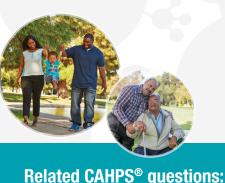
Enhance patient triage process and office experience

Tips	Benefits	
Consider assigning staff to perform preliminary work-up activities (e.g. blood pressure, temperature, etc.)	Shortens patient's perceived wait time	
While waiting, consider providing something to occupy their attention (e.g., current reading materials, health information)	patients you acknowledge that their time is important sexplanation vider delays effer options alle or another	
Give a brief explanation for any provider delays and provide frequent updates. Offer options to reschedule or be seen by another provider (including a PA or NP)		



vou to understand?

Encourage open communication with patient

Tips	Benefits	
Review all treatment options with patient	Ensures patient's needs	
Ask patients to list key concerns at the start of the visit	are met	
Review all medications to ensure understanding for taking the medication and to encourage adherence	Facilitates medication adherence and better health outcomes	
Offer resources, such as health education materials and interpreters	Patients feel sufficient time was spent with them	
Ask patients if all questions and concerns were addressed before ending visit		
Show empathy	Shows patients	
Take complaints seriously and try to resolve immediately	that they are being heard	

Additional resources for office staff and patients:

24 Hour Nurse Advice Line

For additional after hours coverage, Molina Healthcare members can call:

Medicaid & Medicare:

(888) 275-8750 (English) TTY: 711 (866) 648-3537 (Spanish) TTY: 711

MMP/Duals:

(844) 489-2541 (English, Spanish & Arabic) TTY: 711

Provider Web Portal

Providers can access the provider web portal at www.MolinaHealthcare.com to:

- Check member eligibility
- Submit a claim & check claim status
- Search for your patients
- Check status of service request authorizations
- Review Patient Care Plan
- Obtain information on quality measures and HEDIS performance
- Submit HEDIS documentation files thru Provider Profile site

Interpreter Services

Molina Healthcare members can access interpreter services at no cost. Call the Customer Service Line at

Medicaid/Healthy Michigan: (888) 898-7969 (800) 665-3072 Medicare: MMP/Duals: (855) 735-5604 (888) 560-4087 Marketplace:

MolinaHealthcare.com

Improving Patient Satisfaction:

Tips for Your Provider Office







Your Extended Family.



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How often did your personal doctor explain things in a way that was easy for

How often did your personal doctor listen carefully to you?

How often did your personal doctor spend enough time with you?

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry standard survey tool used to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention, but can also help increase compliance with physician recommendations and improve patient outcomes. Are you looking for ways to help improve patient satisfaction and increase CAHPS® scores? Here are a few suggestions that may help:



Review appointment scheduling protocols and access to care standards

Medical Appointment Types	Standard	
Office Wait Time	Not to exceed 45 minutes	
Routine Primary Care	Within 30 business days of the request	
Preventive Care Appointment	Within 30 business days of the request	
Urgent Care	Within forty-eight (48) hours	
Non-urgent Symptomatic Care	Within 7 business days of request	
After Hours Care	24 hours/day; 7 day/week availability	
Acute/Urgent Specialty Care (High Volume)	Within three (3) to five (5) buiness days of the request	
Specialty Care (High Impact)	Within six (6) weeks of the request	
Behavioral Health* Appointment Types	Standard	
Life Threatening Emergency	Immediately	
Non-life Threatening Emergency	Within six (6) hours of request	
Urgent Care	Within forty-eight (48) hours	
Routine Care	Within ten (10) calendar days	
Follow-up Routine Care	Within 10 business days of request	

Dental Appointment Types	Standard
Emergency Dental Services	Immediately 24 hours/day seven Days per week
Urgent Care	Within 48 hours
Routine Care	Within 21 Business Days of request
reventive Services Within six weeks of request	
Initial Appointment	Within eight weeks of request

Related CAHPS® questions:

- When you needed care right away, how often did you get care as soon as you needed?
- When you made an appointment for a check-up or routine care at a doctor's office or clinic, how often did you get an appointment as soon as you needed?

Maximize all visits

Tips	Benefits
For patients who are seen for an office-based E&M service (a sick visit) and are due for a preventive health care visit, consider performing a preventive health care visit if time and indications allow. If time does not allow, please schedule the preventive health care visit for another time.	Addresses patient needs and improves health outcomes Reduces future visits and opens up schedule
Molina Healthcare will reimburse for both E&M services that occur on the same patient on the same day when: 1. The ICD-10 diagnosis codes support payment of both E&M codes (sick	Ensures preventive care needs will be addressed more timely
visit plus well check visit). 2. The office-based E&M service (sick code) reported with modifier 25 documents both E&M services as	
significant and separately identifiable E&M services. 3. Clinical records may be submitted with the claim documenting the	
criteria above. 4. Reimbursement assumes that all other claim payment requirements are satisfied.	