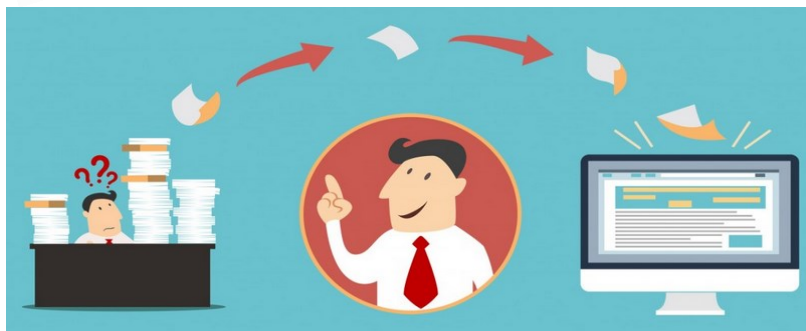



Molina is going PAPERLESS


Molina Healthcare of Illinois (Molina) is moving to electronic provider support services. **Effective July 1, 2017**, Molina will require that providers submit claims electronically. Electronic claims submission provides benefits to providers, including faster claims processing, increased overall efficiencies, improved processing and accuracy and a reduced risk of HIPAA violations. Molina providers have the two following options for submitting claims electronically:

- **EDI Clearinghouse** – Change Healthcare is Molina's gateway clearinghouse. Change Healthcare is contracted with hundreds of other clearinghouses. Providers may submit claims directly to their EDI clearinghouse for submission.
- **Molina's Provider Portal** – Molina's Provider Portal is available to providers at no cost. The online provider tool offers easy submission of attachments. Providers also may submit corrected claims, void claims, check claim status and receive notifications regarding claims status.

The Molina Provider Portal is available 24 hours per day, 7 days a week and is the recommended submission method for claims that include attachments. Providers who do not yet have an account through the Molina Provider Portal, may register at the following link:

<https://provider.molinahealthcare.com/Provider/UserResponsibility>

Providers may also register for our upcoming Provider Portal trainings in May and June at the following link: <http://www.molinahealthcare.com/providers/il/medicaid/comm/Pages/updatesevents.aspx>

Molina Member Rewards Program Changes

Molina is currently working on revamping all aspects of the Member Rewards Program with the exception of the Pregnancy Rewards. The program is expected to be re-launch on 7/1/2017.

Molina will be honoring rewards for those Members who call in for date of service 1/1/ 2017 to 6/31/2017.

We will continue to keep you informed of any updates as they are made available.

Please contact your Provider Service Representative. For further information you may also contact the Provider Services Department at (630) 203-3965.

Find a Provider

For a complete list of providers in the Molina Healthcare network, visit www.MolinaHealthcare.com and click on the "I'm a Professional" option. Search under the "Find a Provider" section or at:

<https://providersearch.MolinaHealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb>

HCC Pearls

Molina's HCC Pearls program focuses on the coding and documentation rules of Hierarchical Condition Category (HCC) applied by the Centers for Medicare and Medicaid Services (CMS).

HCC Pearls are concise tips for effectively and easily identifying, coding, and documenting the health status of your patients.

HCC Pearls can be found at:

<http://www.molinahealthcare.com/providers/ill/duals/comm/Pages/hcc-pearls.aspx>



Molina in the Community: Molina Healthcare Employees Help Install 150 Smoke Alarms

CHICAGO— On May 6, Molina employees volunteered earlier this month to install smoke alarms in Humboldt Park, a Chicago neighborhood, as part of the American Red Cross Smoke Alarm Rally. Molina Volunteers joined dozens of volunteers from the community to install 150 smoke detectors total.

Molina volunteers visited residents door-to-door to offer free smoke detectors and provide information to each family about the importance of fire safety and prevention. The goal of the campaign is to reduce fire-related death and injury from home fires by 25 percent by the year of 2020, by providing free smoke detectors to residents in vulnerable communities.

Molina encourages providers to participate in our mission to better serve our communities. If you are interested in learning more about Molina community engagement events, or wish to participate in one of our events, please contact your Provider Service Representative at (630) 203-3965 or via email at IllinoisProviders@MolinaHealthcare.com, and they will make sure to put you in contact with one of our Community Engagement specialists.

Important Reminder: LTC, LTSS and DASA Billing Guidelines

Based on requirements issued by the Illinois Department of Healthcare of Family Services (HFS), Molina would like to remind all providers to use the below links when billing for the following services:

Division of Alcohol and Substance Abuse (DASA) billing guidelines:

<http://www.MolinaHealthcare.com/providers/il/PDF/Medicaid/Provider-Memo-DASA-Provider-Memorandum-New-Guidelines.pdf>

Long Term Care (LTC) billing guidelines

<https://www.illinois.gov/hfs/MedicalProviders/Ltss/Pages/LongTermCareDirectBilling.aspx>

Long Term Services and Supports (LTSS) billing guidelines:

http://www.MolinaHealthcare.com/providers/il/PDF/Medicaid/forms_IL_Medicaid_35289LTSSBillingGuide.pdf

Molina Yearly Provider Survey

In April, Molina sent its yearly provider satisfaction survey. If your office or organization was selected to participate, surveys have been sent to you and a Molina representative may be calling to confirm you have received it.

The provider survey will give your office the opportunity to share opinions about care and service at Molina. Please complete the survey and mail it back by **June 9, 2017**. The survey may also be completed online at www.SPHAwebsurv.com/Provider.aspx using the username and password provided on the initial mailed survey.

Molina values your feedback. If you have questions, do not receive your survey or would like to replace a lost survey please contact your Provider Service Representative. For further information you may also contact the Provider Services Department at (630) 203-3965.



Molina employee Kathryn Blanton is pictured during a recent smoke detector installation volunteer event.

Upcoming Community Engagement Events

Molina Healthcare's Community Engagement team organizes events aimed at helping those most in need.

May 20 – Molina will be hosting a health/resource fair and donating personal care kit to community members at the Abundant Life Community Church in Alton.

June 16 – Molina will be partnering with the Peoria Park District to discuss bullying in the school systems with South Peoria community members.

June 23 – Molina will be hosting a painting party for senior residents at the Chicago Housing Authority at the Mahalia Jackson Apartments. Molina staff will assist with painting activities and provide snacks to residents.

June 24 – Molina will be partnering with Working Bikes, a non-profit bike shop that fixes up old bicycles and donates them to the community. Molina staff will assist with bike assembly, repair and clean up.

News and Updates

As a network provider, we are committed to communicating updates and information with you. Through the Provider Bulletin, Provider Memos and supplemental e-updates, we will share news with you about our health plan, new opportunities to engage with us and policy updates.

To get e-updates from Molina Healthcare of Illinois, send your email address to IllinoisProviders@MolinaHealthcare.com. If you have any questions, please contact your Provider Services Representative.

- Additional Prior Authorization Requirements Beginning July 1, 2017
- Preferred Drug List Changes Effective April 1, 2017
- Molina Healthcare to Implement Electronic Filing Requirement Starting July 1, 2017
- Responsible Prescribing of Antibiotics in Adults with Acute Respiratory Infections
- Responsible Prescribing of Antibiotics in Pediatrics with Upper Respiratory Infections
- Molina Healthcare of Illinois Update for Providers
- Important Reminder for Durable Medical Equipment and Home Health Providers
- Enhanced Ambulatory Patient Grouping System (EAPG) Billing Guidelines
- Provider Billing Education Regarding Duplicate Claims Submissions

Frequently Asked Questions

If a county in Illinois doesn't have active membership what does this mean in respect to my contract with Molina?

All existing provider contracts remain effective. Molina Members are eligible to see providers throughout Illinois. For example, providers who operate in contiguous counties are able to service Molina Members and many times are their primary care providers because of the proximity of where Members live.

Are all providers eligible to use the Molina Provider Portal?

All providers are able to access the Molina Provider Portal, which offers the ability for provider to check Member eligibility, submit and check the status of claims, submit and check the status of service or request authorizations or to view HEDIS® scores. For training or access support, please reach out to your Provider Service Representative.

How do I know if my patient/Member is active with Molina or if they transition to fee-for-service?

Providers can continue to use the Molina Provider Portal or check the HFS [Medical Electronic Data Interchange \(MEDI\)](#) authorization system to check the Member's eligibility and payor for a specific date of service.

What happens if a Member is in a current treatment plan or receiving inpatient services and they transition to fee-for-service, who do I bill for services?

If a Member transitions to fee-for-service or another payor, please be aware that there may be different prior authorizations requirements. Providers will follow eligibility and claims processing rules as it relates to their service type or contract. If they have any specific questions, they can contact their PSR.

HFS Corner

Please make sure to review Illinois Department of Healthcare and Family Services (HFS) website for important updates and notifications. www.Illinois.gov/hfs/MedicalProviders/Pages/default.aspx

Provider Notifications

Provider notices and bulletins contain pertinent information for participating providers for medical services provided or for claims submitted for reimbursement.

<http://www.Illinois.gov/hfs/MedicalProviders/notices/Pages/default.aspx>

Prior Authorization (PA) Form

The Prior Authorization (PA) form is available to providers at:

<http://www.MolinaHealthcare.com/providers/il/duals/forms/Pages/fuf.aspx>

Updating Provider Information

It is important for Molina to keep our provider network information up to date. Providers must notify Molina in writing at least 30 days in advance when possible of changes.

Changes should be submitted on the Provider Update Information Form or Membership Panel Form located on the Molina website at www.MolinaHealthcare.com under the Provider Forms section.

Send changes to:
Email: IllinoisProviders@MolinaHealthcare.com
Fax: (630) 571-1220

Contact your Provider Services Representative at (855) 866-5462 if you have questions.