Ohio Medicaid Open Enrollment Period Begins November 1

The statewide Open Enrollment Period (OEP) for Ohio Medicaid begins on November 1, 2011. During open enrollment, Medicaid consumers have the option to change their managed care plan (MCP). Medicaid consumers can call the Ohio Managed Care Enrollment Center (MCEC) at 1-800-605-3040 to make any enrollment changes.

Consumers who are already Molina Healthcare of Ohio, Inc. members do not need to make any enrollment changes to remain with Molina Healthcare. If consumers do not elect to make a change, the consumer's enrollment will remain unchanged.

Web Portal Enhancements

To better meet your needs, we are investing in the Web Portal to improve functionality and ease of use. The first round of improvements are available now, with additional improvements coming later this year and much more to come throughout 2012. Molina Healthcare's improved Web Portal will offer you convenience, ease of use and efficiency. Here is a sample of the new and upcoming enhancements:

Member eligibility
- New user interface makes it easier to search and verify eligibility
- New HEDIS missed service alerts so you know which services your patients need
- Submit a claim or service request/authorization directly from the eligibility detail page

Service request/authorization
- New search functionality makes it easier to find your patients from the Service Request page
- Improved authorization status screen makes determinations easy to interpret with a summary and line-level status
- Easier to read printed Service Request form

Improved access to information
- Immediate access to Prior Authorization Grids and Formulary information inside the Web Portal, so you do not have to search for them

Coming soon
- Further enhancements to the provider directory, PCP roster, and service request/authorization functions
- Enhanced claims status information and additional claims processing improvements
- Additional HEDIS reports, statuses and alerts
- Enhanced benefit information
- New streamlined user interface

Check out the new features and let us know what you think at www.MolinaHealthcare.com.

Reminder: Important Payment Guidelines for Preventive Services

Molina Healthcare recently announced the reimplementation of the *Rewards for Healthy Choices* program with the goal of enhancing our members' health by educating them about the importance of annual preventive care appointments with their health care provider. We encourage our members to schedule preventive care appointments early and not wait until the end of the year. As a reminder, the following are two important payment guidelines related to preventive visits:

- Molina Healthcare will pay for preventive services even if it has not been a full year (12 months) since the last service. This is a calendar year benefit versus a rolling year benefit.
- Molina Healthcare will pay for a preventive/well visit with a sick visit for the same member on the same date of service if the diagnosis codes billed support payment of both codes.

We appreciate your dedication and commitment to serve our members.

Partners in Care **Provider Newsletter Posted**

The fall 2011 *Partners in Care* provider newsletter is now posted at www.MolinaHealthcare.com. To view the newsletter from the Ohio provider website, select the Communications tab.

The fall 2011 newsletter features the following articles:

- Access to Care
- Managing Influenza and Pregnancy
- HIPAA 5010 – Time is Running Out
- Provider Availability
- Quality Matters
- Nurse Advice Line
- ICD-10 CM and PCS
- Medicare Special Needs Population (SNP)
- The Affordable Care Act and Medicare Star Ratings – The Provider's Role
- A Clinical Concern for Older Patients
- Coordination of Care during Planned and Unplanned Transitions for Medicare Members

The spring 2011 newsletter is also posted on our website at www.MolinaHealthcare.com. The spring 2011 newsletter features the following articles:

- Patient Safety
- Practitioner Credentialing Rights
- Hours of Operation
- Prescription Drug Coverage
- Utilization Management
- Complex Case Management
- Member Rights and Responsibilities
- Quality Improvement Program
- Preventive Health Guidelines
- Disease Management Programs Improve Member Health
- Standards for Medical Record Documentation
- Clinical Practice Guidelines
- Nurse Advice Line
- Advance Directives
- Behavioral Health
- HIPAA 5010 – The Clock is Ticking

Also available on our website:

- Clinical practice and preventive health guidelines
- Disease management programs for asthma, diabetes and pregnancy
- Quality improvement program
- Member rights and responsibilities
- Privacy notices
- Claims and denials decision information
- Provider manual
- Utilization management affirmative statement (non-incentive for underutilization)
- How to obtain copies of utilization management criteria

To request hardcopy versions of *Partners in Care*, call Provider Services at 1-800-642-4168.

Wellness Reports

Molina Healthcare uses Healthcare Effectiveness Data and Information Set (HEDIS®) rates to monitor the preventive services members receive. These rates are shared with contracted providers in an effort to find opportunities to improve the utilization of preventive care.

Lead Screening in Children

Best Practice

Approximately 24 million housing units have deteriorated lead-based paint and elevated levels of lead-contaminated house dust. Most homes built before 1978 likely contain main sources of exposure of lead-based paint and lead-contaminated dust. Children under the age of 6 are at risk because they tend to put their hands or other objects, which may be contaminated with lead dust, into their mouths.[1] The key to prevention and treatment for children exposed to lead is to develop programs and policies and also educate parents and health care providers.

Wellness Report

Molina Healthcare annually monitors the percentage of members 2 years of age who had one or more capillary or venous lead blood test for lead poisoning by their second birthday during the calendar year.

HEDIS® Measure	2008 Rate	2009 Rate	2010 Rate	Goal*
Lead Screening in Children	58.48%	63.21%	58.90%	81.0%

Improvement Strategies
- Schedule the recommended annual well care visits before the member's second birthday.
- Provide appointment reminder calls or postcards to help ensure that patients do not miss appointments.

Childhood Immunization Status

Best Practice

Immunizations are the most effective and safest ways to protect children from potentially serious childhood diseases. Despite established guidelines and well-known benefits of vaccination, in 2009, nearly one-fourth of children 19-35 months old still had not received recommended immunizations.[2] Communicating the importance of vaccination is the most effective strategy for ensuring high vaccination coverage in the population and reducing the effects of vaccine-preventable disease.

Wellness Report

Molina Healthcare annually monitors the percentage of children 2 years of age who had four diphtheria, tetanus and acellular pertussis (DTap); three polio (IPV); one measles, mumps and rubella (MMR); three H influenza type B (HiB); three hepatitis B (Hep B), one chicken pox (VZV); four pneumococcal conjugate (PCV); two hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their second birthday during the calendar year.

HEDIS® Measure	2008 Rate	2009 Rate	2010 Rate	Goal*
Combo 2	58.93%	65.33%	66.10%	81.6%

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
* National NCQA 75th percentile for Medicaid HMO plans.

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[1] General Lead Information. National Center for Environmental Health. Updated March 5, 2010. http://www.cdc.gov/nceh/lead/ (March 9, 2010)

[2] Centers for Disease Control and Prevention (CDC). Statistics and Surveillance for Immunization Coverage in the U.S., 2009.

<u>Improvement Strategies</u>
- Schedule the next recommended well child visit at the current visit.
- Review a child's immunization record at every visit and administer needed vaccines.
- Provide appointment reminder calls or postcards to help ensure that patients do not miss appointments.

Tools Available
- Bright Futures aims to improve the health of our nation's children, families and communities. Strategically, Bright Futures uses an approach to identify practice models by distributing these models to child and adolescent health professionals and also providing technical assistance. Visit the Bright Futures website at brightfutures.aap.org.
- Molina Healthcare provides Preventive Health Guidelines for children and adults and HEDIS Coding Help Sheets for Adults and Children that provide a description of recommended preventive services and coding requirements. Find them at www.molinahealthcare.com/medicaid/providers/oh/resource/Pages/guide_prevent.aspx.
- Missed preventive service reports are available for your practice. If you would like these reports, please contact your Provider Services Representative.

Fighting Fraud, Waste and Abuse

Proper member identification is vital to reduce fraud, waste and abuse (FWA) in government health care programs. The best way to verify a member's identity is by obtaining a copy of the member's ID card and a form of picture ID. This is especially important for members that are not established within your practice or may be seeking emergency care. If a photo ID cannot be provided, another way to determine the patient's identity is to confirm the member's age by asking their date of birth.

Questions?

If you have any questions, please call Molina Healthcare's Provider Services at 1-800-642-4168. Representatives are available to assist you from 8 a.m.to 5 p.m. Monday through Friday.

If you prefer to receive this newsletter via email, please email us the provider group name, TIN, service location address, contact name, contact phone number and email address at ProviderServices@MolinaHealthcare.com.