

# Molina & My Choice Wisconsin Integration Updates

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February 15, 2024



# Agenda

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## Welcome, Integration Overview & Timeline

**Joe Dietlin**

VP, Network Management & Operations



## Contracting & Credentialing Processes

**Nicole Pagliaro**

Director, Provider Services



## Operational Changes & Member Impact

**Christina Weickardt**

Director, Provider Contracts

## In Closing: Resources / Contact Information / Questions

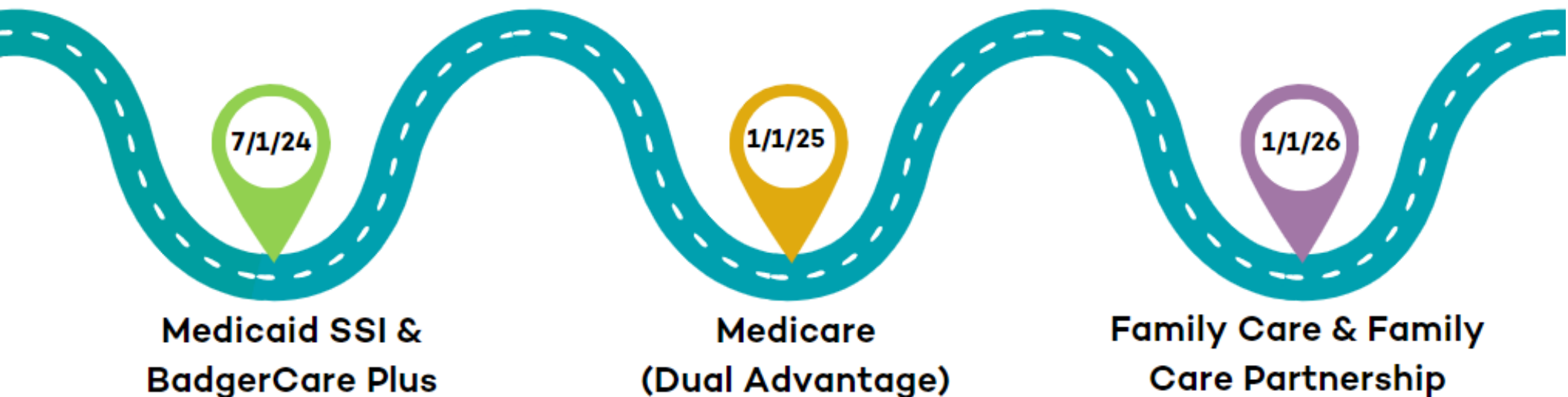
Joe Dietlin

# About the Integration

- Molina purchased My Choice Wisconsin in September 2023.
- Molina now offers access to **all** government-sponsored healthcare programs in WI!

*This includes BadgerCare Plus, Medicaid SSI, Marketplace, Medicare, Family Care and Family Care Partnership, and Molina's TMG subsidiary in the IRIS program.*

## Integration Timeline



# Our goals for this integration



Minimize the impact on provider partners as much as possible



Leverage all opportunities to seamlessly integrate My Choice data into the Molina system



Stay transparent



Inform you of all changes in advance



# Stay connected!



Bookmark our [dedicated webpage](#) for updates and FAQs



Watch for frequent emails from  
Provider Network

- Not registered? Sign up [here](#).



Join us for future webinars



Reach out to your provider  
representative with any questions



# Contracting & Credentialing Changes

Nicole Pagliaro  
Director, Provider Services



# Contracting

## for BadgerCare Plus and Medicaid SSI

### Contracted with **both Molina and Trilogy/My Choice?**

- Where a Molina contract exists, we intend to continue the Molina contract as it is currently in the Molina system.
- This creates the least amount of process change for claims payment and is intended to keep integration issues low.

### Contracted with **Trilogy (BC+) or My Choice only?**

- Likely, no action needed.
- In some instances where a contract with Trilogy/My Choice has terms or structures that are not compatible with the Molina claims system (QNXT), we will reach out.

### Contracted with **Molina only?**

- No action needed.

# Credentialing

- Molina and My Choice credentialing functions have been **combined** to reduce burden on providers contracted with both entities
- No action needed – we will reach out if anything needed for recredentialing process.

## Good news!

If you have just credentialed with My Choice within your 3-year credentialing coverage period, **you will not have to re-credential** with Molina or My Choice until your next period. At your next recredentialing, it will be with Molina.

# Operational Changes & Member Impact

Christina Weickardt  
Director, Provider Contracts



# Provider Portal

- **Medicaid SSI and BadgerCare Plus:** starting **7/1/24**, Molina's provider portal, [Availity](#)
- **Medicare:** Starting **1/1/25**, [Availity](#)
- **Family Care and Family Care Partnership** is **still being determined** for post 1/1/26

*Note: Availity training opportunities will be communicated*

The screenshot displays the Availity Provider Portal interface. At the top, a dark navigation bar includes the Availity logo, a search bar, and links for Home, Notifications, My Favorites, Wisconsin, Help & Training, and a user profile icon. Below this is a secondary navigation bar with dropdown menus for Patient Registration, Claims & Payments, Clinical, My Providers, Payer Spaces, More, and Reporting. The main content area features four large, square tiles: '360 Availity 360', 'EB Eligibility and Benefits Inquiry', 'Manage My Organization' (with a computer icon), and 'CS Claim Status'. To the right of these tiles is a 'My Account Dashboard' section with links to My Account, Manage My Organization, 'How To' Guide for Dental Providers, Enrollments Center, EDI Companion Guide, and Spaces Management Tool. At the bottom, a 'News and Announcements' section is highlighted with a 'NEW ALERT' badge. It contains a warning icon and text about 'Humana Production Maintenance -- 02/16/2024', stating that authorization and referral transactions will be unavailable from Friday 2/16/2024 at 8pm to Saturday 02/17/2024 at 10:00am, with a 'More...' link.

# Provider Data/Billing Information

- Our goal is to seamlessly integrate all My Choice data into Molina systems.
- We want to ensure your information is presenting correctly in our Provider Online Directory.
  - **If you are a Trilogy/My Choice provider for BC+/SSI only** (not existing with Molina), please send your full provider practice information and/or roster to [MHWIProviderNetworkManagement@MolinaHealthcare.com](mailto:MHWIProviderNetworkManagement@MolinaHealthcare.com) by March 1, 2024.
    - If you'd like to use Molina's roster template, it can be found [here](#).

The image shows a screenshot of the Molina Healthcare website. On the left, there is a navigation menu with links: "Become a Member", "Members", "Health Care Professionals", "Find a Doctor or Pharmacy" (highlighted with a red box and a red arrow pointing to the search bar on the right), "Brokers", and "About Molina". Below the navigation menu, there is a banner for "Don't lose your Medicaid benefits! Renew on time." with links to "Watch short video" and "More information". On the right, there is a search bar with the text "Search for Care by Specialty, Name, NPI or Keyword" and a magnifying glass icon. Below the search bar, there are common search categories: "Primary Care", "Behavioral/Mental Health", "Virtual Care", "Urgent Care Center", and "Hospitals". At the bottom, there is a "Browse by Category" section with icons and labels for "Medical Care", "Behavioral Health Including Mental Health", "Labs, Imaging and Other Testing", "Urgent and Convenient Care", "Hospitals and Other Facilities", "Medical Equipment and...", and "All Categories".

# Prior Authorizations

- After July 1, Molina prior auth policies must be followed for Medicaid SSI/BC+.
- Molina prior auth requests must be submitted via Availity or fax.
- If authorizations span the 7/1 integration, they will be integrated into the Molina system. Providers do not have to do anything.

## Changes from MCW:

- **We do not perform retro reviews** unless you were unaware the member has Medicaid. Please remember to check for member eligibility through Forward Health.
- **We do not require authorization for observations.**

Visit our website for a helpful [Prior Auth Guide](#) and [Auth Code LookUp Tool](#).



### MOLINA® HEALTHCARE MEDICAID PRIOR AUTHORIZATION/PRE-SERVICE REVIEW GUIDE EFFECTIVE: 01/01/2024

REFER TO MOLINA'S PROVIDER WEBSITE OR PRIOR AUTHORIZATION LOOK-UP TOOL FOR SPECIFIC CODES THAT REQUIRE PRIOR AUTHORIZATION

ONLY COVERED SERVICES ARE ELIGIBLE FOR REIMBURSEMENT

OFFICE VISITS TO CONTRACTED/PARTICIPATING (PAR) PROVIDERS & REFERRALS TO NETWORK SPECIALISTS

DO NOT REQUIRE PRIOR AUTHORIZATION.

EMERGENCY SERVICES DO NOT REQUIRE PRIOR AUTHORIZATION.

- **Advanced Imaging and Specialty Tests**
- **Behavioral Health: Mental Health, Alcohol and Chemical Dependency Services:**
  - Inpatient, Residential Treatment, Partial Hospitalization, Day Treatment.
  - Intensive Outpatient Program –after 16 units requires
- **Miscellaneous & Unlisted Codes:** Molina requires standard codes when requesting authorization. Should an unlisted or miscellaneous code be requested, medical necessity documentation and rationale must be submitted with the prior authorization request.
- **Neuropsychological and Psychological Testing,** after initial 4 hours of testing

## Need a Prior Authorization?

[Code LookUp Tool](#)

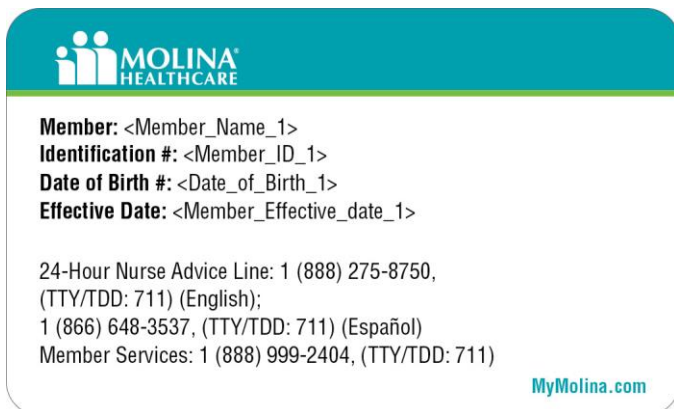


# Member Impact

- All My Choice members will eventually transition to Molina identification
  - *July 1, 2024 – Medicaid SSI and BadgerCare Plus*
  - *January 1, 2025 – Medicare (Dual Advantage)*
  - *January 1, 2026 – Family Care/Family Care Partnership*

## ID Cards

- Medicaid SSI/BC+ My Choice members will receive and may begin presenting with new Molina ID cards in July 2024.
- Members may still also present with ForwardHealth ID cards.



# Resources & Contact Information

Joe Dietlin  
VP, Network Management & Operations



# Resources

- Visit our [Molina/My Choice Wisconsin Integration Updates page](#) for updates, FAQs, resources, and contact information
- [Sign up for email updates](#)
- Email questions to your provider relations representative:
  - MHWIPProviderNetworkManagement@MolinaHealthcare.com (*for BC+, SSI, existing Molina Medicare*)
  - Shfamccontracts@mychoicewi.org (*for FC, FCP, existing My Choice Medicare*)

***We are here  
for you!***

*Molina Healthcare of Wisconsin and My Choice Wisconsin employees volunteered together at the Boys & Girls Club of Dane County in December 2023.*



# Meet Your Provider Team

## Medicare SSI/BC+, Marketplace, Medicare *Molina*

### **Christina Weickardt**

Director, Provider Contracts

### **Joanne Swanson**

Provider Contracts Manager

### **Alicia Govek**

Manager, Provider Relations

### **Pamela Entringer**

Provider Relations Manager

### **Phyllis Salley**

Provider Relations Manager

### **Bridget King**

Provider Relations Manager

## Family Care, Family Care Partnership *My Choice Wisconsin*

### **Nicole Pagliaro**

Director, Provider Services

### **Celine Unger**

Manager, Provider Services

### **Michael Kampmeier**

Supv, Provider Network Admin

### **Jennifer Winter**

Sr. Rep, Provider Services

### **Sheri Wojtowicz**

Sr. Rep, Provider Services

### **Samantha Monrial Garza**

Sr. Rep, Provider Services

### **John Jorgenson**

Sr. Rep, Provider Services

### **Gray Bolivar**

Sr. Rep, Provider Services

### **Jessica Cullen**

Sr. Rep, Provider Services

### **Sadi SanFelippo**

Sr. Rep, Provider Services



# Questions?

