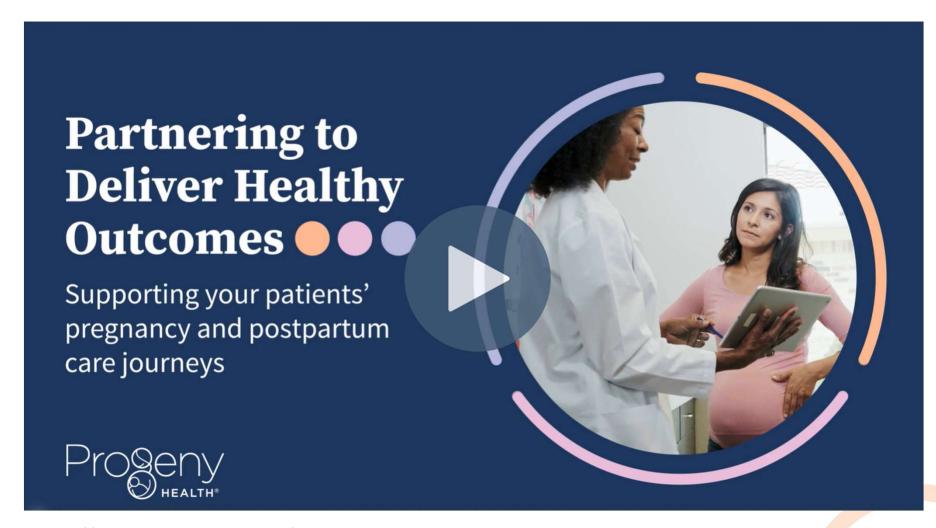# ProgenyHealth Overview for Molina Wisconsin

Agenda

1. **ProgenyHealth Introduction Video**

2. **Points of Contact**

3. **Utilization Management (UM)**
   - Notification and Determinations
   - Daily Determinations
   - Peer-to-Peer and Appeals
   - Transfers and Readmissions
   - UM Established Cases

4. **Case Management (CM)**
   - CM Program Overview
   - CM Facility Collaboration

https://info.progenyhealth.com/progenyhealth-provider-education-video

ProgenyHealth

Introduction

Beginning June 30th ProgenyHealth will assume Neonatal Care Management Services for Molina Wisconsin

- This program will apply to Medicaid.

- This program will not include SSI+, CHIP .

ProgenyHealth Contact Information

Direct contact information for the ProgenyHealth UM and CM Nurses will be provided once assigned to a member admitted to your facility.

Main Number:

1-888-832-2006

UM Email:

MolinaWI-UM@progenyhealth.com

Secure Fax for Molina Wisconsin:

1-866-803-1125

CM Email:

MolinaWI-CM@progenyhealth.com

Website:

ProgenyHealth.com

UM Notification & Determinations

What You Need to Do:

The process for notifying Molina Wisconsin of infant admissions to the NICU or a special care nursery is changing.

Starting 6/30/2025, NICU Notification of Admission should be faxed **directly to ProgenyHealth** at 866.803.1125 for all infants born/admitted on 6/30/2025, and after.

Please Include:

- Mom Name, DOB and Subscriber ID

- Infant Name (if known) and ID (if known)

- Attending Physician NPI #

- Facility NPI #

For members managed by ProgenyHealth, all concurrent reviews, transfers, and discharge summaries should be sent to ProgenyHealth's secure fax number.
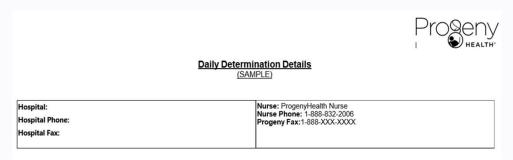
What We Will Do:

- ProgenyHealth will follow Molina Wisconsin timeframes for concurrent reviews and determinations.

- ProgenyHealth will be providing Level of Care determination utilizing MCG 29th ed

Daily Determinations

ProgenyHealth will fax facility-specific daily determination log

- Days approved

- Levels of Care (example: Level 2, Level 3)

- Next Review Date

- Information needed with the next review to support continued inpatient stay

- Authorization Number

- **PGNNCUWIxxxxxxxx**

Daily Determination Details
(SAMPLE)

Hospital:	Nurse: ProgenyHealth Nurse
Hospital Phone:	Nurse Phone: 1-888-832-2006
Hospital Fax:	Progeny Fax:1-888-XXX-XXXX

Patient Full Name	Admitted	Discharged	Description
Baby A Test **DOB:** 2/7/2024 **ProgenyHealth Case ID:** UM01 **Hospital Medical Record Number:** N/A **Authorization Number:** N/A **Next Review Date:** 2/15/2024 **Next Review Notes:** Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2024		**Days Reviewed:** 2 02/07/2024 - 02/08/2024 **Requested Level of Care:** Level 4 Approve: As Requested **Reviewed Level of Care:** Level 4 **Days Reviewed:** 3 02/09/2024 - 02/11/2024 **Requested Level of Care:** Level 4 Approve: Per Physician Reviewer **Reviewed Level of Care:** Level 3

UM Peer-to-Peer & Appeals

For adverse determination made by ProgenyHealth, the provider/representative will be offered 5 business days to request Peer-to-Peer (P2P) discussions.

Verbal notification of the P2P opportunity is provided during denial notification, followed by a faxed daily determination log; Denial letters will be mailed per health plan guidelines.

- P2P may be requested with a ProgenyHealth Medical Director by calling 1-888-832-2006 and following the Physician Advisor's prompt and directions.

- If P2P is declined or if the denial determination is upheld, providers would follow Molina Wisconsin appeal process if not in agreement with the determination.

Transfers & Readmissions

Transfers

ProgenyHealth will manage infants transferred from the NICU to another acute care facility under the guidance of Molina Wisconsin current rules for higher, lateral, and lower-level care transfers.

Readmission

ProgenyHealth will manage elective and emergent readmissions for all infants managed by ProgenyHealth for their initial NICU admission if readmitted within the first 60 days after the **initial** NICU discharge date.

Example

PH will also manage:

- A well baby infant at birth not managed by PH will be managed by PH if another admission to a NICU occurs 30 days after discharge.

- A NICU infant at birth infant not managed by PH will be managed by PH if another admission to a NICU occurs 30 days after discharge.

UM Established Cases

- Infants receiving NICU LOC who were admitted before 6/30/2025, and remain inpatient post go-live, will be transitioned to ProgenyHealth for continued medical management.

- For established cases, all concurrent stay reviews and discharge summaries should be faxed directly to ProgenyHealth.

- Updated authorization number for transition cases noted here:

Authorization Number:
PGNNCUXXXXXXX

Next Review Date: 2/15/2024
Next Review Notes: Your Auth # is 1234567.
Your new Progeny Auth # is PGNNCUXXXXXX

CM Program Overview

Partnering with Molina Wisconsin, we offer caregivers telephonic CM services

- Families will have a dedicated Case Manager who will provide support and education.

- Following notification of NICU admission, ProgenyHealth outreaches caregivers for early inpatient engagement to evaluate Social Determinants of Health and barriers to safe discharge home.

- ProgenyHealth Case Managers will continue to follow members for 60 days from the **initial** NICU discharge date

- ProgenyHealth Case Managers, Social Workers, and Care Coordinators assist members with identifying support and utilizing national and local community resources.
    - Identifying PCP
    - Behavioral health support
    - Lactation services/obtaining a breast pump
    - Transportation resources

CM Facility Collaboration

ProgenyHealth will collaborate with facility CM for infants with anticipated discharge needs, complex medical care, or considerable social situations.

ProgenyHealth encourages caregivers to utilize facility resources such as in-person lactation consultants, CM, or Social Work support available while the infant remains inpatient.

Prior Authorizations will continue to be submitted to [CLIENT] for discharge needs. ProgenyHealth can assist facilities with identifying in-network Durable Medical Equipment, home care, and providers.

Thank you!
Questions?

ProgenyHealth.com