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Updated: Digital First Utilization Management Info for all network providers

As a reminder, in 60 days, Molina Healthcare, Inc. will transition to a Digital-Only Prior Authorization (PA) Model via the Availity Essentials portal (Availity) and will no longer accept faxes after Dec. 31, 2025. As of Jan. 1, 2026, PA requests will be required to be submitted through Availity.

Molina is committed to serving our providers in the most efficient and transparent ways possible while also adhering to a regulatory landscape that is pushing us to faster, more streamlined Utilization Management (UM) processes.

Benefits to our Providers:

- Faster overall turnaround time
- Decreased administrative denials and appeals
- Greater transparency in authorization tracking, status updates and delays

Member Benefits:

- Faster access to care and improved continuity of care
- Safer handling of sensitive member data
- Fewer denials (administrative denials, incorrect data, etc.)

Availity Portal: The following enhancements have been made to Availity to help support PA requests through the portal:

- Processing is faster; files are pulled every 5 minutes
- You will receive real-time email alerts on status updates
- And more Current Procedural Terminology (CPT) codes are now automatically approved through MCG Auto Auth, so there is less paperwork

- The file sizes have been updated to accept larger attachments of clinical documentation

Support During the Transition: To ensure a smooth transition, Molina will provide information on how to access the Availity Learning Center for online trainings and to access available resource guides.

If your office has not registered for Availity, please refer to the Register for Availity Essentials link on the [You Matter to Molina](#) page, under the Provider Portal Resources drop-down menu for details on Availity onboarding and registration. Molina is ready to walk through any onboarding questions. For additional questions about the Digital First UM initiative, please reach out to your Provider Relations Representative.

Training: For additional training with Availity Essentials, navigate to Help and Training within the portal.

Molina Clinical Policy: Enclosed Bed Info for all Medicaid providers

Molina continues to require PA for [Enclosed Bed Systems](#), including safety enclosure frames and canopies. It is Molina's policy to require a member-specific, comprehensive home evaluation to be conducted by a qualified occupational or physical therapist.

The PA request should include documentation of **all** the following:

1. Evaluation of trials of less restrictive strategies.
2. A comparative evaluation of various enclosed beds that explains the rationale and clinical need for the requested enclosed bed and components.
3. Education of the caregivers regarding the use of the enclosed bed that is being requested.

Full policy details can be viewed on the Provider Website by selecting Clinical Coverage Policies under the Policies tab, then selecting the Molina Clinical Policy hyperlink under the Clinical Coverage Policies header to take you to the Molina Clinical Policy page and selecting the Medicaid/Marketplace drop-down.

Intensive Outpatient Treatment Services Policy *Info for all Medicaid and MyCare Ohio providers*

Molina has posted a new [Intensive Outpatient Treatment Services](#) policy for code H0015 on our Provider Website.

Find it on our Provider Website by selecting Molina Healthcare Billing and Reimbursement Policies under the Policy tab, then Molina Healthcare Medicaid Billing and Reimbursement Policies. Scroll down and select Ohio Medicaid under the State Specific Sites. Find Intensive Outpatient Treatment Services under the Behavioral Health header.

Durable Medical Equipment Update *Info for all network providers*

On April 1, 2025, Molina entered into a national partnership with Apria Healthcare and Byram Healthcare for Durable Medical Equipment (DME) equipment and supplies. Molina members can receive a wide range of home medical equipment and supplies, including the following:

Apria

Respiratory Care

- Home & Portable Oxygen
- Non-Invasive Ventilation
- High Frequency Chest Wall Oscillation
- Nebulizers
- Overnight Oximetry Testing
- Invasive Ventilation and Trach Supplies
- Suction Equipment

Sleep Therapy

- Continuous Positive Airway Pressure (CPAP)
- Respiratory Assist Devices
- Related Supplies and Accessories

Wound Care

- Negative Pressure Wound Therapy Pumps

Medical Supplies

- Standard Mobility Aids (wheelchairs, walkers, canes, crutches)
- Hospital Beds and Mattresses
- Hoyer Lifts/Trapeze Bars

- Commodes & Bath Aids

Byram

Wound Care

- Wound Care Supplies

Diabetes

- Continuous Glucose Monitoring (CGM) and Supplies
- Insulin Pumps and Supplies

Medical Supplies

- Breast Pumps
- Ostomy Care
- Urology Care
- Incontinence Supplies
- Lymphedema Supplies
- Pleural Drainage Kits

Specialized customer service teams are available:

- DME Scripts: orders.dmescripts.com/login
- Apria Customer Service: (888) 492-7742
- Apria Fax: (949) 614-4832
- Breast Pump Orders: byrambaby.com

Updated: Website Roundup *Info for all network providers*

Recently added or updated documents:

- [October CPSE Report](#)
- [December 2025: Clinical Policies Updates](#)
- [Ohio Provider Contracting Guide](#)

Updated: Live Provider Training Sessions *Info 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.

You Matter to Molina Forums:

- Cost Recovery: Fri., Nov. 21, 9 to 10 a.m.
- Next Generation MyCare Ohio Open Q&A: Fri., Dec. 12, 2:30 to 3:30 p.m.
- Telehealth: Fri., Dec. 19, 11 a.m. to 12 p.m.

General Provider Orientation:

- Fri., Nov. 7, 10 to 11 a.m.
- Mon., Dec. 1, 10 to 11 a.m.

Specialized Provider Orientation:

- Managed Long-Term Services and Support (MLTSS): Mon., Nov. 17, 10 to 11 a.m.
- MLTSS: Mon., Nov. 24, 10 to 11 a.m.
- MLTSS: Thurs., Dec. 11, 2 to 3 p.m.
- MLTSS: Mon., Dec. 29, 2 to 3 p.m.

Molina Model of Care:

- Wed., Nov. 12, 2 to 3 p.m.
- Mon., Dec. 8, 1 to 2 p.m.

Molina Dental Services Training:

- Thurs., Nov. 20, 3:30 to 4:30 p.m.

- Tues., Dec. 16, 11 a.m. to 12 p.m.

Availity 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 ().

- Molina Updated Non-Emergency Medical Transportation Policy: As of Oct. 1, 2025, Molina implemented a revised coverage limitation for Non-Emergency Medical Transportation (NEMT) services for the Marketplace line of business. ([October 2025](#))
- Report of Pregnancy: Reminder, CPT Code T1023 must be billed with an E/M code not associated with a normal OBGYN visit per OAC 5160-21-04, otherwise it will be denied. ([October 2025](#))
- ODM EVV Implementation Updates: On Oct. 1, 2025, ODM implemented Phase 5 of the EVV claims processing changes. Phase 5 impacts claim validation requirements for some DODD waiver services. ([October 2025](#))
- Availity Essentials Reports Tile: In October 2025, Molina updated Availity with a new Reports (NEW) tile in Payer Spaces. The current Reports tile will be removed in November 2025. ([October 2025](#))
- Availity Essentials UM Determination Notifications: On Aug. 22, 2025, providers began receiving UM determination notifications directly through Availity for the authorization decisions they submit. Starting on Dec. 5, 2025, most communications will switch to digital-only and they will not be faxed. ([October 2025](#))
- Drugs Carved Out: Fee-for-Service: For information on drugs carved out for fee-for-service including billing information, view the ODM Carve Out List document at medicaid.ohio.gov. ([October 2025](#))
- New Cotiviti Drug and Biological Edits: Effective Dec. 29, 2025, Molina will implement new Cotiviti Drug and Biological edits based on guidance from the FDA. The following drugs are subject to denial for frequency limitations and missing required indicators: Aripiprazole (Abilify Maintena), Cemiplimab and Paliperidone Palmitate (Invega Sustenna) ([October 2025](#))
- Open Enrollment: January 2026: Medicaid open enrollment period will run from Nov. 1 to 30, 2025. Marketplace open enrollment will run from Nov. 1 to Dec. 15, 2025. Medicare open enrollment will run from Oct. 15 to Dec. 7, 2025. ([October 2025](#))
- Annual Mandatory D-SNP Medicare Model of Care Training: CMS requires contracted Medicare medical providers to complete training on the D-SNP MOC by Dec. 31, 2025. Molina hosts training sessions for providers and their staff. ([October 2025](#))
- Authorization Requests without Inpatient Order or Supporting Clinical Documentation will be Rejected Starting Oct. 1, 2025: Effective Oct. 1, 2025, Molina will begin closing authorization requests received without inpatient orders or supporting clinical documentation for incompleteness. The authorization request will be formally rejected. ([September 2025](#))
- Place of Service 02 Telehealth: Molina is aligning with CMS reimbursement guidelines regarding POS 02. View the CMS Transmittal 3873 Change Request 10272 at cms.gov for more details. ([September 2025](#))
- Specialized Recovery Service Program T1016: On Aug. 22, 2025, HCPCS Code T1016 was updated based on OAC 5160-43-08 Specialized Recovery Services program billing procedures and payment rates for recovery management. ([September 2025](#))
- Marketplace Appointment Access Standards Update: Molina has added an addendum to our Marketplace Provider Manual with updated Medical Appointment Access standards aligned to CMS. ([September 2025](#))
- Maternal and Infant Support Program Billing Guidelines: ODM has created a MISP Services Overview and Billing Guidelines document. ([September 2025](#))
- Availity Essentials Care Managed Member: Effective Oct. 18, 2025, Molina will retire the Care Managed Member tile in the Availity Essentials portal. ([September 2025](#))
- Availity Essentials PA Submissions Require Clinical Records: Effective Oct. 20, 2025, Molina will begin requiring additional documentation, including clinical records, for all PA submissions. ([September 2025](#))
- Availity Essentials Attachment Size: Molina has increased the maximum attachment size in the Availity Essentials portal from 128MB to 640MB. ([September 2025](#))
- Updated Medicaid Reimbursed Home Health Services: In accordance with OAC 5160-12-01, home health services are only reimbursable to providers who are Medicare-certified home health agencies, Provider Type 60. ([September 2025](#))

- Updated Ordering, Referring and Prescribing Providers National Provider Identifier: Effective Sept. 25, 2025, Molina began denying claims missing an ORP provider. ([September 2025](#))
- Molina Partnership with Evolent Health to Include Oncology: As of Sept. 1, 2025, Molina expanded our collaboration with Evolent as the administrator of the Molina Oncology Quality Management program. ([September 2025](#))
- Real-Time Claim Adjustments: LTSS: As of Sept. 1, 2025, Molina enhanced our real-time claim adjustments by including LTSS HCPCS codes T1019, T2031, S5170, T1003, T1002, S5102, S5160, S5161, S5130 and A0080. ([August 2025](#))
- 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](#))
- Medicaid Enrollment Requirements: 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 is noted as an "active" status. Providers who update their records after claims begin denying will need to submit corrected claims once the records are updated. Visit medicaid.ohio.gov for additional information. ([March 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 6 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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 hours a day, 7 days a week at (866)
 606-3889. Reports are confidential,
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