

Fall 2017 Provider Newsletter



Molina Healthcare's 2017 HEDIS® and CAHPS® Results

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a survey that assesses Molina members' satisfaction with their health care. It allows us to better serve our members.

Molina Healthcare has received results of how our members scored our providers and our services.

Medicaid: Compared to the CAHPS results from last year, Molina Healthcare improved coordination of care, rating of health plan, customer service and rating of personal doctor. Areas that need improvement include getting needed care, getting care quickly, and how well doctors communicate.

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MMP: Compared to last year, Molina Healthcare demonstrated improvement in rating of getting needed care, getting care quickly, customer service, care coordination and overall rating of health care quality. We saw no decreases in ratings compared to 2017. The greatest opportunity for improvement is the percentage of member receiving annual flu vaccination.

Another tool used to improve member care is the Healthcare Effectiveness Data Information Set or HEDIS®. HEDIS® scores allow Molina Healthcare to monitor how many members are receiving the services they need. Measures include immunizations, well-child exams, Pap tests and mammograms. There are also scores for diabetes care, and prenatal and after-delivery care.

Medicaid: Between 2016 and 2017 Molina Healthcare improved in many HEDIS® areas. Molina Healthcare was able to meet the NCQA 75th percentile for immunizations for adolescent and comprehensive care for diabetics including maintaining hemoglobin A1c levels below 8 and blood pressure control. We need to improve on making sure our members receive breast cancer screening, cervical cancer screening as well as timely prenatal and postpartum care.

Medicare: Molina Healthcare was able to meet the NCQA 75th percentile for multiple measures in 2017, including follow-up after hospitalization for mental illness and annual monitoring for patients on persistent medications (digoxin and diuretics). We need to improve prevention and screening measures, including adult BMI assessment, breast cancer screening and colorectal cancer screening.

MMP: Compared to last year, Molina Healthcare observed marked improvements in the HEDIS® rates for the care for older adults' measures (medication review and functional status assessment), follow-up after hospitalization for mental illness and controlling high blood pressure. Improvements are needed for colorectal cancer screening and medication management of persistent medications.

You can look at the progress related to the goals that Molina Healthcare has set for the annual CAHPS® survey results and the annual HEDIS® measures in more detail on the Molina Website. You can also view information about the QI Program and print a copy if you would like one. Please visit the provider page on Molina's website at www.MolinaHealthcare.com.

Molina Healthcare's Special Investigation Unit Partnering With You to Prevent Fraud, Waste, and Abuse

The National Healthcare Anti-Fraud Association estimates between three and ten percent of the nation's health care costs, or \$96 to \$320 billion, is lost to fraud, waste, and abuse. That's money that would otherwise cover legitimate care and services for the neediest in our communities. To address the issue, federal and state governments have recently passed a number of laws, including required audits of medical records against billing practices. Molina Healthcare, like others in our industry, must comply with these laws and proactively ensure that government funds are used appropriately. Molina's Special Investigation Unit (SIU) aims to safeguard Medicare and Medicaid, along with Marketplace funds.

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You and the SIU

The SIU analyzes providers by using software that identifies questionable coding and/or billing patterns, along with issues involving medical necessity. As a result, providers may receive a notice from the SIU if they have been identified as having outliers that require additional review. If your practice receives a notice from the SIU, please cooperate with the notice and any instructions provided. Should you have questions, please contact your Provider Services Representative.

“Molina Healthcare appreciates the partnership it has with providers in caring for the medical needs of our members,” explains Mary Alice Garcia, the Molina Associate Vice President who heads up the SIU. “Together, we share a responsibility to be prudent stewards of government funds. It’s a responsibility that we all should take seriously because it plays an important role in protecting programs like Medicare and Medicaid from fraudulent activity.”

Molina appreciates your support and understanding of the SIU’s important work, and we hope to minimize any inconvenience the SIU audit might cause you and/or your practice.

To report potential fraud, waste, and abuse, you may contact the Molina AlertLine toll-free at (866) 606-3889. In addition, you may use the service’s website to make a report at any time at <https://MolinaHealthcare.AlertLine.com>.

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2017 Flu Season

The Advisory Committee on Immunization Practices (ACIP) continues to recommend annual influenza vaccinations for everyone who is at least 6 months of age and older. It's especially important that certain people get vaccinated, either because they are at high risk of having serious flu-related complications or because they live with or care for people at high risk for developing flu-related complications.

Important Update:

- Do not use the live attenuated influenza vaccine (LAIV) during the 2017-2018 flu season.
- Remove the FluMist from the vaccines for the Children Program.

For a complete copy of the ACIP recommendations and updates or for information on the flu vaccine options for the 2017 flu season, please visit the Centers for Disease Control and Prevention at <http://www.cdc.gov/flu/professionals/vaccination/>.

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Updating Provider Information

It is important for Molina Healthcare of IL (Molina Healthcare) to keep our provider network information up to date. Up to date provider information allows Molina Healthcare to accurately generate provider directories, process claims and communicate with our network of providers. Providers must notify Molina Healthcare in writing at least 30 days in advance when possible of changes, such as:

- Change in practice ownership or Federal Tax ID number
- Practice name change
- A change in practice address, phone or fax numbers
- Change in practice office hours
- New office site location
- Primary Care Providers Only: If your practice is open or closed to new patients
- When a provider joins or leaves the practice

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

Send changes to:

Email: IllinoisProviders@MolinaHealthcare.com

Fax: 630-571-1220

Mail: Molina Healthcare of IL

1520 Kensington Drive Suite 212

Oak Brook, IL 60523

ATTN: Provider Services Department

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



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