

Molina Healthcare

Provider Open Forum October 2025

Agenda

- ☐ Requesting a meeting with Provider Network (Sheri & Vanessa)
- ☐ Email Communication (Demographics-Information)
- ☐ Re-education
- ☐ Membership
- ☐ Authorizations
- ☐ Expansion- Region 8
- ☐ Standard Remark Codes
- ☐ Poll on Forum frequency
- ☐ Reminders

Requesting a Meeting with Sheri or Vanessa

- Please send request to: mhmltsscontracting@molinahealthcare.com
 - Detailed agenda items
 - Name and TIN of Agency
 - Specific concerns or issues
 - Availability of dates and times within 2 weeks
-
- Ensure the appropriate Molina staff are included
 - Ensure effectiveness of meeting

Demographics & Information

Please include the following information when emailing

- Agency Name
- Your Name
- Tax ID/NPI
- Member's Information
 - DOB
 - Member ID
- Claim #
- Appeal/Dispute PRV#
- Specific details for questions/inquires
- **Please remember to send ALL confidential information SECURE!**

Still Feeling Unsure??

- Long Term Support Services
- Provider Orientation
 - Email mhmltsscontracting@molinahealthcare.com to request link for upcoming dates and times
- Availity Resources
 - Availity Essentials Provider Help Center

How can I Receive more membership?

- Member Choice
- Member Must Request Your Agency For Services
- Member Should Reach Out To Their Care Coordination. Unsure Whom The Care Coordinator Is? Please Call Member Services 888-898-7969
- Member Is Unsure If They Qualify For Services? Please Direct Member To Reach Out To DHS
- Providers/ Vendors Cannot Speak On Behave Of The Member
- Advertisement
- Special or Unique Offerings

Questions Regarding a Prior Authorization?

Please reach out to your Long-Term Support Specialist By Sending an Email to:
mhm-ltss-specialist@molinahealthcare.com

Prior Authorizations:

- Questions
- Concerns
- Issues
- Member concerns

Please reach out to your Long-Term Support Specialist By Sending an Email to:
mi_mmp_waiver_ltss_services@molinahealthcare.com

Bids:

- Questions
- Concerns
- Issues
- Member concerns

HIDE – SNP Standard Remark Code

- 1/1/2026 - Standard Remarks Required
 - [Information for Helath Plans & Providers - State of Michigan](#)
- What is a Standard Remark Code?
 - The **MDHHS Standardized Remark Code** refers to a set of codes used by the Michigan Department of Health and Human Services
 - (MDHHS) for various administrative and reporting purposes. These codes are utilized for claim adjudication, remittance advice and other health-related transactions.
- Currently Located – [Minimum Operating Standards for MI Health Link Program and MI Health Link HCBS Waiver](#)
 - Page 136
- Availity - Professional Claim –
 - [Claims & Encounters overview](#)
 - [REC_AP_FacilityClaim](#)
- **More information to come as we learn more!**

✓ Submit a professional or facility claim or encounter

Complete the Insurance Company/Benefit Plan Information section

Complete the Patient Information section

Complete the Billing Provider Information section

Complete the Subscriber Information section

Complete the Diagnosis Codes section

Complete the Claim Information section

Add attachments to a claim

Complete the Lines section

Submit the claim

Poll On Frequency Of Open Forms

Please answer poll question:

- Frequency of Open Forums:
 - Monthly
 - Every Other Month
 - Quarterly

- If frequency changed to Every Other Month or Quarterly – Would an emailed Monthly Bulletin be helpful
 - Yes
 - No
 - Unsure

Reminders

Don't Forget!

- Annual Provider Qualifications Attestation Form
- No AI; Against Molina Policies
- Please engage and complete survey
- Please ensure to use Centralized email addresses
- Do not place members name in subject line of email
- **Please remember to send ALL confidential information SECURE!**

Reminders:

FYI – Open Enrollment

Members need to contact their DHS worker or Molina Care Coordinator with questions regarding LTSS eligibility with any plan changes

Please ensure you are checking members eligibility for Medicare in Availability – 6000000XXXXX

Survey

We Value Your Feedback

As a valued provider partner, your feedback is important.
Please complete this survey to ensure we make the LTSS
Forums as valuable to you as possible.

This survey will take approximately 5 minutes to complete.
Thank you!

Michigan Long-Term Support Services Forum Survey