

# Provider Memorandum

## Breast Cancer Screening (BCS) Provider Information

### Impacted Line of Business: Medicaid

Molina Healthcare of Illinois (Molina) is committed to ensuring our members receive the best quality of care. A large part of that commitment is making sure they receive the necessary preventive screenings to maintain an overall healthy lifestyle.

Mammograms are one of the most important preventive screenings for women, 50-74 years of age. To ensure members receive this screening, Molina would like to help remove barriers and enhance outreach.

### Ways to Assist Patients

- Make sure members receive all the information they'll need to schedule their mammogram before leaving the office with script/order
  - Phone number to the scheduling department
  - Screening location
- Remind members that they can use our Secure Transportation service, (844) 644-6354, to get to and from the screening
- Advise members Molina offers a \$50 Walmart gift card for completing the screening. Member Rewards Program found here;  
<https://www.molinahealthcare.com/providers/il/PDF/Medicaid/rewards-programs.pdf>
- Advise them to call Molina Member Services at (885) 687-7861 if they need assistance
- Provide members with basic information about the screening
  - How long the procedure will take
  - Ask member if she has any barriers (transportation, fear, etc.)
  - If a barrier is stated, let the member know of solutions to ease anxiety or skepticism
  - Advise that once the mammogram is completed, the patient will be notified of the results.

### Provider Processing Tips

- No prior authorization is required for participating providers
- If you have an electronic medical record (EMR) system, send the order to the mammogram facility electronically
- If possible, assist with scheduling the screening appointment
- Contact Molina Case Management if you are having any issues (contacting member, member not showing for appointments, etc.)
  - (888) 858-2156 (Phone)
  - (855) 556-2073 (Fax)
  - [Cmescalation@molinahealthcare.com](mailto:Cmescalation@molinahealthcare.com)
  - [ILTOC@molinahealthcare.com](mailto:ILTOC@molinahealthcare.com)