



PROVIDER BULLETIN

A bulletin for the Molina Healthcare of Ohio provider networks

2017 Open Enrollment for Medicaid has Begun

Information for providers in all networks

Ohio Medicaid and MyCare Ohio consumers can change their Medicaid managed care plans from now until Nov. 30, 2017. The Ohio Department of Medicaid sent letters in July and August to notify consumers of the open enrollment period.

Consumers can get more information on plan options or change plans by calling the Medicaid Hotline (800) 324-8680. If a consumer changes plans, the change will be effective the first day of the following month. Consumers can submit a request online at www.ohiomh.com. Current Molina Healthcare members do not need to take any action to stay enrolled with us.

Marketplace 2018 Open Enrollment will run from Nov. 1 to Dec. 15 this year, ending earlier than in previous years.

Now Available – Online Claim Reconsideration Requests

Information for providers in all networks

Effective Sept. 7, 2017, Molina Healthcare offers providers the ability to submit claim reconsideration requests online via the Provider Portal in addition to the current fax process.

Providers can access submission of online claim reconsiderations by doing a claim search by claim number or a general claim search in the Provider Portal. Attachments totaling up to 20MB can be included with the reconsideration request. When completing the request for reconsideration through the Provider Portal, **please include your fax number in order to receive a timely response**. Providers must sign in **with the same email address that they use for the Provider Portal** to receive an electronic acknowledgment letter in their portal inbox.

Patients' Medicaid Renewal Deadline

Information for providers in the Medicaid and MyCare Ohio networks

It may be time for your Medicaid and MyCare Ohio patients to renew their Medicaid eligibility. For your patients to keep their Medicaid and MyCare Ohio health benefits, they must report their income to the County Department of Job and Family Services (CDJFS) every 12 months. If they do not renew their eligibility, they could lose their health care benefits.

Please remind your Medicaid and MyCare Ohio patients of the importance of reporting their income to their local CDJFS office. Patients who have renewed their Medicaid eligibility in the past 12 months do not need to go back to their CDJFS offices. To find contact information for CDJFS offices, listed by county, visit <http://medicaid.ohio.gov/CONTACT.aspx> and click on "Contact your county office." If you or your patients have any questions about Medicaid benefits renewal, call your CDJFS office.

New Limits on Prescription Opioids for Acute Pain

Information for providers in all networks

Effective Aug. 31, 2017, the State Medical Board of Ohio implemented new rules for prescribing opioid analgesics for the treatment of acute pain.

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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
www.twitter.com/MolinaHealth

Join Our Email Distribution List

Get this bulletin via email. Sign up at MolinaHealthcare.com/ProviderEmail.

Website Roundup

Recently updated at www.MolinaHealthcare.com/Providers/OH:

- [New Medicaid/MMP Medicaid Only/Marketplace PA Code List](#)
- [New Medicare/MMP Duals PA Code List](#)

New Hospice Rates

Information for providers in the Medicaid and MyCare Ohio networks

The Ohio Department of Medicaid (ODM) has posted the Hospice fee schedule for Federal Fiscal Year (FFY) 2018 that runs from Oct. 1, 2017 through Sept. 30, 2018. The rates can be found at Medicaid.ohio.gov under "Providers" then "Fee Schedule and Rates"

Remind Patients about Healthchek

Information for PCPs in the Medicaid and MyCare Ohio networks

Remind your patients or their parents/guardians when it's time to get important Healthchek Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services. These services are covered by Molina

These rules DO NOT apply to the use of opioids for the treatment of chronic pain.

The new rules are:

1. No more than seven days of opioids can be prescribed in the initial prescription for adults.
2. No more than five days of opioids can be prescribed in the initial prescription for minors, and only after the written consent of the parent or guardian is obtained.
3. Health care providers may prescribe opioids in excess of the day supply limits only if they provide a specific reason in the patient's medical record.
4. Except as provided for in the rules, the total morphine equivalent dose (MED) of a prescription for acute pain cannot exceed an average of 30 MED per day.
5. The new limits do not apply to opioids prescribed for cancer, palliative care, end-of-life/hospice care or medication-assisted treatment for addiction.

To assist in calculating a patient's morphine equivalent dose, the State of Ohio Board of Pharmacy has developed a conversion chart available at: www.pharmacy.ohio.gov/MEDtable.

A summary of the rules is available at <http://med.ohio.gov> under the "Publications" tab, under "Recent News" and search for "New Limits on Prescription Opioids for Acute Pain."

Milliman MCG Tool

Information for providers in all networks

On July 1, 2017 Molina Healthcare began incorporating MCG (previously known as Milliman) criteria to support a medical necessity determination for inpatient authorization requests and outpatient behavioral health. This change is being made to align with industry-standard criteria widely used within the inpatient setting.

The MCG criteria for inpatient admissions will be completed by Oct. 1, 2017. Long Term Acute Care (LTAC), Skilled Nursing Facilities (SNF) and Rehabilitation Centers will begin transitioning on Nov. 1, 2017.

ODM Behavioral Health Redesign

Information for providers in the Medicaid and MyCare Ohio networks

Behavioral Health (BH) Redesign has been delayed. The new codes and services planned for July 1, 2017 are not yet available. BH Redesign will be effective Jan. 1, 2018 and the Carve In will begin on July 1, 2018. Visit <http://bh.medicaid.ohio.gov/manuals> for updates and provider resources.

Molina Healthcare WebEx Behavioral Health Sessions:

- Provider training
 - Date, time and meeting number
 - Tue., Oct. 31 from 10-11 a.m., meeting number 805 961 853
 - Fri., Nov. 10 from 2-3 p.m., meeting number 805 432 322
 - Thur., Nov. 16 from 4-5 p.m., meeting number 806 991 388
- Provider Question and Answer (Q/A) sessions
 - Date, time and meeting number
 - Tue., Nov. 28 from 3-4 p.m., meeting number 807 339 338
- To join WebEx, call (855) 665-4629 and follow the instructions. To view sessions, log into www.WebEx.com, click on "Join" and follow the instructions. Meetings do not require a password.

Healthcare at no cost to our members. Physicians and advanced practice nurses are eligible to provide Healthchek services.

Refer to [OAC 5160-14](#) for more about Healthchek. Visit MolinaHealthcare.com/OhioProviders for preventive care guidelines and screening forms under the "Health Resources" tab.

Nursing Facility Communications

Information for providers in all networks

Effective Sept. 6, 2017, Molina Healthcare implemented a new email address for Nursing Facilities to use when contacting our provider services representatives. Please email us at OHNFProviderServices@MolinaHealthcare.com for all questions, issues and concerns.

New Provider Orientations

Information for providers in all networks

Molina Healthcare will be offering New Provider Orientation on:

- Fri., Oct. 20, 2017
 - 10-11 a.m., meeting number 804 860 017

To join a Molina Healthcare WebEx, call (855) 665-4629 and follow the instructions. To view the screens, log into www.WebEx.com, click on "Join" and follow the instructions. Meetings do not require a password.

HNCC Dissolving Medical Management Program

Information for providers in all networks

Effective Sept. 1, 2017, the Health Network by Cincinnati Children's (HNCC) dissolved their medical management program.

Molina Healthcare resumed Care Management (CM) activities for these children effective Aug. 1 and Utilization Management (UM) activities on Sept. 1, 2017. Submit Prior Authorization (PA) requests directly to Molina Healthcare.

Fighting Fraud, Waste & Abuse

Do you have suspicions of member or provider fraud? The Molina Healthcare AlertLine is available 24 hours a day, 7 days a week, even on holidays at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.