

Lean on Molina

During this unique and challenging time Molina Healthcare continues to prioritize the wellbeing and safety of our members, community partners, providers and staff. We are striving to reduce barriers to care during the pandemic and respond to the emerging needs in our community.

Support for Molina Members

Connecting with Members

- Molina is actively reaching out to more members and counting to provide resources and support during the pandemic. More than 80,000 members have been reached thus far.
- We are connecting our members with vital resources including food, housing, and basic needs through direct mail, molinahealthcare.com online resources, and outreach calls.
- Molina is reaching out to COVID-19 high risk members to help ensure they obtain needed services.
- Molina is distributing masks and gloves to high risk members who need it for chemotherapy, dialysis and other frequent appointments.
- Reviewing daily lab results to outreach to COVID-19 positive members to ensure they have the supports they need.
- Molina compiled and sent a COVID-19 resource mailing to all African American Molina members in Wayne County due to the adverse impact on this population.
 - The mailing provided resource information for testing, food, pharmacy and telehealth resources

Removing Access to Care Barriers

- Molina is covering the cost of COVID-19 related to out of pocket medical expenses, including office visits, urgent care, and ER visits associated with testing and treatment of COVID-19.
- Molina and our pharmacy partner CVS Pharmacy are increasing access to prescriptions by providing:
 - Early refills, members can receive early refills on medications. All pharmacies may fill an additional 30 day supply of most medications twice, allowing up to a 90 day supply.
 - Free Delivery, we have waived delivery fees for all CVS pharmacy prescription medications.
 - Home delivery, members can receive CVS pharmacy prescription medications delivered directly to their door.
- Molina expanded free access to Telehealth for all members, to make it easier to connect with health care providers from the comfort and safety of home.
- We expanded Teladoc service to all Molina Members
- Surveyed all provider offices for telehealth offerings for members

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Providing Members with Resources & Information

- Molina developed a Coronavirus Chatbot tool for individuals seeking information about COVID-19 risk factors and recommended next steps. Our Chatbot is publicly available on our website, member portal, and Molina Mobile app. As of early July, the Chatbot tool has been utilized more than 435,000 times.
- We are routinely updating our COVID-19 member resources which can be viewed on our [website](#).
- We are working in unison with providers to educate members on the importance of continuing to be seen (while following safety guidelines) for medical, dental and behavioral health services including well-child exams and immunizations.

Support for Molina Providers

Providing Resources and Information

- We created a COVID-19 resource webpage for our providers [here](#). The page houses useful COVID-19 information regarding prior authorization requirements, provider payment, Telehealth services, behavioral health and more.

Alleviating Administrative Burden – In March Molina relaxed many processes through May 31 including:

- Molina suspended clinical review for authorization and require “notification only” for members admitted to acute care facilities with a diagnosis of actual or suspected COVID-19.
- Molina allowed initial transfer from the hospital to a Skilled Nursing Facility with “notification only.” Molina conducted continued stay reviews directly with the Skilled Nursing Facility.
- Molina extended its continued stay reviews to no less than 10-day intervals. Through the continued stay review, we can assist with discharge planning to make sure Molina members have the care they need after they leave the hospital.

Alleviating Administrative Burden

- Molina immediately implemented the MDHHS policy for “no prior authorization requirement” for transfers between hospitals. Effective May 20, 2020, this Medicaid policy will remain in effect until further notice. MDHHS will notify providers of termination.
- Molina extended the “end” date of all approved prior authorizations for elective services to September 1, 2020. No action is required on the provider’s part.

Provider Payment

- Molina is committed to processing claim payments daily, so hospitals may receive funding in a short period of time from submission of a clean claim.
- To improve the timeliness of receiving payment we recommended providers set up of Electronic Funds Transfer. To set up please visit providernet.adminisource.com or contact Change Healthcare ProviderNet Services at **877-389-1160**

Provider Enrollment and Credentialing

- Molina continues to have an average turnaround time of less than 30 days for all credentialing requests.

PPE and Provider Office Support

- Molina has donated more than \$76k to provider offices caring for our members in the wake of COVID-19. These funds are being used to support efforts in response to COVID-19 including testing, care, and treatment.
- Molina has provided meals to the staff at nearly 20 provider offices who are working tirelessly to flatten the curve.
- Molina has made more than 6,500 in-kind contributions of various PPE and necessary health items in an effort to help stop the spread of COVID-19.

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Support for our Community

Molina has donated over \$168,000 to Michigan Nonprofit Organizations to help alleviate pandemic shortages. These funds support organizations on the ground helping Michigan's most vulnerable populations while Michigan remains in a state of emergency. Some of the organizations that have received funding support include:

- Access of West Michigan (Kent County, Grand Rapids)
- Carriage Town Ministries (Genesee County, Flint)
- Catholic Charities of West Michigan (Kent County)
- Cherry Health FQHC (Kent County, Grand Rapids)
- Detroit Rescue Mission Ministries (Wayne County, Detroit)
- Food Bank of Eastern Michigan (Genesee County, Flint)
- Forgotten Harvest (Wayne and Oakland County)
- Genesee County Community Action Resource Dept. (Genesee County)
- Gleaners Community Food Bank (Wayne County, Detroit)
- Grace Centers of Hope (Oakland County, Pontiac)
- Ministry with Community (Kalamazoo County, Kalamazoo)
- Neighborhood Service Organization (Detroit)
- Open Doors Kalamazoo (Kalamazoo County, Kalamazoo)
- Salvation Army Eastern Michigan Division (Wayne County, Detroit)
- Salvation Army KROC (Kent County, Grand Rapids)
- SECOM (Kent County, Grand Rapids)
- Shelter of Flint (Genesee County, Flint)

Support for Molina Staff

- Molina transitioned the entire Michigan workforce of over 600 to “work from home” status as of March 20, 2020 helping to stop spread the virus and ensuring a healthy workforce to continue serving our Michigan members and providers.
- Molina provided employees with \$1,000 of supplemental compensation to assist with COVID-19 related expenses.
- Molina has implemented two weeks of additional paid leave for employees for COVID-19 related matters (whether it is for their own health or that of a family member)
- Molina is compensating employees who are licensed medical professionals to volunteer for COVID-19 treatment and relief efforts.

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