

Nursing Facility Provider Newsletter – Spring 2020

MQL Quality Living Program

The **Molina Quality Living Program** is now over 5 years old! We have awarded over \$4.6 MILLION to over 270 nursing facilities!

Starting in January 1, 2020 Molina revised the Molina Quality Living Program to allow more nursing facilities to qualify, increased our employee appreciation events and is offering a social media post recognizing your status in the MQL Program.

Highlights of the Changes to MQL:

- 3, 4- & 5-STAR CMS rated nursing facilities can qualify for the program
- All levels within the program receive an Employee Appreciation Event
- Invitations to exclusive MQL Events in the community
- Social media posting you can use on your website, social media or other electronic communications.

We look forward to our continued partnership with nursing facilities and remain committed to supporting nursing facilities!

The Program Summary outlines the details of the Molina Quality Living Program.

The Molina Quality Living - A Program Summary

Molina Healthcare of Texas is offering the Molina Quality Living Program (MQL Program) to reward quality and efficiency for Nursing Facilities (NFs) that meet or exceed specific performance criteria in the provision of residential/custodial nursing facility care to Molina members. Based on the level of quality provided to Texas residents, Molina will invite Nursing Facilities to participate and benefit from the program features offered by Molina Healthcare of Texas.

Please Note – Providers are prohibited from influencing MCO selection.

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Effective January 1, 2020

Effective January 1, 2020	PLATINUM Facility	GOLD Facility	SILVER Facility
Recognition Criteria			
Demonstrated Quality	Achieved 5 out of 5 STARS Overall with 4 or 5 STARS for Quality Measures	Achieved 4 out of 5 STARS Overall with 4 or 5 STARS for Quality Measures	Achieved 3 out of 5 STARS Overall with 4 or 5 STARS for Quality Measures
	STARS Ratings are from the reporting on the CMS Nursing Home Compare website, as calculated by CMS.		
Program Features			
Pay for Quality	\$10 Per Resident Per Month for EACH measure achieved of the 7 quality measures	\$8 Per Resident Per Month for EACH measure achieved for the 7 quality measures	\$5 Per Resident Per Month for EACH measure achieved of the 7 quality measures
Recognition	Molina will provide a posting for the NF to use on their social media identifying their level of achievement in the MQL program	Molina will provide a posting for the NF to use on their social media identifying their level of achievement in the MQL program	Molina will provide a posting for the NF to use on their social media identifying their level of achievement in the MQL program
Molina Sponsored Employee Appreciation Activities	One activity for each 2 consecutive quarters periods of qualifying for MQL	One activity for each 3 consecutive quarters periods of qualifying for MQL	One activity for each 4 consecutive quarters of qualifying for MQL
Exclusive MQL Events	Invitations to attend off-site special events designed for residents of MQL qualified facilities		
MQL Advance Payment	Each qualifying MQL facility will be paid in advance \$30 per member per month in anticipation of earning the pay-for-quality funds based upon average membership in the preceding quarter. A NF must have at least 1 member per month in the previous quarter and achieved a minimum of 3 quality measures to be qualified to participate in the Advance Payment program. Reconciliation of funds will be quarterly.		

Quality Living Pay-For-Quality (P4Q) Program

As a Molina Quality Living Program participant, at the Platinum, Gold or Silver level, Molina will offer a P4Q program where Molina Quality Living providers will be eligible to receive up to **\$70 per Resident per Month** for meeting or exceeding quality and performance measure thresholds in various categories.

Quality Measures – Nursing Facilities will be scored on quality measures reported on the CMS Nursing Facility Home Compare website. If the NF meets or exceeds the National Average score AND the Texas Average score, the NF will earn **additional payment of \$5/\$8/\$10 per Resident per Month** based upon their Overall and Quality Measure STARS as reported on CMS Nursing Home Compare and defined as Platinum, Gold or Silver level of recognition.

Quality Measure	Standard	Additional Payment based on Platinum, Gold or Silver Level of Recognition
% of Long-stay High Risk Residents with pressure ulcers	Meet or exceed the National Average score AND the Texas Average Score	\$5/\$8/\$10 PRPM
% of Long-stay Residents who received an antipsychotic medication		\$5/\$8/\$10 PRPM
% of Long-stay Residents whose need for help daily activities has increased		\$5/\$8/\$10 PRPM
% of Long-stay Residents assessed and given, appropriately, the pneumococcal vaccination		\$5/\$8/\$10 PRPM
% of Long-stay Residents assessed and given, appropriately, the seasonal influenza vaccine		\$5/\$8/\$10 PRPM
Number of hospitalizations per 1000 long-stay resident days	Meet or exceed the National Average AND the Texas Average Score	\$5/\$8/\$10 PRPM
Number of outpatient emergency department visits per 1000 long-stay resident days		\$5/\$8/\$10 PRPM
TOTAL Additional Payment Opportunity	Paid Quarterly on a Per Resident Per Month Basis	Up to \$70.00 PRPM

HHSC Request for Proposals (RFP) for STAR+PLUS

Molina Healthcare of Texas is honored to have been STAR+PLUS partners with nursing facilities since they were carved in to managed care in March 2015. We have proudly awarded more than \$4.6 million to nursing facilities through the Molina Quality Living program.

We are pleased to share that the Texas Health and Human Services Commission (HHSC) announced the cancellation of recently awarded **STAR+PLUS** contracts. As a result of that cancellation, Molina will continue to be your partner without any disruption in *Bexar, Dallas, El Paso, Harris, Hidalgo and Jefferson service areas*.

We are appreciative of all the support that nursing facilities expressed for Molina during the RFP process. We value and thank you for your continued partnership. We remain committed to our members and nursing facility partners in serving the most vulnerable Texans.

Nursing Facility Provider Satisfaction Survey 2019

For the last 5 years, Molina Healthcare has been conducting Provider Satisfaction Surveys to include all Nursing Facilities in the areas we serve. These surveys include criteria concerning Provider Services as well as Service Coordination. Over 600 facilities in Texas received a survey and we received 278 responses. As demonstrated by the data below, we are proud of the results and are excited about our continued partnership with Nursing Facilities into the future.

NF Provider Services and claims processing results

	Rate the responsiveness and courtesy of the Provider Services Representative.	Rate the overall knowledge of the Provider Services Representative	Rate the frequency and effectiveness of the Provider Services Representative visits to your facility.	Rate the usefulness of written communication related to claims processing.	Rate the ease of use on the Molina Portal.	Rate the process of obtaining member information (eligibility, claims status)	Rate the accuracy of claims processing	Rate the timeliness of claims processing.
Neither Satisfied nor Dissatisfied	5%	4%	8%	5%	9%	7%	8%	6%
Somewhat Dissatisfied/Very	2%	2%	8%	3%	3%	3%	2%	2%
Somewhat Satisfied/Very Satisfied	93%	94%	83%	92%	88%	90%	90%	91%

NF Service Coordination and Prior Authorization Process results

	Rate the responsiveness and courtesy of the Service Coordinator.	Rate the overall knowledge of the Service Coordinator	Rate the frequency and effectiveness of the Service Coordinator visits to your facility.	Rate the usefulness of written communication related to service coordination.	Rate the UM prior authorization process for Add-On Services (formerly GDT)	Rate the overall Satisfaction with Service Coordination.
Neither Satisfied nor Dissatisfied	10%	9%	10%	9%	21%	11%
Somewhat Dissatisfied/Very	2%	1%	1%	2%	3%	2%
Somewhat Satisfied/Very Satisfied	88%	90%	89%	89%	76%	87%

Community Engagement

Molina Healthcare Nursing Facility Outreach Department hosted an exciting VIP event called “Art on the Go with Molina”. This event was created for nursing facility residents whose facilities are part of the Molina Quality of Living Program.

The Dallas Museum of Art presented a special exhibit by American artist Dale Chihuly, best known for his glass sculptures. The museum, along with Molina volunteers, assisted the residents to create an art project as a keepsake.

The event was held in North Dallas at a centralized senior center so many facilities could be invited to participate.



**“Caring about others, running the risk of feeling,
and leaving an impact on people, brings happiness.”**

– Harold Kushner

COVID-19

Molina Healthcare of Texas (MHT) donated \$45,000 to community-based organizations who serve our members throughout the state to help address COVID-19 pandemic resource shortages. The donations provided food to charitable organizations, as well as lunch/snacks for frontline healthcare workers who care for our members in Nursing Facilities.

The MHT Outreach team contacted ground level organizations we work with every day who serve Molina members to let them know MHT was by their side during this crisis with a financial donation. The feedback MHT Outreach received was that of gratitude from food banks running out of money to purchase more food for their community. MHT's donations fed hundreds of families across the state. Organizations receiving donations were as follows:

Mercy Ministries
El Pasoans Fighting Hunger
Mission Hospitality Center
Lunches of Love
North Texas Food Bank
Community Health Development

Pleasant Grove Food Pantry
Visiting Nurses Association – Meals on Wheels
Loaves and Fishes
Catholic Charities
El Centro de Corazon'
North Channel Food Ministries



Mike Murry, Chief Development Officer, Catholic Charities

We're tremendously grateful for the generous \$1,000 donation give to us by Molina Healthcare. Their support during the COVID-19 health crisis will provide numerous families with nutritious, high-quality food.



DAILY BREAD



Sister Maria Luisa Vera, Mercy Ministries

“Thank you for your hard work and Molina’s great generosity”.

- Mike Murry

The MHT Outreach team went into action, sending snacks and meals to 83 nursing facilities across MHT's service areas of Houston/Jefferson, Dallas, El Paso, Hidalgo and San Antonio. The outreach team made sure all staff were fed, by covering all three shifts that occur in a 24-hour period in each facility. Molina supplied pick me up snacks and lunches to over 4,000 nursing facility staff who are working longer shifts to care for residents.



Grand Terrace Nursing and Rehab



Briarcliff Nursing and Rehab



Williamsburg Nursing and Rehab

“Thank you Molina! The special treats help me get through the hard days.”

- CNA, Windsor Nursing and Rehab

Claims/Claims Payment

Medicare Advantage and MMP Medicare Claims Tip

For Medicare Advantage and MMP claims to process with the correct variable per diem adjustment, form locator 12 must have the date the member admitted to a skilled level of care. (Not the date the resident entered the facility.)

1 Happy Nursing Home 1234 Houston Ave Houston, TX 77777		2 Happy Nursing Home 1234 Houston Ave Houston, TX 77777		3a PAT CNTR # 1234	4 TYPE OF BILL 212
				3b MED REG # 1234	
				5 FED. TAX NO. 123456789	6 STATEMENT COVERS PERIOD FROM 04/08/2020 THROUGH 04/30/2020
8 PATIENT NAME Doe, Jane		9 PATIENT ADDRESS Houston		10 TX 77777	
11 SEX F		12 DATE 04/08/2020		13 HR 14 TYPE 15 SRC 16 3 4	
10 BIRTHDATE 01/01/1920		16 DHR 30		17 STAT 18 19 20 21 22 23 24 25 26 27 28	
				29 ACCT 30 31 32 33 34 35 36 37 38 39 40	

For Medicare guidance, please follow the link below:

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/SE1117.pdf>

Electronic Funds Transfers (EFT's)

Molina Healthcare is contracted with Change Healthcare ProviderNet. Change gives healthcare providers an easy-to-use portal to manage claims payment. Rather than receiving

paper checks and printed remittance documents, which can require substantial effort to post and reconcile, registered providers will receive payments and remittance information electronically. ACH payments are automatically generated and routed to the configured destination accounts and are posted on Change Healthcare ProviderNet. Users are then able to log in and view, search and download their electronic remittance information in readable formats.

See the link to the general mailbox for Change Healthcare:

WCO.Provider.Registration@changehealthcare.com

Please see the link below for complete instructions to register:

<https://www.molinahealthcare.com/providers/common/PDF/Change-Healthcare-ProviderNet-Registering-for-ProviderNet-TX-medicaid.pdf>

Provider Information Change Form

The Provider Information Change Form is used by providers to make changes to your record at Molina Healthcare.

Each form must be completed by the provider and **must be accompanied by a W9**. Fax and email instructions are on the top of the form.

<https://www.molinahealthcare.com/providers/tx/medicaid/forms/PDF/change-of-information.pdf>

The image shows a two-page form titled "MOLINA HEALTHCARE PROVIDER INFORMATION CHANGE FORM". The top of the form includes a date field and contact information for the NHT PM Department. The form is divided into several sections: "CURRENT PRACTICE INFORMATION" with checkboxes for provider type (Type 1, Type 2, etc.), "PROVIDER CHANGE INFORMATION" with checkboxes for adding or deleting practice addresses, "BILINGUAL INFORMATION" with checkboxes for language preferences, and "ADDITIONAL INFORMATION" with checkboxes for various services offered. There are also fields for provider name, address, phone, fax, email, and a section for comments. The form is designed to be filled out by a provider to update their information in the Molina Healthcare system.

Explanation of Payment (EOP) Feature in the Molina Portal

When researching a claim in the Molina Portal, the EOP can be accessed electronically by selecting the “EOP” tab as shown below.

Claim Line Items																
Claim Line	Service From Date	Service To Date	Rev Code	Service Code	Modifiers	Units	Billed Amt	Deductible	Co-Ins	Paid Amt	Co-Pay	Line Status Effective	Status	Adj Grp Cd	Adj Rsn Cd	Rmk Cd
1	02/01/2020	02/01/2020	0100			29.00	5734.46	0.00	0.00	4894.03	0.00	2/1/2020				
Showing 1-1 of 1 10 per page Page 1 of 1																
Save As Template Appeal Claim Void Claim Correct Claim View Diagnosis Code Print Claim Summary EOP Back																

Rate Changes

Rate changes and liability insurance can affect you as a provider from time to time. If you have had, or expect to have changes in the future, we would like to provide you with some helpful information. ***All rates, rate changes, and liability insurance add-on payments are determined by the state.*** Molina routinely receives an electronic SAS file containing this information directly from the state and is used to process and pay claims. In order to determine whether Molina has received an updated electronic SAS file, you will first want to check to see that you are receiving accurate payments from TMHP. If you have identified that TMHP has not begun to pay your claims with the correct rate or liability insurance add-on, then Molina will also be unable to process your claims. As a provider, you will need to verify that your information is accurate with the state. Once TMHP begins processing and paying at the correct rate or with liability insurance add-on and you do not see payment for these claims from Molina for ten days, please notify your Provider Services Rep. Also, include the remittance advice date in which TMHP began processing and paying claims accurately. This will assist your Provider Services Rep in having your claims reprocessed using the updated SAS data.

Duplicate Claims for Same Service Dates

****Reminder**** Filing duplicate claims for the same service dates cause payment delays. If there is something that is causing your claim to deny, please reach out to your assigned Provider Service Rep for assistance. She will be able to give you instruction that will resolve the issue.



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