

Molina Healthcare Provider Notice of Medicare Non-Coverage (NOMNC)

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Goals of Presentation

- ❑ Provide clear instructions to providers regarding Molina's role in the NOMNC process
- ❑ Provide clear instructions regarding each provider's role in the NOMNC process
- ❑ Review key steps in Quality Improvement Organization (QIO) appeals process
- ❑ Review key obligations for providers if a Quality Improvement Organization (QIO) appeal is pursued

Molina's Role in NOMNC Process

- ❑ A Molina nurse will call and provide you with the last covered date of the member's stay for all Medicare continued stay Skilled Nursing Facility (SNF) and Home Health denials
- ❑ A Molina nurse will also provide the last covered date via fax
- ❑ A Molina team member will fax a courtesy, completed NOMNC (see steps on next slide)
- ❑ We strive to ensure these courtesy NOMNCs are filled out 100% accurately but it is the provider's responsibility to double check the validity of the document prior to issuing to the member

NOMNC Completion Steps

- Verify that a NOMNC is required using Centers for Medicare & Medicaid Services (CMS) guidelines
- Be sure to use the most recent copy of the NOMNC form on the CMS website
- Complete the NOMNC fully

NOMNC Completion Steps

- ❑ Follow the below guidelines to complete the NOMNC accurately:
 - All provider contact information must be on one line (Not doing this can alter the document by pushing unwanted text to the next page and render the NOMNC invalid)
 - You must include the Provider name, address, fax number, and phone number all on one line for the NOMNC to be valid
 - Enter member's full name and Medicare identification number
 - Be sure to select proper case type (Examples: Skilled Nursing Facility or Home Health) from the drop down
 - Select the last covered date (LCD) on the calendar

Molina's Role in NOMNC Process

- ❑ Molina will issue NOMNCs Monday-Friday up until 5 p.m. Eastern standard Time (EST)
- ❑ NOMNCs that need to be issued after 5 p.m. EST on weekdays will be issued the following business day
- ❑ NOMNCs needing to be issued on the weekends will be issued on Monday
- ❑ NOMNCs needing to be issued on holidays will be issued on the next business day following the holiday

Provider's Role in the NOMNC Process

- ❑ Each provider has the delegated responsibility to ensure that a complete, valid NOMNC is issued as soon as possible to all Molina members once informed of a denial and last covered date
- ❑ The NOMNC must be delivered at least two calendar days before Medicare services end or the second to last day of service if care is not being provided daily
 - Note: The two-day advance requirement is not a 48-hour requirement

Provider's Role in the NOMNC Process

- Double check that the NOMNC is completed fully and accurately
- The NOMNC could be rejected by the QIO if not valid which will delay the review of the member appeal
- Deliver the NOMNC to the beneficiary (member) and receive a valid signature that is dated at least two calendar days before the date “Services Will End,” as noted on the NOMNC form
- Fax the valid, signed NOMNC to Molina of Ohio at (877) 708-2116 as soon as possible (ASAP) (within 48 hours)

Steps to Request an Immediate QIO Appeal

- ❑ Your request for an immediate appeal should be made ASAP, but no later than noon of the day before the effective date indicated on the NOMNC
 - Immediate appeals will be processed by the QIO Livanta at (888) 524-9900, TTY:(888) 985-8775
- ❑ If requesting an immediate appeal through the QIO: *All medical records requested by the QIO (a list will be sent from the QIO requesting specific records) must be faxed in with a copy of the signed, valid NOMNC*
 - *A copy of the signed, valid NOMNC must also be faxed to Molina of Ohio at (877) 708-2116*

Steps to Take if You Miss the Deadline for an Immediate Appeal

- ❑ If you miss the deadline to request an immediate appeal, please refer to the NOMNC for instructions on how to file an appeal through Molina
 - You may contact Molina Appeals by phone at (877) 902-1203 (TTY 711)
- ❑ If requesting an appeal through Molina, fax the signed, valid NOMNC to Molina Appeals at (562) 499-0610 **AND** to Molina of Ohio at (877) 708-2116

Key Provider Takeaways

- ❑ Ensure the NOMNC is completed fully and accurately to ensure the validity of the document is not rejected by the QIO
- ❑ Submit all requested medical records to the QIO when requested to prevent a delay in appeal processing
- ❑ Note: If the QIO determines that a NOMNC is invalid or does not receive requested medical records to complete the appeal request, the facility is financially liable for these days, not Molina, since this is a delegated responsibility
- ❑ If the QIO receives a valid NOMNC and all medical records pertinent to the case to make an informed decision and the member wins the appeal, Molina will extend the approval of the case seven days from the original issue date of the NOMNC and would need continued stay clinical at that time
- ❑ A NOMNC is required for continued Part B therapies for members that reside in a SNF/Long-Term Care (LTC)

QUESTIONS?