



PO Box 40309  
North Charleston, SC  
29423-0309

June 2021

<Provider Name>  
<Provider Address Line 1>  
<Provider Address Line 2>

Greetings <Provider Name>,

We are reaching out because Molina Healthcare of South Carolina's Second Quarter Edition of the NCQA Provider Newsletter has been posted to the provider website. The quarterly newsletters are sent to providers in the Molina network for Medicaid, Marketplace, Dual Options, and Medicare to communicate medical management policies and procedures to support providers in their delivery of quality health care services to Molina members. This edition contains important updates and reminders- article titles listed below.

- Practitioner Credentialing Rights: What You Need to Know
- Molina Healthcare's Utilization Management
- Drug Formulary/Preferred Drug List and Pharmaceutical Procedures
- Resource Available on Molina's Provider Website
- Population Health (Health Education, Disease Management, Care Management and Complex Case Management)
- Quality Improvement Program
- Standards for Medical Record Documentation
- Care Coordination & Transitions
- Health Risk Assessment and Self-Management Tools
- Translation Services
- Patient Safety
- Care for Older Adults
- Hours of Operation
- Non-Discrimination
- Member Rights and Responsibilities
- Updating Provider Information
- Clinical Practice Guidelines
- Advance Directives
- Behavioral Health
- Case Management
- Preventive Health Guidelines

Please visit the Molina Healthcare website for the Second Quarter Provider Newsletter located under the Communications tab.

**Medicaid:** [www.MolinaHealthcare.com/Providers/SC/Medicaid/Comm/Newsletters.aspx](http://www.MolinaHealthcare.com/Providers/SC/Medicaid/Comm/Newsletters.aspx)

**Marketplace:** [www.MolinaMarketplace.com/Marketplace/SC/EN-US/Providers/Communications/Provider-Newsletter](http://www.MolinaMarketplace.com/Marketplace/SC/EN-US/Providers/Communications/Provider-Newsletter)

**Medicare:** [www.MolinaHealthcare.com/Providers/Common/Medicare/Medicare.aspx](http://www.MolinaHealthcare.com/Providers/Common/Medicare/Medicare.aspx)

**Dual Options:** [www.MolinaHealthcare.com/Providers/SC/Duals/Comm/Newsletters.aspx](http://www.MolinaHealthcare.com/Providers/SC/Duals/Comm/Newsletters.aspx)

If you have questions, please contact Provider Services at (855) 237-6178.

Sincerely,

Molina Healthcare of South Carolina