

Provider Bulletin

From Molina Healthcare New Mexico, Inc.
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GENERAL MOLINA UPDATES

Provider Inquiry Research & Resolution- Reminder

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.

835 Electronic Remit Issue

In early July your office may have experienced an issue with receiving your electronic 835 remits. The issue was identified and has now been resolved. All impacted providers received these 835 remits the week of August 2nd. We apologize for the inconvenience this may have caused your office. Also, if you didn't receive your 835 remits as mentioned, please send your request to MHNM.ProviderServices@MolinaHealthcare.com. We are here to assist you and want to make certain that all providers have received their electronic remits for the month of July.

Pharmacy

Some friendly reminders on the Molina pharmacy prior authorization process:

- Some pharmacy PA requests may be partially approved under certain conditions.
- This is noted on the adverse determination letters.
- It is important to read the entire letter and the request-specific language.
- This language includes what part or parts of the request were approved and what additional information is needed to meet criteria for further approval.

Additional information can always be submitted via the standard PA submission processes at any time including by fax at 1-866-472-4578.

Examples when the partial approval/partial denial decision may be rendered:

1. Molina PA criteria has not been met and the request is for continuation of therapy, but interruption of therapy could cause member harm.
2. Molina PA criteria has been met, but the request is for a duration that exceeds the policy approval limits.
3. Molina PA criteria has been met, but the request is for a quantity that exceeds the policy approval limits.

Thank you for partnering with us to ensure that members get access to the medications they need!

Provider Education – Senate Bill 137 \$0 Cost Share for Behavioral Health Medications

Did you know that starting January 1, 2022, there will be no patient cost-share for medications prescribed for behavioral health conditions? This includes deductibles, coinsurance and copayments for certain qualifying behavioral health conditions (see attached list).

This is great news for your patients, but we need your help!

Some medications can be used for both physical and mental health conditions. Only the attached behavioral health conditions will qualify for the cost exception. So, how can you help?

Please include the diagnosis and ICD-10 code on all prescriptions.

This diagnosis information on the prescription will help the pharmacy submit the claim accurately at the point sale. Then the member will get their medication when they need it without paying a thing.

As part of this requirement, pharmacy claims will be monitored and reviewed monthly for any possible behavioral health use. If a prescription was not filled with a behavioral health diagnosis, Molina will partner with the provider to ensure that this was correct.

We want to hear your thoughts!

What concerns do you have? How can we partner to make this successful for your patients?

References:

- New Mexico Senate Bill 317 NO BEHAVIORAL HEALTH COST SHARING
- Office of the Superintendent of Insurance Bulletin 2021-007 Senate Bill 317 (May 13, 2021)
- Office of the Superintendent of Insurance Bulletin 2021-009 Senate Bill 317: Apply Cost-Sharing Waivers to Behavioral Health Services (June 14, 2021)

New Molina Provider Portal (Availity)

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 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!

Helpful Resources

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

Please send your general inquiries directly to MHNM.ProviderServices@MolinaHealthCare.com, and your inquiry will be forward 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!***