



# Palmetto Partners

Provider updates & resources from Molina Healthcare of South Carolina

September 2021

## Strong Connections

Thank you for investing your time in Palmetto Partners, Molina's e-newsletter for providers. We have seen a growing number of providers sign up since we launched in January 2017.

We think this format is a great way to share information with you as we join to provide quality health care to people on government assistance.

Please verify in your email settings that Palmetto Partners is a trusted sender so the newsletter will always make it to your inbox, and learn at the end of this newsletter how you can share Palmetto Partners with colleagues.

## Resources

[Molina Internet Pages for our SC Providers](#)

[Preferred Drug List](#)

[Partners in Care Newsletters](#)

[Molina Fact Sheet](#)

[Find Your Provider Rep](#)

[Sample ID Cards](#)

## Provider Portal

Molina's [Provider Portal](#) has a variety of tools to simplify your

## Welcome!

In this newsletter, you'll find all kinds of great information and valuable resources. From what's going on with Molina Healthcare of South Carolina, to important provider communications, this newsletter will be an asset to you.



You are an essential part of quality care to our members. We value our partnership and appreciate the family-like relationship that you pass on to our members. As our partner, assisting you is one of our highest priorities. We welcome your feedback and look forward to supporting all your efforts to provide quality care. Thank you for your continued partnership.

## From South Carolina's Plan President



Hello Molina South Carolina Providers. Thank you so much for taking a moment to read our newsletter. There is a lot to share with you all, and as always, we welcome your feedback. September is National Sickle Cell Awareness month. Our South Carolina Medical Director, Dr. Delores Baker, and

transactions, including Laurie Thomas-Bailey, R.N., are active participants with the DHEC committee to address sickle cell disease (SCD) and its challenges, particularly for older adults. We are fortunate to have a dedicated case manager in Laurie to help our sickle cell members get the care they need when they need it. SCD is the most common inherited blood disorder in the United States. Please [click here for more information on SCD](#).

### Provider Portal Helpful Tips

Did you know that you can now submit disputes on the Provider Portal? Save time from calling or emailing by putting your disputes directly on our Provider Portal. You can find it [here](#).

### Find Your Provider Rep

Want to know your Provider Rep's contact information and location? Check out our map [here](#) for complete details.

### Claim Updates

When you submit a corrected claim, the original claim number must be present in field 64 for a UB, and field 22 for a 1500. The claim will be rejected if this is not filled out correctly. Molina currently has a 30 day readmission policy.

### Optum Pre-Pay Information

Molina is now performing additional pre-payment claim reviews. For more information on Optum Pre-pay, please click [here](#).

### Authorization Code Look-Up Tool

Molina offers an electronic authorization code look-up tool for both our Medicaid and MMP lines of businesses. The authorization code look-up can be found [here](#) for Medicaid, [here](#) for MMP and on the provider web portal. It can also be found on our provider main page [here](#).

### General Billing Requirements Reminder

Prior authorized codes/services that are manually priced on the Medicaid Fee Schedule will be reimbursed at 35% of billed charges for covered benefits.

### Continuity & Coordination of Provider Communication

Molina stresses the importance of timely communication between providers involved in a

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We are very proud and grateful to have been part of Connor Shaw's Football camps which were a great success again this summer. Molina is also pleased to announce another state program in our company with the award of Nevada Medicaid. And finally, please take a moment to enjoy a "feel good" member story. We all need a little sunshine in our day as we continue to grapple with COVID-19 and its many impacts.

From the Molina family here in South Carolina, we hope you enjoy the approaching fall weather, college football, and hopefully a decline in COVID-19 cases with a light at the end of our tunnel. Thanks as always for all that you do for our members, your patients, and our community.

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## Molina in the Community

### Connor Shaw Camps



This year, Molina and former NFL player Connor Shaw partnered with the Boys and Girls Club to hold football camps in Florence, Columbia, and Lexington. During the event, the kids were able to learn the basics of football and interact with Connor Shaw and the Molina mascot, Dr. Cleo.

### Prisma Donation

member's care. This is especially critical between specialists, including behavioral health providers, and the member's PCP. Information should be shared in such a manner as to facilitate communication of urgent needs or significant findings.

### Coverage Maps

Molina is in every county for Medicaid, but find out what counties Molina is in for the rest of our lines of business by clicking on the links below.

[DSNP](#)

[Marketplace](#)

[MMP](#)



Molina donated \$15,000 to Prisma Health in support of Children's Injury Prevention. The grant will help expand the bike skills and safety program of the Bradshaw Institute for Community Child Health & Advocacy, a part of Prisma Health Children's Hospital.

## Provider Highlights and Important Information

### New Line of Business Coming January 2022

Molina has acquired a new line of business coming to South Carolina in January 2022. We are excited to welcome Molina Medicare Choice Care (HMO), known as MAPD, to our South Carolina lines of business for 2022.

### Molina Awarded Nevada Medicaid Contract

Molina's Nevada health plan subsidiary was awarded a Medicaid managed care contract from the Nevada Department of Health and Human Services. With a potential two-year extension, the new four-year Medicaid contract will commence on January 1, 2022.

Molina's Nevada health plan is one of four Managed Care Organizations offering health care coverage to approximately 630,000 Medicaid beneficiaries in Clark County (Las Vegas area) and Washoe County (Reno area) through the TANF, CHIP, and Medicaid Expansion programs. Molina will also participate in the state-based Affordable Care Act Exchange.

"We are honored that Nevada has awarded Molina the opportunity to serve the state's most vulnerable citizens," said Joe Zubretsky, president and chief executive officer of Molina Healthcare. "Molina looks forward to advancing the state's goals of improving care management, member access, and overall health equity for its Medicaid members."

### Breaking Free From Addiction: A Member Success Story

Sober is a celebrated word for those who have struggled with drug and alcohol addictions. Sadly, many can not get sober, and drugs and alcohol take a toll on their lives. A Molina member struggled with drug and alcohol addiction amidst going through breast cancer. On the verge of losing her housing, everything felt like it was spiraling, as the member's mental and physical health got worse due to the addictions that haunted her.

Thankfully, the member reached out to Molina case manager Jennifer Herrman, and she was able to help get the support and care that she needed. Jennifer provided the member with housing resources and information about a local mental health center. Now, the member has been sober all year, works two jobs, and has completed her cancer treatments. She's continuing to monitor her breast cancer with her oncologist but can celebrate being sober with a healthy mind and thankful heart.

### **Partial Denials Change**

Molina would like to alert providers to an operational change that will affect submitted prior authorization (PA) requests for prescription drugs. In the past, PA requests that did not meet Molina criteria in full or exceeded approval limits were decisioned as approvals in certain situations. These cases will now be decisioned as partial approvals/denials (split-decisioned).

This change is occurring to provide improved visibility to member rights in situations where the originally requested service is not approved. This will go into effect on October 1, 2021. [Click here for more details.](#)

### **Comprehensive Diabetes Care with Five Star Diagnostics**

Molina has partnered with Five Star Diagnostics. Part of that partnership is a program that provides in-home eye exams performed by Five Star Diagnostics technicians. Five Star Diagnostics is a credentialed and contracted provider with Molina, and places the same emphasis on customer service and privacy as all other Molina providers.

Outreach is done to members who are non-compliant for comprehensive diabetes care with the intent to schedule an in-home appointment to close the care gaps. Depending on the members' applicable open care gaps, the technician will perform a retinal eye exam, collect a sample for A1C, collect a urine specimen to monitor for nephropathy, and take their blood pressure if applicable. Five Star Diagnostics will share results with the member and their primary care provider.

### **Getting Back on Track With Routine Vaccinations**

COVID-19 has impacted all aspects of life, including patients' ability to attend important appointments and receive routine vaccinations. Many patients had to postpone or cancel appointments and still may not have had the opportunity to catch up on needed healthcare.

Please encourage your patients to schedule appointments to ensure they are up to date on annual exams and recommended vaccines. Research has shown that healthcare professionals are the most trusted source of vaccine information for parents and patients. [Click here for the full article and resources on vaccinations.](#)

### **2021 Healthy Incentives**

Molina's 2021 Healthy Incentives are here. These incentives reward our members for completing their recommended screenings by the end of the calendar year. Check out the complete list of Member Healthy Incentives by clicking [here](#).

### **Provider Medicaid Quality Incentive**

Molina is offering providers an incentive opportunity that supports the improvement of Quality reporting and outcomes. Molina's Medicaid Quality Incentive Program offers a **\$75.00 Incentive Payment** (in addition to your current contract rate) for a comprehensive child and adolescent well-care visit.

Incentive payment will be made at the time of claims payment. [Please click here for the full criteria and further details.](#)

### **Flu Season Is Here**

Flu season is in full swing. Molina looks forward to partnering with our providers to ensure that our patients are vaccinated against the flu. Here are groups recommended for vaccination per ACIP recommendations:

- Routine annual influenza vaccination is recommended for all persons aged  $\geq$  six months who do not have contraindications.
- Emphasis should be placed on the vaccination of high-risk groups and their contracts/caregivers.

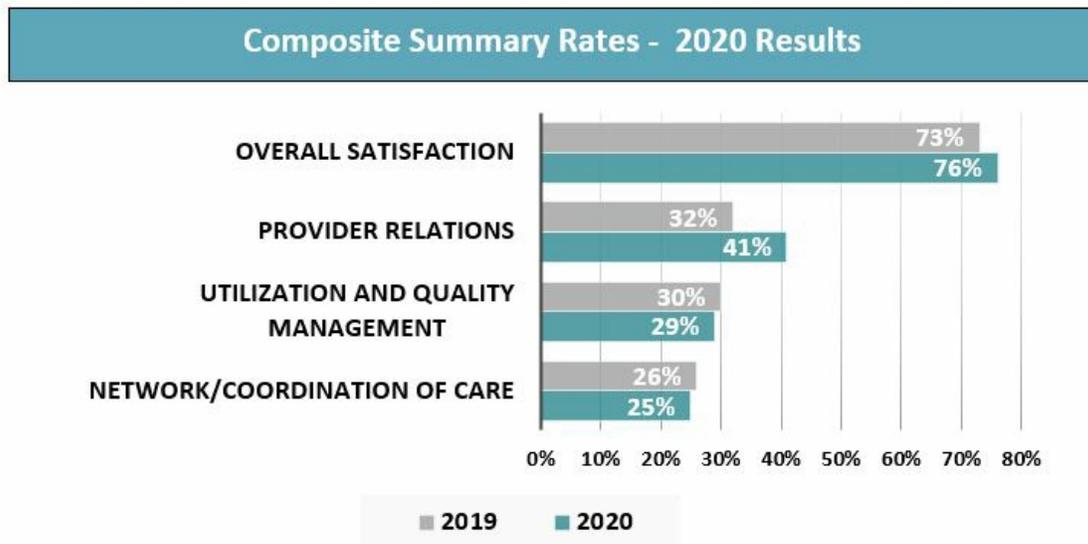
When the vaccine supply is limited, vaccination efforts should focus on delivering vaccination to (no hierarchy implied by order listed):

- Children aged six through 59 months

- Adults aged  $\geq 50$  years
- Persons with chronic pulmonary (including asthma), cardiovascular (excluding isolated hypertension), renal, hepatic, neurologic, hematologic, or metabolic disorders (including diabetes mellitus)
- Persons who are immunocompromised due to any cause, including (but not limited to) medications or HIV infection
- Women who are or will be pregnant during the influenza season
- Children and adolescents (aged six months through 18 years) receiving aspirin or salicylate containing medications who might be at risk for Reye syndrome after influenza infection.
- Residents of nursing homes and other long-term care facilities
- American Indians/Alaska Natives
- Persons who are extremely obese (BMI  $\geq 40$  adults)
- Caregivers and contacts of those at risk

### Provider Satisfaction Survey

The Provider Satisfaction Survey is conducted annually and measures providers' satisfaction with Molina. Information obtained from the survey allows Molina to measure how well providers' expectations and needs are being met. Also, it assists in identifying the plan's strengths and opportunities. Based on the 2020 survey results, some composite summary rates are listed below.



In 2020, Molina improved in six of 10 composites. Areas identified for improvement are Utilization and Quality Management for timeliness of obtaining pre-certification/referral/prior authorization information and Network/Coordination of Care.

Molina's [Provider Portal](#) has a variety of tools to simplify your transactions and save time. For more information contact Provider Services at (855) 237-6178.

Molina is committed to continuous improvement. A random sample of providers will be asked to participate in the 2021 Provider Satisfaction Survey. Your feedback is important to us. It assists in identifying how to better serve you and how Molina can better work with you to better serve our members.

### Prior Authorization Forms Update

Please make sure you are using the most up-to-date Prior Authorization forms for your requests. This will help make your requests more efficient and will ensure more timely processing. Please click on your needed line of business below for links to our Prior Authorization forms.

- [Medicaid](#)
- [Medicare and Duals](#)
- [Marketplace](#)

### Gap In Care Reports

Let us help you close gaps in care! Request your gaps in care report to identify who needs a well visit, immunizations, screening, and test. Call the Provider Engagement team manager for your latest report or email [SCProvider.Services@MolinaHealthcare.com](mailto:SCProvider.Services@MolinaHealthcare.com).

### **COVID-19 Updates**

Molina is monitoring COVID-19 developments daily. Our corporate chief medical officer (CMO) is working closely with our health plan CMOs across the country to ensure that we are prepared to assist our members and providers.

Services that require prior authorizations are unchanged. Visits for our members to our in-network primary care provider offices or the ER do not require prior authorization. Inpatient admissions require notification to Molina within one business day from the date of the admission, including a member initially under observation that converts to inpatient.

All of our COVID-19 provider communications can be found on our website [here](#). We've also compiled a very helpful list of resources for our members that can be found [here](#).

For additional clinical information, we encourage you to monitor the CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. We will update you of any changes with this rapidly developing public health matter. For the most up-to-date information on everything COVID-19, including vaccines, locations, and phases, please visit the SCDHEC site [here](#).

### **Take Advantage of Our Benefits**

Molina will pay for well visits and sick visits on the same day of service for adults and children. We encourage you to take advantage of this benefit and help us close these gaps to improve HEDIS scores. When billing a sick and well visit on the same day, please append the 25 modifier to the claim. Molina covers adult well visits for members over the age of 21 once every year.

Access to virtual doctor visits by phone, video, or mobile app is available through Teladoc.

### **Access To Care Standards**

Molina is committed to providing timely access to care for all members in a safe and healthy environment. Molina will ensure providers offer hours of operation no less than offered to commercial members. Access standards have been developed to ensure that all health care services are provided in a timely manner.

The PCP or designee must be available 24 hours a day, seven days a week, to members for emergency services. This access may be by telephone. Appointment and waiting time standards are shown below. Any member assigned to a PCP is considered his or her patient. Molina may also assist with scheduling preventative health care appointments for our members. All specialty referrals should be coordinated by the primary care provider. Check out the full grid [here](#).

## **Stay Connected**

### **Join Our Email List**

Sign up for Molina's provider email list [here](#). Be the first to receive our provider newsletters, news and updates about Molina services, delivered automatically to your inbox. We will not spam your inbox, but just send important information and updates.

For other questions or inquiries regarding this newsletter, please email us at: [PalmettoPartners@MolinaHealthcare.com](mailto:PalmettoPartners@MolinaHealthcare.com)

### **Verify Your Fax Number**

Molina sends out other important communications to providers by fax. We'd like to ensure that we have your most up-to-date fax numbers and information.

Please email us at [PalmettoPartners@MolinaHealthcare.com](mailto:PalmettoPartners@MolinaHealthcare.com) to verify or update your information.

## Molina Healthcare of South Carolina

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Reach Out To Us



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