MOLINA HEALTHCARE

PROVIDER BULLETIN
A bulletin for the Molina Healthcare of Ohio provider networks

In This Issue – November 2019
→

New Prior Authorization Requirements through eviCore
Information for providers in all networks

Molina Healthcare of Ohio (Molina) has contracted with eviCore healthcare (eviCore), an independent specialty medical benefits management company, to provide outpatient utilization management services.

Effective Dec. 16, 2019, eviCore will begin accepting prior authorization requests for dates of service on or after Jan. 1, 2020.

eviCore will manage prior authorization requests for the following specialized clinical services, effective for dates of service on or after Jan. 1, 2020:
- Imaging and Special Tests
  o Advanced Imaging (MRI, CT, PET, non-OB Ultrasounds)
  o Cardiac Imaging
- Radiation Therapy
- Sleep Covered Services and Related Equipment
- Molecular and Genomic Testing

Molina will post the eviCore Prior Authorization (PA) Code List on the "Forms" page of the Molina website, under the "Prior Authorizations" header.

Molina and eviCore will be providing online web orientation sessions designed to assist your office staff with how to submit prior authorizations to eviCore, identify impacted services and codes, and navigate the eviCore website and provider portal. We encourage your office staff to attend these informative sessions to ensure your understanding of the new prior authorization process.

Below are eviCore contact and resource information:
- eviCore main website is www.evicore.com
- eviCore Provider Resource site is https://www.evicore.com/resources/healthplan/molina/ohio
- eviCore dedicated Molina Call Center for prior authorization requests; inquiries regarding existing cases; changes to facilities or CPT codes: (888) 333-8144
- eviCore Client & Provider Services assistance for provider questions or eviCore Web Support: (800) 646-0418

Web Orientation Sessions
Anyone wishing to attend one of the online web orientation sessions must register in advance. Each online web orientation session is free of charge and will last approximately one hour.

How to Register
Please read the following instructions carefully to register for and participate in a session:

1. Once you have chosen a date and time, please go to https://evicore.webex.com/
2. Based on your preferred Internet browser:
   o Internet Explorer: Click on the "Training" tab at the top of the web page.

       o Google Chrome: Click on "Webex Training" on the left side of the web page, then click on the "Training" tab on the top of the web page

3. Click the "Upcoming" tab and find the date/time of the conference you wish to attend. All of the Provider Orientation Sessions will be named based on the specialty, e.g. **"Molina OH Radiation Therapy Provider Orientation."**

       o Type "OH" into the search bar to find the Ohio-specific sessions

4. Click "Register" next to the session and enter the registration information.

After you have registered for a session, you will receive an email containing the toll-free phone number and meeting number, conference password, and a link to the web portion of the conference. **Please keep the registration email so you will have the link to the web conference and the call-in number for the session in which you will be participating.**

If you are unable to participate in a session at any of the times listed, you can obtain a copy of the presentation as well as other important documents at https://www.evicore.com/resources/healthplan/molina. Documents are available in PDF format. If you need Adobe Reader, you can download it at www.adobe.com/products/reader/.

We hope you find the following times convenient. All session times are listed in Central and Eastern Time.

Molina OH Imaging and Special Tests Provider Orientation

Dates	Day of the week	Time
December 11	Wednesday	3:00 PM Central / 4:00 PM Eastern
December 17	Tuesday	9:00 AM Central / 10:00 AM Eastern

Molina OH Radiation Therapy Provider Orientation

Dates	Day of the week	Time
December 13	Friday	11:00 AM Central / 12:00 PM Eastern
December 19	Thursday	2:00 PM Central / 3:00 PM Eastern

Molina OH Molecular and Genomic Testing Provider Orientation

Dates	Day of the week	Time
December 9	Monday	10:00 AM Central / 11:00 AM Eastern
December 20	Friday	2:00 PM Central / 3:00 PM Eastern

Molina OH Sleep Covered Services and Related Equipment Provider Orientation

Dates	Day of the week	Time
December 10	Tuesday	1:00 PM Central / 2:00 PM Eastern
December 16	Monday	11:00 AM Central / 12:00 PM Eastern

Providers who have questions, concerns or would like additional information about eviCore may contact eviCore Client and Provider Services at (800) 646-0418 or go to www.evicore.com.

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

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 OHProviderRelations@MolinaHealthcare.com

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The Provider Bulletin is a monthly newsletter distributed to all network providers serving beneficiaries of Molina Healthcare of Ohio Medicaid, MyCare Ohio and Health Insurance Marketplace health care plans.