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Important message: Updating Provider Information

Molina Healthcare of Mississippi, Inc. needs to keep our provider network information current. Up-to-date provider information allows Molina to accurately generate provider directories, process claims and communicate with our provider network. Providers must notify Molina in

writing at least 30 days in advance, when possible, of changes, such as:

- Change in practice ownership or Taxpayer Identification Number (TIN)
- Practice name change
- A change in practice address, phone or fax numbers
- Change in practice office hours
- New office site location
- Primary care providers (PCP) only: If your practice opens or closes to new patients
- When a provider joins or leaves the practice

Changes should be submitted using the Provider Change Information Form online at MolinaHealthcare.com in the [Provider Forms](#) area.

Send changes to:

Email: MHMSProviderUpdates@molinahealthcare.com

Contact your Provider Relations manager at (844) 826-4335 if you have questions.

Molina's Utilization Management

One of the goals of our Utilization Management (UM) department is to render appropriate UM decisions consistent with objective clinical evidence. To achieve this goal, we maintain the following guidelines:

Provider information that must be validated includes, but is not limited to:

- Our highly trained UM staff evaluates medical information received by our providers against nationally recognized, objective and evidence-based criteria. We also consider individual circumstances (at minimum age, comorbidities, complications, progress of treatment, psychosocial situation and home environment, when applicable) and the local delivery system when determining the medical appropriateness of requested health care services.
- Molina's clinical criteria include:
 - MCG criteria that are utilized to conduct inpatient review, except when Change Healthcare InterQual® is contractually required.
 - American Society of Addiction Medicine (ASAM) criteria
 - National Comprehensive Cancer Network® (NCCN)
 - Hayes Directories
 - Applicable Medicaid guidelines
 - Molina Clinical Policy (MCP)
 - Molina Clinical Review (MCR) (developed by designated corporate medical affairs staff in conjunction with Molina physicians serving on the Medical Coverage Guidance Committee)
 - UpToDate®
 - Other nationally recognized criteria, including technology assessments and well-controlled studies that meet industry standards and Molina policy; and when appropriate, third-party board-certified physician reviewers.

- Molina ensures all criteria used for UM decision-making are available to providers upon request. The clinical policy website, MolinaClinicalPolicy.com, provides access to MCP and MCR criteria. Providers also can access MCG Cite for Care Guideline Transparency tool through our Availity Essentials (Availity). To obtain a copy of the UM criteria, call our UM department at (844) 826-4335.
- As the requesting provider, you will receive written notification of all UM denial decisions. If you need assistance contacting a medical reviewer about a case, please call the UM department at (844) 826-4335.

Molina wants to remind our providers that UM decision-making is based only on the appropriateness of care and service and the existence of coverage.

- Molina does not explicitly reward providers or other individuals for issuing denials of coverage or care.
- UM decision-makers do not receive financial incentives or other types of compensation to encourage decisions that result in underutilization.
- Providers may freely communicate with patients about their treatment – regardless of benefit coverage.
- Medicaid members have the right to a second opinion from a qualified provider. If an appropriate provider is unavailable in-network, Molina will arrange for a member to obtain a second opinion out-of-network at no additional cost to the member. Members from all Molina lines of business and programs should refer to their benefit documents (such as schedule of benefits and/or evidence of coverage) for second-opinion coverage benefit details, limitations and cost-share information. If an appropriate provider is unavailable in-network, prior authorization (PA) is required to obtain the second opinion of an out-of-network provider. Claims for out-of-network providers that do not have a PA will be denied unless regulation dictates otherwise. All diagnostic testing, consultations, treatments and/or surgical procedures must be a benefit under the plan and meet all applicable medical necessity criteria to be covered.
- Some of the most common reasons for a delay or denial of a request include:
 - Insufficient or missing clinical information to provide the basis for making the decision
 - Lack of or missing progress notes or illegible documentation

Molina's UM department staff is available for inbound collect or toll-free calls during regular business hours to provide information about the UM process and the authorization of care. If you wish to speak with a UM staff member, please call (844) 826-4335. You may also fax a question about a UM issue to (844) 207-1622. Molina's medical director is available to answer more complex medical decision questions and explain medical necessity denials.

Providers can quickly and conveniently submit and status check PA through the [Availity provider portal](#).

Molina PA fax numbers include:

- **Advanced imaging:** (877) 731-7218
- **Medicaid:** (844) 303-5188
- **Marketplace:** (844) 303-5188

Please refer to the *Drug formulary and pharmaceutical procedures* article for information about Molina's formulary PA and the exception process.

Molina's regular business hours are Monday-Friday (excluding holidays), 8 a.m.-5 p.m. Voicemail messages and faxes received after regular business hours will be returned the following business day. Molina has language assistance and TDD/TTY services for members with language barriers, members who are deaf or hard of hearing and those with speech impairment.

Case Management

Molina offers you and your patients the opportunity to participate in our complex case management program. Members must have the most complex service needs for this voluntary program. This may include members with multiple medical conditions, high levels of dependence, conditions that require care from multiple specialties and/or additional social, psychosocial, psychological and emotional issues that exacerbate their condition, treatment regime and/or discharge plan.

The purpose of the Molina complex case management program is to:

- Conduct a needs assessment of the patient, the patient's family and/or caregiver
- Provide intervention and care coordination services within the benefit structure across the continuum of care
- Empower our members to optimize their health and level of functioning
- Facilitate access to medically necessary services and ensure they are provided at the appropriate level of care promptly
- Provide a comprehensive and ongoing care plan for continuity of care in coordination with the member, the member's family, the provider and the provider's staff

If you would like to learn more about this program, you can speak with a complex case manager and/or refer a member for an evaluation by calling toll-free (844) 826-4335.

Resources Available on Molina's Provider Website

Featured online at MolinaHealthCare.com:

- Clinical practice and preventive health guidelines
- Health management programs
- Quality improvement programs
- Member rights and responsibilities
- Privacy notices
- Provider Manual
- Current formulary
- Cultural competency provider trainings

If you would like to receive any of the information posted on our website in a printed format, please call (844) 809-8438.

Translation Services

Molina can provide information in our members' primary language. We can arrange an interpreter to help you speak with our members in almost any language. We also provide written materials in different languages and formats. If you need an interpreter or written materials in other languages, please contact Molina at (844) 809-8438. You can also call TTD/TTY: 711 if a member has a hearing or speech disability.

Patient Safety

Patient safety activities encompass appropriate safety projects and error avoidance for Molina in collaboration with their PCPs.

The Molina patient safety activities address the following:

- Continued information about safe office practices
- Member education about members taking an active role in reducing the risk of errors in their care
- Member education about safe medication practices
- Cultural competency training
- Improvement in the continuity and coordination of care between providers to avoid miscommunication
- Improvement in the continuity and coordination between care sites, such as hospitals and other facilities, to ensure timely and accurate communication
- Distribution of research on proven safe clinical practices

The Molina patient safety activities address the following:

- Leapfrog Quality Index Ratings (leapfroggroup.org)
- The Joint Commission Quality Check® (qualitycheck.org)

Providers also can access the following links for additional information on patient safety:

- The Leapfrog Group (leapfroggroup.org)
- The Joint Commission (jointcommission.org)

Hours of operation

Molina requires providers to offer our members hours of operation no less than hours offered to commercial members.

Nondiscrimination

All providers joining the Molina provider network must comply with the provisions and guidance set forth by the Department of Health and Human Services (HHS), the Office for Civil Rights (OCR), state law and federal program rules prohibiting discrimination.

Additionally, participating providers or contracted medical groups/Independent Physician Associations (IPAs) may not limit their practices because of a member's medical (physical or mental) condition or the expectation for frequent or high-cost care.

Member Rights and Responsibilities

Molina wants to inform its providers about some of the rights and responsibilities of Molina members.

Molina members have the right to:

- Receive information about Molina, its services, its practitioners and providers, and member rights and responsibilities
- Be treated with respect and recognition of their dignity and their right to privacy
- Help make decisions about their health care
- Participate with providers in making decisions about their healthcare
- A candid discussion of appropriate or medically necessary treatment options for their conditions – regardless of cost or benefit coverage
- Voice complaints or appeals about Molina or the care provided
- Make recommendations regarding Molina member rights and responsibilities policy

Molina members have the responsibility to:

- Supply information (to the extent possible) that Molina and its practitioners and providers need to provide care
- Follow plans and instructions for care that they have agreed to with their practitioners
- Understand their health problems and participate in developing mutually agreed-upon treatment goals to the degree possible
- Keep appointments and be on time (If members are going to be late or cannot keep an appointment, they are instructed to call their practitioner.)

You can find your state's complete **Member Rights and Responsibilities Statement** on our website at MolinaHealthcare.com.

Population Health (health education, disease management, care management and complex case management)

The tools and services described here are educational support for our members. We may change them at any time necessary to meet our members' needs.

Molina offers programs to help our members and their families manage a diagnosed health condition. As a provider, you also help us identify members who may benefit from these programs. Members can request to be enrolled or disenrolled in these programs. Our programs include:

- Asthma management
- Diabetes management
- High blood pressure management

- Cardiovascular disease (CVD) management/congestive heart disease
- Chronic obstructive pulmonary disease (COPD) management
- Depression management
- High-risk obstetrician-gynecologist (OB/GYN) case management
- Transition of care (TOC)

You can find more information about our programs online at MolinaHealthcare.com.

If you have additional questions about our programs, please call Provider Relations at (844) 826-4335 (TTY/TDD at 711 Relay).

Quality Improvement Program

Molina's Quality improvement (QI) program provides the structure and key processes that enable the health plan to carry out our commitment to ongoing improvement in members' health care and service. The QI committee assists the organization in achieving these goals. It is an evolving program responsive to the changing needs of Molina's members and the standards established by the medical community and regulatory and accrediting bodies.

The key quality processes include but are not limited to:

- Implementation of programs and processes to improve members' outcomes and health status
- Collaboration with our contracted provider network to identify relevant care processes, develop tools and design meaningful measurement methodologies for provided care and service
- Evaluation of the effectiveness of programs, interventions and process improvements and determination of further actions
- Design of effective and value-added interventions
- Continuous monitoring of performance parameters and comparing to performance standards and benchmarks published by national, regional or state regulators, accrediting organizations and internal Molina thresholds
- Analysis of information and data to identify trends and opportunities and the appropriateness of care and services
- Oversight and improvement of functions that may be delegated: claims, UM and/or credentialing
- Confirmation of the quality and adequacy of the provider and health delivery organization network through appropriate contracting and credentialing processes

The QI program promotes and fosters accountability of employees, networks and affiliated health personnel for the quality and safety of care and services provided to Molina members.

The effectiveness of QI program activities in producing measurable improvements in the care and service provided to members is evaluated by:

- Organizing multi-disciplinary teams – including clinical experts – to analyze service and process improvement opportunities, determine actions for improvement and evaluate results

- Tracking the progress of quality activities and goals through appropriate quality committee minutes and reviewing/updating the quality work plan quarterly
- Revising interventions based on analysis when indicated
- Evaluating member satisfaction with their experience of care through the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey
- Reviewing member satisfaction with their experience with behavioral health services through survey questions and/or evaluation of behavioral health-specific complaints and appeals
- Conducting provider satisfaction surveys with specific questions about the UM process, such as determining the level of satisfaction with getting a service approved, obtaining a referral and case management

Molina would like to help you promote the important care activities you have undertaken in your practices. If you would like to have your projects and programs highlighted on the Molina website, please contact the QI department at (844) 826-4335.

If you want more information about our QI program or initiatives and the progress toward meeting quality goals, you can visit our website at MolinaHealthcare.com and access the **Health Resources** area on our provider website pages. If you would like to request a paper copy of our documents, please call the QI department at (844) 826-4335.

Standards for Medical Record Documentation

Molina has established medical record documentation standards to help assure our members' highest quality of care. Medical record standards promote quality care through communication, coordination and continuity of care and efficient and effective treatment.

Molina's medical record documentation standards include:

- Medical record content
- Medical record organization
- Information filed in medical records
- Ease of retrieving medical records
- Confidential patient information
- Standards and performance goals for participating providers

Below are commonly accepted standards for documentation in medical records and must be included in each medical record: Molina's medical record documentation standards include:

- History and physicals
- Allergies and adverse reactions
- Problem list
- Medications
- Documentation of clinical findings and evaluation for each visit
- Preventive services/risk screening

For more information, please call the QI department at (844) 826-4335.

Preventive Health Guidelines

Preventive health guidelines can be beneficial to providers and our members. Guidelines are based on scientific evidence, a review of the medical literature or appropriately established authority, as cited. All recommendations are based on published consensus guidelines and do not favor any particular treatment based solely on cost considerations.

These guidelines are meant to recommend a standard level of care and do not preclude the delivery of additional preventive services based on the member's needs.

You can also view all guidelines at MolinaHealthcare.com by accessing the **Health Resources** section within our provider web pages. To request printed copies of preventive health guidelines, please contact Provider Relations at (844) 826-4335.

Clinical Practice Guidelines

Clinical practice guidelines are based on scientific evidence, a review of the medical literature or appropriately established authority, as cited. All recommendations are based on published consensus guidelines and do not favor any particular treatment based solely on cost considerations. The care recommendations are suggested as guides for making clinical decisions. Providers and our members must work together to develop individual treatment plans tailored to each member's needs and circumstances.

Molina has adopted the following Clinical Practice and Behavioral Health Guidelines, which include but are not limited to:

- Acute stress and post-traumatic stress disorder (PTSD)
- Anxiety/panic disorder
- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Autism
- Bipolar disorder
- Children with special health care needs
- Chronic kidney disease
- Chronic obstructive pulmonary disease
- Depression
- Diabetes
- Heart failure in adults
- Homelessness – special health care needs
- Hypertension
- Obesity
- Opioid management
- Perinatal care
- Pregnancy management

- Schizophrenia
- Sickle cell disease
- Substance use disorder (SUD)
- Suicide risk
- Trauma-informed primary care

You can also view all guidelines online at MolinaHealthcare.com in the Health Resources section of the provider web pages. To request a copy of any guidelines, please contact Provider Relations at (844) 826-4335.

Advance Directives

Providers can assist Molina members in preparing an advance directive. Anyone 18 or older can have an advance directive, including a living will and a durable power of attorney.

A living will is written instruction explaining the wishes of a Molina member regarding health care in the case of a terminal illness or any medical procedures that can prolong life. A durable power of attorney names a person to make decisions for our members if they cannot.

The following links provide free forms and information to help create an advance directive:

- caringinfo.org
- nlm.nih.gov/medlineplus/advancedirectives.html

Members will need two witnesses for the living will document and valid notarization for the durable power of attorney document.

An advance directive must be honored to the fullest extent permitted under law. Providers should discuss advance directives and provide appropriate medical advice if the member desires guidance or assistance, including any objections they may have to a directive before service whenever possible. Providers cannot refuse treatment or otherwise discriminate against members because they completed an advance directive. Members have the right to file a complaint if they are dissatisfied with the handling of an advance directive and/or if there is a failure to comply with advance directive instructions.

Providers should put a copy of the completed form in a prominent medical record section. The medical record should also document if a member chooses not to execute an advance directive. Providers should inform members that advance care planning is a part of good health care.

Behavioral Health

PCPs provide outpatient behavioral health services by coordinating their practice's scope and coordinating members' physical and behavioral health care.

Behavioral health services are a direct access benefit and are available with no referral required; however, PCPs are responsible for coordinating a referral if needed. If you or the member need assistance with obtaining behavioral health services, please contact Member Services at (844) 809-8438. Our 24-hour Nurse Advice Line is also available to members 24 hours a day, 7 days a week, 365 days per year for mental health or substance use disorder. The services received will be confidential.

Providers may refer to the Molina Behavioral Health Toolkit for providers online at MolinaHealthcare.com for additional clinical guidance, recommendations and training/education opportunities related to behavioral health conditions. Providers can locate the **Behavioral Health Toolkit** for providers under the **Health Resources** tab online at MolinaHealthcare.com.

Care Coordination and Transitions

Coordination of care during planned and unplanned transitions for Molina members

Molina is dedicated to providing quality care for our members during planned or unplanned transitions. A transition is when members move from one setting to another, such as when a member is discharged from a hospital. By working with providers, Molina makes a special effort to coordinate care during transitions to avoid potential adverse outcomes.

Molina has resources to assist you in easing the challenge of coordinating patient care. Our staff – including nurses – can work with all parties to ensure appropriate care.

To appropriately coordinate care, we'll need the following information in writing from the facility **within one business day** of the transition from one setting to another:

- Discharge plan when the member is transferred to another setting
- A copy of the member's discharge instructions when discharged to home

This information should be faxed to Molina at:

- UM department: (844) 826-4335
- Member Services: (844) 809-8438 (TTY/TDD: XXX)

Health Risk Assessment and Self-Management Tools

We provide members with a Health Risk Assessment (health appraisal) on the My Molina® member portal. Our members are asked questions about their health and behaviors and receive a report about possible health risks. A self-management tool is also available to offer guidance for weight management, depression, financial wellness and various other topics. Members can access these tools online at MyMolina.com.

Single Pharmacy Benefit Administrator (SPBA)

Beginning July 1, 2024, a Single Pharmacy Benefit Administrator (SPBA) will begin providing pharmacy services for all coordinated care organizations. Gainwell will be responsible for prescription drug prior authorizations, claims, and processing. Learn more about the SPBA and access the secure provider portal at medicaid.ms.gov/mesa-portal-for-providers **BIN and PCN Numbers**

RxBIN: 025151

RxPCN: DRMSPROD

Unified Preferred Drug List

Gainwell uses The Mississippi Division of Medicaid (DOM)'s universal preferred drug list (PDL) for all MississippiCAN (MSCAN) and Children's Health Insurance Program (CHIP) members. The PDL is a list of prescription drugs that are recommended for doctors to use. All Coordinated Care

Organizations use the same [Universal Preferred Drug List](#) to help prescribers and members know which drugs are covered with or without prior approval. Using one drug list across all managed care plans and Fee-for-Service helps prescribers and members know which drugs are covered with or without prior approval.

For an archive of UPDL changes, visit the [Universal Preferred Drug List](#).

Prior Authorizations

Some drugs require prior authorization (PA). Providers must submit a prior authorization request to Gainwell, the SPBA, and explain why a specific medication and/or a certain amount of a medication is needed. The request must be approved before members can get the medication. Prior authorization may be required if:

- There is a pharmacy alternative drug available
- The drug can be misused/abused
- There are other drugs that must be tried first

Also, some drugs may also have quantity (amount) limits and some drugs are never covered.

Generic Prescription Drug Policy

If a brand name drug is ordered for a Molina Healthcare Medicaid Member and there is a preferred generic drug available, Gainwell will cover the generic drug on the PDL. If the member must have the brand name drug instead of the generic drug, the prescribing provider must submit a prior authorization request to Gainwell, the SPBA, explaining why the preferred medicine will not work for the member. Gainwell reviews prior authorizations on an individual basis.

Contact Information

Gainwell, the Single Pharmacy Benefit Administrator (SPBA)

Claims Department

- Phone: (833) 660-2402

Prior Authorizations

- Phone: (833) 660-2402
- Fax: (866) 644-6147
- Web portal: medicaid.ms.gov/mesa-portal-for-providers

Molina Healthcare Provider Services Department

Phone: (844) 826-4335