![Molina Healthcare — Molina Complete Care]

PROVIDER NEWSLETTER UPDATE

July 1, 2022 Provider Updates

In this update

Upcoming updates to our claims process

Effective July 1, 2022, Molina Complete Care (MCC) will be making changes to the electronic claims, paper claims and payment cycle processes. Please refer to the charts below for detailed information.

Electronic claims process

	Prior to July 1, 2022	Effective July 1, 2022
Inpatient hospital claims- UB04	Claims with inpatient admission date of service **prior to (<) 7/1/2022** use payer ID # **MCCVA**	Claims with inpatient admission date of service **on or after (=/>) 7/1/2022** use payer ID # **MCC02**
Outpatient claims- HCFA1500/UB04	Claims with outpatient start date of service **prior to (<) 7/1/2022** use payer ID # **MCCVA**	Claims with outpatient start date of service **on or after (=/>) 7/1/2022** use payer ID # **MCC02**
Web/portal claims (Availity)	Submit claims as you do using Molina Complete Care—Medicaid	For dates of service on or after 7/1/2022, submit using payer name Molina Healthcare of Virginia. For any claims with dates of service prior to 7/1/2022, you can submit using payer name Molina Complete Care – Medicaid. You may also submit alternatively through EDI or by paper.

The provider newsletter is a newsletter available to all network providers serving Molina Healthcare members.

Split bill guidance

If the outpatient dates of service span carry over to July 1, 2022 and beyond, the claim must be split billed. Claims with dates of service **prior to (<) 7/1/2022** should use payer ID # MCCVA and claim **dates after 7/1/2022** should use payer ID # MCC02.

Claims can also be submitted directly to MCC via Availity at https://availity.com/molinahealthcare.

Paper claims address

	Prior to July 1, 2022	Effective July 1, 2022
Paper claims- CMS-1500	Paper claims with date of service **prior to (<) 7/1/2022**[1] should be mailed to: Molina Complete Care Claims Service Center 1 Cameron Hill Circle, Suite 52 Chattanooga, TN 37402	Paper claims with date of service **on or after (=/>) 7/1/2022**[1] should be mailed to: Molina Complete Care P.O. Box 22656 Long Beach, CA 90801

[1] *Paper claims must be submitted on CMS-1500 forms printed on Flint OCR Red, J6983 (or exact match) ink. MCC uses optical character recognition (OCR) technology to scan paper claims therefore, black/white, handwritten or photocopied claims submissions **will not** be accepted.*

Payment frequency process

	Prior to July 1, 2022	Effective July 1, 2022
Payment frequency	Claim payment is once a week on Tuesday for adjudicated claims with dates of service **prior to (<) 7/1/2022.**	Claim payment is twice a week on Tuesdays and Thursdays for adjudicated claims with dates of service **on or after (=/>) 7/1/2022.**

EFT/ERA process

Molina Complete Care (MCC) partnered with **Change Healthcare and Echo Health, Inc.** to provide these new electronic methods:

1. **Existing Electronic Funds Transfer (EFT) Payments:** NO ACTION IS NECESSARY if you are currently receiving EFT payments from Molina Healthcare.

2. **New to EFT Payments:** If you are interested in receiving payment via EFT, setting up EFT is a fast and reliable method. In addition to your banking account information, you will need to provide an ECHO payment draft number and payment amount as part of the enrollment authentication

Please note: Payments for new and existing EFT payments will appear on your bank statement from Huntington National Bank and ECHO as "HNB – ECHO."

Network providers are encouraged to register to take advantage of the following benefits:

- **Quicker payment –** processing can take as little as three days from the day the claim was submitted
- **Ability to search historical electronic remittance advice (ERA)** by claim number, member name, etc.
- **View, download, print and save** ERA for quick reference

To sign up for EFT, through ECHO Health, Inc. for Molina only, visit enrollments.echohealthinc.com/EFTERADirect/MolinaHealthcare. No fees apply.

EFT/ERA Contact Information:

Molina Healthcare

- **Phone**: (866) 409-2935
  ERA/EFT Email: EDI.ERAEFT@MolinaHealthcare.com

Change Healthcare/ECHO Health

- **EFT/ERA/835 Assistance**
  Phone: (888) 834-3511
  Email: edi@echohealthinc.com

- **Virtual Credit Card Processing Assistance**
  Phone: (888) 983-5580

- **Provider Portal Assistance**
  Phone: (888) 686-3260

- **Website**: enrollments.echohealthinc.com/efteradirect/molinaHealthcare
  Provider Portal (ECHO): providerpayments.com/

 Please email questions to MCCVA-Provider@MolinaHealthcare.com Thank you for being a valued MCC network provider and helping us provide high quality health care services to our members.

Important utilization management/authorization updates

On July 1, 2022, Molina Complete Care's (MCC) Medicaid plans (Commonwealth Coordinated Care Plus [CCC Plus] and Medallion 4.0) will transition to Molina Healthcare systems. The new systems and the scale that comes with them will add additional efficiencies to our model. The current provider services phone numbers will remain in place until the rebranding to Cardinal Care is complete.

- CCC Plus: (800) 424-4524
- Medallion 4.0: (800) 424-4518

These changes impacting utilization management and authorization processes are outlined

below. Your provider representative will schedule sessions in the upcoming weeks to demo and provide training for these changes.

Provider portal
Please use this new link to access your Molina payer spaces in the Availity Essentials portal as of July 1, 2022: https://availity.com/molinahealthcare.

Prior authorization look-up tool
The prior authorization (PA) look-up tool is an interactive tool to help providers, members, and MCC staff determine prior authorization requirements, including whether or not a code requires require prior authorization. You can find this tool on our provider website on July 1, 2022: https://www.molinahealthcare.com/members/va/en-us/health-care-professionals/home.aspx.

Prior authorization list
As part of our effort to ease provider administrative work and help our members live healthier lives, we continue to refine our PA requirements. We do this by adding and removing PA requirements for certain medications and services. Due to the number of changes that will go into effect July 1, 2022 we are making the entire PA list available here:
https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/va/Forms/Virginia-Medicaid-Prior-Auth-Code-Matrix_508c.pdf

On July 1, 2022, you'll access this list on our provider site under the "Authorizations/Utilization Management" heading at
https://www.molinahealthcare.com/providers/va/medicaid/resources/forms.aspx.

Fax requests for authorization
We have reconfigured our fax intake process based on services requested versus a member's plan in preparation for Cardinal Care. Please use the prior authorization request form for all fax requests, which you can find at:
https://www.molinahealthcare.com/providers/va/medicaid/resources/forms.aspx

Here are the new fax numbers, effective July 1, 2022:

CCC Plus and Medallion 4.0 services	New fax number effective, **July 1, 2022**
Inpatient physical health	(866) 210-1523
Outpatient physical health	(855) 769-2116
Long Term Support Services (LTSS)	(800) 614-8207
Behavioral health	(855) 339-8179
Advanced imaging	(877) 731-7218
Transplant	(877) 813-1206
Pharmacy	(844) 278-5731
Virginia DSNP Medicare	(888) 656-2389

Care coordination documents (newborn notification, UAI, IFSP, etc.)	(800) 614-7934
Maternity	(866) 210-1523

Maternity authorizations
Effective July 1, 2022, authorization will be required for all vaginal and caesarean deliveries. These requests should be submitted via fax to (866) 210-1523, or through the provider portal.

Appeals address change
Use this new address for all member and provider grievances and appeals received on or after July 1, 2022:

> Appeals & Grievance
> Molina Healthcare, Inc.
> P.O. Box 36030
> Louisville, KY 40233-6030

MCG Cite AutoAuth for ePortal advanced imaging prior authorizations

Effective July 1, 2022, Molina Complete Care (MCC) will introduce a new self-service method to submit advanced imaging prior authorization requests for our Medicaid line of business. You'll be able to access this system electronically via the provider portal 24 hours a day, seven days a week. This submission method will be an alternative to the existing fax/phone/email process. You can find instructions on using the new ePortal on our website at https://www.molinahealthcare.com/providers/va/medicaid/resources/provider-materials.aspx under "Provider Guides".

This system will provide more efficient processing of your authorization request, and the status of the authorization will be available immediately upon completion of your submission.

Please contact Provider Services if you have any questions:

- Commonwealth Coordinated Care Plus: (800) 424-4524
- Medallion 4.0: (800) 424-4518
- Email: MCCVA-Provider@MolinaHealthcare.com

Availity Essentials provider portal overview webinar

Did you know you could be submitting and managing your transactions for Molina Healthcare on Availity?

Knowing the ins and outs of working with Molina can be invaluable in streamlining your workflow. That's why Availity and Molina are teaming up to offer a live webinar, "*Availity Essentials Provider Portal Overview for Molina Providers.*"

We'll show you how to work with Molina on Availity and access popular Single Sign On (SSO) capabilities. Here's a preview of what you'll learn:

- View and submit claims
- Upload supporting documentation using the Send Attachments feature

- Directly message Molina Healthcare from within the Claim Status and E&B transactions
- Access these SSO capabilities through Molina's Payer Space: Appeals/Correct Claims, Authorizations, Member Roster, HEDIS® Profile, and Reports

We know you've been busy so we're offering a few more training opportunities to fit with your schedule. Join Availity and Molina for one of these dates:

- **Friday, September 30**
  - @ 11 a.m. -12:15 p.m. EST.

- **Wednesday, October 12**
  - @ 10 a.m – 11:15 a.m. EST.

- **Tuesday, October 25**
  - @ 12 p.m. – 1:15 p.m. EST.

Bonus! For your convenience, all attendees will receive a handout with tips on accessing the Availity tools that they can use for Molina.

To register for one of the above training sessions, log into Availity Essentials and proceed to the Help & Training section located at the top right of the screen and select Get Trained. Once in the training catalog, go to the Sessions tab at the top of the page and then you will see the above trainings listed as **Availity Essential Provider Overview for Molina Providers – Live Webinar**.

Not registered with Availity Essentials? Registering your organization is easy and free. Your organization's administrator should register on availity.com/molinahealthcare.

Sign up here.

Molina Complete Care Medicaid provider education meeting

We would like to take this opportunity to invite you to our next scheduled provider education meeting, "Molina Complete Care Operational Changes Effective 7/1/2022". Due to Covid-19, we'll meet virtually via Webex. We will have training sessions the following days from 11 a.m. to 12 p.m. Please join via the link below:

- May 25: Hospital/Health System Session
  - https://molina.webex.com/molina/j.php?MTID=maeb19bdbb9c8945398c4dbb62c61ad13
- May 27: Hospital/Health System Session – Rescheduled to June 10, 2022
  - https://molina.webex.com/molina/j.php?MTID=maeb19bdbb9c8945398c4dbb62c61ad13
- June 1: Complex Provider Systems Session
  - https://molina.webex.com/molina/j.php?MTID=ma513c5825be016c784b231db28d32e45
- June 3: Complex Provider Systems Session
  - https://molina.webex.com/molina/j.php?MTID=me3a4c629183ba5c81264519274

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- June 6: General Session (Tidewater)
  - https://molina.webex.com/molina/j.php?MTID=m641da4b55ccf234e12f4d1c1dbf487b6
- June 8: General Session (Charlottesville/Western)
  - https://molina.webex.com/molina/j.php?MTID=m1526c8b2da14e4b306a6e0186982c8b7
- June 10: Hospital/Health System Session – Rescheduled from May 27, 2022
  - https://molina.webex.com/molina/j.php?MTID=m15e1acf397d6b8d6398412380747d1ba
- June 15: General Session (Northern)
  - https://molina.webex.com/molina/j.php?MTID=m62670bdffb229329fa6cd6f6085075b7
- June 17: General Session (Central)
  - https://molina.webex.com/molina/j.php?MTID=ma471aee8235ed2b4db3b42664717675c
- June 20: General Session (Roanoke/Alleghany/Far Southwest)
  - https://molina.webex.com/molina/j.php?MTID=mf068f22997ac8038c829c15ecfce20fc
- June 27: General Session (ALL Providers)
  - https://molina.webex.com/molina/j.php?MTID=m79b2eafb2c2781e4c3a06a0ebb7646ab
- June 29: General Session (ALL Providers)
  - https://molina.webex.com/molina/j.php?MTID=mcd33fd85d3378ec9eb1f5ea88981126f
- July 6: General Session (ALL Providers)
  - https://molina.webex.com/molina/j.php?MTID=me1b2e14592b4a32e5747343bc9202d04
- July 11: General Session (ALL Providers)
  - https://molina.webex.com/molina/j.php?MTID=me5e90a1bade52230890bd1ff7806adc9
- July 13: General Session (ALL Providers)
  - https://molina.webex.com/molina/j.php?MTID=m56ac13e7adc9772fbb7f82c55c1f9ddf
- July 20: General Session (ALL Providers)
  - https://molina.webex.com/molina/j.php?MTID=m37bc9236941bb368bab8d93ea6b876b5
- July 27: General Session (ALL Providers)
  - https://molina.webex.com/molina/j.php?MTID=mba6435ce75c18e5b593143258cd3d70e

We believe the information we'll share will help in your day-to-day operations and contacts with Molina Complete Care. We hope you'll be able to join us.