



# PROVIDER BULLETIN

A bulletin for the Molina Healthcare of Ohio provider networks



*To our partners and friends, Molina Healthcare extends best wishes for a joyous holiday season!*

As the holiday season approaches, we'd like to take this opportunity to thank you for your continued partnership. It is providers like you who make our jobs a pleasure and keep our company successful.

It has been a busy year of updates, improvements and celebrations at Molina Healthcare, including:

- Providers are now able to submit their claim reconsiderations online
- We launched the HealthinHand app for our members, giving them 24/7 access to their health care information
- In July, we partnered with Heart of Ohio to offer members a new model of prenatal and postpartum care to meet mom's medical, social and emotional needs
- In August, we partnered with the Cleveland Clinic to offer our members access to the entire Cleveland Clinic network
- We earned an above average rating in the Living with Illness category on the 2017 Managed Care Plans Report Card published by the Ohio Department of Medicaid
- We improved provider satisfaction by 8 percent based on feedback from our provider network

This year's improvements were possible because of your feedback. We continue to welcome your suggestions on ways Molina Healthcare can partner with you to increase provider and member satisfaction. We always encourage you to fill out an ***It Matters to Molina*** postcard or email us at [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com).

We hope your holiday season and New Year are filled with joy, happiness and success! We look forward to working with you in 2018 and many years to come.

## In This Issue December 2017

→ [Happy Holidays from Molina](#)

### 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

To receive this bulletin via email, submit the form at [www.MolinaHealthcare.com/ProviderEmail](http://www.MolinaHealthcare.com/ProviderEmail).

### 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.