

“It Matters to Molina” Corner

Information for all network providers

Thank you for the wonderful response to the “It Matters to Molina” question! Our winner is Rita K. Dye from Memorial Health.

The “It Matters to Molina” March question was: Where on the Molina Provider Website would a provider find information on our “It Matters to Molina” (IMTM) Forum Training Presentations that are posted after the training date/time?

- Under the “Manual” tab on the “Provider Manual & Training” page, under “Provider Orientation and Trainings”
- Under the “Communications” tab, on the “IMTM” page, under “Molina Presentations”
- These are not posted on Molina’s website, providers must reach out to their Provider Services Team for the presentation
- Under the “Health Resources” tab, on the “Provider Toolkits and Resources” page

The correct answer is b.

April Question: Where would a provider find the Molina “It Matters to Molina” Provider Surveys, including the “It Matters to Molina Suggestion Box” and the “Provider Bulletin Survey.”

- Under the “Forms” tab, on the “Provider Forms” page
- Under the “Communications” tab, on the “IMTM” page
- On the “Home” page, under the “Your Opinion Matters to Molina” link
- These are not posted on Molina’s website, providers must reach out to their Provider Services Team to get the survey

Email your answer to OHProviderBulletin@MolinaHealthcare.com by April 15 to enter the drawing. The correct answer and drawing winner will be announced in the May Provider Bulletin.

In addition to participating in the monthly drawings, we want to hear from you. Please take time to share feedback with us about your experience working with Molina. Your feedback is important, and It Matters to Molina.

Provider Network Module (PNM) Portal

Information for all network providers

Effective July 26, 2021 the Ohio Department of Aging (ODA) is implementing a new Provider Network Management (PNM) system. PNM is a single point of entry provider portal that gives new and existing providers a singular way to manage enrollment administration. The PNM module streamlines the enrollment and revalidation processes and simplifies the user experience.

In the coming weeks the Ohio Department of Aging (ODA) will be sharing information regarding the timing, resources and instructions for the Provider Network Module (PNM) portal.

For additional information visit <https://aging.ohio.gov/> and select “For Agencies & Service Providers” then “Certification” and read the [“Coming Soon: Changes to Department of Aging Provider Certification Process.”](#)

In This Issue – April 2021

- [It Matters to Molina Corner](#)
- [Provider Network Module Portal](#)
- [Centralized Credentialing](#)
- [Quality of Living Awardee](#)
- [Itemized Statement Requirements](#)
- [BH Treatment Insights](#)
- [Diabetes and Hypertension Care](#)
- [Marketplace Fax Number Updates](#)
- [2021 HEDIS Data Collection](#)
- [Availability Portal Training](#)
- [Website Roundup](#)
- [Provider Training](#)
- [Changes to PA Code List](#)
- [Changes to Provider Manual](#)
- [Did You Know?](#)
- [ODH COVID-19 Town Halls](#)
- [Provider Newsletter](#)
- [Access to Molina Member Roster](#)
- [FQHC/RHC Payment for Vaccine](#)
- [LabCorp COVID-19 Updates](#)
- [COVID-19 Updates](#)

Questions?

Provider Services – (855) 322-4079
8 a.m. to 5 p.m., Monday to Friday
(MyCare Ohio available until 6 p.m.)

Email us at OHProviderRelations@MolinaHealthcare.com

Visit our Provider Website at MolinaHealthcare.com/OhioProviders

How to Join WebEx

To join WebEx, call (404) 397-1516 and follow the instructions. To view sessions, log into WebEx.com, click on “Join” and follow the instructions. Meetings passwords are case sensitive. For trouble connecting to a Molina training, email Molina at OHProviderRelations@MolinaHealthcare.com and we’ll assist you with getting connected immediately.

Connect with Us

www.facebook.com/MolinaHealth
www.twitter.com/MolinaHealth

Join Our Email Distribution List

Get this bulletin via email. Sign up at MolinaHealthcare.com/ProviderEmail.

Website Roundup

Recently updated documents include:

- [Nursing Facility Request Form](#)

For questions reach out to ODM's dedicated provider network module email box at: PNMCommunications@medicaid.ohio.gov.

Centralized Credentialing

Information for providers in the Medicaid network

ODM, along with the Department of Developmental Disabilities (DODD) and Ohio Department of Aging (ODA) have developed a phased approach for the Provider Network Management (PNM) module and Centralized Credentialing projects. The latest details regarding the components and timing of each phase can be found on the ODM website. This change is only for the Medicaid line of business (LOB). Providers contracted with Molina for any/all other LOBs will need to be credentialed through Molina or the delegated contract.

Molina Quality Living Program Awardees

Information for all network providers

Molina is proud to announce the most recent quarter's performance for nursing facilities in the Molina Quality Living Program.

Level	Nursing Facility
Platinum Level	Crown Pointe Care Center
Gold Level	Friendship Village of Columbus
	Respiratory & Nursing Center of Dayton
	St Margaret Hall
	Terrace Views Gardens
	Venetial Gardens
Silver Level	CHS Huntington
	Friends Care Community
	The Home at Taylor's Pointe

The Molina Quality Living Program recognizes and awards nursing facility partners that meet or exceed select CMS quality measures when providing care to Molina MyCare Ohio members in custodial care.

Itemized Statement Requirements

Information for all network providers

Molina requires an itemized statement in order to process certain claims for payment. In these cases, when the itemized statement is not received with the initial claim, it will be denied for the missing information and a corrected claim will be needed.

In order to avoid a delay in payment please submit an itemized statement with your initial claim or corrected claim through the Provider Portal.

Itemized statements are needed with a claim in the following scenarios:

- Medicare benefits were exhausted
- Authorization date span does not match claim date span
- Claim is over \$100,000 in billed charges

Behavioral Health (BH) Treatment Insights and Provider Support

Information for community-based primary care providers (PCP)

Nationwide Children's Hospital's goal is to support PCPs in the management of children and adolescents with BH concerns in the primary care setting. This is accomplished through educational consultation and

Provider Training Sessions

**Monthly It Matters to Molina
Provider Forum Topic: Pregnancy Related Billing**

- Tues., April 29, 9 to 10 a.m., meeting number 133 331 8628, password p38iMAeGUc6

Quarterly Provider Orientation:

- Tues., May 18, 1 to 2 pm., meeting number 177 766 0069, password mxYzdX3fP54

To join WebEx, follow the instructions under "[How to Join WebEx](#)."

Notice of Changes to Prior Authorization (PA) Requirements

Information for all network providers

Molina posts new comprehensive PA Code Lists to our website quarterly. However; changes can be made to the lists between quarterly comprehensive updates. Always use the lists posted to our website under the "Forms" tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of Molina's PA requirements.

Notice of Changes to the Provider Manual

Information for all network providers

Molina posts a new comprehensive Provider Manual to our website semi-annually. However; changes can be made to the manual between comprehensive updates. Always refer to the manual posted on our website under the "Manual" tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of Molina's Provider Manual.

Did You Know?

Information for all network providers

Did you know that if a provider from outside Ohio treats an Ohio Molina member, the provider must submit payment under the Ohio Payer ID? As a reminder, the state where the provider is located may not be the same state where the member's plan is active.

Molina has an "All State Molina Information" document on our website under the "Forms" tab that provides the payer ID information and mailing address for all Molina state locations.

ODH COVID-19 Town Halls

Information for all network providers

information about resources in their communities to help ensure timely access to care.

You can connect with Nationwide Children's Hospital psychiatrists through a virtual appointment to receive provider to provider consultation regarding:

- Screening, assessment and diagnostic clarification
- Principles of medication management to fit the specific clinical needs
- Non-medication management modalities based on diagnosis
- Information about BH resources and linkages in the local communities

For more information read the "Behavioral Health Treatment Insights and Provider Support" article in the Provider Quality Bulletin on our Provider Website, under the "Communications" tab, on the "Provider Bulletin" page.

Quick Reference Guide: Diabetes and Hypertension Care

Information for Medicaid and MyCare Ohio network providers

When providers want to get care and services for members with diabetes and hypertension, our [Quick Reference Guide \(QRG\): Diabetes and Hypertension Care](#) is available to help. Find it on the Provider Website under the "Health Resources" tab. Information includes:

- How to obtain a glucometer and home blood pressure monitor
- Molina program and contact information for: Behavioral Health, Care Management, Disease/Health Management, Health Education Programs, Medical Nutrition Therapy (diabetes), Nurse Advice Line, Non-emergency medical transportation and Provider Services

Depending on what members need and when they need it, the information available in the QRG can help connect them to appropriate programs and services.

The QRG also includes CPT® II codes for recent Hemoglobin A1c and blood pressure results. In addition to links for the Molina Provider Website and Provider Portal, the QRG includes links to the following:

- ACC Guideline: High Blood Pressure in Adults
- ADA Standards of Medical Care in Diabetes
- Ohio Medicaid Unified Preferred Drug List
- Diabetes MNT: Local Registered Dieticians

Marketplace Authorization Fax Number Updates

Information for Marketplace providers

Effective May 1, 2021, Molina Marketplace will change the toll-free fax number used for Marketplace prior authorizations (PA) to (833) 322-1061.

As a reminder, a PA Request Form with all pertinent information and medical notes should be faxed for transplant requests to:

- Kidney transplants and Bone Marrow transplants (877) 813-1206
- All other transplants (866) 449-6843

The process for obtaining PA has not changed.

2021 HEDIS® Data Collection

Information for all network providers

The Healthcare Effectiveness Data and Information Set (HEDIS®) from the National Committee for Quality Assurance (NCQA) is a tool used to report performance on quality of care and service. Molina started collecting this

The Ohio Department of Health (ODH) conducted COVID-19 Town Halls that addressed specific demographics. To view these recorded town halls visit <https://coronavirus.ohio.gov/townhall>.

Provider Newsletter

Information for all network providers

The Q1 2021 Provider Newsletter is available on the "Communications" tab on the Molina website. Articles in this edition include:

- Consumer Assessment of Healthcare Providers and Systems (CAHPS)
- Molina's 2020 Quality Improvement Results
- Electronic Funds Transfer (EFT)
- Molina Partners with PsychHub for Provider Education
- Electronic Solutions for Streamlined Credentialing
- CMS Guidance for the COVID-19 Vaccine Toolkits & COVID-19 Vaccine Significant Cost Determination
- Requirement for Submitting Prior Authorizations for Molina All Lines of Business
- Molina's Prior Authorization Lookup Tool Has Launched

Access Your Molina Member Roster

Information for all network providers

Contracted Primary Care Providers (PCPs) are able to access a roster of Molina members who are assigned to their practice via the Provider Portal.

A PCP does not need to be designated as a member's PCP to provide services to the Molina member.

Payment for Vaccines Furnished by FQHC or RHC

Information for Medicaid and MyCare Ohio network providers

The Ohio Department of Medicaid (ODM) has published a Medicaid Advisory Letter (MAL) to provide clarification of when and how a Federally Qualified Health Center (FQHC) or Rural Health Center (RHC) may submit a claim to ODM for the administration of a vaccine, along with how payment is made when a vaccine is furnished by an FQHC or RHC. Molina Healthcare is following ODM's guidance.

For additional information read the "[MAL No. 655: Payment for Vaccines](#)"

data in February. We appreciate your prompt response to any requests you have received.

Molina is required to collect and provide medical record documentation from our providers to fulfill state and federal regulatory and accreditation requirements. Health Insurance Portability and Accountability (HIPAA) regulations permit a covered entity (physician practice) to disclose protected health information (PHI) to another covered entity (health plan) without enrollees' consent for the purpose of facilitating health care operations.

Molina is actively reaching out to providers via phone and fax with collection instructions and a corresponding member list. The following options are available for record submission:

- Providers may allow Molina Healthcare access to their Electronic Health Records (EHR) for quick access to records pertaining to the specific HEDIS® project
- Secure email, fax or mail
- An onsite visit by Molina; based on the volume of records

For EHR setup email RegionB_EMRSupport@MolinaHealthcare.com.

Availity Portal Training

Information for all network providers

As a reminder, Molina has chosen Availity as its exclusive Provider Portal. Throughout 2021, Molina's Provider Portal, including all features, functionality and resources will transition to Availity. This will be a phased transition, with access to both the Molina Provider Portal and the Availity Portal being available as features and functionality are deployed on Availity's Portal. Providers who currently utilize Availity for Managed Care Plans already have access to Molina on Availity.

Once registered with Availity at www.availity.com, providers will have access to the Availity Portal training by following these steps:

1. Log in to Availity Portal
2. Select Help & Training > Get Trained
3. In the Availity Learning Center (ALC) that opens in a new browser tab, search the catalog and enroll for this title: *Availity Overview for Molina Providers - Recorded Webinar*

For questions about enrolling in courses email training@availity.com.

Atypical Providers: Once registered with Availity, under "News and Announcements" select "Atypical Providers: Here's your Ticket to Working with the Availity Portal" to view training sessions.

If you are not currently registered with Availity and would like to receive training updates, please reach out to OHProviderRelations@MolinaHealthcare.com and include your email address and Tax Identification Number in your message to be added to the mailing list.

Furnished by a FQHC or RHC
document available on the ODM website at <https://medicaid.ohio.gov>, under "Resources" by selecting "Publications" then "ODM Guidance" and on the "Medicaid Policy" tab, under the "Medicaid Advisory Letter (MAL)" header.

LabCorp COVID-19 Testing

LabCorp has partnered with Walgreens and CVS to provide no-cost, drive-up COVID-19 testing in certain locations in Ohio.

Individuals who wish to get tested will need to visit the Walgreens or CVS website to confirm testing locations and to answer a few screening questions before having the ability to select a location and time for the COVID-19 testing appointment.

COVID-19 (Coronavirus) Updates

Molina would like to thank you for the care you provide to our members. Please view the COVID-19 (Coronavirus) page on our provider website under the "Communications" tab for additional COVID-19 information.

As a reminder, billing members for Personal Protective Equipment (PPE) or additional COVID-19-related charges during the COVID-19 pandemic falls under the Balance Billing restrictions. For additional details see the "Balance Billing" section of the Provider Manual.

Fighting Fraud, Waste & Abuse

Do you have suspicions of member or provider fraud? The Molina AlertLine is available 24 hours a day, 7 days a week, even on holidays at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.