



Palmetto Partners

Provider updates & resources from Molina Healthcare of South Carolina

December 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



Season's Greetings! Thank you for your continued participation with Molina. While Medicaid is our core product, we continued to expand our lines of business in Marketplace and Medicare, and we couldn't do that without the partnership of our providers. Molina looks forward to serving additional members throughout

transactions, whether you need to check eligibility or check claim status. For more information contact Provider Services at (855) 237-6178.

Provider Portal Helpful Tips

Did you know you can 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](#).

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 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 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

the state by providing affordable options in even more counties in 2022.

The coming year will present challenges, but likely we are all used to challenges by now. It's anticipated that the process of redetermination of Medicaid eligibility will resume. Medicaid members of all managed care organizations and fee for service may be required to reapply for Medicaid benefits. Therefore, it will be necessary to remind our members and your patients to complete that process to ensure their continuous coverage if they meet the criteria.

Quality also continues to be a priority. Preventive screenings, well child visits, immunizations, and chronic care management are all cornerstones of quality care, but they have been more difficult to encourage patients to access those services with ongoing COVID concerns. Molina will continue to look to our providers for innovations in incentives and outreach to ensure people get the care they need to keep them healthy.

I hope you, your families, and your friends enjoy the holiday season. We should all be thankful for whatever gifts have been bestowed upon us; good health is one of our greatest and most cherished.

Molina in the Community

Make a Difference Day



Molina partnered with the Carolina Human Reinvestment to host the Georgetown Foodshare Open House. 200 fresh produce boxes were given away for free to the public. Event partners included Jason Collins Community Center, Livewell Georgetown county, St James Santee Health Care Center, Georgetown Sheriff's Office, and Georgetown City Police Department.

Thanksgiving Giveaways

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](#)

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.

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.



The Molina Healthcare Charitable Foundation, in collaboration with Molina Healthcare of South Carolina, hosted eight Thanksgiving turkey giveaway events. 1810 turkeys and 700 Thanksgiving food boxes were given out on a first-come, first-served basis while supplies lasted. Molina partnered with Harvest Hope Food Bank, Columbia Urban League Young Professionals, Eau Claire Cooperative Health, Healthcare Partners of SC, Lydia's Nest, St. James Santee Healthcare, Hispanic Alliance, and Charleston Community Impact Center to put on these events.

Shop With the Jocks



Molina partnered with USC Gamecocks Assistant Football Coach Connor Shaw by donating \$5,000 to shop with the jocks. Kids at Columbia's Epworth Children's Home were able to shop for toys with Connor Shaw and over 15 USC team members.

Provider Highlights and Important Information

New Upcoming Member Benefits Starting January 1, 2022

We're excited to announce Molina's two new member benefits starting January 1, 2022:

- **Mom's Meals** - Home delivered meals (up to three weeks of meals) for pregnant and postpartum members who complete a telephonic health screening
- **Great to be "Eight"** - 8-year-old members who get their well visit in 2022 will receive a free bike and helmet

Member Success Story: Moving Forward From Loss

Losing a parent can have a profound impact on everyone. One of our Molina members, who is 14 years old, lost his father and started having behavioral and psychological issues as a result. This included property aggression and self-harming behavior, in addition to him already having ADHD and Adjustment Disorder.

The member's mother reached out to our Appeals and Grievances department to find psychological treatment for her son since the recommended provider was not in our network. Appeals and Grievances reached out to our Case Management team, and they were able to find a provider close to the member's home to meet their needs.

Psychological testing and ongoing case management allowed the member and his mother to understand his struggles better and help them both. The member's depressive symptoms and behaviors have improved at both home and school. The mother is grateful that Molina has been able to make a challenging situation more manageable.

AccordantCare Partnership

Effective December 1, 2021, Molina will begin enrolling qualifying Medicaid members in CVS AccordantCare disease management services. These services will be implemented to assist in the management of these 18 medical conditions: Amyotrophic Lateral Sclerosis (ALS), HIV, Chronic Inflammatory Demyelinating Polyneuropathy (CIPD), Multiple Sclerosis, Crohn's Disease, Myasthenia Gravis, Cystic Fibrosis, Parkinson's Disease, Dermatomyositis, Polymyositis, Epilepsy, Rheumatoid Arthritis, Gaucher Disease, Scleroderma, Hemophilia, Systemic Lupus Erythematosus (SLE), Hereditary Angioedema, and Ulcerative Colitis.

These members will be assigned to an AccordantCare nurse who will conduct periodic assessments and phone or online interactions. The nurse will also work closely with you and your staff to ensure the patient understands your instructions, follows your treatment plan, and makes appropriate progress. Your patient may also be assigned a resource specialist or case manager as needed for additional assistance. There is no cost to your patient for this service, and we will notify you when one of your patients has been enrolled in the program.

To refer a Molina member to the AccordantCare program, call Molina Provider Services at (855) 237-6178, Monday - Friday, 8 a.m. to 5 p.m., and select the "Case Management" option. Molina will assist with making the referral to AccordantCare. For questions, please contact Molina Provider Services at (855) 237-6178. If you have questions regarding Molina members referred to Accordant, please contact Accordant Health Services at (844) 925-0613, TTY: (800) 735-2962.

Required Prior Authorization for Acute Hospitals

In September, Molina relaxed prior authorization requirements for discharge or transfer to participating skilled nursing facilities (SNF) due to the challenges of hospitals managing increasing COVID-19 cases. Molina restarted the requirement of prior authorization for SNF admission effective December 1, 2021.

Prior authorization is also still required for inpatient acute rehabilitation facilities or long-term acute care facilities (LTAC). Urgent/Emergent hospital admissions also still require notification to Molina within one business day of the admission. Please fax this information to Molina at one of the following numbers:

- **Medicaid:** (866) 423-3889
- **Marketplace:** (833) 322-1061
- **Dual Options Medicare-Medicaid (MMP):** (844) 251-1451
- **Medicare Complete Care HMO (DSNP):** (844) 251-1450

Prior Authorization Tips

Here are a few tips and reminders for prior authorizations:

- It is imperative that providers review the plan response letter to a PA request in its entirety, including primary and secondary messages which may be included in later paragraphs of the determination letter.
- Molina adverse determination letters include a description of any necessary criteria to be met or missing information to be submitted with the PA request to facilitate an efficient and comprehensive review.
- Each PA request should include all necessary clinical notes, lab work, and medication history. Please reference the formulary at www.molinahealthcare.com. Please note: Preferred options may require clinical review.

The 2021 CAHPS Results Are In!

Molina conducted a Consumer Assessment of Health Care Providers and Systems (CAHPS) survey of a random sample of Medicaid, Medicare, MMP/Duals, and Marketplace members, asking how they rate their doctor, their overall health, and their health plan. The survey results determine where to focus improvement efforts.

MHSC's 2021 strengths and opportunities are shown below:

Line of Business	2021 Strengths	2020 Score	2021 Opportunities	2020 Score
Medicaid Adult	Rating of Personal Doctor 74.7% Rating of Health Plan 65.9% Getting Needed Care 85.2%	73.2% 65.4% 83.3%	Rating of Specialist 68.9% Getting Care Quickly 82.4% How Well Doctors Communicate 91.3%	74.8% 84.4% 94.9%
Medicaid Child	Rating of Personal Doctor 83.5% Rating of Health Care 76.5% Rating of Health Plan 76.1%	78.5% 72.6% 71.1%	How Well Doctors Communicate 96.1% Customer Service 89.0% Getting Care Quickly 88.9%	96.7% 90.4% 92.4%
Medicaid Child with Chronic Care Condition (General Population)	Customer Service 93.8% Getting Needed Care 89.8% Rating of Health Care 76.5%	91.3% 89.3% 77.0%	Coordination of Care 86.4% Getting Care Quickly 91.1% Rating of Specialist 71.8%	85.9% 92.9% 75.5%
Medicaid-Medicare (Dual Options)	Getting Needed Prescription Drugs 92.9% Coordination of Care 87.1% Rating of Drug Plan 93.4%	93.3% 87.8% 92.8%	Getting Care Quickly 76.1% Rating of Personal Doctor 90.8% Rating of Specialist 88.5%	76.9% 92.1% 91.5%
Marketplace – Qualified Health Plan (QHP)	Rating of Health Plan 72.5% How Well Doctors Communicate 89.6% Rating of Personal Doctor 85.3%	NA NA NA	Rating of Specialist 80.8% Getting Needed Care 68.3% Rating of Health Care 78.6%	NA NA NA
Medicare Advantage & Prescription Drug (MA & PDP)	Getting Appointments and Care Quickly 81% Rating of Health Plan 88% Customer Service 91%	NA NA NA	Getting Needed Care 84% Rating of Drug Plan 86% Annual Flu Vaccine 63%	NA NA NA

*NA = Not available. Marketplace and Medicare Advantage lines of business added in 2020

For additional CAHPS information, visit the Molina provider website [here](#), or contact your Provider Services representative. Thanks for the continued support you provide in improving member care because at Molina, Every Member Counts!

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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.](#)

Diabetes Facts and Figures

100 years after the discovery of insulin, millions of people with diabetes around the world cannot access the care they need. Molina would like to partner with you to ensure our members have access to needed medications and avoid any gaps in care in controlling their diabetes. [Click here for the full article.](#)

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.

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](#).

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

Verify Your Fax Number

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

Please email us at PalmettoPartners@MolinaHealthcare.com to verify or update your

information.

The Molina Communications team produced this e newsletter, which is designed for South Carolina health care providers. We welcome your feedback, news and ideas for content. Contact us at PalmettoPartners@MolinaHealthcare.com

Molina Healthcare of South Carolina

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Reach Out To Us



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