



Flu Vaccines 2013-2014

October marks the beginning of the flu season. The most effective way to prevent the flu is by getting a flu vaccine. The Advisory Committee on Immunization Practices (ACIP) recommends flu vaccinations for everyone 6 months and older. Certain people who are at a higher risk for flu complications include:

- Children younger than five years of age
- Adults 50 years of age or older
- Pregnant women
- People who have chronic medical conditions, such as asthma or diabetes
- People who live with or care for those at higher risk of flu complications

Members can obtain their yearly flu vaccines at participating pharmacies or at the doctor's office. For covered flu vaccines received in the physician's office, refer to the Ohio Department of Medicaid's provider-administered pharmaceuticals [fee schedule](#). Not all flu vaccine codes are covered for members 19 years and older. The vaccine codes with a reimbursement amount listed on the Provider Administered Pharmaceuticals fee schedule under Medicaid Maximum Fee or Coverage Status are payable for these members.

The Assist Group

Molina Healthcare has recently contracted with The Assist Group in an effort to ensure medical claims contain all required data for adjudication and all claims are reimbursed accurately. The Assist Group specializes in high-dollar medical claims review and resolution and offers a streamlined process for providers to address identified issues prior to final payment. The claim and a detailed itemized statement are reviewed by The Assist Group. Other supporting documents may also be requested. This review will determine whether the claim contains charges that require additional information from the Provider in order for payment to be made.

At the time of payment, The Assist Group will provide a complete forensic review report, which will clearly articulate the line items denied with a detailed explanation. In the event that additional information is required or the facility does not agree with the final payment, the provider will use the claim reconsideration process with Molina Healthcare. We will work with The Assist Group to resolve these inquiries. The formal Claim Reconsideration Request Form is available in your provider manual.

2014 Prior Authorization Guide

Molina Healthcare is reviewing and updating the Prior Authorization (PA) Guide. As soon as the new list is confirmed, the new guide will be communicated and posted on our website under [Provider Forms](#). Please be advised that these changes will become effective January 2014. You can review the current PA Guide at www.MolinaHealthcare.com.

Clear Coverage Monthly Online Training Sessions

Molina Healthcare of Ohio offers monthly online training sessions for our provider network that will cover both the Web Portal and Clear Coverage™, a web based application that allows for the auto-approval of specific prior authorization requests. No registration is required for these 1.5 hour long training sessions. Simply join using the appropriate month's log on information. You will find December's log on information below.

- **December 2013 – Online Training Session**
- Friday, Dec. 13, 2013 from 9 a.m. to 10:30 a.m.
 - Go to: www.webex.com
 - Click “Attend Meeting”
 - Enter Meeting Number: 801 675 498
 - Provide your number when you join the meeting to receive a call back. Alternatively, you can call (855) 665-4629 toll-free to be connected.
 - Follow the instructions that you hear on the phone.

The Americans with Disabilities Act

The Americans with Disabilities Act (ADA) of 1990 provides for equal access in areas of employment, activities of state and local governments, transportation, telecommunication, and public accommodation, including health care. We hope to partner with you by providing information, resources and processes that will enable our members to access health care services more easily and efficiently.

Having equal access to quality care is important in that it improves the ability to meet the needs of very diverse individuals, with and without disabilities. Both public and private hospitals and health care facilities must provide their services to people with disabilities in a non-discriminatory manner by:

- Modifying policies and procedures
- Providing auxiliary aids and services for effective communication
- Removing barriers from existing facilities
- Following ADA accessibility standards for new construction and alteration projects

Removing Barriers from Your Facility

What providers may not realize is that while most accessibility accommodations are relatively simple, some are more complex. Below are some of the most common recommendations for barrier removal:

- Replace door knobs from round type to lever types so doors open with a closed fist
- Ensure that the elevator is properly maintained and in working order
- Ensure there is an accessible restroom in your facility
- Rearrange the furniture in waiting areas so there is room for wheelchair users
- Rearrange furniture in treatment rooms to allow space for a wheelchair or scooter
- If you have high reception counters, ensure you have a clipboard and pen available
- For individuals who are blind, provide assistance completing new patient forms in a private room
- Purchase a height adjustable exam table to allow easy transfers for wheelchair users and seniors
- Purchase a wheelchair weight scale. These usually weigh up to 700 to 1,000 pounds
- Purchase a sliding or transfer board and gait belt to assist staff with transfer onto exam table
- Have health education material available in large print, braille and audio

Molina Healthcare will begin visiting targeted primary care provider and specialty provider office locations in November 2013 to verify ADA compliance for the Integrated Care Delivery System for Medicare-Medicaid dual eligibles, which will go live March 2014. The survey will take approximately one hour. For more information on ADA requirements, visit: http://www.ada.gov/ada_req_ta.htm.

Partners in Care Provider Newsletter Posted

To request hardcopy versions of Partners in Care, call Provider Services at (855) 322-4079. The spring 2013 Partners in Care provider newsletter, posted at www.MolinaHealthcare.com under the Communications tab, features the following articles:

- Molina Healthcare’s 2013 HEDIS® and CAHPS® Results
- 2013-2014 Flu Season
- Where to Find Answers to Drug Benefits
- Provider Introduction to CAHPS®
- Welcome to the Health Insurance Marketplace
- Care for Older Adults

- Molina Healthcare works with Alegeus
- Notify Us of Changes
- Things to Look for When Checking Eligibility
- Protect Vulnerable Infants from Pertussis
- Pharmacy Prior Authorizations and Exception Requests
- CMS Prohibits Balance Billing
- Refer Your Patients to Molina Healthcare’s Nurse Advice Line
- Updates to the Molina Healthcare Preferred Drug List
- Vaccinate Your Patients to Prevent the Flu
- Featured at www.MolinaHealthcare.com

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

Commitment to Healthy Members and Quality Services

Annual Dental Visits (ADV)

Molina Healthcare annually monitors the percentage of members 2 to 21 years of age who had at least one dental visit during the calendar year.

HEDIS® Measure	2011 Rate	2012 Rate	Goal*
Annual Dental Visits – Total	44.85%	45.48%	58.34%

Improvement Strategies & Tools Available

- ✓ Schedule the next recommended preventive dental exam, and provide reminder calls or postcards.
- ✓ Encourage regular dental visits that include a physical examination, oral cleaning and x-rays.
- ✓ Enhance efforts to monitor oral diseases, such as dental caries and periodontal infections.
- ✓ Dental sealants for children and other suggested treatments may improve outcomes and costs.
- ✓ Preventive Health Guidelines, Clinical Preventive Guidelines and HEDIS Coding Help Sheets for Adults and Children are available at www.MolinaHealthcare.com.
- ✓ Visit the American Dental Association (ADA) website at <http://www.ada.org/science.aspx>.

Breast Cancer Screening (BCS)

Molina Healthcare annually monitors the percentage of women 50 to 74 years of age who had a mammogram to screen for breast cancer within the past two years.

HEDIS® Measure	2011 Rate	2012 Rate	Goal*
Breast Cancer Screening	44.82%	45.91%	56.58%

Improvement Strategies & Tools Available

- ✓ Educate female patients about the importance of early breast cancer detection and testing.
- ✓ Use service lists to identify patients in need of mammograms and cervical cancer screenings.
- ✓ Document patients who have a bilateral mastectomy in the medical record and fax us the chart.
- ✓ Schedule a mammogram for patient or send/give patient a referral/script (if needed).
- ✓ Have a list of mammogram facilities available to share with the patient.
- ✓ Let women know these tests are less uncomfortable and use less radiation than they did in the past.
- ✓ Visit the American Cancer Society website at <http://www.cancer.org/cancer/breastcancer/>.

Cervical Cancer Screening (CCS)

Molina Healthcare annually monitors the percentage of women 21 to 64 years of age who were screened for cervical cancer using either of the following criteria:

- Aged 21 to 64 years who had a cervical cytology performed every three years.
- Aged 30 to 64 years who had cervical cytology/HPV co-testing performed every five years.

HEDIS® Measure	2011 Rate	2012 Rate	Goal*
Cervical Cancer Screening	65.12%	61.38%	73.24%

Improvement Strategies & Tools Available

- ✓ Use a reminder system such as a tickler file.
- ✓ Request results of screenings be sent to you if done at OB/GYN visits.
- ✓ Document a hysterectomy with no residual cervix in the medical record and fax us the chart.
- ✓ Consider screenings at regular visits, sick visits, urine pregnancy tests, and STI screenings.
- ✓ Visit the American Cancer Society at <http://www.cancer.org/cancer/cervicalcancer/index>.

Chlamydia Screening (CHL)

Molina Healthcare annually monitors the percentage of women 16 to 24 years of age who were identified as sexually active and who had at least one chlamydia test during the measurement year.

HEDIS® Measure	2011 Rate	2012 Rate	Goal*
Chlamydia Screening – Total	55.72%	54.67%	63.89%

Improvement Strategies & Tools Available

- ✓ Perform a chlamydia screening each year for women 16 to 24 years old identified as sexually active (use any visit opportunity). Add to a standard lab for women 16 to 24, or use well child exams.
- ✓ Ensure you have an opportunity to speak with your adolescent female patients without their parents.
- ✓ Place chlamydia swab near Pap or pregnancy test materials. Offer a screening during a urine test.
- ✓ Preventive Health Guidelines, Clinical Preventive Guidelines and HEDIS Coding Help Sheets for Adults and Children are available at www.MolinaHealthcare.com.

Comprehensive Diabetes Care (CDC)

Molina Healthcare annually monitors the percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who had each of the following during the calendar year.

HEDIS® Measure	2011 Rate	2012 Rate	Goal*
HbA1c Testing	77.48%	79.91%	87.01%
HbA1c Poor Control (>9.0%, lower is better)	46.80%	42.83%	N/A
Eye Exam	54.75%	55.19%	61.75%
LDL-C Screening	70.64%	73.29%	80.88%
Monitoring for Nephropathy	73.95%	76.60%	83.03%
Blood Pressure Control (<140/90)	58.28%	56.73%	69.82%

Improvement Strategies & Tools Available

- ✓ Provide appointment reminder calls or postcards to help ensure patients do not miss appointments.
- ✓ Use flow sheets to promote better adherence to guidelines for managing and treating diabetes.
- ✓ Monitor diabetes with regular preventive health screenings to help control hypertension and cholesterol levels and, in addition, to reduce diabetic vascular complications.
- ✓ Visit the American Diabetes Association (ADA) website at <http://clinical.diabetesjournals.org/>.

*National NCQA 75th percentile for Medicaid HMO plans.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

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 to obtain a copy of the member's ID card and a form of picture ID. Do you have suspicions of member or provider fraud? The Molina Healthcare AlertLine is available to you 24 hours a day, seven days a week, even on holidays at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.

Questions?

If you have any questions, please call Molina Healthcare's Provider Services at (855) 322-4079. Representatives are available to assist you from 8 a.m. to 5 p.m. Monday through Friday.