

NextLevel Health Joins Molina Healthcare!

February 10, 2020

Frequently Asked Questions for Providers

Molina Healthcare of Illinois (Molina) recently announced the acquisition of NextLevel Health. The NextLevel Health membership will be transferring to Molina Healthcare effective April 1, 2020.

Providers are encouraged to review the following set of frequently-asked-questions aimed to assist providers through this transition.

General Regulatory

Q: When will this acquisition be finalized?

A. The acquisition is pending final regulatory approval. Molina anticipates this will be completed in the middle of February.

Membership

Q: Will NextLevel Health members receive a new ID card?

A. Yes. NextLevel Health members will be mailed their new Molina ID cards once they transfer on April 1, 2020. Please be sure to verify eligibility prior to billing for any services. You can do this by checking the Molina Provider Services Portal or the State of Illinois HFS Medical Electronic Data Interchange (MEDI) authorization system to check the Member's eligibility and payor for a specific date of service.

Q: Will I be able to keep the members I currently have assigned to me with NextLevel Health?

A. Yes. Once members transfer from NextLevel Health to Molina on April 1, 2020 each member will be assigned to the same provider they were assigned to previously. To ensure a smooth transition please make sure your provider information with Molina and NextLevel Health is the same by submitting an up-to-date provider IAMHP roster to MHIL_Provider_Information_Management@MolinaHealthcare.com.

Claims

Q: Do I bill my claims to Molina or NextLevel Health?

A. Please verify eligibility prior to submitting claims. Claims with beginning dates-of-service on or after April 1, 2020 should be billed directly to Molina. Claims with beginning dates of services prior to April 1, 2020 should continue to be billed to NextLevel Health.

Q: Who do I bill for inpatient stays that cross over eligibility from NextLevel Health to Molina?

A. If the claim is to be reimbursed at a DRG amount, the claim should be billed to NextLevel Health. If the claim is to be reimbursed at per diem amount, the claim should be split between NextLevel and Molina based on the time of service.

Q: Who should I outreach for claims status on claims billed to NextLevel Health?

A. For information on claims status for claims billed to NextLevel Health, call Claims Services at 833-ASK-NLHP (833-275-6547) from 8:30am to 5:00pm CST.

Q: Who do I contact if I feel my claim was paid an incorrect amount or denied in error?

A. For claims denied or paid by NextLevel Health, please submit a Claims Dispute Request (CDR) Form with all required information and mailing it to the NextLevel Health Claims Disputes department at PO Box 5050, Farmington, MO 63640.

Q: How long will I have to submit my claims to NextLevel Health?

A. We strongly encourage all providers to submit their claims with dates-of-service prior to April 1, 2020 to NextLevel Health as quickly as possible following the last date-of-service. Providers will be required to follow all timely filing limits within their NextLevel Health agreements.

Authorizations

Q: Will Molina honor approved authorization request from NextLevel Health for dates of service after April 1, 2020?

A. Yes. Molina will receive information from NextLevel Health on all open authorizations during the member transfer. There is no action required by the provider. If you'd like to verify that we have received the authorization, please contact the Molina utilization management department at 1-855-866-5462 (for specific service areas refer to the Molina Prior Authorization/Pre-Service Review Guide).

Q: Will Molina be honoring continuity of care?

A. Yes. Members who are involved in an active or ongoing course of treatment will receive a 90-day continuity-of-care period upon their enrollment date with Molina. Children with Special Needs (CSN) will receive 180-day continuity of care period.

Q: When will Molina start to create new authorizations for services that are scheduled after April 1, 2020?

A. Molina will be prepared to start creating authorizations on April 1, 2020 for all new services.

Appeals and Grievances

Q: Who do I submit my appeals and grievances to?

A. Submission of appeals and grievances should be directed to the health plan where the member had coverage at the time of service.

Vendor Information

Q: Who do I utilize for dental, vision, pharmacy and transportation services?

A. Continue to utilize existing NextLevel Health dental, vision, pharmacy and transportation services until March 31, 2020. Beginning on April 1, 2020 please use the current Molina vendors/process for dental, vision, pharmacy, transportation and utilization management.

Have Questions? We're Here to Help!

Please use the following quick reference contact information should you come across additional questions.

Type of Provider	Molina Contact Person	Contact Information
Hospital	Mike Manade Manager, Provider Network	Michael.Manade@MolinaHealthcare.com (630) 200-8504
Hospitals—Northern Cook County	Catherine Dore	Catherine.Dore@MolinaHealthcare.com (630) 709-6969
Hospitals—Southern Cook County	Matthew Tolf	Matthew.Tolf@MolinaHealthcare.com (630) 203-3998
FQHCs—Cook County	Scott Deerfield	Scott.Deerfield@MolinaHealthcare.com (224) 283-0232
Ancillary Providers	LaTasha Smith Manager, Provider Network	LaTasha.Smith@MolinaHealthcare.com (630) 203-3908
General Questions	Questions can be directed via email to the Molina Healthcare of Illinois Provider Network Management Department.	ProviderNetworkManagement@MolinaHealthcare.com

For detailed Molina-contracted ancillary providers, including LTC, waivers, home health, DME, lab, private practice medical doctors and specialists, BH and transportation providers, click [here](#).



This document has been created by Molina Healthcare of Illinois for provider audiences only. It is not intended for member or consumer audiences. NextLevel Health members who have questions regarding Molina Healthcare prior to April 1, 2020, can be referred to call Molina at (855) 701-4886: TTY 711 from 8 a.m. to 8 p.m. Monday to Friday. After April 1, 2020, NextLevel Health members may call Molina Member Services at (855) 687-7861: TTY 711 from 8 a.m. to 5 p.m. Monday to Friday for assistance.