

# Molina Healthcare

## Provider Open Forum

# Agenda

- Welcome/Introductions
- Options for Care Needs
- Chore Service- Snow; Salt
- Prior Authorizations; HIDE SNP
- Old LMS Trainings
- MICH HCBS Requirements Resource Document
- Quarterly LTSS Provider Survey
- HCBS Fee Schedule
- EVV – April Go live

Welcome!

# Sarah Fenton

MMI - Health Plan Provider Relations Manager

## Contracting Manager:

- Sheri Dankert
- Arielle Goodson
- Contracting related information
- Credentialing information
- Open forum related information

## Provider Relations Manager:

- Sarah Fenton – **Please Welcome!!**
- Claims related information
- Payment related information
- General Questions

- All email communication for Contracting Manager & Provider Relations Manager should be sent to our centralized email address.
- **Email Communication:**  
[mhmltsscontracting@molinahealthcare.com](mailto:mhmltsscontracting@molinahealthcare.com)

# Options for Care Needs

Service	Service Description	Eligibility Notes	How to access
Home Health	Health care services that can be given in the home for an illness or injury. Per Molina Dual Options Member Handbook: <i>The plan will pay for the following services, and maybe other services not listed here: part-time or intermittent skilled nursing and home health aide services (To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week.) physical therapy, occupational therapy, and speech therapy medical and social services medical equipment and supplies home health aide when provided with a nursing service.</i>	<ul style="list-style-type: none"> <li>*<b>Skilled care</b> service to treat injury or illness.</li> <li>*Prescription from a physician <b>required</b>.</li> <li>*Funded through Medicare Part A.</li> <li>*Care Coordinators cannot authorize but can assist members in coordinating with physician.</li> </ul>	<ul style="list-style-type: none"> <li>*Ordered by a physician via script.</li> <li>*Provided by appropriate home health agency/licensed medical professional.</li> </ul>
Home Help (Members may refer to as “CHAMPS” or “Chore Service”)	Service to <u>provide assistance</u> with Activities of Daily Living (ADLs & Instrumental Activities of Daily Living).	Molina HIDE SNP members are <b>NOT eligible</b> for Home Help. Their hands-on care needs would be met through personal care services from their health plan.	<ul style="list-style-type: none"> <li>*Apply through Michigan Department of Health and Human Services.</li> <li>*Paid via the State of Michigan.</li> <li>*Dually eligible members in Wayne, Macomb, VanBuren, Kalamazoo, Calhoun, Berrien, Cass, and Branch counties cannot receive home help from the state.</li> </ul>
Personal Care Services (PCS)	Service to provide for <b>hands-on</b> assistance with Activities of Daily Living (ADLs & Instrumental Activities of Daily Living).	<ul style="list-style-type: none"> <li>*Member must participate in an in-person assessment to confirm they qualify (initially and at least every 180 days).</li> <li>*Personal Care Assessment/Functional Service Level Review determines hours that will be provided based on identified needs and within programmatic limitations.</li> </ul>	<ul style="list-style-type: none"> <li>*Member request &amp; subsequent participation in assessment.</li> <li>*Authorized by Care Coordinator.</li> <li>*Provided by Molina contracted agency’s credentialed caregiver.</li> </ul>
Expanded Community Living Services (ECLS)	Service to provide prompting, cueing, observing, guiding, teaching, and/or reminders to complete ADLs and IADLs.	<ul style="list-style-type: none"> <li>*Member must qualify for Waiver</li> <li>*Member must have need for prompting/cueing, etc. (If member requires hands-on care, that would be PCS).</li> <li>*Member must participate in an in-person assessment.</li> <li>*Member requires prompting, cueing, reminding, etc. <b>NOT hands-on care.</b></li> </ul>	<ul style="list-style-type: none"> <li>*Member must be on waiver to be assessed for ECLS.</li> <li>*Authorized by Care Coordinator.</li> <li>*Provided by Molina contracted agency’s credentialed caregiver.</li> <li>*Can also have PCS but not provided/billed for at same time.</li> </ul>

*This is a general overview of options and may not include ALL available options for care. The information contained in this presentation is intended for educational purposes only and is not intended to define a standard of care or exclusive course of treatment, nor be a substitute for treatment.*

# Snow Removal

- Salting is not a covered benefit
- When performing authorized snow-removal services, salt must not be applied under any circumstances

**Covered snow-related services include the following:**

- Snow plowing to provide access to and egress outside of the home
- Service provision only when snowfall has reached two (2) inches or more
- If a member's current authorization includes salting or indicates that salting is permitted or required, please forward the authorization and relevant member information to [mhm-ltss-specialist@molinahealthcare.com](mailto:mhm-ltss-specialist@molinahealthcare.com). A corrected prior authorization will be issued promptly.



## Prior Authorizations Required

# MI Coordinated Health is a Highly Integrated Duals Eligible Special Needs Plan (HIDE SNP)

- Molina will serve Members in 3 regions in the State of Michigan in 2026
  - Region 8: Barry, Van Buren, Kalamazoo, Calhoun, Berrien, Cass, and Branch Counties
  - Region 10: Macomb County
  - Region 12: Wayne County

You are not Contracted for Straight Medicaid

ALL Services require a Prior authorization

Do not perform services without a Prior Authorizations

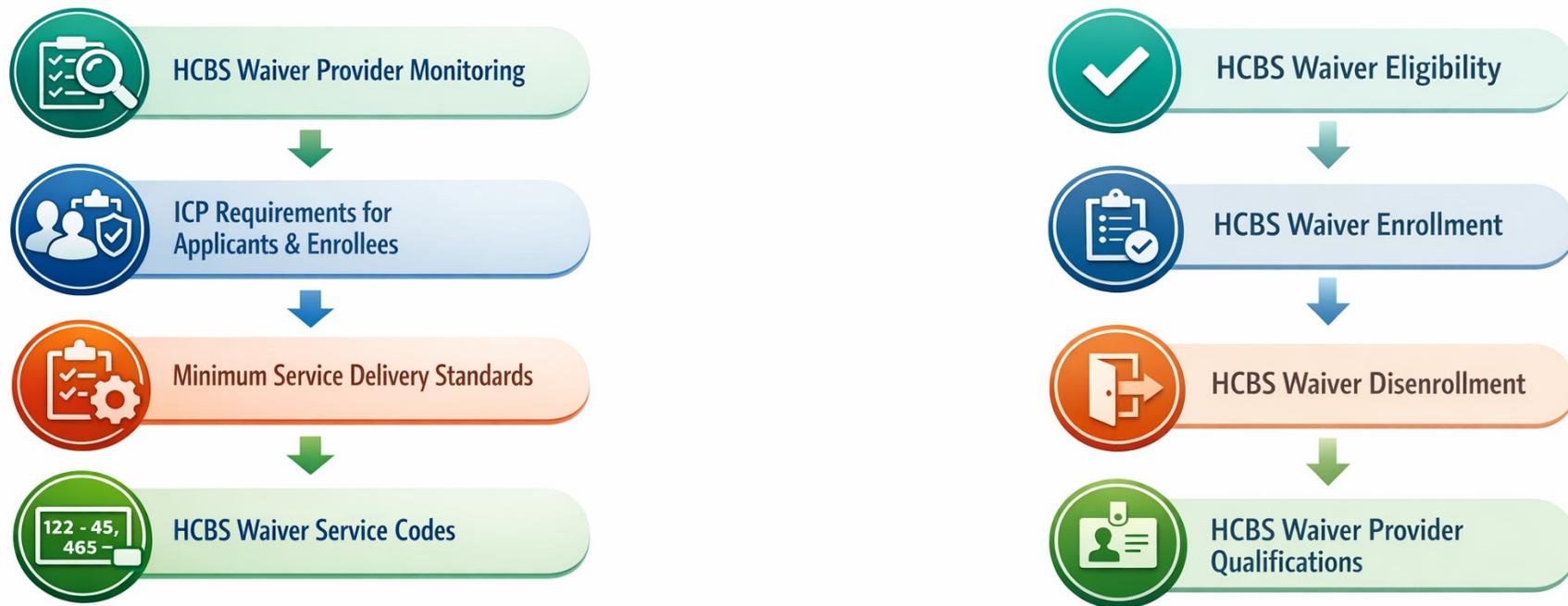
ALL Prior Authorizations are received by the Health Plan (Molina)

Questions Regarding Prior Authorizations:  
[mhm-ltss-specialist@molinahealthcare.com](mailto:mhm-ltss-specialist@molinahealthcare.com)

## State Required Trainings

- The State's training portal was discontinued effective December 31, 2025
- Molina is currently in the process of developing new training materials that providers may use to train their caregivers and staff
- This is a large-scale project that will require significant time to complete
- We do NOT have estimated completion date available
- **In the interim, providers remain responsible for ensuring that all State-required trainings are completed and properly documented.**

# Home and Community Based Services Waiver Requirements Resource Document



[MICH HCBS Waiver Requirements Resource Document V2.pdf](#)

## LTSS Provider Survey

The information you provide will help us better serve your needs and our members by providing adequate training and improvement processes within Molina Healthcare of Michigan. We look forward to receiving your response.

Please click on this link to access the survey [Michigan Long-Term Support Services Provider Survey](#)



We Value Your Feedback!



Please consider taking a few moments to share your feedback



The survey will take approximately 5-7 minutes to complete

# Molina Healthcare Michigan (HCBS) Home and Community Based Services

Claims impact report  
pulled 2/09/2026

Claims will be  
reprocessed if the  
claim was billed  
at new rate

If old rate was billed –  
a corrected claim will  
have to be submitted due  
to max billed caped  
charges.

# Electronic Visit Verification

- Personal Care Codes
- H2015- Comprehensive Community Support Services(ECLS)
- S5150-Unskilled Respite Care not Hospice
- T1019- Personal Care Services(PCS)

## PCS Service Codes

The following procedure codes, listed by program, require the use of EVV. **Any personal care service listed below that starts or ends in the beneficiary's home requires EVV.**

Program	Procedure Code	Service Description
Behavioral Health	H2015	Community Living Supports (CLS)
	T1005	Respite Care, per 15 minutes
Community Transition Services	T1019	Personal Care Services (PCS), per 15 minutes
Home Help	N/A	Personal Care Services
MI Choice	H2015	Comprehensive Community Support Services, per 15 minutes
	S5150	Unskilled Respite Care, not Hospice, per 15 minutes
MI Health Link	H2015	Comprehensive Community Support Services, per 15 minutes
	S5150	Unskilled Respite Care, not Hospice, per 15 minutes
	T1019	Personal Care Services (PCS), per 15 minutes

## EVV PCS Exclusions

The following sections contain information on congregate living settings and live-in caregivers who are excluded from requiring EVV. Personal care services provided to beneficiaries who live in these settings or live with their caregiver(s), as described below, are exempt from EVV for their PCS.

## Electronic Visit Verification

- In addition to using EVV, Home Help providers must also continue to use their current service verification methods (CHAMPS Electronic Service Verification (ESV) Paper Service Verification (PSV), or MSA-1904 Home Help Agency Invoice) to receive payment. Payments will continue to be based on the data recorded on the current service verification methods until further notice. Details can be found in [L Letter 24-38](#).

### Questions?

- To stay up to date on EVV in Michigan, visit [www.Michigan.gov/EVV](http://www.Michigan.gov/EVV).

## Reminder

# Don't Forget!



- 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!**

# 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