner. Members from all Molina lines of

## Molina's utilization management (continued)

business and programs should refer to their benefit documents (such as schedule of benefits and/or evidence of coverage) for second-opinion coverage benefit details, limitations and cost-share information. If an appropriate practitioner is unavailable in-network, prior authorization (PA) is required to obtain the second opinion of an out-of-network provider. Claims for out-of-network providers without a PA will be denied, unless regulation dictates otherwise. All diagnostic testings, consultations, treatments, and/or surgical procedures must be a benefit under the plan and meet all applicable medical necessity criteria to be covered.

- Some of the most common reasons for a delay or denial of a request include:
  - Insufficient or missing clinical information to provide the basis for making the decision
  - Lack of or missing progress notes or illegible documentation

Molina's UM department staff is available for inbound collect or toll-free calls during regular business hours to provide information about the UM process and the authorization of care. If you wish to speak with a member of the UM staff, please call **(844) 826-4335**. You may also fax a question about an UM issue to Molina. The medical director is available to answer more complex medical decision questions and explain medical necessity denials.

Molina offers the ability to quickly and conveniently submit and check PA status through the Availity provider portal at [Portal](#).

Molina PA fax numbers include:

- **Advanced imaging: (877) 731-7218**
- **Medicaid:**
  - **Main Fax: (844) 303-5188**
  - **Prior Auth – Inpatient Fax: (844) 207-1622**
  - **Prior Auth – All Non-Inpatient Fax: (844) 207-1620**
  - **Behavioral Health – Inpatient Fax: (844) 207-1622**
  - **Behavioral Health – All Non-Inpatient Fax: (844) 206-4006**
  - **Physician Administered Drugs: (844) 312-6371**
  - **Radiology Authorizations Fax: (877) 731-7218**
  - **Transplant Authorizations Fax: (877) 813-1206**
  - **NICU Authorizations Fax: (833) 734-1509**
- **Marketplace:**
  - **Main Fax: (844) 303-5188**
  - **Prior Auth – Inpatient Fax: (833) 322-1061**
  - **Prior Auth – All Non-Inpatient Fax: (833) 322-1061**
  - **Behavioral Health – Inpatient Fax: (844) 207-1622**
  - **Behavioral Health – All Non-Inpatient Fax: (844) 206-4006**
  - **Pharmacy Authorizations Fax: (844) 312-6371**
  - **Physician Administered Drug Fax: (844) 312-6371**
  - **Radiology Authorizations Fax: (877) 731-7218**
  - **Transplant Authorizations Fax: (877) 813-1206**
  - **NICU Authorizations Fax: (877) 731-7220**

## Molina's utilization management (continued)

- **MMP physical & behavioral health: (844) 251-1541**
- **Medicare physical & behavioral Health: (844) 251-1540**
- **Medicare and MMP inpatient: (844) 834) 2152**
- **Medicare Part D pharmacy: (866) 290-1309**

For information about Molina's formulary PA and the exception process, please refer to the Drug Formulary and Pharmaceutical Procedures article.

Molina's regular business hours are Monday-Friday (excluding holidays), 8:30 a.m.-5:30 p.m.,. Voicemail messages and faxes received after regular business hours will be returned the following business day. Molina has language assistance and TDD/TTY services for members with language barriers, members who are deaf or hard of hearing, and those with speech disabilities.

## Case management

Molina offers you and your patients the opportunity to participate in our complex case management program. Members must have the most complex service needs for this voluntary program. This may include members with multiple medical conditions, high levels of dependence, conditions that require care from multiple specialties and/or additional social, psychosocial, psychological and emotional issues that exacerbate the condition, treatment regime and/or discharge plan.

The purpose of the Molina complex case management program is to:

- Conduct a needs assessment of the patient, patient's family and/or caregiver!
  - Provide intervention and care coordination services within the benefit structure across the continuum of care!
  - Empower our patients to optimize their health and level of functioning!
  - Facilitate access to medical services and ensure they are provided at the appropriate level of care in a timely manner
- Provide a comprehensive and ongoing care plan for continuity of care in coordination with the provider, the provider's staff, the member and the member's family

If you would like to learn more about this program, speak with a complex case manager, and/or refer a patient for an evaluation by calling toll-free **(844) 826-4335**.



## Important message – Updating provider information

Molina Healthcare of Mississippi, Inc. needs to keep our provider's information network current. Up-to-date provider information allows Molina to accurately generate provider directories, process claims and communicate with our provider network. Providers must notify Molina in writing at least 30 days in advance, when possible, of changes, such as:

- • Change in practice ownership or Federal Tax ID number.
- • Practice name change
- • A change in practice address, phone or fax numbers
- • Change in practice office hours
- • New office site location
- • Primary care providers (PCP) only: If your practice opens or closes to new patients.
- • When a provider joins or leaves the practice

Changes should be submitted on the Provider Change Information Form, which is located online at [MolinaHealthcare.com](https://MolinaHealthcare.com).

Send changes to:

Email: [MHMSProviderUpdates@MolinaHealthcare.com](mailto:MHMSProviderUpdates@MolinaHealthcare.com)



## Patient safety

Patient safety activities encompass appropriate safety projects and error avoidance for Molina members in collaboration with their PCPs.

The Molina patient safety activities address the following:

- Continued information about safe office practices
- Member education about members taking an active role in reducing the risk of errors in their care
- Member education about safe medication practices
- Cultural competency training
- Improvement in the continuity and coordination of care between providers to avoid miscommunication
- Improvement in the continuity and coordination between sites of care, such as hospitals and other facilities, to ensure timely and accurate communication
- Distribution of research on proven safe clinical practices

Molina also monitors nationally recognized quality index ratings for facilities from:

- **Leapfrog Quality Index Ratings**
- **The Joint Commission Quality Check®**

Providers can also access the following links for additional information on patient safety:

- **The Leapfrog Group**
- **The Joint Commission**

## Care for older adults

Many adults over 65 have comorbidities that often affect their quality of life. As this demographic ages, decreased physical function, cognitive ability and increased pain are common. Regular assessment of these additional health aspects can help ensure this population's needs are appropriately met.

- Advance care planning – Discussions regarding treatment preferences, such as advance directives, should start before the member is seriously ill.
- Medication review – All medications the member takes, including prescription and over-the-counter medications or herbal therapies, should be reviewed.
- Functional status assessment – which includes those for functional independence or loss of independent performance.
- Pain screening consists of notating the presence or absence of pain.

Providers should include these components in their standard well-care practice for older adults to help identify unrecognized ailments and increase their quality of life.

## Hours of operation

Molina requires that providers offer Molina members hours of operation no less than hours offered to commercial members.

## Non-discrimination

All providers who join the Molina provider network must comply with the provisions and guidance set forth by the Department of Health and Human Services (HHS), the Office for Civil Rights (OCR), state law and federal program rules prohibiting discrimination. For additional information please refer to [Notice of Nondiscrimination](#).

Additionally, participating providers or contracted medical groups/IPAs may not limit their practices because of a member's medical (physical or mental) condition or the expectation for frequent or high-cost care.





## Member rights and responsibilities

Molina wants to inform its providers about some of the rights and responsibilities of Molina members.

### **Molina members have the right to:**

- Receive information about Molina, its services, its practitioners and providers and member rights and responsibilities
- Be treated with respect and recognition of their dignity and their right to privacy
- Help make decisions about their health care
- Participate with practitioners in making decisions about their health care
- A candid discussion of appropriate or medically necessary treatment options for their conditions—regardless of cost or benefit coverage
- Voice complaints or appeals about Molina or the care provided
- Make recommendations regarding Molina member rights and responsibilities policy

### **Molina members have the responsibility to:**

- Supply information (to the extent possible) that Molina and its practitioners and providers need to provide care
- Follow plans and instructions for care that they have agreed to with their practitioners
- Understand their health problems and participate in developing mutually agreed-upon treatment goals to the degree possible
- Keep appointments and be on time (If members are going to be late or cannot keep an appointment, they are instructed to call their practitioner.)

You can find the complete Molina Member Rights and Responsibilities Statement on our website at [MolinaHealthcare.com](https://MolinaHealthcare.com). Written copies and more information can be obtained by contacting Provider Services at **(844) 826-4335**.

## Population health (health education, disease management, care management and complex case management)

The tools and services described here are educational support for our members. We may change them at any time to meet their needs.

Molina offers programs to help our members and their families manage a diagnosed health condition. As a provider, you also help us identify members who may benefit from these programs. Members can request to be enrolled or disenrolled in these programs. Our programs include:

- Asthma management
- Diabetes management
- High blood pressure management
- Cardiovascular disease (CVD) management/ congestive heart disease
- Chronic obstructive pulmonary disease (COPD) management
- Depression management
- High-risk obstetrician-gynecologist (OB/GYN) case management
- Transition of care (ToC)

You can find more information about our programs at [plan to insert specific link.](#)

If you have additional questions about our programs, please call Provider Services at **(844) 826-4335 (TTY/TDD at 711 Relay).**



# Quality improvement program

Molina's quality improvement (QI) program provides the structure and key processes that enable the health plan to carry out our commitment to ongoing improvement in members' health care and service. The QI committee assists the organization in achieving these goals. It is an evolving program that is responsive to the changing needs of the health plan's members and the standards established by the medical community and regulatory and accrediting bodies.

## **The key quality processes include but are not limited to:**

- Implementation of programs and processes to improve members' outcomes and health status
- Collaboration with our contracted provider network to identify relevant care processes, develop tools and design meaningful measurement methodologies for provided care and service
- Evaluation of the effectiveness of programs, interventions and process improvements and determination of further actions
- Design of effective and value-added interventions
- Continuous monitoring of performance parameters and comparing to performance standards and benchmarks published by national, regional or state regulators, accrediting organizations and internal Molina thresholds
- Analysis of information and data to identify trends and opportunities and the appropriateness of care and services
- Oversight and improvement of functions that may be delegated: claims, UM and/or credentialing
- Confirmation of the quality and adequacy of the provider and health delivery organization network through appropriate contracting and credentialing processes



## Quality improvement program (continued)

The QI program promotes and fosters accountability of employees, network and affiliated health personnel for the quality and safety of care and services provided to Molina members.

The effectiveness of QI program activities in producing measurable improvements in the care and service provided to members is evaluated by:

- Organizing multidisciplinary teams—including clinical experts—to analyze service and process improvement opportunities, determine actions for improvement and evaluate results
- Tracking the progress of quality activities and goals through appropriate quality committee minutes and reviewing/updating the quality work plan quarterly
- Revising interventions based on analysis when indicated
- Evaluating member satisfaction with their experience of care through the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey
- Reviewing member satisfaction with their experience with behavioral health services through survey questions and/or evaluation of behavioral health-specific complaints and appeals
- Conducting provider satisfaction surveys with specific questions about the UM process, such as determining the level of satisfaction with getting a service approved, obtaining a referral and case management

Molina would like to help you promote the important care activities you have undertaken in your practices. If you would like to have your projects and programs highlighted on the Molina website, please contact the QI department at **(844) 826-4335**.

If you would like more information about our QI program or initiatives and the progress toward meeting quality goals, you can visit our website at [MolinaHealthcare.com](https://MolinaHealthcare.com) and access the Health Resources area on our provider website pages. If you would like to request a paper copy of our documents, please call the QI department at **(844) 826-4335**.



# Standards for medical record documentation

Molina has established medical record documentation standards to help assure our members' highest quality of care. Medical record standards promote quality care through communication, coordination and continuity of care and efficient and effective treatment.

Molina's medical record documentation standards include:

- Medical record content
- Medical record organization
- Information filed in medical records
- Ease of retrieving medical records
- Confidential patient information
- Standards and performance goals for participating providers

Below are commonly accepted standards for documentation in medical records and must be included in each medical record:

- History and physicals
- Allergies and adverse reactions
- Problem list
- Medications
- Documentation of clinical findings and evaluation for each visit
- Preventive services/risk screening

For more information, please call the QI department at **(844) 826-4335**.

## Preventive health guidelines

Preventive health guidelines can benefit providers and their patients. Guidelines are based on scientific evidence, a review of the medical literature or appropriately established authority, as cited. All recommendations are based on published consensus guidelines and do not favor any particular treatment based solely on cost considerations.

These guidelines are meant to recommend a standard level of care and do not preclude the delivery of additional preventive services depending on the member's needs.

You can view all guidelines at [MolinaHealthcare.com](https://MolinaHealthcare.com) by accessing the Health Resources section on our provider web pages. To request printed copies of preventive health guidelines, please contact Provider Services at **(844) 826-4335**.

# Clinical practice guidelines



Clinical practice guidelines are based on scientific evidence, a review of the medical literature or appropriately established authority, as cited. All recommendations are based on published consensus guidelines and do not favor any particular treatment based solely on cost considerations. The care recommendations are suggested as guides for making clinical decisions. Providers and our members must work together to develop individual treatment plans tailored to the member's specific needs and circumstances.

Molina has adopted the following Clinical Practice and Behavioral Health Guidelines, which include but are not limited to:

- Acute stress and post-traumatic stress disorder (PTSD)
- Anxiety/panic disorder
- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Autism
- Bipolar disorder
- Children with special health care needs
- Chronic kidney disease
- Chronic obstructive pulmonary disease
- Depression
- Diabetes
- Heart failure in adults
- Homelessness - special health care needs
- Hypertension
- Obesity
- Opioid management
- Perinatal care
- Pregnancy management
- Schizophrenia
- Sickle cell disease
- Substance abuse treatment
- Suicide risk
- Trauma-informed primary care

You can also view all guidelines at [MolinaHealthcare.com](https://www.molinahealthcare.com) in the Health Resources section on the provider web pages. To request a copy of any guidelines, please contact Provider Services at **(844) 826-4335**.

## Advance directives

Providers can assist Molina members in preparing an advance directive. Anyone 18 or older can have an advance directive, including a living will document and a durable power of attorney.

A living will is written instruction explaining the wishes of a Molina member regarding health care in the case of a terminal illness or any medical procedures that can prolong life. A durable power of attorney names a person to make decisions for our members if they cannot.

The following links provide free forms and information to help create an advance directive:

- [CaringInfo](#)
- [National Library of Medicine](#)

Members will need two witnesses for the living will and valid notarization for a durable power of attorney.

An advance directive must be honored to the fullest extent permitted under law. Providers should discuss advance directives and provide appropriate medical advice if the member desires guidance or assistance, including any objections they may have to a directive prior to service whenever possible. Providers cannot refuse treatment or otherwise discriminate against members because they completed an advance directive. Members have the right to file a complaint if they are dissatisfied with the handling of an advance directive and/or if there is a failure to comply with advance directive instructions.

Providers should have materials on advance directives for members to review. They should also put a copy of a completed advance directive form in a prominent section of the medical record. The medical record should also document if a member chooses not to execute an advance directive. Providers should inform members that advance care planning is a part of good health care.

## Behavioral health

PCPs provide outpatient behavioral health services within the scope of their practice and are responsible for coordinating members' physical and behavioral health care.

Behavioral health services are a direct access benefit and are available with no required referrals; however, PCPs are responsible for assisting in coordinating access and treatment, if needed. If you or the member need assistance with obtaining behavioral health services, please contact Member Services at **(844) 809-8438**.

Our 24-hour Nurse Advice Line is also available to members 24 hours a day, 7 days a week, 365 days per year for mental health or substance use needs. The services received will be confidential.

Providers may refer to the Molina Behavioral Health Toolkit for providers online at [MolinaHealthcare.com](https://MolinaHealthcare.com) for additional clinical guidance, recommendations and training/education opportunities related to behavioral health conditions.



## Care coordination and transitions

### Coordination of care during planned and unplanned transitions for Molina members

**Molina** is dedicated to providing quality care for our members during planned or unplanned transitions. A transition is when members move from one setting to another, such as when a Molina member is discharged from a hospital. By working together with providers, **Molina** makes a special effort to coordinate care during transitions to avoid potential adverse outcomes.

**Molina** has resources to assist you in easing the challenge of coordinating care. Our staff, including nurses, can work with all parties to ensure appropriate care.

To appropriately coordinate care, Molina will need the following information in writing from the facility within one business day of the transition from one setting to another:

- Discharge plan when the member is transferred to another setting
- A copy of the member's discharge instructions when discharged to home

**This information should be faxed to Molina at:**

- UM department: **(844) 826-4335**
- Member Services: **(844) 809-8438 (TTY/TDD)**

## Health Risk Assessment and self-management tools

**Molina** provides members with a Health Risk Assessment (health appraisal) on the My Molina® member portal. Our members are asked questions about their health and behaviors and receive a report about possible health risks. A self-management tool is also available to offer guidance for weight management, depression, financial wellness and various other topics. Molina members can access these tools on [MyMolina.com](https://www.mymolina.com).