

# PROVIDER MEMORANDUM

## MOLINA HEALTHCARE OF ILLINOIS UPDATE FOR PROVIDERS

The Illinois Department of Healthcare and Family Services (HFS) recently informed Molina Healthcare of Illinois, Inc. that as of April 30, 2017, they will disenroll our Medicaid and Medicare/Medicaid dual eligible members in six (6) counties within our service area: Christian, Logan, Macon, Menard, Piatt, and Sangamon counties

Beginning May 1, 2017, Molina Members who are part of the Integrated Care Program (ICP) and Family Health Plan (FHP) Program in the aforementioned counties will be enrolled in fee-for-service Medicaid. Molina Dual Options Medicare-Medicaid Plan enrollees residing in these counties will be enrolled in original Medicare for their Medicare Part A and Part B benefits, and SilverScript for their Medicare Part D benefits. Molina is working to avoid disruption in care for our Members during this transition. We have informed those members who may need assistance finding a doctor or specialist in Medicaid fee-for-service to call Illinois Health Connect toll free at [1-877-912-1999](tel:1-877-912-1999) (TTY: [1-866-565-8577](tel:1-866-565-8577)). Molina's goal through this transition is to maintain continuity of care and make it possible for our Members to continue to see you as their providers.

Please note that this recent update to the six counties will not impact coverage or benefits to Molina Members in Molina's remaining service counties or the contracting status of any providers. Molina continues to care for Members in Champaign, Clinton, Cook, DeWitt, Ford, Knox, Madison, McLean, Peoria, Stark, St. Clair, Tazewell, and Vermilion counties. Providers may continue to offer services to eligible Molina Members.

As you know, the rapid introduction of managed care programs in Illinois was complex and resulted in initial implementation issues. Molina acknowledges that some of our contracted providers may have experienced challenges when the Medicaid program moved from the fee-for-service model to managed care beginning in 2013, as is the case for large-scale implementation. As a company with demonstrated success in managed care, we worked persistently with local providers for months to reach an agreement; however, certain hospitals still moved forward in terminating their contracts with Molina, which led to an inadequacy of network. We are pleased with our current progress in resolving these issues and are continuing discussions with former contracted Providers to expand and strengthen our network. We have invested heavily in Illinois, and expect to remain a committed presence in this state. We have established a strong local presence committed exclusively to the Illinois Medicaid and MMAI programs, establishing three (3) offices in Illinois that employ over 500 Illinois residents.

Molina has demonstrated the ability to navigate challenging situations. During the more than 35 years of experience across the country, Molina has witnessed the positive impact that managed care has on Members and providers. The managed care model has proven to be a cost-effective solution for states as they manage their state budgets. Molina Healthcare of Illinois remains optimistic that we will soon have the opportunity to again serve these counties.

As providers, we know you're busy caring for your patients, who are our Members. That's why it is our priority to support you. For example, we provide a full range of Care Management services to our Members. These services are designed to advocate for and assist Members in managing medical and behavioral health conditions more effectively. In addition, we hope that by offering these additional services, we can make your jobs a little easier and work collaboratively to reach optimal health outcomes for our Members.

Working closely with our providers, Molina Care Management encompasses Member advocacy, care coordination and linking Members with both Molina resources and community resources to ensure they receive the needed services to manage their condition. Molina offers Members a variety of wellness programs and incentive programs to encourage our Members to complete preventative screenings and reach their health goals. Incentives may be earned

for completion of well-child/infant visits, immunizations, breast-cancer screenings, cervical-cancer screenings and diabetes care.

We are committed to exemplary customer service including our dedicated team of local Provider Service professionals who provide on-site training and issue resolution as requested (telephonically and in-person).

Please contact your Provider Service Representative if you have questions or would like to schedule a meeting, orientation or training. You may also contact the Provider Services Department at (630) 203-3965 or via email at [IllinoisProviders@MolinaHealthcare.com](mailto:IllinoisProviders@MolinaHealthcare.com).

Molina is pleased with the state's plans to expand the managed care system throughout all counties in Illinois, and we are preparing to submit our proposal in response to the Request for Proposal (RFP) for consideration in this statewide award. If you are a new provider or a provider joining a currently contracted group, we encourage you to contact your Molina Contract Manager to sign new or amend existing provider agreements to participate in the Molina network.

We look forward to continuing to do business together in the future. Thank you for being our valued partner. We couldn't do this without you.



## Frequently Asked Questions from Providers

### 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.

### What benefits are there for being an in-network Molina provider?

For more than 35 years, Molina Healthcare has been committed to provide quality healthcare to those most in need and least able to afford it. This commitment to providing access to quality care continues to be our mission today here in Illinois.

- Molina Healthcare is physician-founded and to this day is physician-run.
- Molina Healthcare of Illinois has the support and financial backing of the Molina enterprise, a Fortune 201 publicly traded company.
- Molina is commitment to exemplary customer services including our dedicated team of Provider Service professionals who provide onsite training and issue resolution as requested or as Molina identifies potential issue or training opportunity.
- Molina meets regularly with in-network PCP groups and other providers on monthly, quarterly basis, or as requested.
- Molina makes available to our network providers a wide range of customized quality reports, including claims overview, HEDIS® and HEDIS® Missing Services and Member utilization reports.
- Provider Incentive programs include, but not limited to, HEDIS® Incentive Program, Patient-Centered Medical Home (PCMH) incentive, Annual Comprehensive Exam (ACE) Incentives, and Value Based Reimbursement.
- Molina continues to foster strong partnership with providers and community stakeholders in the communities we serve, by supporting or hosting community events, hosting of education forums and training, and participation in conferences.
- Molina's core values are demonstrated through employee volunteer programs that partner with community organizations to effect change in the communities we serve.
- Molina has recognized unsung community heroes in Illinois each year since 2013 through its Community Champions awards dinner, which awards several winners with a recognition and mini-grants that they designate to nonprofits of their choice.
- Molina has a strong system for providing updates and education to its provider network through regular provider memorandums, regular fax updates, newsletters and other important notices. Providers may access the [News and Updates](#) section to learn more.
- Molina continues to reimburse the providers even if the state has not been paying us due to the ongoing budget impasse.
- Clean claims submitted and processed electronically on average are paid in less than 10 days.
- Claims may be submitted through the Molina [Provider Portal](#) at no cost to the provider.
- Molina has a expansive provider network throughout Cook County, Central Illinois and the Metro East region and is currently focusing efforts on building a network across the 102 Illinois counties.
- Molina works with providers to form a progressive partnership based upon quality and patient-centered outcomes.

### What value-added benefits are available to Molina Members?

Molina provides the full range of benefits covered by Medicaid or Medicare depending on the type of program the Member is enrolled in. Molina also offers a range of value-added benefits at no cost to Members. These benefits include but are not limited to:

- \$0 doctor appointments.
- \$0 hospital and urgent medical visits.
- \$0 Over-the counter medicine.
- Additional vision care, including \$40 credit for Medicaid and \$125 for Medicare-Medicaid Dual eligible (MMP / MMAI) Members, when Members choose frames outside of the approved options.
- Extra dental care for Medicaid; dental care for MMP.
- \$20 allowance for over-the-counter items for MMP.
- Transportation to and from medical appointments, pharmacy, Women, Infants and Children (WIC) visits or visits to a Durable Medical Equipment provider.

Molina provides a full range of Care Management services to our Members. These services are designed to advocate for and assist Members in managing medical and behavioral health conditions more effectively. Care Management encompasses Member advocacy, care coordination, and linking the Member with both Molina and community resources to ensure they receive the needed services to manage their condition. Molina offers Members a variety of wellness programs, including:

- Breathe with Ease.
- Well Check ups.
- Pregnancy Rewards Program which includes gift cards to members for completing required visits.
- Immunization reminders.
- Onsite Case Managers located in network partner hospitals.
- Molina offers incentive programs to encourage our Members to complete preventative screenings and manage their health goals. Incentives may be earned for completion well child/infant visits, immunizations, breast-cancer screening, cervical-cancer screening and diabetes care.

### How can I reach my Provider Service Representative (PSR)?

Molina Healthcare has a dedicated team of representatives assigned by territory across the state and area of specialty, such as long-term care, behavioral health and ancillary providers. Please see the attached map for contact information. Provider Service Representatives are available for telephonic, onsite or online support.

### 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 still 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. A map of the designated PSR by county is included.

Quick Reference Contact Information		
<b>Utilization Management</b>	For prior authorization requests and questions	(855) 866-5462 Fax: (866) 617-4917
<b>Credentialing Department</b>	For provider inquiries regarding applications verification and re-verification information every three years.	(855) 866-5462 Fax: (855) 556-2073
<b>Pharmacy Department</b>	For questions about our preferred drug list, prior authorization for prescription drugs or to find a network pharmacy	Medicaid: (855) 866-5462 MMP: (877) 901-8181 Medicaid Fax: (855) 365-8112 MMP Fax: (866) 290-1309
<b>Claims Department</b>	For questions regarding claims and payments. Please note that beginning July 1, 2017, Molina Healthcare of Illinois will require electronic submission of claims.	(855) 866-5462
<b>MARCH Vision Care</b>	Molina Healthcare's vision vendor	(844) 456-2724
<b>Avesis</b>	Molina Healthcare's dental vendor	Medicaid: (866) 857-8124 MMP: (855) 704-0433
<b>Secure Transportation</b>	Molina Healthcare's non-emergency transportation vendor	Medicaid: (844) 644-6354 MMP: (844) 644-6353 <a href="http://www.SecureTransportation.com">www.SecureTransportation.com</a>

### Have Questions? We're Here to Help!

We are committed to exemplary customer service including our dedicated team of local Provider Service professionals who provide on-site training and issue resolution as requested (telephonically and in-person). Please contact your Provider Service Representative if you have questions or would like to schedule a meeting, orientation or training. You may also contact the Provider Services Department at (630) 203-3965 or via email at [IllinoisProviders@MolinaHealthcare.com](mailto:IllinoisProviders@MolinaHealthcare.com).

[MolinaHealthcare.com/Providers](http://MolinaHealthcare.com/Providers)



## Provider Services Representative Territories

**Tracy Pacheco**

**Director, Provider Services**

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(630) 203-3949

**Amanda Fields**

**Manager, Provider Services**

Amanda.Fields@MolinaHealthcare.com  
(888) 562-5442 x 162171

### Provider Service Representatives

Service Area Counties  
Non Service Area Counties

**Amanda Fields**  
**Manager, Provider Services**  
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(888) 562-5442 x 162171

**Gary Colucci \***  
**Cook County and Northern Illinois**  
**Senior Provider Services Representative**  
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**Marietta Miner**  
**Central and Southern Illinois**  
**Senior Provider Services Representative**  
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(888) 562-5442 x 161084

**Betty Gardner-Mann \***  
**Provider Service Representative**  
Betty.Gardner-Mann@MolinaHealthcare.com  
(888) 562-5442 x 161208

**Brooke Arnold**  
**Provider Service Representative**  
Brooke.Arnold@MolinaHealthcare.com  
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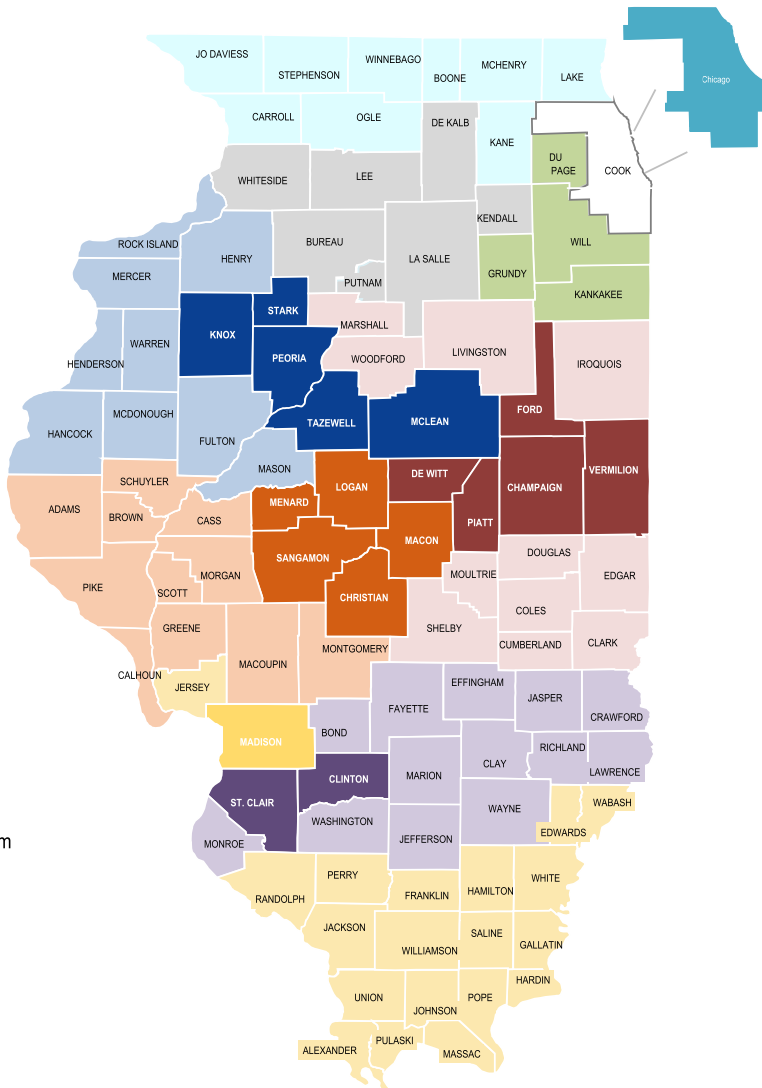
**Jennifer Lipscomb**  
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**Tamara Campbell \***  
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**Laurie A. Woldanski**  
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March Vision, Secure Transportation,  
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**\* Cook County:**

**Betty Gardner-Mann:** 60608; 60627; 60657; 60649; 60643; 60637; 60633; 60628; 60621; 60620; 60619; 60617; 60613; 60605; 60604; 60154; 60682; 60004; 60429; 60805; 60452; 60472; 60616; 60473; 60461; 604304; 60714; 60409; 60803; 60459; 60202; 60804; 60453; 60445; 60415; 60477; 60411

**Gary Colucci:** 60666; 60660; 60659; 60656; 60653; 60652; 60651; 60647; 60646; 60645; 60641; 60640; 60639; 60636; 60634; 60632; 60631; 60630; 60629; 60626; 60625; 60623; 60615; 60614; 60611; 60610; 60609; 60602; 60601; 60074; 60077; 60005; 60007; 60076; 62963; 60062; 60169; 60008; 60068; 60025; 60173; 60091; 60067; 60707; 60050; 60133; 60056

**Tamara Campbell:** 60661; 60654; 60644; 60642; 60624; 60622; 60618; 60612; 60607; 60606; 60603; 60712; 60153; 60302; 60707; 60160; 60402; 60131; 60305; 60525; 60546; 60527; 60130; 60090; 60162; 60155; 60706; 60526; 60501; 60558; 60165; 60445; 60513; 60154; 60104