

Provider Bulletin

From Molina Healthcare New Mexico, Inc.
Volume 1 | Issue 3 (May/June 2021)

GENERAL MOLINA UPDATES

Provider Inquiry Research & Resolution

We are enhancing the Provider Inquiry Research & Resolution (PIRR) email box to better serve our provider partners. The MHNMPProviderInquiries@MolinaHealthCare.Com email box is still available and may be used for provider appeals, you will also receive an alert that will now provide options for requests/inquiries related to credentialing, contracting, appeals, and provider services.

- Provider Services inquiries may be sent to MHNM.ProviderServices@MolinaHealthCare.Com. If you are not sure where to send an inquiry, please send it to the provider services mailbox and it will be forwarded to the appropriate area for a response.
- New Provider Contract Requests may be sent to NMPProviderContracting@MolinaHealthCare.Com.
- Credentialing Requests such as adding providers to an existing contract, may be sent to MHNMCredentialing@MolinaHealthCare.Com.
- Provider Appeals should still be sent to MHNMPProviderInquiries@MolinaHealthCare.Com.

You may also visit our Molina Healthcare website at:

https://www.molinamarketplace.com/~media/Molina/PublicWebsite/PDF/Providers/nm/Marketplace/MHNM-Network-Management-Contacts_2021.pdf. This link provides you with your assigned Provider Services Representative and Provider Network Manager who are available to provide you with assistance on any inquiry you may have.

Mental Health Awareness

Every year, May is recognized as “Mental Health Awareness Month” across the U.S. According to the National Council for Mental Wellbeing, thirty-two states, including New Mexico, released proclamations declaring May as “Mental Health Awareness Month” statewide. Visit <https://doseofwellness.com> to learn about the State of New Mexico Human Service Department (NMHSD) Behavioral Health Services Division (BHSD) “Dose of Wellness” campaign to bridge the connection between physical and mental health.

According to the American Psychological Association’s (APA) “Stress in America – One Year Later, A New Wave of Pandemic Health Concerns” survey – conducted in late February 2021 by The Harris Poll – responses reveal that physical health may be declining due to an inability to cope in healthy ways

with the stresses of the COVID-19 global pandemic. Read or download a PDF version of [the APA's "Stress in America" 2021 survey here](#).

People searching for treatment for mental or substance use disorders can find treatment by visiting <https://findtreatment.samhsa.gov> or by calling the U.S. Department of Health and Human Services (DHHS) Substance Abuse and Mental Health Services Administration's (SAMHSA) National Helpline at (800) 662-HELP (4357).

New Molina Provider Portal (Availity) Set to Launch

Molina is transitioning to a new Provider portal platform called the Availity Provider Engagement Portal. Many of Molina's Provider partners are already familiar with Availity and are currently using this platform. If that is the case, you're already set to start working with Molina in Availity. If not, registration is easy and free of charge.

Not Yet Registered for Availity?

Please visit <https://www.availity.com/molinahealthcare> to begin accessing Molina functions and features on the Availity Portal. After you register, you will receive a prompt that will guide you through onboarding into the new portal.

The current ("Legacy") Molina Provider Portal will still be available throughout the transition.

Training for Molina Providers

Training will include webinars and self-paced tutorials. Watch for additional details from both Molina and Availity on how to access these training tools. It's helpful to note that Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.

Questions?

If you have questions, please contact your MHNM Provider Services representative directly or send an email to MHNM.ProviderServices@MolinaHealthCare.Com. We're here to help!

Cultural Competency Advisory Board (CCAB)

The purpose of the Cultural Competency Advisory Board (CCAB) is to develop clinical and socioeconomical recommendations for Molina staff and network Providers to improve the quality of services for Native American populations. The charge of the Board is to examine, analyze, and make recommendations to ensure the cultural and belief aspects of care for Native Americans are recognized, adopted and executed for the best outcome of care.

We put our Members at the center of all we do and are committed to keeping our communities healthy.

Goals and Objectives:

- To build a Native American culturally competent framework that supports Molina Healthcare and its efforts to provide quality care to the Native American population.

- To gain trust and learn the wide spectrum of cultural beliefs, traditions and religious preferences of the Native American Members, ensuring optimal care is provided.
- Identify healthcare and social needs of Native Americans

The objectives are to learn, apply and educate Molina Healthcare employees, Providers and contracted personnel how to interact with, support and provide quality care to the Native American population taking into consideration customs, language, culture, and beliefs related to healthcare and traditions regarding medical and nursing care, spiritual care/prayers, sacred objects/healing rituals.

CCAB members include Providers, public health professionals, tribal members and community leaders, health educators, epidemiologists, case managers, etc. This Board is focused on identifying healthcare and social needs for Native American populations and the development of reference guides and training manuals to improve a network plan's communications with its Members. CCAB launched five workgroups:

- **Elderly Care**
- **Disease Management**
- **Behavioral Health**
- **Prevention and Wellness**
- **Maternal Care (prenatal and postpartum care)**

Each workgroup met and performed a SWOT (strength, weakness, opportunity, threats) analysis to identify:

- The **social determinants of health** are the economic and social conditions that influence individual and group differences in health status
- **Transition of care** and integration of physical and behavioral health in the post-COVID era
- **Health Information Technology** to include data sources and innovative technology solutions to address healthcare needs.

We are looking for subject matter experts who serve Native American populations and would like to participate in the Maternal Care workgroup. This group meets for an hour each month, and CCAB members will be reimbursed to participate in this work. Please email Galina.Priloutskaya@MolinaHealthCare.Com if you would like to learn more about the CCAB.

MHNM and MolinaCares

The MolinaCares Accord ("MolinaCares"), in collaboration with Molina Healthcare of New Mexico ("Molina"), presented a \$20,000 grant to The Community Pantry in Gallup at a special presentation on April 28th, and a \$20,000 grant to ECHO, Inc. in Farmington at a special presentation on April 29th.

- The Community Pantry serves those in need across McKinley and Cibola counties through multiple programs. Funds will go to support one of the programs -The Wholehearted Food

Fund - which provides local meat protein sources to the pantry, while assisting local ranchers with a viable channel of distribution for their livestock.

- ECHO, Inc. serves those in need in San Juan County. Funds will go to support emergency rent and utilities assistance, food boxes, hygiene kits and infant boxes, as well as a backpack program that provides packaged, kid-friendly food to area elementary school pantries. Funds will also support volunteer and job programs.

Established by Molina Healthcare, Inc., The MolinaCares Accord oversees a community investment platform created to improve the health and well-being of disadvantaged populations by funding meaningful, measurable, and innovative programs and solutions that improve health, life, and living in local communities. The MolinaCares Accord funds such measures through The Molina Healthcare Charitable Foundation Inc., a 501(c)(3) established in 2020 by Molina Healthcare, Inc.

Molina New Patient Activation Program

Molina has partnered with a vendor called FarmBox Rx to engage Members and their families to improve their health by rewarding them with a monthly delivery of healthy foods. We will support Members who reside in food deserts and impact communities and their families.

Molina will invite all Medicare beneficiaries to join this program and we will share the conditions for their participation with those Members.

Every month, each participant will be asked to complete certain activities and be rewarded upon their execution. Conditions of participation will include a Member's completion of a Health Risk Assessment, setting up their self-management program and goals, and becoming compliant with clinical and preventive guidelines – to include vaccinations, preventive services, lab testing, annual wellness visits, medication adherence, etc.

This program will be customized to address the individual health needs of every Member and reward them for successful execution of their assigned tasks.

Molina would like to engage Providers in launching this program. We ask for your assistance in recruiting patients and sharing real-time clinical information on services and activities of those program participants. For more information on the FarmBox Rx pilot program with Molina, please contact Galina.Priloutskaya@MolinaHealthCare.Com.

Tackling New Mexico's Opioid Crisis

The New Mexico Department of Health (NMDOH) launched its "There Is Another Way" campaign with the goal of reducing the misuse of prescription opioids in New Mexico. The statewide, multi-faceted campaign will be primarily focused on creating a new generation of well-informed patients and caregivers who are educated about safer pain management options and alternative pain management strategies.



Please visit <https://anotherwaynm.org> to learn more about the “There Is Another Way” campaign. Free resources are available, including a “Treatment Finder” tool, various handout flyers, and information sheets for our community to share with Members, Providers, friends, family, and neighbors.

Helpful Resources

- **Molina Provider Websites**
 - [MARKETPLACE](#) and
 - [MEDICARE ADVANTAGE](#)
- **Molina Provider Manuals**
 - [MARKETPLACE](#)
 - [MEDICARE ADVANTAGE](#)

Please share your general inquiries with Kathy-Lyn Pacheco, Senior Specialist - Health Plan Communications, directly at Kathy-Lyn.Pacheco@MolinaHealthCare.com, and she will forward your inquiry onto the appropriate point-of-contact for a response.

***Thank you for your commitment to serving
Molina Healthcare of New Mexico Members and the community!***