

Provider Memorandum

Molina Cares Member Rewards Program

Molina Healthcare of Illinois (Molina) will soon launch revisions to its incentive program which rewards Medicaid Members with gift cards for completing important health checks. The upgrades aim to boost Member participation and include higher reward values for some measures.

The Molina Cares Member Reward Program, originally launched in 2016, works encourage Members who have not seen their providers for necessary check-ups to schedule appointments to complete preventive and chronic care services. Molina Members who are eligible for the Molina Cares program can earn up to <\$50> in gift cards to <Walmart> to be used for basic household needs and incidentals. Some measure rewards have remained at the original \$25 value. The revised program will also require Members to verify their contact information and obtain confirmation of services from their providers.

Molina will mail information to Members who have missing services, including an incentive brochure mailer that includes information regarding the program. To aid Members, each brochure will be personalized for missing services and target date for completion and name of their primary care provider and phone number so that they can schedule appointments.

The mailer will also include reply cards for Members to complete with the help of their providers. Providers are encouraged to help Members fill out the reply card which will ask for attestation from providers that Members have completed one or more of the necessary services. Once completed, the reply card can be sealed and mailed. No postage is necessary. Providers may also fax the reply card to Molina at (866) 617-4969.

Members who complete their missing services and required verification will receive their gift card(s) in the mail between four to six weeks after their claims are received by Molina.

Please note that the Molina Cares program also encompasses the Pregnancy Rewards program which provides rewards for pregnant Members and new moms for perinatal care. Requirements and guidelines for the Pregnancy Rewards program remain the same.

Molina Cares incentives are meant to work in concert with the 2017 Medicaid Provider Quality Incentive Program (QIP), also known as the Pay for Performance program, which rewards providers who successfully work with their Molina patients to complete services.

Requirements to Earn the Incentive:

The following requirements must be met in order for Members to receive the incentive gift card rewards:

- Rewards are offered only to Members who meet the Healthcare Effectiveness Data and Information Set (HEDIS[®]) eligibility requirements for each measurement year.
- Members must schedule and receive recommended screenings by the end of each measurement year.
- Members must be enrolled with Molina at the time services were rendered to qualify for the reward.
- Members must be enrolled with Molina at the time rewards are sent.
- Members must not have received another incentive award for the same service during the measurement year.
- Members must return reply cards to confirm their acknowledgement of services rendered and contact information.



Please use the following chart for guidance on measures that qualify for rewards under the Molina Cares program, including lines of business, measure, HEDIS® code.

Line of Business	Code	Measure		Bonus
ICP/FHP	CDC	Diabetes Care - Nephropathy Monitoring	Completion of both services	\$50 Walmart Card
ICP/FHP	CDC	Diabetes Care - HbA1C testing		
ICP/FHP	CDC	Diabetes Care - Eye Exam		\$25 Walmart Card
ICP/FHP	BCS	Breast Cancer Screening		\$50 Walmart Card
ICP/FHP	CCS	Cervical Cancer Screening		\$25 Walmart Card
ICP/FHP	PPC	Prenatal Care		\$25 Walmart Card
ICP/FHP	PPC	Postpartum Care		\$25 Walmart Card
FHP	CIS	Childhood Immunizations (HEDIS Combo 10)		\$25 Walmart Card
FHP	W15	Well-Child Visits in the First ´ Months of Life	15	\$25 Walmart Card

Molina values and appreciates the services that providers offer Molina Members. Thank you for working together with Molina.

Please contact your provider services representative or the Provider Services Department at (630) 203-3965 or via email at <u>IllinoisProviders@MolinaHealthcare.com</u> for any additional information, questions or to schedule a meeting with our Quality team.