



# Provider Bulletin



A bulletin for the Molina Healthcare of Ohio Medicaid network • November 2012

## Claims Submission Requirement: National Provider Identifier

Molina Healthcare recommends all claims and encounters, **both electronic and paper formats**, include a National Provider Identifier (NPI) in all claim fields that require provider identification (e.g., rendering, billing (pay-to), attending, referring provider, etc.) to avoid any unnecessary claim rejections.

In accordance with 5010 requirements, NPIs are mandated on all electronic transactions per the Health Insurance Portability and Accountability Act (HIPAA). Molina Healthcare has recently identified several providers who are submitting paper claims without an NPI. The use of an NPI on paper claims is a Molina Healthcare requirement. If you have an NPI, please start including it on all paper claim submittals. If you do not have an NPI, please visit <https://nppes.cms.hhs.gov> to obtain one. Any changes to an NPI should be reported to Molina Healthcare within 30 days.

Molina Healthcare will support a grace period through Nov. 30 during which we will accept paper claims without an NPI. Paper claims without an NPI **will be denied if received on or after Dec. 1**. For HIPAA questions, please call our HIPAA Provider Hotline at 1-866-MOLINA2 (1-866-665-4622).

## Molina Healthcare Partners with March Vision to Improve Members' Vision Care

Molina Healthcare has partnered with March Vision in an effort to improve the consistency of diabetic retinopathy exams and glaucoma screenings. March Vision providers will receive a list of Molina Healthcare members they have seen in the last three years who have been identified as not receiving these preventive services. The provider may call members on the list and schedule appointments for the indicated services through the end of 2012.

For more information about this program, please call Provider Services. March Vision providers can be found at [www.marchvisioncare.com/find.aspx](http://www.marchvisioncare.com/find.aspx).

## Health Homes Provide Integrated Health Care Management

Created by Ohio Medicaid and the Ohio Department of Mental Health, Health Homes provide integrated medical and behavioral health care management for individuals who have serious and persistent mental illness (SPMI). As a Medicaid provider, you received a letter in early October from the Office of Medical Assistance announcing the Health Homes program.

At Molina Healthcare, we are excited about the opportunity for individuals with SPMI to obtain comprehensive medical, mental health, drug and alcohol treatment, and social services coordinated by a team of health care professionals. We are hopeful that this integration of care and the comprehensive transitional services offered by Health Homes will provide these vulnerable consumers a better quality of life in a community setting.

Community behavioral health agencies that meet state-defined requirements, which include integration of primary and behavioral health care services and meaningful use of an electronic health record, can qualify as Health Home providers. Care coordination will be provided by a team of behavioral health specialists and a primary care clinician.

Health Home providers will be required to collect data for several performance measures including Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) measures for preventive and follow-up care, as well as additional measures focused on specific health issues experienced by individuals with SPMI (e.g. assessment of BMI, glycemic control, and lipids for people prescribed antipsychotic and mood stabilizer medications).

Medicaid consumers in the Health Home program will maintain choice over their medical and behavioral health providers, including their primary care provider. Individuals will choose their providers at the time of enrollment and will have the option to change providers at any time. If you have any questions about the Health Home program, you may contact Provider Services at 1-800-642-4168.

HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).

**Commitment to Healthy Members and Quality Services**

Molina Healthcare is committed to working with our provider network to ensure your patients receive the appropriate care and services they need. As a quality-accredited health plan, Molina Healthcare monitors Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) rates, regarded as the industry standard for measuring health plan performance and quality of care and services. We share HEDIS<sup>®</sup> rates with contracted providers in an effort to find opportunities to improve the use of preventive care.

**Children Prescribed ADHD Medication**

As of 2007, approximately 9.5 percent of children ages 6 to 12 in the U.S., approximately 5.4 million, have been diagnosed with Attention Deficit Hyperactivity Disorder (ADHD). About 2.5 million of those children are being medicated. Medication management and medical follow-up are critical to ensuring effective treatment for children with ADHD.<sup>1</sup>

Wellness Report

Molina Healthcare annually monitors the percentage of children ages 6 to 12 newly prescribed ADHD medication who had at least three follow-up care visits within a 10-month period, one of which was within 30 days of the first dispensation of ADHD medication. Two rates are reported:

- (1) One follow-up visit with an authorized prescribing practitioner in the 30-day initiation phase
- (2) At least two follow-up visits with a practitioner within nine months after the initiation phase

HEDIS <sup>®</sup> Measure	2011 Rate (2010 DOS)	2012 Rate (2011 DOS)	Goal*
Follow up for Children Prescribed ADHD medication – 30-Day Initiation Phase	37.36%	<b>38.45%</b>	<b>44.00%</b>
Follow up for Children Prescribed ADHD Medication – Nine-Month Continuation and Maintenance Phase	47.58%	<b>45.23%</b>	<b>53.00%</b>

\* National NCQA 75th percentile for Medicaid HMO plans.

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**Improvement Strategies**

- Schedule follow-up appointments for patients prescribed ADHD medication to ensure they are medication-compliant and to determine if the medications are effective.
- Use reminder calls or postcards to ensure patients do not miss appointments.

<sup>1</sup> Center for Disease Control and Prevention. Attention Deficit/Hyperactivity Disorder (ADHD). November 2010.

**Tools Available**

- Preventive Health Guidelines and Clinical Preventive Guidelines for the treatment of children and adults and HEDIS Coding Help Sheets for Adults and Children are provided at [http://www.molinahealthcare.com/medicaid/providers/oh/resource/Pages/guide\\_prevent.aspx](http://www.molinahealthcare.com/medicaid/providers/oh/resource/Pages/guide_prevent.aspx)

**Health Management Program Report for Primary Care Providers**

An online Health Management Program report is now available to all Molina Healthcare primary care providers. This report is a useful tool in the treatment of your patients who are Molina Healthcare members, including information such as:

- Enrollment status in Health Management Programs
- Level of care
- Description of program interventions, such as telephone counseling and mailings
- Preventive health screenings and whether they are due or overdue
- Number of Emergency Room visits within the last few months

There are several Health Management Programs in which members can be enrolled:

- Asthma: Molina Breathe with Ease
- Diabetes: Molina Healthy Living with Diabetes
- Cardiovascular Disease:
  - Heart Healthy Living
  - Coronary Artery Disease
  - Congestive Heart Failure
- Chronic Obstructive Pulmonary Disease: Healthy Living with COPD

You can access this report by registering for the Molina Healthcare Web Portal. To register, please visit <https://eportal.molinahealthcare.com/Provider>.

**Fighting Fraud, Waste and Abuse**

Proper member identification is vital to reduce fraud, waste and abuse (FWA) in government health care programs. The best way to verify a member's identity is by obtaining a copy of the member's ID card and a form of picture ID. This is especially important for members that are not established within your practice or may be seeking emergency care. If a photo ID cannot be provided, another way to determine the patient's identity is to confirm the member's age by asking their date of birth. Together we can help prevent and deter FWA.

**Join our Email Distribution List and Connect with Us**

If you prefer to receive this bulletin via email, please email us the provider group name, TIN, service location address, contact name, contact phone number and email address at [ProviderServices@MolinaHealthcare.com](mailto:ProviderServices@MolinaHealthcare.com).

**Connect with Us.** Molina Healthcare is on Facebook and Twitter. Like us at [www.facebook.com/MolinaHealth](http://www.facebook.com/MolinaHealth) and follow us at [www.twitter.com/MolinaHealth](http://www.twitter.com/MolinaHealth). Email us your Facebook URL and Twitter handle at [ItMatters@MolinaHealthcare.com](mailto:ItMatters@MolinaHealthcare.com) so we can like your Facebook page and follow you on Twitter, too.

**Questions?**

If you have any questions, please call Molina Healthcare's Provider Services at 1-800-642-4168. Representatives are available to assist you from 8 a.m. to 5 p.m. Monday through Friday.