



# Provider Newsletter

For Molina Healthcare of Nebraska, Inc. providers

February 2025

## In this issue

- 1 Training for cultural competent care
- 2 Protecting women's hearts
- 3 Artificial intelligence in primary care
- 4 Supporting children's oral health
- 5 Preventing burnout in providers
- 6 We're here for you



## Training for cultural competent care

Molina Healthcare is committed to helping providers deliver culturally competent care, reducing health disparities, and improving outcomes.

We follow the [National Standards for Culturally and Linguistically Appropriate Services \(CLAS\)](#) and comply with accreditation standards to support health equity.

### Cultural competency training

We offer a series of short training videos to enhance cultural competency and help you better communicate with diverse populations. These topics include:

- Introduction to cultural competency
- Health disparities
- Seniors and persons with disabilities
- LGBTQ and immigrants/refugees
- Becoming a culturally competent provider



For more details and to attest to completing cultural competency training, please visit [Molina's Provider Training Resources](#).

### ADA and disability resources

We also offer a series of materials related to the Americans with Disabilities Act (ADA), including:

- ADA compliance
- Communicating with members with low vision or hearing impairments
- Service animals and disability etiquette

These resources ensure compliance and improve care for patients with disabilities.

### Language access services

Molina provides language access services at no cost, including:

- Written materials in multiple formats (e.g., large print, Braille)
- Translation of materials into other languages
- Interpreter services for medical appointments

For more information on these services or to schedule interpreters, contact **Provider Services** at [\(844\) 782-2678](#), Monday–Friday, 7 a.m.–6 p.m. CT.

## Protecting women's hearts

Women's heart health requires special attention, as they often face unique risk factors and may present symptoms differently from men.

As a provider, tailoring preventive care to these risks is essential for early detection and effective management.

### Understanding women-specific heart health risks

- **Pregnancy-related complications:** Conditions such as preeclampsia, gestational diabetes, and hypertension significantly increase the risk of future cardiovascular disease.
- **Menopausal transition:** After menopause, women's cardiovascular risk rises due to hormonal changes affecting cholesterol and blood pressure.
- **Atypical symptoms:** Women often experience subtle signs of heart disease, such as fatigue, shortness of breath, or nausea, which may not include the typical chest pain often seen in men.
- **Autoimmune diseases:** Disorders like lupus and rheumatoid arthritis, more common in women, elevate the risk of heart disease.
- **Lifestyle factors:** Smoking, sedentary lifestyles, and stress contribute to heart health risks, with women often reporting atypical symptoms like fatigue and nausea.



### Taking action to improve heart health in women

- **Screen regularly** for blood pressure, lipid profiles, and blood glucose levels, especially in women with a history of cardiovascular disease (CVD) or pregnancy-related complications.
- **Encourage heart-healthy behaviors** through personalized lifestyle recommendations, including diet, exercise, and stress management.
- **Consider additional monitoring** for women with autoimmune conditions, as they are at higher risk for cardiovascular disease.

By recognizing and addressing these unique risk factors early, providers can reduce the incidence of heart disease in women and improve long-term heart health outcomes. Regular screenings and proactive management are crucial to supporting women's cardiovascular health.

# Artificial intelligence in primary care



**Artificial intelligence (AI) is revolutionizing primary care by streamlining workflows, improving diagnostic accuracy, and enhancing patient outcomes.**

As AI becomes more integrated into health care systems, providers can leverage its capabilities to deliver better care more efficiently.

## Improving diagnostic accuracy

According to the **American Medical Association (AMA)**, AI-powered diagnostic tools have shown significant promise in primary care, especially in early disease detection. In addition, both the **World Economic Forum (WEF)** and **Medical Economics** highlight how AI-driven diagnostics are reducing human error and improving access to high-quality diagnostics, particularly in underserved areas.

## Streamlining administrative tasks

AI is also transforming the administrative side of primary care. As highlighted by the AMA, Stanford University researchers have found that AI tools can assist with tasks like appointment scheduling, billing, and documentation through voice recognition technology, allowing providers to focus more on patient care. According to Medical Economics, AI reduces administrative costs, while the WEF emphasizes that AI-driven administrative automation is helping to ease the global shortage of health care professionals by increasing operational efficiency.

## Enhancing patient triage and monitoring

In addition, AI-driven triage systems are improving how patients are assessed and directed to the appropriate level of care. Medical Economics notes that AI-powered virtual assistants can analyze patient symptoms, helping prioritize high-risk cases and guide low-risk patients to appropriate care. The WEF adds that AI-powered tools are transforming health care delivery in underserved regions, offering telemedicine solutions that bridge the gap between patients and providers.

## The future of AI in primary care

The future of AI in primary care is promising, with the potential to enhance diagnostic accuracy, streamline administrative tasks, and improve patient outcomes. However, experts from Stanford University, the WEF and Medical Economics warn that careful integration is necessary, with ethical concerns and data security being top priorities.

By incorporating AI into routine practice, providers can not only improve efficiency but also deliver more precise and proactive care, benefiting both patients and the health care system as a whole.

## Supporting children's oral health

**As a health care provider, you play a key role in the comprehensive well-being of your pediatric patients, including their oral health.**

While tooth decay remains a common issue, especially among underserved populations, preventive measures like fluoride varnish applications can significantly reduce the prevalence of tooth decay.

To support optimal care, the American Academy of Pediatrics (AAP) recommends that children receive two to four fluoride varnish applications annually. Incorporating this into routine visits at your practice can help ensure patients receive essential preventive care.



### Coverage and medical necessity

Molina covers up to four fluoride varnish applications annually, in alignment with the AAP recommendations. However, if a provider determines that additional applications are medically necessary — such as in cases of special needs, high caries risk, or specific dental conditions — they may submit a medical necessity rationale for review. Exceptions to the four-application limit are evaluated on a case-by-case basis and may be reimbursed if justified.

### Topical Fluoride for Children (TFC) measure

Additionally, providing fluoride varnish applications directly impacts the Topical Fluoride for Children (TFC) measure under the Healthcare Effectiveness Data and Information Set (HEDIS). This measure tracks the fluoride varnish applications in children aged 1 to 4, with a goal of at least two applications within a calendar year.

Medical providers can purchase 5% sodium fluoride applicators from their preferred supplier, many of which are accessible online, making it simple to incorporate this preventive service into your practice.

### Billing guidance

Medical providers can bill for fluoride varnish applications every three months. When providing these applications, be sure to use the correct CPT billing codes:

- 99188
- Z29.3

By taking these steps, you're not only enhancing preventive care for your patients but also contributing to your practice's HEDIS performance. Together, we can reduce disparities in oral health and improve outcomes for children across our communities.

## Preventing burnout in providers

**As health care providers, your role in supporting patients is critical, but maintaining your own mental well-being is equally important.**

Stress, burnout, and fatigue are common challenges that can impact not only your personal health but also the quality of care you provide. Recognizing the signs of burnout—such as emotional exhaustion, depersonalization, or a lack of personal accomplishment—is essential for early intervention.

To manage stress effectively, prioritize self-care practices such as regular physical activity, adequate sleep, and mindfulness exercises. Simple techniques like taking deep breaths between appointments or incorporating short walks during breaks can reduce stress levels. Additionally, fostering a supportive workplace environment by communicating openly with colleagues and seeking peer support can help alleviate the pressures of a demanding schedule.

Regular mental health check-ins, whether through professional counseling or self-reflection, are crucial for monitoring your emotional state. Taking these proactive steps can not only improve your well-being but also lead to increased job satisfaction, better patient care, and reduced turnover rates — critical for sustaining long-term success in health care. Encouraging a culture of mental health awareness among your team can also create a more supportive and balanced work environment.

By prioritizing your mental health, you'll be better equipped to care for your patients while also sustaining your own well-being and satisfaction in your career.



## We're here for you.

You can count on us to support you. Contact us whenever you need help.

### Claims

Availity Essentials Portal  
(800) 282-4548  
Monday-Friday  
7 a.m.-7 p.m. CT

### Compliance 24/7 Alertline

(866) 606-3889  
Report fraud, waste and abuse  
24 hours a day, 7 days a week,  
365 days a year

### Contracting

[NEContracting@MolinaHealthcare.com](mailto:NEContracting@MolinaHealthcare.com)

### Member Services

(844) 782-2018 (TTY: 711)  
Monday-Friday  
8 a.m.-6 p.m. CT

### Molina Dental Services

[MDVSPProviderServices@MolinaHealthcare.com](mailto:MDVSPProviderServices@MolinaHealthcare.com)

### Provider Contact Center

(844) 782-2678  
Monday-Friday  
7 a.m.-6 p.m. CT

### Provider Relations

[NEProviderRelations@MolinaHealthcare.com](mailto:NEProviderRelations@MolinaHealthcare.com)

### SkyGen Provider Services

(855) 806-5192  
Monday-Friday  
7 a.m.-8 p.m. CT

