MOLINA HEALTHCARE — PROVIDER BULLETIN

AMENDED PA REQUIREMENTS – JAN. 1, 2015

We've heard your feedback, and Molina Healthcare of Ohio has eased several of our prior authorization (PA) requirements! The amended PA requirements will be effective Jan. 1, 2015. The PA requirement changes also will enable Molina Healthcare to offer additional Clear Coverage™ functionality to provide automated and immediate PA approvals for certain services. This will reduce turnaround time and administrative costs for your practice, and will accept medical records electronically, eliminating the need to fax. The 2015 changes include:

- PA no longer required for:
    - Outpatient Behavioral Health visits
    - Chiropractic Services (state benefit applies)
    - Nutritional Supplements and Enteral Formulas
    - Podiatry under Office Based Procedures
    - Trigger Point Injections under Pain Management
- Habilitative Therapy – PA required after initial evaluation plus six visits for outpatient and home settings (per state benefit)
- Home Health Care and Home Infusion – PA required after initial evaluation plus six visits for outpatient and home settings (per state benefit)
- Physical/Occupational/Speech Therapy – PA required after initial evaluation plus six visits for outpatient and home settings
- Radiation Therapy and Radiosurgery (for selected services only) – Refer to Molina Healthcare's website or Web Portal for specific codes that require PA

Molina Healthcare PA Request Fax: (866) 449-6843
Advanced Imaging Fax: (877) 731-7218
Molina Medicare PA Request Fax: (877) 708-2116

PHARMACY FACTS

As of Oct. 1, 2014, three important changes to Molina Healthcare's Preferred Drug List (PDL) are in effect. Abilify, Advair, and Ultram ER, are no longer preferred medications and will require PA. Consider switching to preferred drugs:

- Abilify to Risperidone, Olanzapine, Quetiapine, Ziprasidone
- Advair to QVAR, Asmanex, Pulmicort
- Ultram ER to Tramadol

The PDL can be located at www.MolinaHealthcare.com.

PROVIDER SPOTLIGHT

As HEDIS® season begins, Molina Healthcare would like to express our gratitude to our providers who narrow the gaps for accessing care and who improve HEDIS® rates by providing necessary screenings and disease management to our members. Every month, we will shine the spotlight on the efforts of a provider/group that has gone above and beyond

Questions?
Call Provider Services
(855) 322-4079 – 8 a.m. to 5 p.m.
Monday through Friday

Connect with Us
ItMatters@MolinaHealthcare.com
www.facebook.com/MolinaHealth
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Join Our Email Distribution List
To receive this bulletin via email, contact ProviderServices@MolinaHealthcare.com to send us your:

→ group name
→ TIN
→ service location address
→ contact name
→ contact phone number
→ email

Website Roundup
These Provider Training Presentations were added to the Molina Dual Options MyCare Ohio website:

- Claims Submission Training
- Transportation Training
- Nursing Facility prior auth and Level of Care FAQ

Also at www.MolinaHealthcare.com:
- Clinical and preventive guidelines
- Disease management programs
- Quality Improvement program
- Member rights and responsibilities
- Privacy notices
- Claims/denials decision information
- Provider manual
- Utilization management affirmative statement
- How to obtain copies of utilization management criteria

Upcoming Provider Training Webinars
Featured: Clear Coverage™
Friday, Nov. 14, 9 to 10 a.m.
 Meeting Number: 800 990 920
Friday, Dec. 19, 9 to 10 a.m.
 Meeting Number: 804 389 911

The Benefits of Clear Coverage:
- 24/7 online access
- Real-time authorization status

in providing quality of care to our members. This month, we would like to congratulate Center Street Community Clinic for having the most patients meeting the *Appropriate Medications for People with Asthma* measure. Thank you Center Street Community Clinic for your accomplishment of reaching a rate of 100 percent for prescribing a controller medication for patients who have persistent asthma. For your diligent work, you will receive a special gift from our Quality Improvement team.

Our current quality scores show that significant improvement is needed to reach this measure's goal. MHO has started an asthma health education program. Health Educators conduct outreach calls to members with asthma on the importance of asthma control, avoiding triggers, and benefits of taking controller medication. Our current 2014 rate and goal are:

HEDIS® Measure	2014 Rate	Goal*
Use of Appropriate Medications for People with Asthma	79.72%	90.56%

National NCQA 90th percentile for Medicaid HMO plans.
HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Here are a few tips for improving HEDIS® scores:

- Ensure proper coding. Avoid coding asthma if not formally diagnosing asthma when only asthma-like symptoms were present (e.g., wheezing during viral URI and acute bronchitis is not "asthma").
- Educate patients on use of asthma medications.
- Prescribe a long-term controller medication as well as a short-term "rescue" inhaler.
- Use the needed services list and contact patients who have not filled a controller medication.
- Mail-order delivery is available to patients.
- Refer patients to Molina's Breathe with Ease℠ program.

SECURE MESSAGING WITH CARE MANAGERS

Molina Healthcare is dedicated to increasing access to care and improving customer service. We recently launched Secure Messaging, an innovative way to communicate with and serve our members, in our Member and Provider Web Portals for Medicaid and MyCare Ohio. This functionality allows care managed members to send a secure message to their assigned Care Managers through their MyMolina.com accounts. Some highlights on this service include:

- Members can ask questions about their lab results, allergies, or medications at any time – day or night.
- Members with care plans can use this functionality.
- Care Managers will respond by email or with a telephone call, per member's specified preferences, within 48 hours of the member's request.
- Members who indicated a preference for email responses will receive answers to their personal health questions through their MyMolina Portal.
- Primary care providers can send secure messages to the member's assigned care manager and get a reply via the Provider Portal or telephone call.

- Automatic approval for many services
- Upload medical records, view eligibility, & print proof of authorization

Featured: MyCare Ohio Prior Authorization Training
Wednesday, Nov. 5, 9 to 10 a.m.
 Meeting Number: 805 046 438
Friday, Nov. 14, 9 to 10 a.m.
 Meeting Number: 800 260 595
Wednesday, Nov. 19, 9 to 10 a.m.
 Meeting Number: 809 180 404

To attend the WebEx orientations, simply:
1. Go to www.webex.com
2. Click "Attend Meeting"
3. Enter the Meeting Number
4. Provide your number when you join the meeting to receive a call back
5. Follow the instructions

Provider Spotlight
Congrats to James D. Muccio and Westerville Family Physician, winners of Molina Healthcare gift baskets in the monthly Clear Coverage and Web Portal drawings!

ICD-10 Implementation Update
The new ICD-10 compliance date is Oct. 1, 2015, requiring HIPAA-covered entities to continue use of the ICD-9 code set through Sept. 30, 2015.

While Ohio Medicaid will not be accepting the ICD-10 code set until the new effective date of Oct. 1, 2015, it will continue preparation for ICD-10 by:
- Modifying systems for new date
- Continuing remediation and testing activities as originally planned, including external testing for entities participating starting June 2014
- Updates to Ohio Administrative Code
- Revising external outreach and internal training plans

Monitor PAMA impacts and publish updates at: http://medicaid.ohio.gov/ providers/billing/icd10.

Fighting Fraud, Waste & Abuse
Do you have suspicions of member or provider fraud? The Molina 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.