



Monthly Topics for October 2020

All "Just the Fax" publications are available on Molina Healthcare's website via this link
<https://www.molinahealthcare.com/providers/mi/medicaid/comm/Pages/provmailings.aspx>

InPerson Provider Service Representative Visits

Molina appreciates your dedication to continue to provide quality care to our members and the community during this pandemic. While we recognize the importance of the visits made to offices by our Provider Service's Team, we also want to consider and respect the safety measures that you have established for your patients as well as make the safety of our team a top priority. In order to develop a plan for our "new normal" we would like to obtain some thoughts/input on this from our provider offices. Your Provider Service's Representative will reach out to you soon with a short survey. We appreciate your honest feedback.

1. Beginning in 2021, what method of provider service "visit" would you work best for your office in-person, telephonic or email?
2. If you prefer in-person would you like visits to resume in January 2021 or would you prefer a later start date?
3. Would you prefer monthly, bi-monthly or quarterly visits?
4. Is there anything that you would like to see changed about the visit process with Molina?

Molina Provider Newsletters

As a valuable partner in Molina Healthcare's provider network, Molina strives to keep open lines of communication, provide important news and updates and share helpful information with you about the health plan and the health care industry, through variety of mediums.

As a reminder, one such manner is our quarterly Provider Newsletter which is now published and can be found on the Molina website in the Provider Environment, under Communications, then newsletter's.

Please visit the Molina website at <https://www.molinahealthcare.com/providers/mi/medicaid/comm/newsletter.aspx> to read all our Provider Newsletters and keep up with all of the communications, provider mailings and resources & trainings.

Quarter 4 Prior Authorization Guide and Matrix

Reminder, Molina's Prior Authorization Guides and Matrix are updated quarterly. The Fourth Quarter 2020 Guide and Matrix will be effective October 1st.

Change in Laboratory Network

Beginning 10/1/2020 you can no longer send labs to JVHL for Molina members.

Providers may also continue to perform lab procedures listed on the In-office lab list posted on our website at <https://www.molinahealthcare.com/~media/Molina/PublicWebsite/PDF/Providers/common/MI-Physician-Office-Laboratory-Tests.pdf>

Model of Care Attestation

As a reminder; Molina Healthcare of Michigan is required to provide annual training to our entire Medicare contracted provider network, regarding its MOC program for dual eligible enrollees. To ensure Molina Healthcare remains compliant with CMS regulatory requirements for MOC training, receipt of a completed Attestation Form is due to Molina Healthcare no later than **October 31, 2020**. A big Thank You to those that have already completed the annual training and submitted their signed attestation.

Provider Training material can be found on the Molina Medicare website under Molina Healthcare Model of Care or through the following link:

<https://www.molinahealthcare.com/providers/common/medicare/~media/Molina/PublicWebsite/PDF/Providers/common/medicare/2020-MOC-Provider-Training.pdf>

For a copy of the MOC Attestation please visit the Molina Medicare website at:

<https://www.molinahealthcare.com/~media/Molina/PublicWebsite/PDF/Providers/common/medicare/model-of-care-mi-2020.pdf>

If you are completing the training as a group, one MOC Attestation Form should be submitted that applies to all in the group by the individual with authority to sign on behalf of the group. An attendance log MUST also be included with your form. Please return the signed form via email to: MHMProviderServicesMailbox@MolinaHealthCare.Com

Electronic Funds Transfer (EFT)

Electronic payments are faster and more convenient. We hope you will take the opportunity to follow the instructions to set up your account for EFT through CHANGE Healthcare.

BENEFITS

You can search/view/print/download/save the PDF electronic version of your Explanation of Payment -EOP (also known as Remittance Advice). You can have your 835 files routed to your FTP.

Registration is Fast and Easy!

Please visit the Healthcare Professional section of Molina Healthcare's website for a PDF version of the registration instructions at

<https://www.molinahealthcare.com/providers/mi/medicaid/Pages/home.aspx>

The information can be found on the Molina Provider website, under the tab "EDI ERA/EFT" and by selecting "Enrollment Information for ERA/EFT." There is a link on the page called "Change Healthcare ProviderNet Registration Instructions."

Note: If you are already registered and just need to add additional pay to NPI's, they can be added through the "Provider Info" screen.

Additional Information for PCPs ONLY

If you're a PCP, and have not registered to receive your "BONUS" payments through EFT, please call 248.729.0905 or email Provider Services at: mhmproviderservicesmailbox@molinahealthcare.com and we will email the Provider Supplier Form to you to register for EFT for BONUS payments.

Single Preferred Drug List–REMINDER GOLIVE!

October 1, 2020, the Michigan Department of Health and Human Services (MDHHS) have implemented a Single Pharmacy Drug List (PDL) for all Michigan Medicaid Health Plans for Medicaid members. Molina Medicaid members affected by this change received notification in August.