

Molina Health Plan of Nevada Provider Advisory Board

Q2 Meeting

June 14, 2023

Agenda

Redetermination

Provider Online Directory Updates

Preventative Care at Well Visits

Referrals out of Network

News and Updates

Have you heard the news?

Your state will restart eligibility reviews.



**DON'T RISK A GAP IN YOUR MEDICAID OR CHIP COVERAGE.
GET READY TO RENEW NOW.**

Following these steps will help determine if you still qualify:



Make sure your contact information is up to date.



Check your mail for a letter.



Complete your renewal form (if you get one).

- a. 45% of renewals nationally resulted in enrollees successfully keeping their coverage.
- b. 31% of renewals resulted in coverage terminations, but 79% of these were due to procedural reasons like not returning a renewal form.
- c. 24% of initiated renewals are still being processed.
- d. In 14 FFM states that began coverage terminations in April, Marketplace selections increased by 11%.

CMS Resources: <https://www.medicaid.gov/resources-for-states/coronavirus-disease-2019-covid-19/unwinding-and-returning-regular-operations-after-covid-19/medicaid-and-chip-renewals-outreach-and-educational-resources/index.html>

We will be sending a fax to all provider offices to update their information in our directory. This will include:

- Telehealth/Virtual Visits
- Physical Building Accessibility
- Cultural Competency Training
- Office Contact information
- If you are Accepting New Members
- Age Groups that you see

3

Preventative Care at Sick Visits

Effective on claims dated on or after 1/1/23 –

Providers may include well check services in sick visits. The sick visit may be paid at 50% of the current rate when billed in conjunction with a well check and with the appropriate diagnosis and modifiers for each visits

Codes Impacted:

- Well Checks: 99381 – 99385 and 99391-99395
- Sick Visits: 99202-99205 and 99211-99215
- For both services on the same day, the claim must have the U6 and 25 modifiers
- If an immunization is administered it must have the 25 modifier

4

Referrals outside of the Molina Network

- For any referral outside of the network, the service must receive prior authorization
- If an out of network provider does not receive prior authorization and a single case agreement, their claims may be denied
- Where to find the most recent provider directory: https://molina.sapphirethreesixtyfive.com/?ci=nv-medicaid&locale=en&network_id=95&geo_location=36.144564876770474,-115.18845000779022

Mental Health Matters: Quick Reference Guide for Providers

Most crises can be prevented with early support from skilled health care providers. If a Molina member is having a crisis of any kind, providers should first make sure the member is safe and then immediately call for help.

The following agencies are available to provide assistance in an emergency:

- National Suicide Prevention Hotline: 988
- Crisis Support Services of Nevada: 988 or (775) 784-8085
 - (800) 799-4889 (deaf or hard of hearing)
 - Provides free, private, and caring support to people in crisis
- Molina Nurse Advice Line: (888) 275-8750 (TTY: 711), English; (866) 648-3537, TTY: (866) 735-2929, Spanish
 - For behavioral and medical health
- Molina Healthcare of Nevada Member Services: (833) 685-2102 (TTY: 711)

Assessment Needs:

- Human Behavioral Institute (Southern Nevada): (800) 441-4483 (select option 7)
- WC Health (Northern Nevada): (775) 238-3155

For adolescents up to age 18: Provides mental health resources and short-term stabilization for patients in crisis.

- Children's Mobile Crisis Response Team 24/7, 356 days a year:
 - Southern Nevada/Rural Nevada: (702) 486-7865
 - Northern Nevada: (775) 688-1670
 - If resources cannot be found, emergency rooms are prepared and can address the crisis.

We all can work together to avoid unnecessary emergency room visits by seeking care early, getting care with a primary care physician (PCP), and in a crisis, getting help as soon as possible.

MolinaHealthcare.com/NV



Molina Healthcare's Social Determinants of Health team

What is the Social Determinants of Health (SDoH) team?

The SDoH team is part of Molina's Healthcare Services program. This team coordinates specialized services available to those who struggle with complex social issues.

Our SDoH team includes:



Employment Specialist

- Help with finding a job, writing a resume, filling out applications, mock interviews and more
- Help getting a Nevada ID or driver's license, birth certificate, and Social Security card



Housing Specialist

- Connections to resources to help pay for housing and utilities
- Help finding short-term, long-term, or transitional housing



Justice System Liaisons

- Resource guidance to minimize legal barriers to employment, housing, and stability



Chemical Dependency Counselors

- Options for substance abuse disorder treatment support
- Options for behavioral or mental health care and support



Peer Support Specialists

- Support and guidance for those seeking recovery



Free phone (free talk, text and international calling to select countries)

Molina wants to work together with our providers to improve the overall health of our members. To refer a Molina member to the SDoH unit, email NVSDoH_Referrals@MolinaHealthCare.Com.

MolinaHealthcare.com/NV



Did you know you could be submitting and managing your transactions for Molina Healthcare on Availity?

Knowing the ins and outs of working with Molina can be invaluable in streamlining your workflow. That's why Availity and Molina are teaming up to offer a live webinar, "Availity Essentials Provider Portal Overview for Molina Providers."

We'll show you how to work with Molina on Availity and access popular Single Sign On (SSO) capabilities. Here's a preview of what you'll learn:

- View and submit claims
- Upload supporting documentation using the Send Attachments feature
- Directly message Molina Healthcare from within the Claim Status and E&B transactions
- Access these SSO capabilities through Molina's Payer Space: Appeals/Correct Claims, Authorizations, Member Roster, and Reports

We know you've been busy so we're offering a few more training opportunities to fit with your schedule. Join Availity and Molina for **Availity Essentials Provider Portal Overview for Molina Healthcare Providers** on these dates:

- **Tuesday, May 9** @ 2:00-3:15 p.m. ET, 11:00 a.m. - 12:15 p.m. PT
- **Thursday, May 25** @ 3:00 p.m. - 4:15 p.m. ET, 1:00 p.m. - 2:15 p.m. PT
- **Wednesday, June 7** @ 12:00 p.m. - 1:15 p.m. ET, 9:00 a.m. - 10:15 a.m. PT
- **Friday, June 23** @ 10:00 a.m. - 11:15 a.m. ET, 7:00 a.m. - 8:15 a.m. PT

Bonus! For your convenience, all attendees will receive a handout with tips on accessing the Availity tools that they can use for Molina.

To register for one of the above training sessions, log into Availity Essentials and proceed to the Help & Training section located at the top right of the screen and select Get Trained. Once in the training catalog, go to the Sessions tab at the top of the page and then you will see the above trainings listed as **Availity Essentials Provider Portal Overview for Molina Providers – Live Webinar**.

Not registered with Availity Essentials? Registering your organization is easy and free. Your organization's administrator should register on availity.com/molinahealthcare.

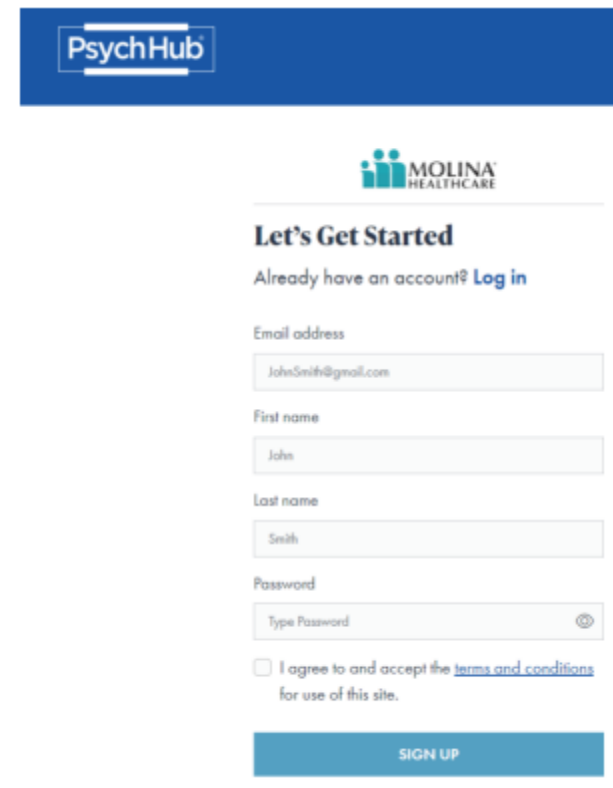
To offer our network providers with the most up-to-date behavioral health resources and education, Molina has partnered with PsychHub to offer a subscription to their platform at no cost.

PsychHub is an online platform for digital behavioral health education. Some of the courses offered offer continuing education credits.

There are a variety of courses, including Mental Health Ally Certification, which may be beneficial to your office staff.

Get started at:

<https://app.psychhub.com/signup/Molina-mhp/>



The screenshot shows the PsychHub sign-up interface. At the top is a blue header with the 'PsychHub' logo. Below it is the 'MOLINA HEALTHCARE' logo. The main heading is 'Let's Get Started'. A link 'Already have an account? Log in' is provided. The form includes fields for 'Email address' (pre-filled with 'JohnSmith@gmail.com'), 'First name' (pre-filled with 'John'), and 'Last name' (pre-filled with 'Smith'). There is a 'Password' field with a 'Type Password' label and a toggle icon. Below the fields is a checkbox for 'I agree to and accept the terms and conditions for use of this site.' and a blue 'SIGN UP' button.

Feedback and Future Advisory Board Topics



Thank you!

2023 Remaining Meeting Schedule:

- * Wednesday, September 13, 2023 from 1:00 – 3:00
- * Wednesday, December 13, 2023 from 1:00 – 3:00