Overview

Quick Summary

To provide an introduction to Provider Lifecycle Management.

Contents

This publication contains the following topics:

Introduction

Provider Onboarding: Key Components

Welcome to the Molina Healthcare Provider Network Management Portal, an online application created with the provider community in mind. This tool is designed to streamline provider onboarding and operational management. Benefits of this tool:

• Improve provider experience and responsiveness

• Standardize the enrollment process to reduce turnaround times

• Online management of your existing practice

• Self-service provider data management

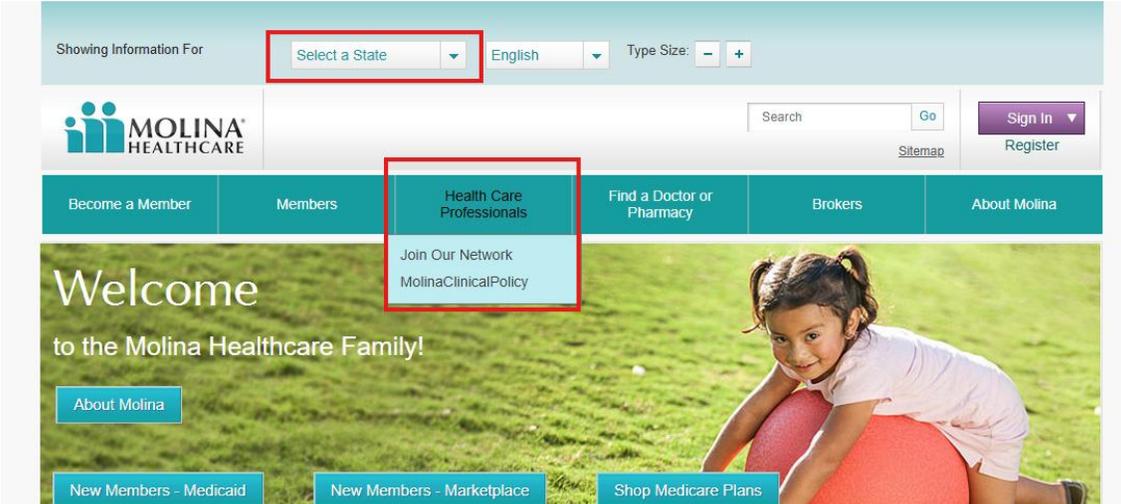• Automated messages providing status update

Join Our Network

Accessing the Join Our Network Page

When a provider contacts Molina to become an in-network provider, they are directed to the state's Molina Healthcare Website to begin the process.

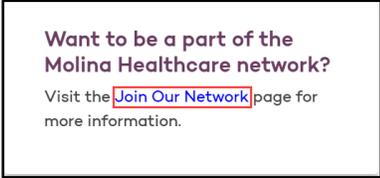| Medicaid and Medicare Providers |
|---|
| The provider clicks on the **Join Molina Healthcare of (State)'s Network** link in the **Health Care Professionals** drop-down. **Result:** The **Join Our Network** page opens. |

Marketplace Providers
a. The provider clicks on the Join Molina Healthcare Link in the **Health Care Professionals** drop-down. **Result:** The **Marketplace Provider Portal** opens.

b. The provider scrolls down to the **Want to be a part of the Molina Healthcare Network?** window and clicks **Join Our Network**:

> **Want to be a part of the Molina Healthcare network?**
> Visit the Join Our Network page for more information.

Result: The **Join Our Network** page opens.

Join Our Network Home Page: Overview

The **Join Our Network** page details the steps required for becoming a participating provider. In addition, this page includes the following links:

- **First-time user of the online provider portal?:** Providers use this link to receive a username and password.
- **Existing users of the online provider portal?:** Existing providers use this link to access and update information in the provider portal.

Join Our Network

Thank you for your interest in joining Molina Healthcare of Idaho's provider network. We currently provide coverage to Medicaid Plus, Medicare Choice Care, Medicare Complete Care, and Marketplace members in the state of Idaho. Contracted providers are an essential part of delivering quality care to our members, and we value our partnerships with our providers.

Note: To join Molina Healthcare of Idaho's network, you must be enrolled as an Idaho Medicaid provider at both the practice/facility and individual provider levels, as applicable.

Follow These Steps to Join Our Network

Step One - Connect ▶

Step Two - Documentation ▶

Step Three - Credentialing ▶

Step Four - Contract ▶

Changes to your provider/practice information? Please notify Molina Healthcare at least 30 days in advance when you have any of the following:
- Change in office location, office hours, phone, fax, or email
- Addition or closure of office location
- Addition or termination of a provider
- Change in Tax ID and/or NPI
- Open or close your practice to new patients

First time user of our online provider portal? Please click here to receive a username and password to update your information.

Existing users of our online provider portal: Please click here to access our online provider portal to update your information.

Step One - Connect

Provides the points of contact and the process for joining the Molina network based on the provider type.

> **All Providers with the Exception of LTSS, Dental, Vision, and Pharmacy**
>
> Please submit a Contract Request on our online provider portal. ←
>
> **Long Term Support Services (LTSS)**
>
> Long Term Support Service (LTSS) providers are those that help members maintain independence in their home under the MI Health Link Program
>
> Providers include, but are not limited to, Environmental Accessibility Adaptation, Home Delivered Meals, Non-Medical Transportation, Personal Care Services, Chore Services and Adult Day Care Program. For additional information, please visit – Managed Long-Term Services and Supports website.
>
> If you are one of these providers, please submit a Contract Request on our online provider portal.
>
> **Dental Providers**
>
> Molina Healthcare of Michigan provides dental services to Medicaid adult and pregnant members through DentaQuest. To become a dental provider, please contact (844) 870-3977 or visit DentaQuest.com.
>
> Molina's Medicare supplemental dental benefits are administered through our vendor, Delta Dental. For participation, please call (888) 818-7932 or visit DeltaDental.com.
>
> **Vision Providers**
>
> Molina covers both medical and routine vision services. Medical benefits are administered by Molina, while Marketplace and supplemental Medicare benefits are administered through our vendor, Vision Service Plan (VSP). To provide both medical and routine vision services to Molina members, you will need to contract with both Molina and VSP. To contract with VSP, please visit the provider page at VSP.com or by calling (916) 851-4165. Note: Ophthalmology physicians may contract directly through Molina utilizing the Contract Request Form at the top of this page.
>
> **Note:** Practitioner groups that include optometrists must be contracted with our vendor in order to contract with the Health Plan.
>
> **Pharmacy Providers**
>
> Please contact our Pharmacy benefits manager, CVS Pharmacy, by visiting Join CVS Caremark Network or by calling **(800) 364-6331**.

Note: The **Contract Request on our online provider portal** link directs the user to the Pre-Enrollment Portal where an online request to join the network is initiated.

Click **OK** when the following pop-up window displays:

> ⚠ You are leaving the Molina Healthcare website. Are you sure?
>
> Ok   Cancel

Result: The Pre-Enrollment Portal appears.

- The portal provides access to workflows for each enrollment option.
- No login is required to access the Pre-Enrollment Portal.

Step Two – Documentation

Provides information regarding state-specific documentation required to complete the contract request.

Step Three – Credentialing

Provides information regarding **CAQH** and any state-specific credentialing requirements.

Step Three - Credentialing ▼

Providers must meet credentialing requirements. To prepare for the credentialing process, please ensure that you have a complete CAQH application. This means:
- Your application is in a completed status (Initial Profile Complete or Re-attestation)
- You have authorized Molina to view your data
- You have attested in the last 120 days
- Your documents are completed and not expired
- You are licensed to practice in Idaho

Step Four- Contract

Provides information regarding the contracting process.

Step Four - Contract ▼

The final step will be for Molina to countersign your Provider Agreement and provide you with a signed copy. Credentialed facilities and/or practitioners will also be loaded into Molina's claims payment system as in-network providers. The in-network effective date for each facility and/or practitioner will be the latter of the effective date on your Provider Agreement or be the date of credentialing completion, which will be included in the notification that you will receive from Molina