

Behavioral Health Cash Advance Repayments

Information for community BH providers in the Medicaid network

As originally communicated on March 16, 2020, Molina Healthcare voluntarily suspended Behavioral Health (BH) provider advance repayments for 60 days to help support our provider network's response to the coronavirus (COVID-19) public health crisis.

Molina extended the suspension of provider advance repayments beyond the original 60 days. The extension will now run until June 30, 2020.

Providers who have suspended their payments should resume their agreed-upon repayment schedules and monthly payment amounts as of July 1, 2020. For additional questions, or if your agency is experiencing an extreme hardship, please email Deanna.Putman@MolinaHealthcare.com and your Molina Provider Services Representative at BHProviderServices@MolinaHealthcare.com to discuss next steps.

Changing a Remittance or Service Location Address

Information for all network providers

It is important for providers to update any changes to their remittance (Explanation of Payment [EOP]) address in order to avoid delays or misrouted payments. The remittance address is where all payments, letters and important notifications are sent.

When updating a remittance address the provider should complete the [Provider Information Update Form](#) available on the Molina website, under the "Forms" tab. Submission should include an updated W-9. The completed form can be emailed, mailed or faxed to Molina for processing.

Changing a Service Location Address

Information for all network providers

It is important that any changes to a service location address are submitted timely to Molina to avoid claim denials. Service locations are key to claim processing.

When updating a service location address the provider should complete the [Provider Information Update Form](#) available on the Molina website, under the "Forms" tab. Submission should include any appropriate attachments for specialists or primary care providers. The completed form can be emailed, mailed or faxed to Molina for processing.

Update: Provider Enrollment in MITS

Information for all Community BH Center providers

As a reminder, the Ohio Department of Medicaid (ODM) and the Ohio Department of Mental Health and Addiction Services (OhioMHAS) have discontinued the Universal Roster and moved forward with using one system, Medicaid Information Technology System (MITS), as the primary source of provider enrollment and affiliation information.

For additional information visit the ODM Behavioral Health (BH) website and under "MITS Bits & Newsletters" select "[Universal Roster](#)"

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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.)

Email us at BHProviderServices@MolinaHealthcare.com

Visit our website at MolinaHealthcare.com/OhioProviders

Visit the ODM BH website at <https://bh.medicaid.ohio.gov/manuals>

How to Join WebEx

To join WebEx, call (404) 397-1516 and follow the instructions. To view sessions, log into WebEx.com, click on "Join" and follow the instructions. Meetings passwords are case sensitive. For trouble connecting to a Molina training, email Molina at OHProviderRelations@MolinaHealthcare.com and we'll assist you with getting connected immediately.

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Behavioral Health Provider Manual

On April 9, 2019, the [Behavioral Health \(BH\) Provider Manual](#) was updated by ODM and OhioMHAS. Visit the ODM BH website to view the updated manual.

Provider Training Sessions

Information for all network providers

Monthly Provider Portal Training:

[Discontinuation and Move to Provider Master File Only, Effective Immediately.](#)

It is imperative that Community Behavioral Health Center (CBHC) providers update MITS with accurate information so that it is shared with all Managed Care Plans (MCPs) via the daily Provider Master File (PMF). There are several steps CBHC providers should take in order to achieve the single system goal, including:

- View the ODM training presentation and webinar recordings for step-by-step instructions on how rendering practitioners can enroll in MITS, become affiliated with their employing agency and make changes to licenses, provider specialties and names.
- Review the online CBHC Practitioner Enrollment File for correct provider type, specialty and affiliation, and make any updates in MITS.

COVID-19 Updates

Information for providers in all networks

For COVID-19 information, visit our provider website and review the COVID-19 (Coronavirus) page located under the “Communications” tab.

Annual Mandatory Medicare Model of Care Training

Information for providers in the MyCare Ohio and Medicare networks

The Centers for Medicare and Medicaid Services (CMS) requires contracted medical providers complete a basic training on the Dual Eligible Special Needs Plan (D-SNP) and MyCare Ohio Medicare Model of Care by Dec. 31, 2020. This includes primary care providers and specialists, including the following:

- | | |
|----------------------|--------------------------------------|
| • Behavioral Health | • Obstetrics and Gynecology (OB/GYN) |
| • Cardiology | • Oncology |
| • Gastroenterology | • Orthopedics |
| • Hematology | • Pain Management |
| • Infectious Disease | • Surgery |
| • Nephrology | |

Model of Care should be completed by providers in the MyCare Ohio and Medicare lines of business (LOB). Providers who only participate in the Medicaid and Marketplace LOB do not need to complete this training.

What providers need to do – Deadline: Dec. 31, 2020

- Complete training and fill out the Model of Care Attestation Form and send to OHAttestationForm@MolinaHealthcare.com

WebEx Training: Molina will be hosting monthly Model of Care provider training sessions throughout the year to help train you and your staff, and address questions.

- Thurs., July 23, 10 to 11 a.m. meeting number 282 513 943, password WVy7qTdTM64

To join WebEx, follow the instructions under “[How to Join WebEx.](#)”

Molina CPSEs on the Provider Website

Information for providers in all networks

Molina of Ohio has added a Claims Payment Systemic Errors (CPSE) page to the Molina Website, under the “Communications” tab. Molina now posts our CPSE reports each month for provider communication.

- Thurs., June 25, 2 to 3 p.m. meeting number 286 785 644, password Fad4QrjZh66
- Thurs., July 23, 9 to 10 a.m. meeting number 286 739 320, password W947k32AJQi

Monthly Claim Submission Training:

- Wed., July 15, 1 to 2 p.m. meeting number 280 204 975, password rP4M8nWxqF5

Quarterly Provider Orientation:

- Tues., Aug. 25, 2 to 3 p.m. meeting number 281 096 189, password 4RNmASdBr56

To join WebEx, follow the instructions under “[How to Join WebEx.](#)”

Reminder: Claim Processing Requirements

Information for all network providers

For accurate claims processing providers must bill with the correct code and modifier to align to education level, including modifiers, such as:

- HM – High school or associate’s level degree
- HN – Bachelor’s level degree
- HO – Master’s level degree

For additional information visit <https://medicaid.ohio.gov> and under “Resources” select “Publications” and “ODM Guidance” then in “Modifiers recognized by ODM” refer to approved modifier section titled “ODMHAS-Certified Community Mental Health and Substance Use Disorder Agency Services, OAC Chapter 5160-27.”