

# Molina Provider Portal

## Quick Reference Guide for Medicaid Redetermination

Updated 7/03/2023

# Agenda and topics covered

- What is Medicaid Redetermination
- Redetermination on Availity Provider Portal
- Steps to view redetermination date in Eligibility & Benefits Inquiry Section
- Steps to view redetermination date on Patient Care Portlet (Member Roster)

# What is Medicaid Redetermination

Medicaid redetermination is also called Medicaid renewal or Medicaid recertification. It all means the same thing. It's the yearly process Medicaid enrollees must complete to continue with their health care coverage.

This process was put on hold temporarily due to COVID-19 public health emergency, however the Centers for Medicaid and Medicare Services (CMS) provided guidance requiring all state Medicaid agencies to resume redetermination activities between February 1, 2023, and April 1, 2023.

We need our provider's help to remind your Molina Medicaid patients when they are up for renewal and need to take action.

# Redetermination on Aavailability Provider Portal

Molina provides Medicaid members' redetermination date and if they need to take action in two places on the Aavailability portal:

- Eligibility & Benefit Inquiry section (patient specific)
- Patient Care Portlet (PCP member roster)

# Steps to view Redet Date in Eligibility & Benefit Inquiry Section

The screenshot displays the Availity Essentials user interface. At the top, a navigation bar includes 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A red arrow points from the 'Patient Registration' dropdown menu to the 'Eligibility and Benefits Inquiry' option. A red callout box with the text 'Navigate to Eligibility and Benefits Inquiry through Patient Registration' is positioned over this path. Below the navigation bar, there are several main dashboard tiles: 'Patient Care', 'Eligibility and Benefits Inquiry' (highlighted with a red box), 'Member Roster', and 'Claim Status'. To the right, there are sections for 'Messaging' (showing 50+ unread messages), 'My Account Dashboard' (with user profile for Dibakar Pandey), and 'News and Announcements' (listing recent updates and webinars). A promotional banner for 'Express Entry is retiring' is also visible at the bottom right.

# Steps to view Redet Date in Eligibility & Benefit Inquiry Section (cont.)

Enter patient information and submit a request for Eligibility & Benefit Inquiry (also known as 270 request)

### Eligibility & Benefits

Fields marked with an asterisk \* are required.

\* Organization: Molina Healthcare Inc | \* Payer: MOLINA HEALTHCARE OHIO

#### Provider Information

Select a provider or enter one of the following: Provider NPI or Provider Tax ID

Provider: [dropdown]

Search for a provider by name, NPI, tax ID, taxonomy code, or address

Provider NPI: [text] | Provider Tax ID: [text]

Organization or Provider Last Name: [text] | Provider First Name: [text]

#### Patient Information

Member Search

Provider should understand that below "Search" button is only a Member Search request and not an Eligibility & Benefits request.

Enter member information, then click on Search. If there are member search records, please click on one before clicking Submit at bottom of page.

Member Search Options: [dropdown]

Member ID/Policy Number: [text] | Date of Birth: [text]

State: [dropdown]

Clear | Search

#### Service Information

\* As of Date: 05/26/2023

\* Benefit / Service Type: [dropdown] clear

Submit another patient



# Steps to view Redet Date in Patient Care Portlet Section

The screenshot shows the Availity Patient Care Portlet interface. The top navigation bar includes 'Availity', 'essentials', 'Home', 'Notifications 1', 'My Favorites', 'Region', 'Help & Training', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The 'Payer Spaces' menu item is highlighted with a red border. Below the navigation is a 'COVID-19 PROVIDER Resource Center' banner with a 'GET UPDATES' button. A 'Notification Center' section is visible below the banner. The main content area displays a grid of payer logos. An orange callout box with the text 'Select Payer Spaces and then the payer.' and a right-pointing arrow highlights the 'MOLINA HEALTHCARE' logo in the grid. On the right side of the interface, there is a sidebar with sections for 'Resolved', 'Card', 'Providers', and 'Services', each with a corresponding icon.

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

Avallity | essentials | Home | Notifications 1 | My Favorites | Region | Help & Training | Logout

Patient Registration | Claims & Payments | My Providers | Reporting | **Payer Spaces** | More | Keyword Search

Home > Molina Healthcare

**MOLINA HEALTHCARE** MolinaHealthcare.com

Welcome to Molina Healthcare!!  
Your partner in healthcare.

**Select tabs—Applications, Resources, and News and Announcements.**

**Scroll down to see options below the fold.**

**Applications** | Resources | News and Announcements | Sort By A-Z

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

## Payer Spaces

### Navigation tips

The screenshot shows the Avality Payer Spaces interface. At the top, there is a navigation bar with 'Avality', 'essentials', 'Home', 'Notifications', and 'My Favorites'. Below this is a menu with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is present with the text 'Start typing to search this payer space...'. Below the search bar are tabs for 'Applications', 'Resources', and 'News and Announcements'. A 'Sort By' dropdown menu is set to 'A-Z'. A disclaimer states: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. There are five portlet tiles: 'Appeal or Correct Eligible Claims', 'Care Coordination', 'HEDIS Profile', 'Patient Care', and 'Reports'. The 'Patient Care' tile is highlighted with a red box and a red arrow pointing to it from a text box that says 'Click on the tile to access Patient Care portlet'. Another red arrow points to a heart icon on the 'Appeal or Correct Eligible Claims' tile from a text box that says 'Select the heart icon to make the application a favorite.'. A third red arrow points to the 'Sort By' dropdown menu from a text box that says 'Use Sort By options to quickly locate applications or items.'.

Use Sort By options to quickly locate applications or items.

Select the heart icon to make the application a favorite.

Click on the tile to access Patient Care portlet

Applications Resources News and Announcements Sort By A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

- ♥ Appeal or Correct Eligible Claims  
Submit appeals for claims in finalized status.
- ♥ Care Coordination
  - Case Managed Member List
  - Care Team Info
  - Care Plan...
- ♥ HEDIS Profile  
Compare your HEDIS scores with national benchmarks
- ♥ Patient Care
  - Member Roster
  - Member Information
  - Clinical Data/PHR
- ♥ Reports  
Submit/Access payer specific reports

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

Select your Organization, enter TAX ID (mandatory) & NPI (optional) and then select State from the drop down. Click submit to see a list of affiliated provider and locations.

*NOTE: For more refined result of provider list, use NPI along with TAX ID*

The screenshot shows the 'Patient Care' section of the Molina Healthcare web application. At the top, there is a navigation bar with 'Availity', 'essentials', 'Home', 'Notifications', and 'My Favorites'. A secondary navigation bar includes 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is located on the right. Below the navigation, a HIPAA disclaimer is displayed. The main heading is 'Patient Care', with a 'Give Feedback' button and the 'MOLINA HEALTHCARE' logo. A 'Member Health Messages' section is visible but empty. Below it is the 'Access Provider Profile' section, which is highlighted with a red box. This section contains a form with the following fields: 'Organization\*' (a dropdown menu with 'Molina Healthcare Inc' selected), 'NPI (optional)' (a text input field with 'Enter NPI...' placeholder), 'Tax ID\*' (a dropdown menu with 'Select TIN...' placeholder), and 'State\*' (a dropdown menu with 'Select...' placeholder). A blue 'Submit' button is located at the bottom of the form.

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

Select one of the providers and location list using Select radio button and click next to see corresponding member roster list.

The screenshot displays the Molina Healthcare Patient Care portal interface. At the top, there is a navigation bar with links for Home, Notifications, My Favorites, and user account information. Below the navigation bar is a disclaimer about Protected Health Information (PHI). The main content area is titled "Patient Care" and includes a "Give Feedback" button and the Molina Healthcare logo.

On the left side, there are two portlets: "Member Health Messages" and "Access Provider Profile". The "Access Provider Profile" portlet contains a form with the following fields:

- Organization\*: Molina Healthcare Inc (dropdown)
- NPI (optional): Enter NPI... (text input)
- Tax ID\*: (text input)
- State\*: Ohio (dropdown)
- Submit button

The main content area features a "Select Provider" section with a table. The table has the following columns: Select, NPI, TIN, Provider ID, Provider Name, and Prov Service Location. The first row in the table has a radio button selected, which is highlighted with a red box. Below the table is a pagination control with buttons for "< Prev", "1", "2", "3", and "Next >". A "Next" button is located at the bottom right of the page.

Select	NPI	TIN	Provider ID	Provider Name	Prov Service Location
<input checked="" type="radio"/>					CINCINNATI
<input type="radio"/>					CHICAGO
<input type="radio"/>					CINCINNATI
<input type="radio"/>					CHICAGO
<input type="radio"/>					CINCINNATI

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

The below image shows Redet Date on the Member Roster. If the member needs to take action with their renewal, their Redet Date will appear in **red font**.

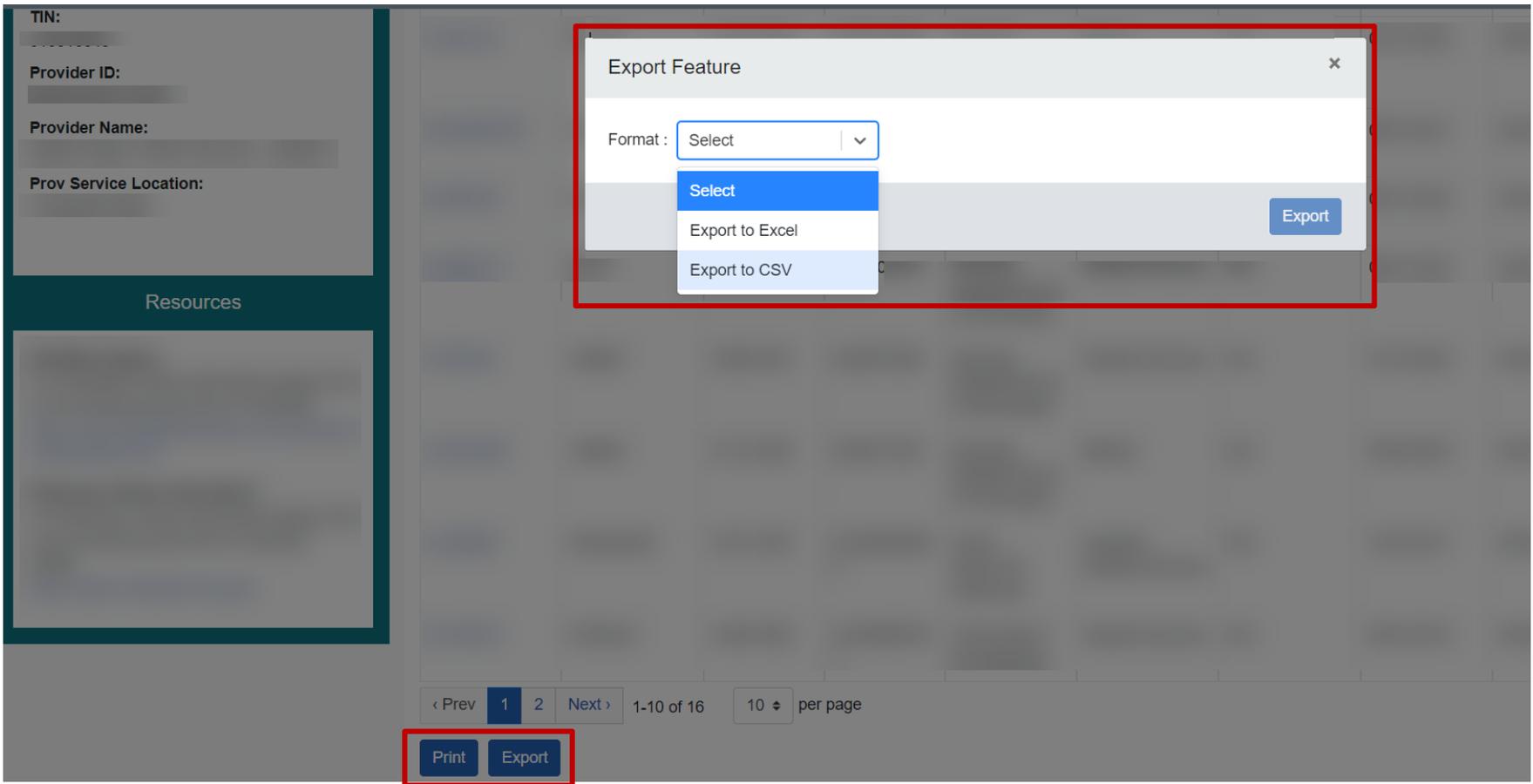
*NOTE: For more details, click on the member's last name to see detail member screen.*

Click on Last Name of the member to see detail member screens

Last Name	First Name	Date of Birth	Member ID	Line of Business	Status	Redet Date	PCP Effective Date	PCP Name
BISHOP				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023	12/01/2019	
BREWSTER				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023	10/01/2020	
BROADNAX				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023		
BROWN				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023		
BROWN				OHIO HEALTHY FAMILIES	Inpatient, Needed Services	05/31/2023	05/31/2023	
BRYANT				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023		
BRYANT				OHIO HEALTHY	Needed Services	05/31/2023	11/01/2019	

# Steps to view Redet Date in Patient Care Portlet Section (cont.)

The new Print and Export buttons allow users to print items/lists or export to Excel and CSV format.



# Steps to view Redet Date in Patient Care Portlet Section (cont.)

For those members whose Redet Date appears in red font on member roster list, Member's Details screen will show the below message.

The screenshot shows the 'Patient Care - Member Details' page. At the top, there is a navigation bar with 'Availity', 'essentials', 'Home', 'Notifications', and 'My Favorites'. Below this is a breadcrumb trail: 'Home > Molina Healthcare > Patient Care > Patient Care - Member Roster > Patient Care - Member Details'. A HIPAA disclaimer is present: 'You are about to view Protected Health Information (PHI) that is protected under HIPAA rules and regulations. Any sharing, copying, and disclosure of information must be within HIPAA guidelines.' The main heading is 'Patient Care - Member Details' with a 'Give Feedback' button and the 'MOLINA HEALTHCARE' logo. A 'Back' button is located on the left. Below the heading is a table with member information:

Member ID:	Member Name:	Enrollment Plan:	Enrollment Status:	Enrollment Eff. Date:	Enrollment Term Date:	Redet Date:
		HEALTHY FAMILIES	ACTIVE	10/01/2020	12/31/2078	05/31/2023

Below the table are tabs for 'Member Information', 'Clinical/PHR', 'Alerts', and 'Assessments'. Under 'Member Information', there are expandable sections for 'Member Profile', 'Enrollment Information', 'Primary Care Provider Information', and 'IPA/Group Information'. On the left side, there is a 'Member Health Messages' section with a message: 'MEMBER'S MEDICAID RENEWAL IS 05/31/2023. IF APPROPRIATE, PLEASE REMIND MEMBER TO TAKE ACTION TO AVOID COVERAGE LOSS. GO TO MOLINAHEALTHCARE.COM/MEDICAIDRENEWALS FOR MORE INFO.' A red circle highlights this message and another red circle highlights the 'Redet Date' field in the table. A larger red oval highlights the 'Member Health Messages' section on the right side of the page, which contains the same message. The 'MOLINA HEALTHCARE' logo is in the bottom right corner of the page.

# Thank you!

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Questions?  
Contact your Provider Services Representative