Provider Website Bulletin
May 2015

Available on the Molina Healthcare Provider Website: Provider Manual, Provider Newsletters, Formulary and Pharmacy Updates, Communications and Much More. Please visit us at www.molinahealthcare.com

2015 Provider Newsletter: Molina Healthcare is pleased to announce that the 2015 Spring edition of the Partners in Care Newsletter is now available online via our website on the "New Mexico Health Care Professionals" section of the website by selecting the "Communications" tab. Included in this newsletter edition:

- Patient Safety
- Practitioner Credentialing Rights
- Hours of Operation
- Utilization Management
- Care for Older Adults
- Behavioral Health
- Complex Case Management
- Member Rights and Responsibilities
- Preventive Guidelines
- Quality Improvement Program
- Health Management Program
- Clinical Practice Guidelines
- Medical Record Documentation
- Advance Directives
- ICD-10 Testing Update
- HCC Pearls of Wisdom
- Drug Formulary
- Non Discrimination
- Care Coordination

- **Featured at** www.MolinaHealthcare.com
  - Clinical Practice &Preventive Health Guidelines
  - Disease Management Programs (Asthma, Diabetes, Hypertension, CAD, CHF and Pregnancy)
  - Complex Case Management
  - Quality Improvement Programs
  - Member Rights and Responsibilities
  - Privacy Notices
  - Claims/Denials Decision Information
  - Provider Manual
  - Current Preferred Drug Lists
  - Pharmaceutical Management Procedures
  - Utilization Management Affirmative Statement (re: non-incentive for under-utilizations)
  - How to Obtain Copies of UM Criteria and Contacting UM Staff
  - New Technology
  - Provider Tools to Care for Diverse Populations
    - ICE (industry Collaboration Effort)
    - Resources for Providing Care to Diverse Populations
  - Prior Authorization Process – Including Clear Coverage

2015 Provider Manual: Molina Healthcare's Provider Manual is also available on our website. Simply follow the same path provided above, and then select "Manual" tab on the left hand side of the webpage. The Provider Manual is updated and posted on our website annually. Changes and/or updates that occur after the posting of the manual will be provided to our contracted practitioners/providers via mail and/or the Partners in Care Newsletter. Simply follow the directions provided above to locate letter notifications and newsletters on the website. To receive hard copies of the newsletter or manual, please contact your Provider Service Representative toll free at (800) 377-9594.

Please contact Molina Healthcare Provider Services toll free at (800) 377-9594 for written copies of all information on the website. We invite you to visit our website today!