



Provider Satisfaction – It Matters to Molina

Molina Healthcare is currently conducting a provider satisfaction survey. Please take a few moments to complete the survey. **With your feedback, we can continue to improve the services Molina Healthcare provides to you.**

Designated EDI Gateway

Emdeon is now Molina Healthcare's designated EDI gateway and business partner, meaning that all EDI claims submitted to Molina Healthcare must come through Emdeon. **Emdeon works with more than 600 vendor partners so you should experience no interruption in your current workflow.** Molina Healthcare and Emdeon will work with your EDI clearinghouse to have claims routed to Emdeon, rather than directly to Molina Healthcare.

All Molina Healthcare providers have access to Emdeon's web portal, Provider WebConnect. The single payer version of this portal is a no cost, web-based product that requires no installed software. You may either create claims directly in Emdeon or import claims from your EDI Clearinghouse into Emdeon for transmission to Molina Healthcare. Provider WebConnect also allows providers to verify eligibility and check claim status online.

To begin using Provider WebConnect, go to <https://office.emdeon.com/vendorfiles/molina.html> and select Enroll New Customer. You may begin checking eligibility and claims status immediately. If you opt to import claims from your EDI Clearinghouse, you will be contacted to complete the mapping process. Contact Emdeon at 1-866-369-8805 or physicianinfo@emdeon.com if you would like any additional WebConnect information.

Text4baby

Text4baby is a free mobile information service designed to promote maternal and child health. An educational program of the National Healthy Mothers, Healthy Babies Coalition (HMHB), **text4baby provides pregnant women and new moms with information to help them care for their health and give their babies the best possible start in life.** Women who sign up for the service by texting BABY to 511411 (or BEBE in Spanish) will receive free SMS text messages each week, timed to their due date or baby's date of birth.

Visit text4baby.org for more information, and encourage your pregnant patients to take advantage of this exciting program.

Rewards for Healthy Choices

Thank you for your cooperation in Molina Healthcare's *Rewards for Healthy Choices* program. The response to the program was exceptional! **Over 3,500 preventive service visits were received as a result of the program.** With your help we were able to enhance our members' health by educating them about the importance of keeping preventive care appointments with their health care provider.

ADA Resource for Providers

The Department of Justice's Civil Rights Division and the Department of Health and Human Services' (HHS) Office for Civil Rights issued new technical assistance guidance for medical providers which will help people with mobility disabilities obtain accessible medical care. **Access to Medical Care for Persons with Mobility Disabilities will assist medical care providers in understanding how the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 apply to them.** The document includes an overview of general ADA requirements, commonly asked questions, and illustrated examples of accessible facilities, examination rooms, and medical equipment.

For more information about the ADA or to obtain copies of *Access to Medical Care for Individuals with Mobility Disabilities*, visit www.ada.gov. For more information about Section 504, see www.hhs.gov/ocr.

National Standards on Culturally and Linguistically Appropriate Services (CLAS)

The Office of Minority Health has created a set of recommended guidelines on Culturally and Linguistically Appropriate Services, known as CLAS. Issued by the United States Department of Health and Human Services Office of Minority Health, **CLAS is a collective set of culturally and linguistically appropriate service guidelines intended to provide guidance on practices related to culturally and linguistically appropriate health services.**

CLAS standards are primarily directed at health care organizations; however, individual providers are also encouraged to use the standards. There are three area of CLAS standards:

- Culturally Competent Care (Standards 1-3)
- Language Access Services (Standards 4-7)
- Organizational Supports for Cultural Competence (Standards 8-14)

For more information, visit www.minorityhealth.hhs.gov.

Coordination of Benefits

COB information can be submitted directly to Molina Healthcare by sending a secure email to 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.

Molina Healthcare accepts the Ohio Department of Job and Family Services Health Insurance Fact Request Form (JFS 06614) for the submission of COB information. The form is available at www.odjfs.state.oh.us/forms/inter.asp.

Medicaid Care Coordination Plans Promote Wellness Campaign

Ohio's Medicaid Care Coordination Plans are launching the Get Your Well On campaign to educate Ohioans about good health habits. The Ohio Association of Health Plans will host a series of meetings across the state to talk about the program:

Cincinnati, August 30: 10:30-11:30
Public Library of Cincinnati & Hamilton
County
Main Library
800 Vine Street
Cincinnati, Ohio

Cleveland, September 8: 10:30-11:30:
Cleveland Public Library: Main Branch
325 Superior Ave., N.E.
Cleveland, OH 44114

Dayton, August 30: 3:30-4:30
Dayton Metro Library: Main Library
215 East 3rd Street,
Dayton, Ohio

Athens, September 15: 10:00-11
Athens Public Library: Athens Branch
30 Home Street
Athens, OH 45701

No RSVP is required. If you have any questions or thoughts about the event, contact Dan Farkas at (614) 429-5907 or dfarkas@themilenthalgroup.com.

Fighting Medicaid and Medicare Fraud

Below are some simple steps you can take to help Molina Healthcare in the fight against fraud:

- ✓ **Verify patient ID.** Ask for a picture ID when patients present their health insurance ID cards.
- ✓ **Use proper billing codes.** Consult CPT, ICD-9 and HCPCS code books and other resources to verify codes being used are accurate and appropriate. Members of the American Medical Association (AMA) are encouraged to contact the AMA at 1-800-634-6922 for coding information and guidance.
- ✓ **Check patient history/OARRS.** To help prevent prescription drug fraud, ask patients if they have obtained prescriptions from other doctors. The Ohio State Board of Pharmacy operates a prescription monitoring program, the Ohio Automated Rx Reporting System (OARRS). This system allows prescribers and pharmacists to access dispensing information for all controlled substances, carisoprodol products, and tramadol products. The OARRS system shows all prescriptions filled for a patient, whether the payer is Medicaid, private insurance, or patient pay. More information is available at <http://www.ohiopmp.gov>.
- ✓ **Safeguard your prescription pads.** Prescription pads should not be accessible to members.
- ✓ **Report suspected fraud.** Reporting fraud is the right thing to do and will protect your professional integrity.
- ✓ **Audit billing services and consulting firms.** Implement procedures to ensure information is accurately communicated to Molina Healthcare when using third party vendors and services.
- ✓ **Research new procedures.** Ensure that new procedures and services are recognized by the FDA and the medical community.
- ✓ **Check seminars.** Research the reputation of seminars that teach you ways to improve your bottom line. They often promote practices that may result in fraud.