

Q. How often should background checks be conducted on employees?

A. iChat is required within 90 days of hire date and annually. Monthly Federal exclusion list screening and maintaining record. (OIG/SAM)

Q. Are family members exempt from background checks?

A. No. Family members are required to follow the same process.

Q. If a family member has a criminal background, can they still care for the member?

A. **Family Caregivers** - If the caregiver with an exclusion is a family/friend chosen by the member, please notify the Molina Support Specialist assigned to your agency so that we may follow appropriate member notification procedure. Do not utilize the caregiver for any service provision unless you receive confirmation from the Molina Support Specialist to do so. Additionally, the applicant must be notified that the results of the screening will be shared with the applicant, pertinent program participants, and pertinent program staff.

Agency Caregivers - If the caregiver with a permissive exclusion is not a family caregiver chosen by the member, Molina asks that you refrain from using that caregiver when providing services to Molina members and only utilize caregivers without any exclusions. There are permissive exclusions, meaning the member can sign off as long as they've been made aware of the criminal background in certain situations, but there are also Mandatory Exclusions that are not permissible no matter what, usually it has to do with convictions of Medicare/Medicaid Fraud and manufacturing of narcotics. **For more information regarding exclusions, please see below.**

Q. How does my agency receive more membership

A. This is the members' choice. Members must request your agency.

Q. Can a provider speak on behalf of a member

A. No. A provider may not speak on behalf of a member without written/verbal consent.

Q. If we are using EVV, do we still need paper time-sheets?

A. In addition to using EVV, Home Help individual caregivers must continue to use their current service verification methods.

To stay up to date on EVV in Michigan visit www.Michigan.gov/EVV.

Q. Availability (Prior Auths section) that the app will be sunset in Aug 2025. Will this show the same information as before? Units claimed specifically.

A. Yes. The app will sunset 8/25/2025 and you will now navigate to patient registration > Authorizations and Referrals.

Q. Member related Questions

A. Please reach out to your long-term support specialist. Members should reach out to their Care Coordinators.

Q. How can I receive training on billing for the clients?

A. Please review Availity job aids and training demos. If you have further questions, please reach out to, mhmltsscontracting@molinahealthcare.com with your specific questions.

Q. How much is the hourly pay?

A. Please reference the HCBS fee schedule for reimbursement rates. Please reach out to mhmltsscontracting@molinahealthcare.com if you need a copy.

Q. EVV mandated update?

A. Currently we are still in the soft launch. Date TDB by the state.

Mandatory Exclusions:

- Any criminal convictions related to the delivery of an item or service under Medicare (Title XVIII), Medicaid (Title XIX) or other state health care programs (e.g., Children's Special Health Care Services, Healthy Kids), (Title V, Title XX, and Title XXI)
- Any criminal convictions under federal or state law, relating to neglect or abuse of patients in connection with the delivery of a health care item or service
- Felony convictions occurring after August 21, 1996, relating to an offense, under federal or state law, in connection with the delivery of health care items or services or with respect to any act or omission in a health care program (other than those included in number 1 above) operated by or financed in whole or in part by any federal, state, or local government agency, of a criminal offense consisting of a felony relating to fraud, theft, embezzlement, breach of fiduciary responsibility, or other financial misconduct
- Felony convictions occurring after August 21, 1996, under federal or state law, related to unlawful manufacture, distribution, prescription, or dispensing of a controlled substance

Permissive Exclusions:

- Conviction of crimes directly relatable to neglect, physical and sexual abuse, financial exploitation, inappropriate involuntary restraint, providing unqualified health care services and other crimes identified by MDCH. The list of specific crimes shall be the same as those defined for nursing facilities, county medical care facilities, hospices, and other long term service and support providers as set out and defined in the Public Health Code Act 368 of 1978, specifically Public Act 28 Sec. 20173a(1) (MCL333.20173a[1]). This list includes, but is not limited to crimes that:
 - Involve the intent to cause death or serious impairment of a body function;

- Result in death or serious impairment of a body function;
- Involve the use of force or violence;
- Involve the threat of force or violence;
- Involve cruelty or torture;
- Involve criminal sexual conduct;
- Involve abuse or neglect;
- Involve the use of a firearm or a dangerous weapon;
- Involve larceny, theft, or embezzlement;
- Involve a felony Driving Under The Influence (DUI);
- Involve an assault, battery, or the threat thereof;
- Involve a crime against a "vulnerable adult";
- Involve retail fraud; or
- State that the conviction is a felony reduced to a misdemeanor.