



## Coordination of Benefits

Complete and accurate coordination of benefits (COB) information is necessary for Molina Healthcare to pay claims timely and accurately. **Molina is streamlining the COB process so that it is easier for you to communicate the information with us.**

You can now submit updated COB information directly to Molina Healthcare by sending a secure email to [MHOEnrollment@MolinaHealthcare.com](mailto:MHOEnrollment@MolinaHealthcare.com) or by sending a fax to (614) 781-1410, attention Enrollment.

Remember to include:

- Molina Healthcare ID number
- A copy of the front and back of the other insurance ID card
- Verification of eligibility, including the member ID number and the coverage dates from the other insurance carrier or third party vendor.

To get an understanding of the information that health plans use to verify COB, review the Ohio Department of Job and Family Services Health Insurance Fact Request Form (JFS 06614), available at [www.odjfs.state.oh.us/forms/inter.asp](http://www.odjfs.state.oh.us/forms/inter.asp).

**Once you submit the COB information, no further action is required to ensure your related claims are adjusted.** It is a one-step process. Molina Healthcare will verify the COB information and adjust all claims impacted by the update within 45 days of the submission date.

Molina Healthcare is also encouraging members to share complete and accurate insurance information with their providers and educating them about why it is important.

We look forward to working with you to capture the correct information for our members so that we can continue to exceed claims payment standards.

## Referring Patients to Participating Providers

When referring a member to another provider for services, **be sure to refer to a Molina Healthcare participating provider.** A complete list of participating providers is available in the online provider directory at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com), or you can call Molina Healthcare Provider Services for assistance at 1-800-642-4168.

When requesting prior authorization for a service that will be rendered by another provider, be sure to fill out the service request form completely, including the name and address of the refer-to provider.

As of June 1, 2010, Molina Healthcare will not approve services that are directed to non-participating providers.

## Great Lakes Medical Supply

Great Lakes Medical Supply is now a participating provider with Molina Healthcare. GLMS can be reached at 1-800-774-0788.

For all non-diabetes related items, select prompt 5 – Home Medical Equipment

For all diabetic related supplies, select prompt 9 – Ohio Pharmacy Program

Effective June 1, 2010, Edgepark Surgical Supply will no longer be a participating provider in the Molina Healthcare network. Future orders for items previously supplied by Edgepark can be placed through GLMS or a local in-network vendor of your choice. As a reminder, all services should be directed to participating providers.

A complete list of Molina Healthcare participating providers can be found in online directory at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

## FDA Launches Drug Safety Website

The Food and Drug Administration has launched a Postmarketing Drug Safety Evaluation website, which posts safety information about recently approved drugs and vaccines.

The FDA monitors adverse effects to drugs that have gone on the market. The new website will post a summary of postmarketing safety evaluations of adverse effects that have been reported to the FDA. To view the report, go to [www.FDA.gov](http://www.FDA.gov) and select Drugs, Postmarket Drug Safety.

## Questions?

If you have any questions, please call Molina Healthcare's Provider Services Department at 1-800-642-4168 (TTY: 1-800-750-0750 or 711). Representatives are available to assist you from 8:00 a.m. to 5:00 p.m., Monday through Friday.