

2014 PROSPECTIVE MEDICAL RECORD REVIEW & RETROACTIVE RISK ADJUSTMENT

Last spring, you and your colleagues honored Molina Healthcare's requests for medical records and helped us collect and compile data for the Healthcare Effectiveness Data and Information Set (HEDIS[®]) for 2014. Thank you for assisting us with this important project. Providers like you have advised us of the significant increase in your staff's workload each spring due to numerous requests for documentation to support the HEDIS[®] program. In order to reduce the number of medical records requested during HEDIS[®] season, we initiated a Prospective Medical Record Review (PMRR) project in September. By requesting 2014 medical records for some HEDIS[®] measures now, we expect to be able to reduce the number of requests for records next spring during the regular HEDIS[®] data collection. Additionally, we will be requesting a small number of records for Medicare Risk Adjustment during the PMRR project.

We appreciate your cooperation in extending professional courtesy to our Quality Improvement staff on this project. Please contact Aimee Wagstaff, HEDIS[®] Program Manager, at (888) 562-5442 ext. 216483 with questions.

PROVIDER EMR ACCESS

The collection of patient medical records is vital to the successful completion of the HEDIS[®] process. Molina Healthcare understands that having access to the electronic medical record system (EMR) of our providers will make the retrieval of medical records quicker and more efficient, as well as eradicate compliance challenges. As a result, we have created the "Provider EMR Access Request Form" to obtain access to Provider's clinical EMR systems and applications. The goal of EMR access is strictly to collect care, quality, and encounter data and not for financial or coding auditing. We will work with providers in tandem toward the mutual goal of improved patient outcomes and to strengthen each organization's bottom line. If interested, please contact Peter Saah, Quality Improvement Coordinator, at (866) 562-5442 ext. 212082.

FALL PREVENTION

With the addition of Molina Dual Options MyCare Ohio Medicare-Medicaid Plan members this summer, Molina Healthcare is proud to announce our new partnership the Ohio Department of Aging in the STEADY U Ohio initiative.

As the proportion of older adults continues to increase, the number of patients over 65 years of age who fall will continue to increase, as well.

What can providers do?

- **Be proactive** in assessing fall risk among older adult members. Consider conducting a fall assessment during

OCTOBER 2014

Questions?

Call Provider Services
(855) 322-4079 – 8 a.m. to 5 p.m.
Monday through Friday

Connect with Us

ItMatters@MolinaHealthcare.com
www.facebook.com/MolinaHealth
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Join Our Email Distribution List

To receive this bulletin via email, contact ProviderServices@MolinaHealthcare.com to send us your:



- group name
- TIN
- service location address
- contact name
- contact phone number
- email

Website Roundup

These Provider Training Presentations were added to the Molina Dual Options MyCare Ohio website:

- [Claims Submission Training](#)
- [Transportation Training](#)
- [Nursing Facility prior auth and Level of Care FAQ](#)
- [LTSS Waiver Services Billing Guide](#)

Also at www.MolinaHealthcare.com:

- Clinical and preventive guidelines
- Disease management programs
- Quality Improvement program
- Member rights and responsibilities
- Privacy notices
- Claims and denials decision information
- Provider manual
- Utilization management affirmative statement (non-incentive for underutilization)
- How to obtain copies of utilization management criteria

Upcoming Provider Training Webinars

Featured: Clear Coverage™

Friday, Nov. 14, 9 to 10 a.m.

Meeting Number: 800 990 920

annual checks or routine care visits.

- **Encourage regular physical activity** among all adult members. This will help reduce fall risk as they age.
- **Provide accessible fall prevention information** and resources to older adults and their families.
- **Modify the environment** of your office and public spaces to enable older adults to move more easily.

For more information on preventing falls, you visit www.Aging.Ohio.gov/steady.

ICD-10 IMPLEMENTATION UPDATE

The U.S. Department of Health & Human Services will soon release a new ICD-10 compliance date of Oct. 1, 2015. The rule will require HIPAA-covered entities to continue use of the ICD-9 code set through Sept. 30, 2015. This action is made necessary by the Protecting Access to Medicare Act of 2014 (PAMA) (Pub. L. No. 113-93) enacted on April 1, 2014, which delayed adoption of ICD-10.

ICD-10 represents a significant change to the entire health care community, and much of the industry has already invested resources in its implementation. CMS has executed a comprehensive testing approach, including end-to-end testing in 2015. While many providers have completed the necessary system changes, the time offered by this rule ensures all providers are ready.

While Ohio Medicaid will not be accepting the ICD-10 code set until the new effective date of Oct. 1, 2015, Ohio Medicaid will stay the course with ICD-10 implementation work by:

- Modifying all systems for the new compliance date
- Continuing remediation and testing activities as originally planned, including external testing for entities electing to participate starting June 2014
- Continued updates to the Ohio Administrative Code
- Revising external outreach and internal training plans to follow the new Oct.1, 2015 date

Continue to monitor PAMA impacts and publish updates at: <http://medicaid.ohio.gov/PROVIDERS/Billing/ICD10.aspx>.

EBOLA RESOURCES

While Molina Healthcare does not advocate any specific practice or resource, and we do not provide clinical guidance, you may find the following to be a useful a list of resources :

- <http://www.cdc.gov/vhf/ebola/index.html%20>
- <http://www.cdc.gov/vhf/ebola/pdf/hospital-checklist-ebola-preparedness.pdf>
- <http://www.phe.gov/Preparedness/responders/Pages/ebola-healthcare-webinar.aspx>
- <http://www.who.int/csr/disease/ebola/what-you-need-to-know/en/>
- <http://www.nejm.org/page/ebola-outbreak>
- [http://www.healthlawyers.org/Publications/Journal/Documents/Vol%2038%20Issue%203/JHL_vol.38_no.3_Goldman\(Bioterrorism\).pdf](http://www.healthlawyers.org/Publications/Journal/Documents/Vol%2038%20Issue%203/JHL_vol.38_no.3_Goldman(Bioterrorism).pdf)
- <http://www.calhospitalprepare.org/communications>

Wednesday, Nov. 19, 9 to 10 a.m.

Meeting Number: 804 389 911

The Benefits of Clear Coverage:

- 24/7 online access
- Real-time authorization status
- Automatic approval for many services
- Upload medical records, view eligibility, & print proof of authorization

Featured: MyCare Ohio Prior Authorization Training

MyCareOhio

Connecting Medicare + Medicaid

Friday, Oct. 31, 9 to 10 a.m.

Meeting Number: 805 444 757

Wednesday, Nov. 5, 9 to 10 a.m.

Meeting Number: 805 046 438

Friday, Nov. 14, 9 to 10 a.m.

Meeting Number: 800 260 595

Wednesday, Nov. 19, 9 to 10 a.m.

Meeting Number: 809 180 404

To attend the WebEx orientations, simply:

1. Go to www.webex.com
2. Click "Attend Meeting"
3. Enter the Meeting Number
4. Provide your number when you join the meeting to receive a call back
5. Follow the instructions

Primary Care Rate Increase Payments – Update

Molina Healthcare will initiate the following schedule for primary care rate increase (PCRI) payments for the third and fourth quarters of 2014. Third quarter PCRI payments will be applied to claims from July 1 to Sept. 30, 2014. Payments will be made starting the first week of November. Fourth quarter PCRI payments will be applied to claims billed between Oct. 1 and Dec. 31, 2014. Payments will be made starting the first week of February.

Fighting Fraud, Waste & Abuse

Do you have suspicions of member or provider fraud? The Molina AlertLine is available 24 hours a day, 7 days a week, even on holidays at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.