PROVIDER BULLETIN

MOLINA HEALTHCARE

A bulletin for the Molina Healthcare of Ohio provider networks

"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 Connie Cremeans from OVP Billing Specialist.

The January "It Matters to Molina" question answer is "5." What Provider Trainings are available from Molina Provider Services in January and February 2022?
1. It Matters to Molina Forums
2. General Provider Orientation
3. Claims and Billing
4. Provider Portal
5. **All of the above**

February Question: As a provider, what should you do when disputing a payment amount, payment denial or a code edit?
1. Submit an Authorization Reconsideration
2. Submit a Claim Reconsideration
3. Submit a Corrected Claim

Email your answer to OHProviderBulletin@MolinaHealthcare.com by Feb. 15 to enter the drawing. The correct answer and drawing winner will be announced in the March 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.

Notice of Changes to Prior Authorization (PA) Requirements
Information for all Medicaid providers

Effective March 1, 2022, Molina will require Prior Authorization (PA) for Intensive Home-Based Therapy (IHBT) Current Procedural Code (CPT) code H2033 Multi-Systemic Therapy for Juveniles (MST). This update is based on updates to the ODM Behavioral Health (BH) Provider Manual located at bh.medicaid.ohio.gov/manuals.

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

2022 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 will start collecting this data in February. We appreciate your prompt response to requests.

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 Act (HIPAA) regulations permit a covered entity (physician practice) to disclose

Questions and Quick Links
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 Molina Healthcare.com/OhioProviders
  o Provider Manual
  o PA Code List
  o PA Request Form
  o Provider Bulletin Archive
  o It Matters to Molina Page
  o Provider Portal

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.

How to Join WebEx
To join WebEx, call (404) 397-1516 and follow the instructions. View sessions at WebEx.com; click "Join" and follow the instructions. Meeting passwords are case sensitive. Email Molina if you have trouble connecting to a training and we will assist you.

Provider Training Sessions

It Matters to Molina Forums:
- Home Health Authorization Reconsideration Process and Best Practices on Tues., Feb. 22, 1 to 2 p.m., meeting number 2457 097 8729, password v8nWfec6dc6

protected health information to another covered entity (health plan) without enrollees' consent for the purpose of facilitating health care operations.

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

- Providers allow Molina access to their Electronic Health Records (EHR) for quick access to records pertaining to the 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.

COVID-19 (Coronavirus) Home and Point-of-Care Testing
Information for Medicaid providers

Effective Feb. 10, 2022, Molina members are eligible for up to eight FDA-authorized COVID-19 diagnostic tests per member/month without a prescription, with no member cost-sharing. The Ohio Department of Medicaid (ODM) has implemented this process based on guidance from the Centers for Medicare & Medicaid Services (CMS) to eliminate barriers to obtaining COVID-19 tests.

Members can go to any Molina network pharmacy, present their Member ID card at the pharmacy counter, and request COVID-19 (Coronavirus) diagnostic tests kit without a prescription.

ODM will be updating the COVID-19 Vaccine Administration Billing Guidelines located at medicaid.ohio.gov/resources-for-providers/covid/covid.

Note for all network providers: The U.S. Postal Service is accepting requests online for free at-home COVID-19 test kits at special.usps.com/testkits. Up to four individual rapid antigen tests per residential address can be requested. Tests will ship for free in late January. The free tests are not available for non-residential addresses.

Health Care Education: Improved Outcomes for People with Disabilities
Information for all network providers

Join the Ohio Association of Health Plans, the Ohio Center for Autism and Low Incidence (OCALI) and an amazing lineup of speakers to build your confidence, skill and ability to improve outcomes for people with disabilities.

Visit sites.google.com/ocali.org/improving-outcomes-2022 for more information, or to register for a session. Upcoming sessions include:

- Feb. 8: Core Competencies on Disability: Guiding Principles & Values
- March 8: Core Competency #1: Conceptual and Contextual Frameworks on Disability
- April 12: Core Competency #2: Professionalism and Patient-Centered Care
- May 10: Core Competency #3: Legal & Ethical Obligations and Responsibilities in Caring for Patients with Disabilities
- June 14: Core Competency #4: Teams and Systems-Based Practice
- July 12: Deeper Dive: Teams, Systems, and Care Coordination
- Aug. 9: Core Competency #5: Clinical Assessment
- Sept. 13: Core Competency #6: Clinical Care Over the Lifespan and During Transition
- Oct. 11: Deeper Dive: Lifespan - Intervening Early

- Claim and Authorization Reconsideration Process on Fri., March 25, 2 to 3 p.m., meeting number 2465 076 4341, password ndJv2XdjV45

General Provider Orientation:
- Wed., Feb. 2, 2 to 3 p.m., meeting number 2460 014 3014, password GMpPg7g5Jt3
- Wed., March 2, 11:30 a.m. to 12:30 p.m., meeting number 2450 099 1479, password BpZdMwe8P63

Claims and Billing Orientation:
- Thurs., March 10, 9:30 to 10:30 a.m., meeting number 2463 296 5772, password t7PtF2PYAa6

Provider Portal Orientation:
- Mon., Feb. 7, 12 to 1 p.m., meeting number 2462 421 1953, password kpN7iptrH23

Availity Portal Training:
- Contact training@availity.com at any time to receive training on the Availity Portal

To join WebEx, follow the instructions in the "How to Join WebEx" article.

Notice of Changes to the Provider Manual
Molina posts a new comprehensive Provider Manual to our website semi-annually. However; changes can be made to the manual between 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 manual.

Did You Know?
Did you know providers can submit secure messages directly to Molina using Availity's Messaging Application? Visit the links below for short demos on how to get started:
- Navigating the Messaging Queue
- Messaging a Payer

Find out more in the January Provider Bulletin, on the Provider Website.

Website Roundup
Recently updated documents and webpages include:
- Medicaid Provider Manual
- Marketplace Provider Manual
- Medicaid and Marketplace Authorization and Claim Reconsideration Guide

- Nov. 8: Deeper Dive: Lifespan - Transitions

You Matter to Molina: Get to Know Your Provider Representatives
Information for all network providers

Our Molina Provider Services team is here to help get your questions answered and connect you with training opportunities. Throughout 2022 we will be introducing you to the members of our team and how to contact us directly for assistance.

Brooke King, Provider Services Manager:
- My favorite thing to do is spend time with my children. I am also an avid reader with a deep love of the Harry Potter genre.
- Interesting Fact: I love history. I spend a lot of free time watching documentaries, reading non-fiction novels and keeping up with new historical findings around the world.
- **Why I serve our Molina providers:** I believe in what we do--building mutually beneficial relationships with our provider network to help improve health outcomes for our members.

Jackie Smith, Provider Services Manager:
- My favorite things to do include spending time with my two children and our animals. I enjoy watching The Office.
- Interesting Fact: I grew up on a large farm near West Liberty, Ohio, where I participated in 4H (Head, Heart, Hands and Health) and Future Farmers of America (FFA) as an exhibitor of horses and pigs.
- **Why I serve our Molina providers:** Before joining Molina, I started my career in healthcare as an aide and then became a nurse. I believe that being a provider myself allows for a different perspective, and I enjoy the opportunity to deliver the level of service I expected as a provider to our network. Afterall, our Molina providers are the heart of our organization.

Our Provider Services Managers are available by email at OHProviderRelations@MolinaHealthcare.com.

Updated: Claims Hold on Prospective Payment System
Information for all network providers

In the January Provider Bulletin, we announced implementation of a Prospective Payment System (PPS) Hold for impacted claims. All the claims will be released as of Feb. 1, 2022.

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	Siena Gardens
	Guardian Elder Care at Columbus
Gold Level	Crown Pointe Care Center
Silver Level	Darby Glenn Nursing Center
	Friends Care Community
	Loveland Healthcare Center
	Respiratory and Nursing Center of Dayton
	Springfield Masonic Community

Legacy Provider Portal
Information for all network providers

On March 1, 2022, the Molina Legacy Provider Portal will no longer accept new user registrations. Providers should register with Availity at availity.com.

Once registered with Availity providers can access the Availity Portal training by following the steps below. Log in to Availity Portal
1. Select Help & Training > Get Trained
2. In the Availity Learning Center search the catalog and enroll for: Availity Overview for Molina Providers - Recorded Webinar

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

Ordering, Referring, and Prescribing Providers NPI
Information for all network providers

Molina requires the billing of Ordering, Referring and Prescribing (ORP) providers based upon the requirements developed by ODM in compliance with federal regulations 42 CFR 438.602 and 42 CFR 455.410.
- Claims billed with the attending field information will be used to satisfy the ORP requirements.
- Molina's system now includes CARC/RARC remit messaging.
- Molina will reach out to address and educate providers with notable ORP billing errors.
- Consistent with the new regulations, a valid National Provider Identifier (NPI) is required on claims for select ORP provider types which are eligible to order, refer or prescribe.

For additional information, a list of CARC/RARC remit messaging or the list of ORP provider types view the "Updated: Ordering, Referring, and Prescribing Providers NPI" article in the January Provider Bulletin.

Updated Sequestration Suspension and Reduction
Information for Medicare and MyCare Ohio providers

Molina, based on guidance from the CMS, has updated the Medicare and

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

2021: A Year in Review

To our partners and friends, Molina extends best wishes for a joyous New Year!

As 2022 begins, we'd like to take this opportunity to thank you for your continued partnership throughout 2021. It is providers like you who make our jobs a pleasure and continue to improve the health of our members/your patients.

2021 was a busy year of updates, improvements and celebrations at Molina. The improvements below were possible due in large part to your recommendations and feedback:

- Introduced a new "It Matters to Molina" page on our Medicaid, MyCare Ohio, and Marketplace Provider Websites, under the "Communications" tab, that includes upcoming provider training opportunities, provider survey opportunities, tools and resources, Molina training/educational presentations, and It Matters to Molina success stories
- Provider Portal features, functionality, and resources continue to transition to Availity
- Launched a new Provider Online Directory (POD) tool powered by Sapphire Digital to improve the user experience for locating a high-quality network provider
- Announced a new partnership with MCG Health, a clinical criteria tool that specializes in informed clinical guidance for value-based care
- Merged three Prior Authorization (PA) Code Lists into one searchable, user-friendly document capturing all lines of business in one tool
- Rolled-out MCG Cite for Care to help Molina share clinical indications with providers and meet regulations around transparency for care
- Awarded a contract to serve Ohioans in the Next Generation Medicaid Program

Molina has exciting new updates planned for 2022, including:

- MCG Auto-Authorizations
- Claims Report available in Availity Payer Spaces
- A new Provider Orientation and new deeper-dive presentations, more training opportunities and new focus topics in the It Matters to Molina forums

In the new year, make a resolution to fill out one of our Provider Surveys:

- It Matters to Molina Suggestion Box – let us know we can support you
- Provider Bulletin Survey – provide feedback on how we can make our Provider Bulletin a valuable resource for you
- Hospital Experience Survey – for our valued hospital partners to provide feedback

We continue to welcome your suggestions on ways Molina can partner with you to increase provider and member satisfaction. We always encourage you to click on the "Email us" link under "Your Opinion Matters to Molina" at the top of the Provider Website. We look forward to working with you in 2022 and for many years to come.

MyCare Ohio sequestration for 2022 to include the following:

- Sequestration exclusion will continue through March 31, 2022
- 1% payment adjustment April 1 – June 30, 2022
- 2% payment adjustment beginning July 1, 2022

For additional information visit cms.gov, under "Outreach & Education" select "All Fee-For-Services Providers" under "Provider Type." View the original and updated CMS Announcement Provider Bulletin on our Provider Website, under the "Communications" tab, on the Provider Bulletin page.