



May 29, 2015

Dear Nursing Facility Provider:

This letter is a follow-up to a previous letter dated April 16, 2015 addressing the late submissions of Nursing Facility Level of Care (NFLOC) packets. In collaboration with the Human Services Department and integrating feedback from several providers, we have elected to delay the effective date of this change from May 18, 2015 until **July 1, 2015**. This will give providers an additional six weeks of lead time to prepare for the changes, and submit complete packets timely for all levels of care (HNF, LNF). Please be advised that effective **July 1, 2015**, Molina Healthcare New Mexico, Inc. (Molina Healthcare) will begin enforcing penalties for late submissions of Nursing Facility Level of Care (NFLOC) packets for nursing facility (NF) stays for retrospective reviews (initial, redetermination, re-admit, and changes in LOC) pursuant to the Managed Care Policy Manual. An incomplete packet submission submitted timely will not be considered timely until all required elements are received by Molina Healthcare Long Term Care Utilization Management staff. That is, payment will be forfeited for each day that the NFLOC packet is submitted late.

Prior authorization forms not submitted timely due to reasons entirely outside of the control of the Nursing Facility must be submitted with a detailed written explanation and documentation that supports the request for a retrospective review. These requests will be evaluated on an individual case basis. Medicaid will not reimburse nursing facilities for dates of service not indicated on the Managed Care Organization's (MCO) prior authorization form. In addition, the Medicaid Member cannot be billed for the service.

Please make all adjustments to your internal processes to accommodate applicable timelines for these submissions. Please continue to follow the Managed Care Policy Manual as well as the Nursing Facilities LOC criteria and instructions document. These documents may be found on the HSD web site at <http://www.hsd.state.nm.us/providers/nursing-facility-level-of-care.aspx>

Please contact Provider Services toll free at (800) 377-9594 with any questions. We will be conducting a mandatory WebEx training on June 26<sup>th</sup> for all nursing facility providers, and we will be available to discuss any unique scenarios or questions. Please reserve the date as more information on this training event is forthcoming.

Thank you for your attention to this matter.

LTSS Provider Services, Molina Healthcare New Mexico

Such services are funded in part under a contract with the State of New Mexico.

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