

## Behavioral Health Cash Advance Repayments

### *Information for community behavioral health providers in the Medicaid network*

As originally communicated on March 16, 2020, Molina Healthcare voluntarily suspended Behavioral Health (BH) provider advance repayments for 60 days to help support our provider network's response to the coronavirus (COVID-19) public health crisis.

Molina has now **extended** the suspension of provider advance repayments beyond the original 60 days. The extension will now run until June 30, 2020.

Providers also have the option of continuing to make cash advance payments during this timeframe, if they so choose.

For additional questions, please email your Molina Provider Services Representative at [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com).

## Update: Provider Enrollment in MITS

### *Information for all Community Behavioral Health Center providers*

As a reminder, the Ohio Department of Medicaid (ODM) and the Ohio Department of Mental Health and Addiction Services (OhioMHAS) have discontinued the Universal Roster and moved forward with using one system, Medicaid Information Technology System (MITS), as the primary source of provider enrollment and affiliation information.

For additional information visit the ODM Behavioral Health (BH) website and under "MITS Bits & Newsletters" select "[Universal Roster Discontinuation and Move to Provider Master File Only, Effective Immediately.](#)"

It is imperative that Community Behavioral Health Center (CBHC) providers update MITS with accurate information so that it is shared with all Managed Care Plans (MCPs) via the daily Provider Master File (PMF). There are several steps CBHC providers should take in order to achieve the single system goal, including:

- View the ODM training presentation and webinar recordings for step-by-step instructions on how rendering practitioners can enroll in MITS, become affiliated with their employing agency and make changes to licenses, provider specialties and names.
- Review the online CBHC Practitioner Enrollment File for correct provider type, specialty and affiliation, and make any updates in MITS.

## COVID-19 Updates

### *Information for providers in all networks*

Due to the current situation concerning the COVID-19 (Coronavirus) pandemic and related state of emergency declared on March 9, 2020 in Ohio, temporary guidance has been put in place across a variety of operational areas impacted by this crisis. For additional information, visit our provider website and review the COVID-19 Provider Bulletins posted on the "Provider Bulletin" page under the "Communications" tab.

### In This Issue – May 2020

- [BH Cash Advance Repayments](#)
- [Provider Enrollment in MITS](#)
- [COVID-19 Updates](#)
- [Claim Processing Requirements](#)
- [MAT Videos on Molina Website](#)
- [BH Videos Manual Updates](#)
- [CPSEs on the Provider Website](#)
- [Provider Trainings](#)
- [CVS Delivery Services and Refills](#)
- [BH Timely Claim Submission](#)

### Questions?

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

Email us at [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com)

Visit our website at [MolinaHealthcare.com/OhioProviders](https://MolinaHealthcare.com/OhioProviders)

Visit the ODM BH website at <https://bh.medicaid.ohio.gov/manuals>

### Connect with Us

[www.facebook.com/MolinaHealth](https://www.facebook.com/MolinaHealth)  
[www.twitter.com/MolinaHealth](https://www.twitter.com/MolinaHealth)

### Join Our Email Distribution List

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

### Behavioral Health Provider Manual

On April 9, 2019, the [Behavioral Health \(BH\) Provider Manual](#) was updated by ODM and OhioMHAS. Visit the ODM BH website to view the updated manual.

### Provider Training Sessions

#### *Information for all network providers*

**Monthly It Matters to Molina Provider Forum Topic: COVID-19 (Coronavirus) Billing and Prior Authorization (PA) Question and Answer (Q&A) Session:** Molina is hosting a Provider Forum to assist with COVID-19 (Coronavirus) Billing and Prior Authorization questions.

- Fri., May 15, 9 to 10 a.m. meeting number 284 483 805, password uYt3MX9Qmh5

#### **Monthly Provider Portal Training:**

Molina would like to express our appreciation to our entire provider network for their tireless effort to provide essential services, and support the health, safety and welfare of Molina members and their communities.

A sincere thank you to our physicians, facilities, office staff, ancillary services providers (such as home delivered meals and pest control), and all other providers who are ensuring Molina members have access to the critical resources they need during this public health crisis. For a complete listing of all essential services and employees go to Section 12 Essential Businesses and Operations in the Director's Stay at Home Order at <https://coronavirus.ohio.gov/static/DirectorsOrderStayAtHome.pdf>.

## Reminder: Claim Processing Requirements

### Information for all network providers

For accurate claims processing providers must bill with the correct code and modifier to align to education level, including modifiers, such as:

- HM – High school or associate's level degree
- HN – Bachelor's level degree
- HO – Master's level degree

For additional information visit <https://medicaid.ohio.gov> and under "Resources" select "Publications" and "ODM Guidance" then in "Modifiers recognized by ODM" refer to approved modifier section titled "ODMHAS-Certified Community Mental Health and Substance Use Disorder Agency Services, OAC Chapter 5160-27."

## MAT Videos on Molina Provider Website

### Information for all network providers

Medicated-Assisted Treatment (MAT) is the use of Food and Drug Administration (FDA)-approved medications, in combination with counseling and behavioral therapies, to provide a "whole-patient" approach to the treatment of substance use disorders (SUD).

Molina Healthcare of Ohio added MAT videos on the homepage of our website to assist providers with the following topics:

- Addiction: Addiction is Not a Choice
- Basics: The Basics of MAT
- Safety: MAT Safety and Compliance

## Coming Soon: Molina CPSEs on the Provider Website

### Information for all network providers

Coming soon. Molina of Ohio added a Claims Payment Systemic Errors (CPSE) page to the Molina Website, under the "Communications" tab. Soon Molina will begin posting our CPSE reports each month for provider communication.

As a reminder, effective for dates of service on and after July 1, 2018, Ohio Managed Care Plans are required by the Medicaid Managed Care Provider Agreement to communicate to providers when claims adjustments are processed for incorrectly underpaying, overpaying or denying claims when certain criteria is met. Cases that meet these criteria are defined as CPSEs.

- Tues., May 19, 3 to 4 p.m. meeting number 288 817 512, password pvT5cXE5ZF7
- Thurs., June 25, 2 to 3 p.m. meeting number 286 785 644, password Fad4QrjZh66

### Monthly Claim Submission Training:

- Thurs., May 14, 1 to 2 p.m. meeting number 288 628 774, password qmYT3gWPd37
- Fri., June 19, 9 to 10 a.m. meeting number 284 210 760, password PGse3sHMA36

### Quarterly Provider Orientation:

- Tues., May 26, 2 to 3 p.m. meeting number 285 876 252, password yF6dTMMyW7p9

To join WebEx, call (404) 397-1516 and follow the instructions. To view sessions, log into [WebEx.com](http://WebEx.com), click on "Join" and follow the instructions. Meetings passwords are case sensitive. Trouble connecting to a Molina training during the session? Email Molina and we'll assist you with getting connected immediately.

## CVS Pharmaceutical Delivery Service and Refills

### Information for all network providers

CVS Health is working to ensure individuals have access to needed medications during the COVID-19 outbreak. Changes include:

- Relaxing Refill Restrictions
- Encouraging Members to Refill Maintenance Medications
- Free Home Delivery from CVS Pharmacy

For additional information visit [www.cvs.com/content/coronavirus](http://www.cvs.com/content/coronavirus) for updates on COVID-19 and details on free delivery of prescriptions and other essentials from CVS.

## BH Timely Claim Submission

### Information for CBHC providers

On July 1, 2019, CBHC providers passed the initial 365 days of claims being submitted to the MCP. Timely filing requirements may impact claims going forward. For additional information, please visit the ODM BH website and under "Provider," select "Overview" and "MITS Bits" and read ["Reminder About Timely Claim Submission."](#)