

## Provider Support Available Jan. 1, 2018

Molina Healthcare will have multiple channels for assistance to Behavioral Health (BH) providers with Prior Authorization (PA), billing support and claims payment issues:

- Utilization Management team – contact (855) 322-4079 for assistance with PA requests
- Weekly technical assistance calls (TBD – watch for more dates coming in the January Bulletin)
- Molina Healthcare Rapid Response Team – providers can route issues to [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com) and the Molina Healthcare Provider Services team will monitor, route and track emails for quick resolution

## Upcoming Molina Healthcare WebEx Behavioral Health Sessions

### Information for providers in Medicaid and MyCare Ohio networks

BH Redesign will be effective Jan. 1, 2018 and the Carve-In to Medicaid Managed Care will occur on July 1, 2018. Visit <http://bh.medicaid.ohio.gov/manuals> for updates and provider resources.

Molina Healthcare will host Behavioral Health Provider WebEx Sessions. In addition to general questions, the Q&A sessions can also be utilized for billing, claims and testing questions:

- Provider training sessions
  - Tue, Dec. 12, 2017, 10 to 11 a.m., Meeting number 803 207 298
- Provider Question and Answer (Q&A) sessions
  - Tue, Dec. 12, 2017, 11 a.m. to 12 p.m., Meeting number 803 207 298
  - Tue, Jan. 9, 2018, 11 a.m. to 12 p.m., Meeting number 808 957 520
  - Wed, Jan. 31, 2018, 2 to 3 p.m., Meeting number 805 164 819
- Web Portal Claims Training sessions
  - Thurs. Jan. 18, 2018, 2 to 3 p.m., Meeting number 806 491 008
  - Wed. Jan. 24, 2018, 10:30 to 11:30 a.m., Meeting number 805 088 799

To join via WebEx, call (855) 665-4629 and follow the instructions. To view sessions, log into [www.WebEx.com](http://www.WebEx.com), click on “Join” and follow the instructions. Meetings do not require a password.

For additional questions contact Molina Healthcare’s BH Provider Representative at [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com)

## Behavioral Health Redesign Claims Testing

Molina Healthcare would like to invite MyCare Ohio and Medicaid providers to test billing systems in preparation for the BH Redesign. Providers may test with Molina:

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### Questions?

Provider Services – (855) 322-4079  
8 a.m. to 5 p.m., Monday to Friday  
(MyCare Ohio available until 6 p.m.)

### Connect with Us

[OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com)  
[www.facebook.com/MolinaHealth](http://www.facebook.com/MolinaHealth)  
[www.twitter.com/MolinaHealth](http://www.twitter.com/MolinaHealth)

### Join Our Email Distribution List

Get this bulletin via email. Sign up at [MolinaHealthcare.com/ProviderEmail](http://MolinaHealthcare.com/ProviderEmail).

### Requesting Prior Authorization for New Services

Effective Jan. 1, 2018, Prior Authorization (PA) will be required from Ohio Mental Health and Addiction Services (OMHAS) certified providers for the following services:

- Assertive Community Treatment (ACT)
- Intensive Home-Based Treatment (IHBT)
- Substance Abuse Disorder (SUD) Partial Hospitalization
- SUD Residential Services (when annual limit is reached)

Resources are available at [MolinaHealthcare.com/OhioProviders](http://MolinaHealthcare.com/OhioProviders) including:

- The standard PA form developed by the Ohio Association of Health Plans (OAHP) BH Collaborative for community behavioral health services
- A resource document developed collaboratively by Managed Care Plans containing information on the PA process, billing procedures, contracting/credentialing, and other topics requested by providers

For the complete list of services that require PA prior to the initiation of the service or after an annual limit is

Before the Jan. 1, 2018 BH Redesign go-live

- In advance of the July 1, 2018 BH Carve-In

This process will help as we finalize our preparations for the BH Redesign.

Test claims can be submitted by:

- Provider or provider's clearinghouse completing the EDI registration process through Molina Healthcare's clearinghouse, Change Healthcare
  - Providers/clearinghouse that do not have an existing Change Healthcare account can register at <http://providernet.adminisource.com>
    - This is a cost-free service offered through Change Healthcare for Molina Healthcare payer ID 20149
- Providers can submit an excel spreadsheet with test claims to [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com).

If a provider does not have Molina Healthcare members, the provider or vendor can use test member(s) information. Please notify Molina Healthcare if you need test member information. Providers may use up to ten test members that can be repeated over an unlimited number of test claims.

Test scenarios should:

- Incorporate the new codes and requirements
- Use 2017 dates of service
- Reflect the current scope of services being offered in your practice
- Align with current HIPAA billing guidance and standards

For additional guidance on billing, or to review beta testing scenarios, please visit the Ohio Department of Medicaid website at <http://bh.medicaid.ohio.gov/manuals>.

Once a test file is submitted, please email [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com) with the testing reference number. Our claims testing team will use this number to pull the test files from Change Healthcare for processing and will notify providers individually with the results.

Providers may request to join the Molina Healthcare network by completing the "Non-Participating Provider Contract Request Form" available at [www.MolinaHealthcare.com/OhioProviders](http://www.MolinaHealthcare.com/OhioProviders) under the "Forms" tab.

For additional questions, contact Molina Healthcare's BH Redesign Provider Representative at [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com).

If a provider is interested in helping conduct a beta test of electronically submitted Medicaid claim files, please fill out the form on the last page and email it to [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com).

reached, see the Provider Manual on the Molina Healthcare website under the "Manual" tab.

The Molina Healthcare Utilization Management team can be reached for questions at (855) 322-4079.

### New Molina Healthcare of Ohio Transportation Vendor

Effective Jan. 1, 2018 Molina Healthcare of Ohio will be changing our transportation provider from Secure Transportation to Access2Care. The non-emergent transportation benefit includes services for Mental Health visits (including Behavioral Health Therapy visits, Psychiatrist, Psychologist, Counselor and Social Worker) and substance use disorder services provided by the Ohio Department of Mental Health and Addiction Services (ODMHAS) certified facilities. The phone number you call to schedule transportation is not changing.

Access2Care is available from 8 a.m. to 8 p.m., Monday – Friday for routine ride reservations. Please call 2 business days in advance. Transportation is also available 24/7 for any urgent or same day transportation requests.

Providers should call the Provider Services Department for any questions about the change in transportation vendors.

### Claims Features Training

The Molina Healthcare Web Portal is secure and available 24/7. Online Claims Features include the ability to:

- Submit new claims
- Submit a corrected claim
- Submit claim reconsiderations
- Export claims
- Void a claim
- Check status of claims
- Build and submit batches of claims
- Create a claims template
- Add supporting documents to claims

Additional information is available at [MolinaHealthcare.com/OhioProviders](http://MolinaHealthcare.com/OhioProviders) under the "Manual" tab, select "Provider Manual & Training" then under "Provider Orientation and Trainings" click on "Claims Features Training."

## **Molina Healthcare Behavioral Health Request for Claims Testing Intake Form**

**Provider Information**

Name: \_\_\_\_\_  
 Tax ID: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State & Zip: \_\_\_\_\_

**Contact Information**

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**What Testing Platform Does Provider Wish to Use (Please check)**

EDI (Electronic Data Interchange) \_\_\_\_\_ Molina Web Portal \_\_\_\_\_

**EDI**

If EDI, will provider be acting as their own Trading Partner or utilizing a third party \_\_\_\_\_

**Change Healthcare**

Molina utilizes Change Healthcare for EDI claims submission. Do you or third party have existing account set up with Change Healthcare? \_\_\_\_\_ Testing Ticket # \_\_\_\_\_

**Molina’s Web Portal**

Will provider or third party have existing account set up with Molina Web Portal? \_\_\_\_\_

**Rendering Providers – Molina is requesting 5 rendering providers from each facility wishing to perform claims testing**

1. Name: \_\_\_\_\_  
 NPI: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_
2. Name: \_\_\_\_\_  
 NPI: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_
3. Name: \_\_\_\_\_  
 NPI: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_
4. Name: \_\_\_\_\_  
 NPI: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_
5. Name: \_\_\_\_\_  
 NPI: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_

**\*Note - In order to conduct testing via EDI, provider or third party must have account set up with Change Healthcare and have logged a ticket for testing.**

**\*\*Note - In order to conduct testing via Molina’s Web Portal, provider must have account set up with Molina.**

Please submit completed form to: [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com)