

## Molina Healthcare Provider Network Staffing Structure

Each year Molina Healthcare of Illinois (Molina) conducts a provider survey to gather feedback on what we can do better. A consistent theme in responses we've received is that our providers are unclear who to reach out to when they need help resolving an issue.

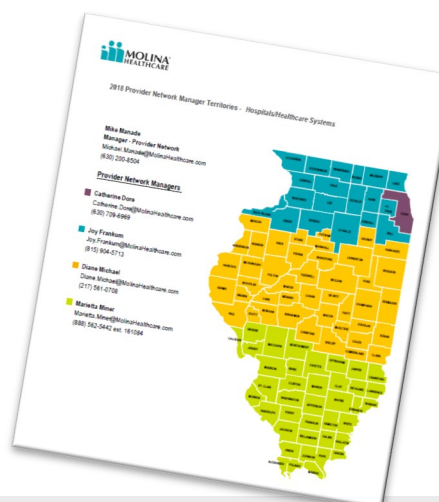
At the start of the year, Molina rolled out a new staffing structure to better align ourselves with the providers we serve. We now have a dedicated team of Provider Network Managers who help with end-to-end relationship management with our providers. Each Provider Network Manager is available to help with all of your contracting and servicing needs. Our Provider Network Managers are specialized by provider type to help build better subject matter expertise about the providers we serve.

Benefits to the new structure:

- End-to-end provider relationship management
- Elimination of unnecessary handoffs internally among staff at Molina
- Specialization allows for increased focus on correct configuration requirements
- Specialization allows for better understanding of provider loading requirements/configuration
- End-to-end management eliminates confusion of roles and responsibilities

## Unsure who your Provider Network Manager is?

Please refer to a series of maps included in this newsletter that highlights our Provider Network Management team, their provider specialty and contact information. Providers may also visit [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) and click on Service Area tab under the "I'm a Healthcare Professional" section.



## Find a Provider

For a complete list of Providers in the Molina Healthcare network, visit [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) and click on the "I'm a Professional" option. Search under the "Find a Provider" section.

You may also follow this link for access:

[https://  
providersearch.molinahealthcare.com/  
Provider/ProviderSearch?  
RedirectFrom=MolinaStaticWeb](https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb)

## Questions?

For additional information, please contact your Provider Network Manager. Please reference our service territory maps, included in this packet, for contact information.

Provider may also reach the team by calling (855) 866-5462 or email at [MHIL-ProviderNetworkManagement@MolinaHealthcare.com](mailto:MHIL-ProviderNetworkManagement@MolinaHealthcare.com).



## Provider Enrollment Roster Template

Hate having to complete a different provider roster for each MCO you're contracted with? In collaboration with the Illinois Association of Medicaid Health Plans (IAMHP) and the Illinois Hospital Association (IHA), we've created a standardized provider enrollment roster template that can be used as your organizations roster for enrollment with all Managed Care Organizations (MCO). For a copy of the provider enrollment roster you may contact your Provider Network Manager. The final roster will be posted to the Molina Healthcare of Illinois provider website and available for download soon.

## Credentialing Changes for the Medicare-Medicaid Alignment Initiative

Providers who wish to contract with Molina Healthcare of Illinois for its Medicare-Medicaid Alignment Initiative Plan now have a simplified way for meeting credentialing requirements.

Similar to the credentialing changes under the HealthChoice Illinois program, registration through the Illinois Department of Healthcare and Family's (HFS) Illinois Medicaid Program Advanced Cloud Technology (IMPACT) will complete credentialing requirements under the Medicare-Medicaid Alignment Initiative. Registration with IMPACT alone does not mean a provider can immediately render services. In addition to a signed contract, Molina will still require additional information to be submitted as it's needed to process claims and make updates to its provider directory, such as a change in address or office hours.

Providers may log into IMPACT by visiting <https://www.illinois.gov/hfs/impact/pages/default.aspx>. To make sure your enrollment experience is as quick and efficient as possible, please investigate whether you need to complete any of these prerequisite steps before you attempt to enroll or revalidate in the IMPACT system.

- Obtain an application ID number sent via postal mail
- Ensure a Certified W-9 is on file
- Renew any professional certifications or licensures
- Ensure the appropriate web access
- Obtain a National Provider Identifier (NPI) Number

If you have any questions, please contact your Provider Network Manager or you may contact the Provider Network Management Department via email at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com).



## Molina Healthcare of Illinois adds Arabic and traditional Chinese language material to Member website.

As means for providing better service to our diverse Member population, Molina Healthcare of Illinois (Molina) has added Arabic and Chinese (traditional) language materials to our Member website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). The Molina website already provides English and Spanish language content that Members and providers can refer to for questions on Member benefits, programs and other materials.

The expansion of materials readily available in alternate languages on the Molina Member website is a means for better serving an influx of Members who have refugee status beginning July 1, 2018. According to state of Illinois data, Arabic alone is spoken by 35 percent of refugees. In 2016, top arrivals to Illinois were from Burma, Iraq, Syria, Democratic Republic of Congo and Bhutan, according to government data.

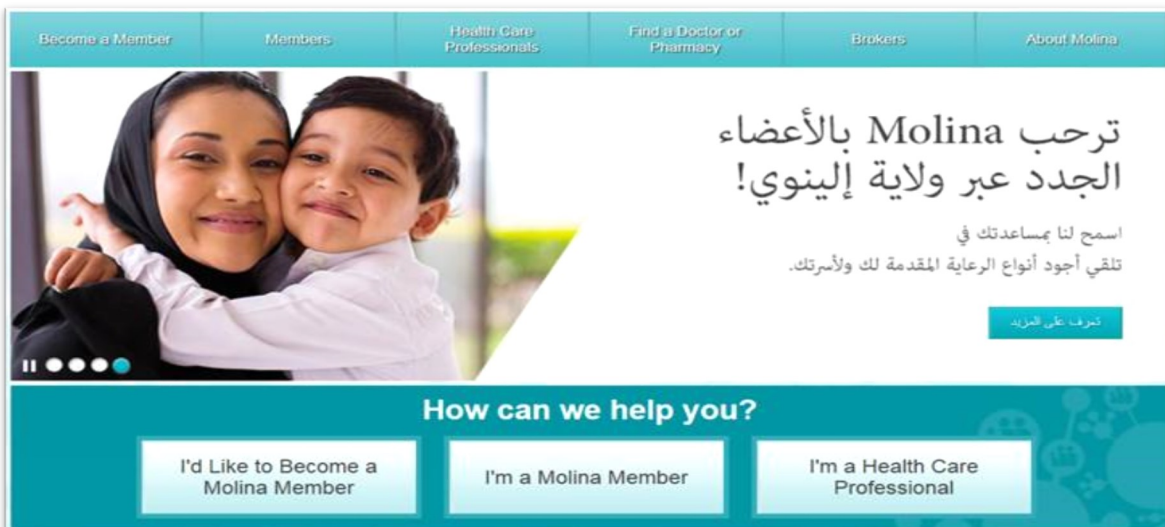
The influx of refugee Members into the state's HealthChoice Illinois Medicaid managed care program is a result of a change in an Illinois Department of Healthcare and Family Services policy, effective July 1, that will remove the exemption for refugee populations from mandatory enrollment onto managed care for the first five years of residence in the United States.

Member materials now available on the Member website the alternate languages include:

- HealthChoice Illinois Member Handbook
- Waiver Supplement Handbook
- Certificate of Coverage/Description of Coverage
- New Member Frequently Asked Questions

Providers are encouraged to point Members to [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) for access materials. Materials in other languages or formats by calling Molina Member Services at (855) 687-7861, TTY: 711 from 9 a.m. to 5 p.m. Monday to Friday. Representatives are available to help Members in their preferred language.

The Molina Member landing page has an Arabic language banner welcoming new Members. By clicking on that link, Members will be directed to Arabic language materials on the site.



## Help us keep your information updated!

Please notify Molina Healthcare in writing of any of the following updates at least 30 days in advance:

- Change in office location, office hours, phone, fax or email
- Addition or closure of office location
- Addition or termination of a provider
- Change in Tax ID and or National Provider Identifier (NPI) number
- Open or close your practice to new patients (Primary Care Providers only)
- Practice name change

Changes may be submitted via the Provider Update Information Form, which can be found on the Molina Healthcare website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). Click on the Provider Forms section. The form may also be emailed to [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com) or faxed to (630) 571-1220.

## Important phone numbers when helping Molina Members

**MARCH Vision Care** is Molina's vision benefits provider. MARCH Vision has a dedicated toll-free for Illinois that helps assist in providing Molina Providers and Members a convenient and direct link to representatives devoted and familiar with Illinois benefits, authorization, billing and access to care. **This direct number for the State of Illinois is (844) 456-2724.**

**Secure Transportation** is Molina Healthcare's transportation vendor. Routine medical transportation is a benefit for Members. It is designed to help Members get to their health care visits, including:

- Medical or dental appointments
- The pharmacy to pick up prescriptions
- Ongoing care, such as physical therapy

### Secure Transportation's Phone Lines For Illinois:

#### Medicaid HealthChoice Illinois

- 1 (844) 644-6354 - ILHP MCD
- 1 (844) 292-2690 - TTY line

#### MMP (Medicare-Medicaid) Molina Duals Options Medicare-Medicaid Plan

- Reservation Phone Number: (844) 644-6353

**HealthChoice Illinois—Molina Medicaid Members** who have questions regarding their benefits, providers in network or help in reaching their case managers, may call Molina Member Services at (855) 687-7861; Illinois Relay Service: 711. Representatives are available to help between 9 a.m. to 5 p.m. Monday to Friday.

**Members in the Molina Dual Options Medicare-Medicaid Plan** may call (877) 901-8181; Illinois Relay Service: 711, for information on their benefits, providers in our network or help with reaching their case managers. Representatives are available between 8 a.m. and 8 p.m. Monday to Friday.

## 2018 Provider Network Manager Territories - Ancillary


**Caitlin Taylor**  
**Manager - Provider Network**  
 Caitlin.Taylor@MolinaHealthcare.com  
 (773) 326-8320

**Scott Deerfield**  
**Provider Network Manager**  
 Value Based Contracts  
 Scott.Deerfield@MolinaHealthcare.com  
 (224) 283-0232


### Provider Network Managers

 **Sharon Moloney**  
 LTC, SLF, SNF, Hospice  
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 (309) 255-6914


 **Tamara Campbell**  
 DASA, CMHC, BH  
 Tamara.Campbell@MolinaHealthcare.com  
 (815) 263-5685

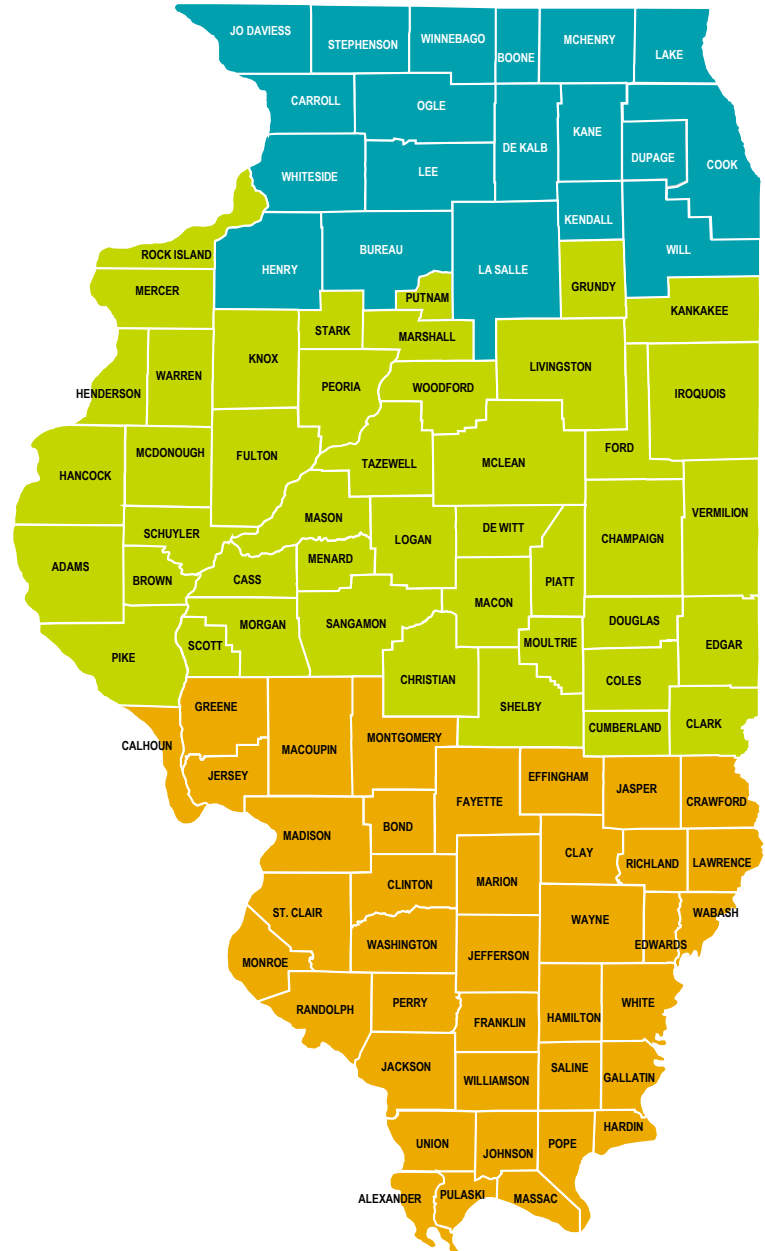
 **Caitlin Taylor**  
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 (773) 326-8320

 **Kelly Dalton**  
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 **Sonya Harper-Caldwell**  
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 **Caitlin Taylor**  
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 (773) 326-8320

 **Brandi Reid**  
 MDs, Specialist (Private Practice)  
 Brandi.Reid@MolinaHealthcare.com  
 (309) 280-0172



## 2018 Provider Network Manager Territories - Hospitals/Healthcare Systems

### Mike Manade

**Manager - Provider Network**

Michael.Manade@MolinaHealthcare.com  
(630) 200-8504

### Scott Deerfield

**Provider Network Manager/ Value Based Contracts**

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(224) 283-0232

### Provider Network Managers

- Catherine Dore**  
 Catherine.Dore@MolinaHealthcare.com  
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- Matthew Tolf**  
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- Joy Frankum**  
 Joy.Frankum@MolinaHealthcare.com  
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- Diane Michael**  
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 (217) 561-0708
- Tanya Durbin**  
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- Marietta Miner**  
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