



Payments Made Easy

Molina Wisconsin is happy to share our monthly resource called *Payments Made Easy*, that brings you billing tips, tricks, and trends to help your claims get paid correctly and quickly.

August 2022

Appeal Turn Around Times: Providers are encouraged to file a formal appeal when disagreeing with the claim processing outcome. The Molina Appeals team will review and respond to properly submitted appeals in the following timeframes:

- Marketplace: 60 calendar days
- Medicaid: 45 calendar days
- Medicare: 60 calendar days

Visit the [Molina Public Website](#) for the Wisconsin Appeal form and additional appeal submission guidelines.

Medicaid Billing Guidelines: As a reminder, Molina follows ForwardHealth guidelines, fee schedules and provider type/specialty limitations for Medicaid claims. We recommend referencing ForwardHealth for any questions or concerns regarding coverage for Medicaid claims.

COVID-19 Clean Up Project: The Molina team is completing quarterly reviews to reprocess all claims that are impacted by new CPT codes, place of service and etc. as we continue to navigate COVID-19. No additional action is needed by the providers, Molina will proactively audit and reprocess.

Balance Billing: Balance billing a Molina Member for Covered Services is prohibited, other than for the Member's applicable copayment, coinsurance and deductible amounts. Providers contractually agreed that under no circumstance shall a Member be liable to the Provider for any sums that are the legal obligation of Molina to the Provider. Providers are

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responsible for verifying eligibility and obtaining approval for services that require prior authorization, before services are rendered.

If there are additional team members that you would like added to this distribution list or if you have any questions, please reach out to your Provider Network Manager at WIProviderNetworkManagement@MolinaHealthCare.Com.

All the Payments Made Easy campaigns can be viewed on the [Molina public website](#).

Register Now for Availity, Molina Healthcare's Inc. (Molina) New Provider Portal

Learn how Molina is working with Availity at [availity.com/molinahealthcare](https://www.availity.com/molinahealthcare)
