

“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 Judy Cline from Levering Management, Inc.

The “It Matters to Molina” April question was: 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

The correct answer is b.

May Question: What is the online platform for digital mental health education that providers can access from the Molina Provider Website? This online platform gives providers free access to content and videos, in addition to behavioral health focused learning hubs.

- It Matters to Molina Program
- Molina Peer Support System
- PsychHub

Email your answer to OHProviderBulletin@MolinaHealthcare.com by May 17 to enter the drawing. The correct answer and drawing winner will be announced in the June 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.

Attention: Behavioral Health Providers PsychHub on the Molina Provider Website

Information for Behavioral Health providers

Molina members and providers now have access to PsychHub via our Provider Website. PsychHub is an online platform for digital mental health education, including a library with more than 180 consumer-facing, animated videos focused on improving mental health literacy and reducing stigma about seeking care.

Providers can sign up for free to access content and videos as well as have access to behavioral health focused learning hubs. Some courses have Continuing Education Credits available for Clinical Psychologists, Clinical Social Workers and Licensed Professional Counselors. With the successful completion of courses, the provider will unlock industry-recognized certificates delivered electronically.

Note: If a provider wants to enroll in one of the online courses on the PsychHub Learning Hub, they can enter the Molina defined coupon code instead of paying the fee for the course. Please reach out to BHPProviderServices@MolinaHealthcare.com to obtain the coupon code available to Molina’s provider partners.

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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.

Provider Training Sessions

**Monthly It Matters to Molina
Provider Forum Topic: Cost
Recovery Process**

Attention: Ohio Comprehensive Primary Care (CPC) Providers Information for CPC providers

The Ohio Department of Medicaid (ODM) has advised that all email addresses associated with their Comprehensive Primary Care (CPC) listserv were inadvertently lost.

In order to ensure you receive all CPC related communications from ODM, you will need to re-register for the listserv. You may do so by entering your information in the “Signup For CPC Communications” section at the bottom of the Ohio CPC landing page:

<https://medicaid.ohio.gov/Provider/PaymentInnovation/CPC>.

Provider Termination Prior Notice Requirements Information for Medicaid and MyCare Ohio providers

As a reminder, all providers are required to keep Molina updated with any provider terminations or demographic changes. Providers should utilize the [Provider Information Update Form](#) to submit updates.

For additional information on provider terminations or demographic change requirements, view the Ohio Administrative Code (OAC) [5160-26-05](#) under section B “Notification,” subsection 3.

Note: Molina is required to notify the ODM in writing of the expiration, nonrenewal or termination of any provider contract at least 55 calendar days prior to the expiration, nonrenewal or termination of the contract.

CAHPS Provider Tip Sheet

Information for all network providers

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry standard survey tool used to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention but can also help increase compliance with physician recommendations and improve patient outcomes.

Molina has posted a [2021 CAHPS Provider Tip Sheet](#) to the Molina website, under the “Communications” tab on the “It Matters to Molina” page, under the “Tools and Resources” drop-down. Below are the topics included in the 2021 CAHPS Provider Tip Sheet that will help to improve patient satisfaction and increase CAHPS® scores:

- Review access to care standards
- Review appointment scheduling protocols
- Maximize all visits
- Improve patient point of contact experience through positive framing
- Enhance patient triage process and office experience
- Encourage open communication with patient

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 ODA will be sharing information regarding the timing, resources and instructions for the PNM portal.

- Mon., May 17, 11 a.m. to 12 p.m., meeting 133 977 4356, password cJfEDU8Xx87

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](#).”

Website Roundup

Recently updated documents include:

- [Prior Authorization Request Form](#)

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.

Marketplace Authorization Fax Number Updates

Information for all Marketplace providers

Effective May 1, 2021, Molina Marketplace will change the toll-free fax numbers for Marketplace:

- Physical Health Inpatient and Outpatient PA to (833) 322-1061
- Behavioral Health Inpatient and Outpatient to (855) 502-5130

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

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.](#)”

For questions reach out to ODM’s dedicated provider network module email box at: PNMCommunications@medicaid.ohio.gov. Please keep Molina updated with any provider terminations or demographic changes.

Billing Information for Non-Dental Eligible Providers

Information for all network providers

Non-dental eligible providers should bill the 99188 Current Procedural Terminology (CPT) code for fluoride varnish, per [OAC 5160-4-33](#). As part of the application of fluoride varnish, a practitioner must provide three related services:

- An oral assessment for the identification of obvious oral health problems and risk factors, which may be omitted if an oral assessment is conducted or has been conducted during an Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) visit
- Communication with the parent or guardian about the fluoride varnish procedure and proper oral health care for the child
- If the child has obvious oral health problems and does not have a dental provider, referral to a dentist or to the County Department of Job and Family Services

Note: Payment may be made not more frequently than once per one hundred eighty days to a physician, physician assistant or advanced practice registered nurse for the topical application of fluoride varnish to the teeth of a child younger than six years of age.

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 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.

- All other transplants (866) 449-6843

The process for obtaining PA has not changed.

Medicare Authorization Fax Number Update

Information for all Medicare providers

Effective April 2021, Molina Medicare changed the following toll-free fax numbers:

- Physical Health and Behavioral Health inpatient authorization, concurrent reviews, admission notifications, discharge notifications for MyCare Ohio and Medicare members to (844) 834-2152
- Physical Health and Behavioral Health outpatient Prior Authorization for MyCare Ohio members to (844) 251-1451
- Physical Health and Behavioral Health outpatient Prior Authorizations for Medicare members to (844) 251-1450
- MyCare Ohio Opt-In Home Health and Hospice Room and Board (T2046) to (877) 708-2116

The process for obtaining PA has not changed.

Centralized Credentialing

Information for providers in the Medicaid network

ODM, along with the Department of Developmental Disabilities (DODD) and 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.

Americans with Disabilities Act

Information for all network providers

Section 504 of the Rehabilitation Act forbids organizations receiving federal financial assistance from denying individuals with disabilities. The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities that may affect public accommodations, including health care. By eliminating barriers to health care

Ownership and Control Disclosure Form Requirements

Information for Medicaid and MyCare Ohio providers

As a reminder, providers are required to complete the [Ownership and Control Disclosure Form](#) during the initial contracting process and re-attest every 36 months during the recredentialing process, or any time changes are made that require disclosure to the managed care plan regarding ownership and control.

Note: If a provider has completed the form within the last credentialing period and there is no change the provider needs to report, this form does not need to be completed and returned to Molina at this time.

The form is available on the Molina website, under the “Forms” tab, under “Other Forms and Resources.” For additional information read the “Updated Notification: Ownership and Control Disclosure Form Requirement” Provider Bulletin under the “Communications” tab on our provider website.

COVID-19 (Coronavirus) Updates

Information for all network providers

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

Information for all network providers

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.

access, we can improve the quality of life for people with disabilities.

To learn more, read the Molina Provider Education Series [Americans with Disability Act \(ADA\)](#) on our website, on the “Culturally and Linguistically Appropriate Resources/ Disability Resources” page under the “Health Resources” tab, or the [Americans with Disabilities Act FAQ](#) on our MyCare Ohio website under the “Manual” tab, on the “Quick Reference Guides & FAQs” 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 Dietitians