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Update: Durable Medical Equipment (DME) Navigator Program

Information for all providers

Molina Healthcare of Ohio, Inc. is briefly postponing the June 1, 2026 launch of the DME Navigator® Program. DME Navigator is an end-to-end solution operated by Optum® and CareCentrix® leveraging CareCentrix's DME provider network. Additional details and a new timeline for implementation will be announced soon.

Next Generation MyCare Program: Phase 2

Information for MyCare Ohio providers

On May 1, 2026, the Ohio Department of Medicaid (ODM) is expanding its roll out of the Next Generation MyCare program. Phase 2 continues with Preble, Darke, Miami, Shelby, Champaign, Logan, Van Wert, Putnam, Hancock, Allen, Mercer, Auglaize, Harden, Seneca, Huron, Wyandot, Crawford, Richland, Ashland, Marion, Morrow and Knox.

There are several new processes and program updates that will impact our MyCare Ohio providers.

Provider Bulletin: View the [Next Generation MyCare Program Provider Bulletin](#), our Provider Website for the information on the following:

- ODM Training Events
- Molina Provider Services Call Center and Provider Relations
- Claim Submission, Claims Timely Filing, Corrected Claims
- Requests for Clinical Claim Disputes and Non-Clinical Claim Disputes

- Molina Payer IDs
- Service Area Map and Go-Live Dates for Ohio Counties
- External Medical Review
- Prior Authorization (PA) Requests
- Waiver Authorizations
- Availity Essentials Portal
- Molina Policies
- Becoming an Ohio Medicaid Provider and Contracting with Molina
- Information for ODM Designated Providers
- Pharmacy
- Member Eligibility Verification

Sign Up for the Molina Provider Bulletin: [Sign up](#)

on the Provider Bulletin page, located under the Communication tab of our Provider Website. An archive of Provider Bulletins is also available on the Provider Bulletin page.

Providers are also encouraged to view the following ODM resources at [medicaid.ohio.gov](https://www.medicaid.ohio.gov):

- **ODM Newsletters:** Subscribe to the ODM newsletters by selecting Subscribe to Medicaid News at the bottom of the page.
- **ODM MyCare Ohio Provider Page:** Monitor the ODM MyCare Ohio provider page by selecting Programs & Initiatives under Resources for Providers, then MyCare Ohio.

Molina Expanding Cardiology and Oncology Programs with Evolent

Information for Medicare providers

Starting on Aug. 1, 2026, Molina Medicare members aged 18 and older will require authorization from Evolent for the following services ordered by all provider specialties:

- Elective diagnostic and interventional cardiovascular services performed in a physician's office, ambulatory setting, outpatient hospital or inpatient hospital setting* (*professional services only).
- Oncology-related chemotherapeutic agents, supportive agents, symptom-management medications and radiation oncology services administered in a physician's office, ambulatory center, outpatient hospital and inpatient hospital setting** (**Chimeric Antigen Receptor [CAR] T-cell therapy only).

Treatment plans will be reviewed using nationally recognized evidence-based guidelines. We hope you will find value in the following enhancements coming with the Evolent partnership:

- Real-time authorizations for evidence-based treatment plans submitted through the Evolent online portal carepro.evolent.com.
- Eligibility verification is available directly in the portal prior to submitting a treatment plan.
- Telephonic intake option, available for submitting treatment plans when needed.
- Cardiology, medical oncology and radiation oncology physicians on staff to conduct physician discussions.
- A dedicated Evolent practice engagement team to ensure a smooth transition and provide ongoing support.

Authorizations issued by Molina before Aug. 1, 2026, are effective until the authorization expiration date. Beginning Aug. 1, 2026, providers should submit all new PA requests to Evolent for services scheduled on or after that date using one of the following methods:

- Log in to the Evolent provider portal carepro.evolent.com
- Calling (888) 999-7713, available Monday–Friday, 8 a.m.–8 p.m.
 - Option 1 – Cardiology
 - Option 2 – Medical oncology
 - Option 3 – Radiation oncology

Additional program information and Evolent training session dates can be located at go.evolent.com/molina-program-changes-august-1-2026. **Please register in advance** to ensure you are prepared for the program go live. If you have any questions before the training sessions, please contact Evolent at practicesuccess@evolent.com.

Did You Know: Cultural Competence Strengthens Clinical Accuracy

Information for all network providers

As a reminder, cultural context — language, belief systems, community practices, lived experiences and trust history — directly shapes how symptoms are described, how treatment is received, and whether follow-through occurs. Did you know? When care is culturally aligned, adherence, satisfaction, and clinical outcomes improve across populations. We value partnering with you in ensuring every patient feels seen, heard and served.

Telehealth Billing Guidelines

Information for Medicaid providers

ODM has updated the Telehealth Billing Guidelines for Managed Care Entities, at [Medicaid.ohio.gov](https://medicaid.ohio.gov), by selecting Managed Care under Resources for Providers then Policy, COVID-19 Information and [Telehealth Services: Guidelines for Managed Care Entities](#).

Molina Clinical and Payment Policy Updates

Information for Medicaid providers

Molina has posted the June 2026: Clinical and Payment Policies Updates document on the [Clinical Coverage Policies](#) page of our Provider Website with all of the updates that will be effective on June 1, 2026.

Reminder: Total Minutes Dialysis Requirement

Information for MAPD Medicare providers

As a reminder, in accordance with Centers for Medicare & Medicaid Services (CMS) guidance and the Medicare Claims Processing Manual, Molina Healthcare requires Value Code D6 to be reported on applicable ESRD claims, consistent with CMS policy.

Value Code D6 represents the total number of dialysis minutes provided during the billing period and is designated as a non-monetary (NM) value code.

For full billing requirements, please refer to the Medicare Claims Processing Manual, Chapter 8 – Outpatient ESRD Hospital, Independent Facility, and Physician/Supplier Claims, located at cms.gov, by selecting Regulations & Guidance under the Medicare drop-down menu, then Manuals, Internet-Only Manuals (IOMs), and then [100-04 Medicare Claims Processing Manual](#). The

links below provide additional CMS guidance related to this requirement:

- [cms.gov/files/document/r12957cp.pdf](https://www.cms.gov/files/document/r12957cp.pdf)
- [cms.gov/regulations-and-guidance/guidance/manuals/downloads/clm104c08.pdf](https://www.cms.gov/regulations-and-guidance/guidance/manuals/downloads/clm104c08.pdf)

New ODM Behavioral Health Provider Manual *Information for Medicaid providers*

ODM has posted a new Behavioral Health Provider Manual. View it on the ODM website at [Medicaid.ohio.gov](https://www.medicaid.ohio.gov) by selecting Behavioral Health under the Resources for Providers menu.

Please note that the following were also updated by ODM:

- BH Coding Workbook
- Dual Licensure Grid

Annual Mandatory D-SNP Medicare Model of Care Training Update

Information for Medicare providers

The Molina Model of Care Training Attestation is available on the Molina Medicare Provider Website, under the Model of Care header. The previous issue that caused errors when submitting the form has been fixed.

View the [Model of Care Provider Bulletin](#) for additional information on how to complete training.

Website Roundup

Information for all network providers

Recently added or updated documents:

- [April CPSE Report](#)
- [June 2026: Clinical Policies Updates](#)

Cost Recovery Claim Dispute Process Reminder

Information for all network providers

As a reminder, effective May 1, 2026, Molina will no longer accept Cost Recovery related claim disputes via the standard dispute process. Providers should follow the dispute process outlined in the overpayment notification. All Cost Recovery disputes should be submitted via Availability Overpayments, faxed or mailed directly to the Claims Recovery Department.

Provider Training Sessions

Information for all network providers

Molina is offering the chance to enter a monthly drawing for a prize! To enter, join a provider training and share your name and email.

Specialized Provider Orientation:

- Managed Long-Term Services and Support (MLTSS): Thurs., May 7, 1 to 2 p.m.
- MLTSS: Thurs., June 11, 10 to 11 a.m.

Molina Dental Services Training:

- Wed., May 27, 3 to 4 p.m.
- Thurs., June 25, 2 to 3 p.m.

Additional Trainings: View Recorded Video Trainings and additional Molina Presentations on the You Matter to Molina page of our Provider Website.

Availability Essentials Portal Training: Visit the Help & Training section on the portal or contact training@availability.com for training.

In Case You Missed It: View the complete articles on the Provider Bulletin page under the Communications tab of our Provider Website, under the identified month, noted in parentheses ().

- [Provider Supports for Next Generation MyCare \(EVV Related\)](#): Per ODM, Medicaid members can switch from PASSPORT to MyCare as of April 1, 2026. Find additional information in the ODM March EVV Newsletter at [medicaid.ohio.gov](https://www.medicaid.ohio.gov). ([April 2026](#))
- [Alternate EVV System Vendors](#): Per ODM, alternate EVV systems must be configured to use Reason Code 99 for services provided on or after April 1, 2026, that are manually edited. Failure to implement this requirement will trigger Sandata aggregator rejections for manually created or edited visits. ([April 2026](#))
- [Sandata to Launch Customer Support and Learning Enhancements on April 20 \(EVV Related\)](#): Per ODM, Sandata is making support and learning faster, better and easier for providers. Find additional changes at [Sandata.zendesk.com](https://www.sandata.zendesk.com). ([April 2026](#))
- [Subrogation Email Update](#): Molina has changed vendors for subrogation to Katch IQ, email submitreferrals@katchiq.com. ([April 2026](#))
- [CAHPS® Tip Sheet](#): The CAHPS® Tip Sheets provide helpful information including measure description, survey questions and ways to improve patient satisfaction. Improving patient satisfaction has many benefits, so please encourage patients who have received the CAHPS® Survey to participate. ([April 2026](#))

- Molina Baby Bucks: Starting May 1, 2026, Molina Medicaid members who are pregnant and within six months of their expected due date can get a \$100 gift card reward to buy the baby items they need by signing up for a Molina Care Management program and going to an educational event while pregnant. ([April 2026](#))
- Expedited PA Reminder: An Expedited PA is appropriate when the requestor is certifying the standard seven timeframe may jeopardize the life or health of the member, per OAC 5160-26-3.1. Requests that do not meet Expedited may be downgraded to a standard request. ([April 2026](#))
- ODM EVV Implementation Updates: On March 1, 2026, ODM began Phase 7 of the EVV claims processing changes for MyCare Ohio. ([March 2026](#))
- Trading Partner Reminders for One Front Door Submissions: Per ODM there are two issues the ODM EDI team continues to see, which are causing rejections on the 999 and HTML, as well as on the 277CA Claim Acknowledgement.
 - o All claims must use the 12-digit ODM assigned member ID in the 2010BA-Subscriber Name loop.
 - o 277CA's are returning a high level of claim rejections due to the Payer ID submitted in the 2010BB loop, NM109 data element which allows the health plan(s) and their vendor(s) to route claims correctly for the member. ([March 2026](#))
- Free Home Health Aide Training: Molina is sponsoring 15,000 Home Health Aide scholarships (100% tuition covered) through myCNAjobs in partnership with HealthStream's MissionCare Collective. ([March 2026](#))
- Member Eligibility Look Up Guidance: Providers are encouraged to utilize self-service options to confirm member eligibility, including accessing the details on the Availity portal, via the PNM system, or by calling the ODM Helpdesk at (800) 686-1516. ([March 2026](#))
- Telehealth Extended through Dec. 31, 2027: Per CMS, telehealth flexibilities have been extended through Dec. 31, 2027. ([March 2026](#))
- Transition of Care Authorizations (Continuity of Care): For members who join Molina from an existing plan, Transition of Care authorizations (waiver and medical) were successfully loaded in Molina's core operating systems and are available within Availity. ([March 2026](#))
- Waiver Authorizations: Providers serving MyCare Ohio members under a waiver benefit should work directly with the AAA or the Molina Care Coordinator to establish the waiver service plan. Once established, the waiver service plan is converted into a PA to enable claim payment. ([March 2026](#))
- Group Therapy Limits: As a reminder, the limit of Group Therapy (H0005) is no more than one hour (or four units) when rendered on the same day as H0015 (per diem) Intensive Outpatient. ([March 2026](#))
- Evaluation and Management Reminder: As a reminder, Molina continues to evaluate and review high level E&M services for high-coding practitioners that appear to have been incorrectly coded, based upon diagnostic information that appears on the claim and peer comparison. ([March 2026](#))
- Digital First Utilization Management Reminder: As a reminder, on Jan. 1, 2026, Molina transitioned to a Digital-Only Authorization Model via Availity and no longer accepts faxes as of Dec. 31, 2025. ([March 2026](#))
- Medicaid and MyCare Ohio Enrollment Requirements Updated: Any provider, group ordering or referring who is not enrolled and noted as "active" in the ODM PNM system will receive denials for claims submitted to Molina. Claim denials will continue until the provider's Medicaid enrollment has an "active" status. ([January 2026](#))
- ODM Update: Terminations have resumed for failure to complete Medicaid Agreement Revalidations in PNM. In January 2024, ODM began terminating providers who failed to complete their revalidation prior to their specified deadline. ([May 2024](#))

Questions and Quick Links

Provider Services: (855) 322-4079
 Mon. – Fri. 7 a.m. to 8 p.m. for Medicaid, 8 a.m. to 8 p.m. for MyCare Ohio and 8 a.m. to 5 p.m. for Medicare and Marketplace
 • Email: OHProviderRelations@MolinaHealthcare.com
 • Provider Website: MolinaHealthcare.com/OhioProviders

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Fighting Fraud, Waste and Abuse

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