

# Making the Connection

## Provider Newsletter • 1st Quarter 2017

### A message from the President: Welcome to Molina Healthcare.

As you’ve heard, Total Care of New York was recently acquired by Molina Healthcare. We’re very excited to join the Molina family, and to partner with you in caring for our members, your patients. We look forward to a productive long-term relationship with you, starting with a smooth transition.

To this end, we’re keeping much of the system and people you know in place. The only changes you’ll see are ones that simplify processes. For example, we’re moving to a new, easier claims platform. We will be adding capabilities such as a Provider Portal and online enrollment. We’ll also send marketing materials to help you quickly communicate to patients that you’re now part of the Molina Healthcare network.



Colleen Schmidt,  
Plan President  
Molina Healthcare of New York

### A national network of caring.

Molina provides managed care services for members of Medicaid, Medicare, and the health insurance marketplace across the country.

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[MolinaHealthcare.com/NewYork](http://MolinaHealthcare.com/NewYork)

As a contracted partner, you have access to national resources including value-added benefits for your patients like:



A 24-hour nurse advice line



Disease management programs



Health and wellness programs



To share the news about our name change, we sent a letter on 9/1/2016 notifying your patients who are Molina members. The letter also informed them their member benefits will remain unchanged. If you receive questions from patients who are Molina members, please refer them to the **Member Service department at 1-800-223-7242.**

As an organization that was founded by a doctor, we know that we share a commitment to quality and value your partnership. We will work hard to earn your trust.

Colleen Schmidt  
Plan President, Molina Healthcare of New York

## The Molina Story

Molina Healthcare was founded in 1980 by Dr. C David Molina. His mission: to bring high quality, cost effective care to low-income individuals and families. Today, Molina provides services to roughly 4.3 million members across the US and in Puerto Rico. We still carry out Dr. Molina's mission, now led by our founders children, Dr. J. Mario Molina, CEO, John C Molina, JD, CFO and Dr. Martha Bernadett, EVP, Research and Development.



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## Contact Information

For the time being, all contact information will remain as it is today:

- Network Management & Ops 1-877-872-4716
- General inquiries 1-800-223-7242

## Network Management & Ops

Molina Healthcare of New York Network Management & Ops is a critical liaison between you and our plan. The department is responsible for:

- Recruiting providers and managing the relationship between providers and the plan
- Office visits and education for provider staff on plan policies and procedures
- Administering the credentialing and re-credentialing processes
- Acting as a liaison between Claims, Network Management & Ops and Clinical Management (Utilization Management, Quality Assurance and Case Management)
- Education on provider contract information, including reimbursement methodology

We will inform you of Molina Healthcare phone numbers and email addresses as they become available. In the meantime, please contact Network Management & Ops with these:



(877) 872-4716



(844) 879-4509



Monday – Friday,  
8:00am - 5:00pm.

**[MolinaHealthcare.com/NewYork](https://MolinaHealthcare.com/NewYork)**

# Facts about Molina Healthcare

- Molina Healthcare is a leader in quality with the majority of its health plans accredited and rated by the National Committee for Quality Assurance (NCQA).
- Molina Healthcare ranked #10 largest health insurer based on 2015 market share in the U.S. Department of the Treasury's annual report on the insurance industry.
- 11 of our 14 plans have earned the Multicultural Health Care Distinction from NCQA, for organizations that meet or exceed its rigorous requirements for providing care in a culturally sensitive manner.
- Molina Healthcare was established by a physician and remains a physician-led organization.
- Molina Healthcare is committed to giving back to support the communities we serve. The Molina Helping Hands employee volunteer program and Community Champions Awards recognize and affirm the contributions of everyday community heroes.
- Molina Healthcare serves the diverse health care needs of more than 4 million members across the nation through licensed, quality-focused health plans.



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# HEDIS Update

Beginning February 2017, Molina Healthcare of New York will be participating in the annual QARR HEDIS project. It is expected to be completed by May 15, 2017. The results of the QARR HEDIS project will be available online beginning September 2017. To learn more, visit [https://www.health.ny.gov/health\\_care/managed\\_care/reports/eqarr/2016/](https://www.health.ny.gov/health_care/managed_care/reports/eqarr/2016/). Molina is aware of the challenges provider offices face during this busy HEDIS season, and we are grateful for your continued contributions, and assistance in providing necessary medical records. As your partner in care, Molina staff is here to help with tools, education and support through office visits or convenient medical record retrieval. As a provider, please feel free to fax our office or contact the **Manager of Quality Assurance at (315) 233-7114** with any questions or concerns.

## Member ID Cards

Molina Healthcare of New York began mailing new Medicaid Managed Care (MMC), Molina Healthcare Plus (HARP) and Child Health Plus (CHP) member ID cards the final week in February.

CHP:



5232 Wiltz Drive, North Syracuse, NY 13212 | MolinaHealthcare.com

<b>Jane Doe</b>	<b>ID# AB12345C</b>
<b>DOB 01/01/1964</b>	<b>EFF 01/01/2016</b>
<b>PCP Joe Smith</b>	
<b>Office (315) 999-9999</b>	
<b>RxBIN 003858</b>	
<b>RxPCN A4</b>	
<b>RxGroup MOLINANY</b>	

### FOR A LIFE-THREATENING MEDICAL CONDITION

- Call 911 or go to the nearest emergency facility.
- Then **WITHIN 48 HOURS** of receiving care, you or someone on your behalf, must call your **Molina Primary Care Provider (PCP)**.
- All follow-up care must be coordinated by your Molina PCP.

### For ROUTINE APPOINTMENTS AND REFERRALS

- Non-urgent/non-life threatening or routine care, and/or referrals, call your Molina PCP.
  - Submit Medical and Hospital claims to Molina, Attn: Claims Dept.
- INQUIRIES and CLAIMS:** This card does not guarantee coverage. To confirm eligibility, obtain specific benefit information, or to speak with a Nurse 24/7, call Molina at **1-800-223-7242/ TTY: 1-800-662-1220**.


**Pharmacy Benefit:** Contact Express Script at 1-877-891-5279.

Pharmacy Helpdesk at **1-800-922-1557**.

**Dental Benefit:** Contact Healthplex at **1-800-468-9868**.

**Mental Health Benefit:** Contact Beacon Health Solutions at **1-844-265-7594**.

MMC &  
HARP:



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### ENROLLEE CO-PAYS

Non-preferred Brand Name Drugs.....	\$3.00
Preferred Brand Drug.....	\$1.00
Generic Drugs.....	\$1.00
Over The Counter (OTC) Drugs.....	\$0.50

This card does not guarantee coverage. To confirm eligibility or to obtain specific benefit information, including co-payment exclusions or to speak with a Nurse 24/7, call Molina at **1-800-223-7242/ TTY: 1-800-662-1220**.

**Pharmacy Benefit:** Contact Express Script at 1-877-891-5279.

Pharmacy Helpdesk at **1-800-922-1557**.

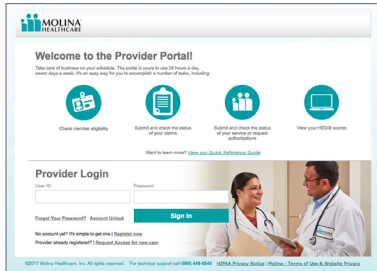
**Dental Benefit:** Contact Healthplex at **1-800-468-9868**.

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# We're on the air!

Now that we're Molina Healthcare, we're excited to let everyone know. Earlier this month, we kicked off an advertising campaign that includes TV, radio, online and billboard ads. Be on the lookout for these and let us know if you have any feedback!



## Coming Soon: Provider Portal

Watch for the Molina Healthcare Provider Portal, which will make it easier to take care of business on your schedule. Through one entry point, your staff will be able to check member eligibility, submit claims and check their status, request authorizations, view your HEDIS scores and more!



## Authorization Process Changes and Reminders

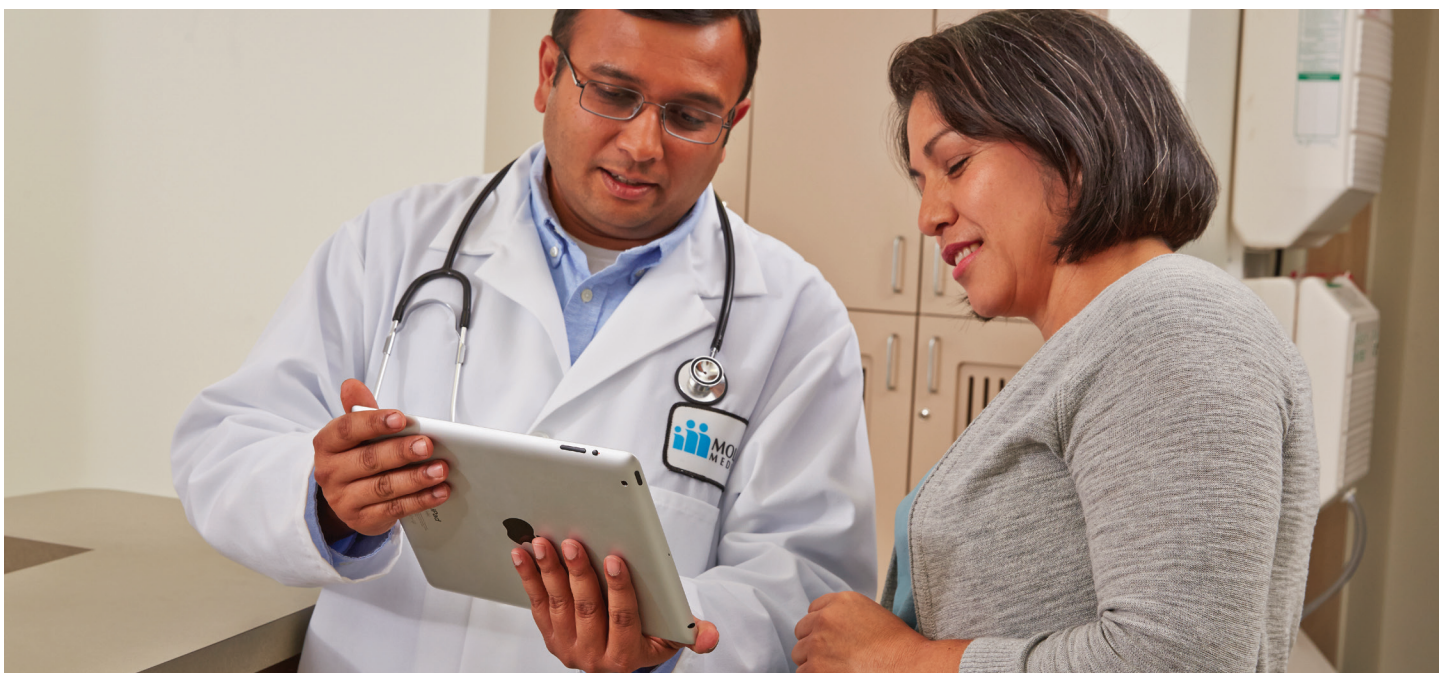
Molina Healthcare of New York would like to announce the following changes to prior authorization requirements:

- Beginning Jan 17, 2017 there will be no prior authorization requirement for services related to oxygen therapy. This includes the use of oxygen equipment such as oxygen tanks, concentrators, and oxygen tubing.
- Beginning Feb 1, 2017, prior authorization will be required for genetic testing. Please see the insert titled Authorization Update for those codes that require prior authorization before the services are rendered.
- Beginning Jan 17, 2017, certain types of DME will no longer require prior authorization. Please see the insert Authorization Update for codes that no longer require prior authorization.

See insert titled Authorization Update for specific details and other reminders related to the authorization process.



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## Keep us updated

It is important to keep our provider network information up to date. Current provider information allows us to accurately generate provider directories, process claims and communicate with our network of providers. Providers must notify Molina Healthcare of changes in writing at least 30 days in advance when possible, such as:

- Change in practice ownership or Federal Tax ID number
- Practice name change
- A change in practice address, phone or fax numbers
- Change in practice office hours
- New office site location
- When a provider joins or leaves the practice
- Primary Care Providers Only: If your practice is open or closed to new patients

Please update Molina Healthcare of New York, Inc. with any provider changes, panel closures or changes in office address and phone numbers. Fill out our Provider Office Data Sheet. For now, the information is available on our old website at <http://totalcareny.com/provider-resources>. You can submit your changes to [providerrelations@totalcareny.com](mailto:providerrelations@totalcareny.com). This updated information will assist us in serving you and our Members with the most accurate information available.

**MolinaHealthcare.com/NewYork**



**Network Management & Ops**

5232 Witz Dr.

North Syracuse, NY 13212

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Your Extended Family.

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