

# PROVIDER NEWSLETTER

A Newsletter for Molina Dual Options Medicare-Medicaid Plan Networks

**Third Quarter 2019**



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## Submitting Electronic Data Interchange (EDI) Claims

Look at all the benefits to using EDI:

- Electronic Claims Submission ensures HIPAA compliance
- Electronic Claims Submission helps reduce operational costs associated with paper claims (printing, postage, etc.)
- Electronic Claims Submission increases accuracy of data and efficient information delivery
- Electronic Claims Submission reduces claims delays since errors can be corrected and resubmitted electronically!
- Electronic Claims Submission eliminates mailing time and claims reach Molina Dual Options faster!

### EDI Claims Submission

The easiest way to submit EDI claims to Molina Dual Options is through a Clearinghouse. You may submit the EDI through your own Clearinghouse or use Molina Dual Options' contracted Clearinghouse. If you do not have a Clearinghouse, Molina Dual Options offers additional electronic claims submissions options. Log onto Molina Dual Options' Provider Services Web Portal <https://provider.MolinaHealthcare.com> for additional information about the claims submission options available to you.

## FAQ'S

- Can I submit Coordination of Benefits (COB) claims electronically?
  - Yes, Molina and our connected Clearinghouses fully support electronic COB.
- Do I need to submit a certain volume of claims to send EDI?
  - No, any number of claims via EDI saves both time and money.
- Which Clearinghouses are currently available to submit EDI claims to Molina Dual Options?
  - Molina Dual Options uses Change Healthcare as our channel partner for EDI claims. You may use the Clearinghouse of your choice. Change Healthcare partners with hundreds of other Clearinghouses.
- What claims transactions are currently accepted for EDI transmission?
  - 837P (Professional claims), 837I (Institutional claims).
- What if I still have questions?
  - More information is available at MolinaHealthcare.com under the EDI tab. You may also call or email us using the contact information below.

## Submitting Electronic Claims

(866) 409-2935

EDI.Claims@MolinaHealthcare.com

Molina Dual Options Payor ID: 46299

## Electronic Fund Transfer (EFT)

Molina Dual Options has partnered with our payment vendor, ProviderNet, for Electronic Funds Transfer and Electronic Remittance Advice. Access to the ProviderNet portal is FREE to our participating providers and we encourage you to register after receiving your first check from Molina Dual Options.

<b>New ProviderNet User Registration:</b> <ol style="list-style-type: none"> <li>Go to <a href="https://providernet.adminisource.com">https://providernet.adminisource.com</a></li> <li>Click "Register"</li> <li>Accept the Terms</li> <li>Verify your information               <ol style="list-style-type: none"> <li>Select Molina Healthcare from Payers list</li> <li>Enter your primary NPI</li> <li>Enter your primary Tax ID</li> <li>Enter recent claim and/or check number associated with this Tax ID and Molina Healthcare</li> </ol> </li> <li>Enter your User Account Information               <ol style="list-style-type: none"> <li>Use your email address as user name</li> <li>Strong passwords are enforced (8 or more characters consisting of letters/numbers)</li> </ol> </li> <li>Verify: contact information; bank account information; payment address               <ol style="list-style-type: none"> <li>Note: Any changes to payment address may interrupt the EFT process.</li> <li>Add any additional payment addresses, accounts, and Tax IDs once you have logged in.</li> </ol> </li> </ol>	<b>If you are associated with a Clearinghouse:</b> <ol style="list-style-type: none"> <li>Go to "Connectivity" and click the "Clearinghouses" tab</li> <li>Select the Tax ID for which this clearinghouse applies</li> <li>Select a Clearinghouse (if applicable, enter your Trading Partner ID)</li> <li>Select the File Types you would like to send to this clearinghouse and click "Save"</li> </ol> <b>If you are a registered ProviderNet user:</b> <ol style="list-style-type: none"> <li>Log in to ProviderNet and click "Provider Info"</li> <li>Click "Add Payer" and select Molina Healthcare from the Payers list</li> <li>Enter recent check number associated with your primary Tax ID and Molina Healthcare</li> </ol> <b>BENEFITS</b> <ul style="list-style-type: none"> <li>Administrative rights to sign-up/manage your own EFT Account</li> <li>Ability to associate new providers within your organization to receive EFT/835s</li> <li>View/print/save PDF versions of your Explanation of Payment (EOP)</li> <li>Historical EOP search by various methods (i.e. Claim Number, Member Name)</li> <li>Ability to route files to your ftp and/or associated Clearinghouse</li> </ul>
If a provider has questions regarding the actual registration process, they can contact ProviderNet at: (877) 389-1160 or email: <a href="mailto:wco.provider.registration@changehealthcare.com">wco.provider.registration@changehealthcare.com</a> .	

Note: Providers please ensure you are registered for EFT for all participating lines of business.

## Are You Culturally Competent?

Cultural and linguistic competency is the ability to provide respectful and responsive care to members with diverse values, beliefs and behaviors, including tailoring health care delivery to meet members' social, cultural and linguistic needs.

The National CLAS (Culturally and Linguistically Appropriate Services) Standards, developed by the Health and Human Services Office of Minority Health, aim to improve health care quality and advance health equity by establishing a collective set of mandates and guidelines that inform, guide and facilitate culturally and linguistically appropriate services.

### Communicating Across Cultures

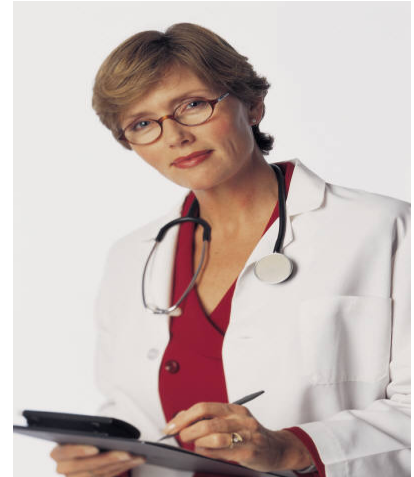
Clear communication is the foundation of culturally and linguistically competent care.

#### *Guiding the conversation*

- Initial greetings can set the tone for an interaction. If the patient's preference is not clear, ask how they would like to be addressed (i.e. Mr. Jones, Michael, and Ms. Gonzalez).
- Ask open-ended questions whenever possible.
- Some individuals can tell you more about themselves through story telling than by answering direct questions.
- Inquire about preferred language and preferred method of communication (i.e. written, spoken, graphics, sign language, assistive listening devices, etc.).
- Consider treatment plans with respect to the patient's culture-based beliefs about health.
- Ask about any complimentary or alternative medicine possibly used by the patient.

#### *Assisting patients whose first language is not English*

- Speak slowly and try not to raise your voice
- Use simple words and avoid jargon
- Do not use acronyms, idioms and avoid technical language if possible. (i.e. shot vs. injection)
- Please articulate words
- Give information in small chunks and short sentences
- Repeat important information and have the patient repeat information back to you
- Inform the interpreter of any specific patient needs
- Hold a brief introductory discussion
- Reassure the patient about confidentiality
- Allow enough time for the interpreted sessions
- Avoid interrupting during interpretation
- Speak in the first person
- Talk to the patient directly, rather than addressing the interpreter



Please remember that it is never permissible to ask a minor, family member or friend to interpret.

### ***Molina Dual Options' language access services***

Molina Dual Options strives to ensure good communication with members by providing language access services. Providing language access services is a legal requirement for health care systems that are recipients of federal funds; a member cannot be refused services due to language barriers. Language access services ensure mutual understanding of illness and treatment, increase patient satisfaction and improve the quality of health care for Limited English proficiency patients.

Molina Dual Options provides the following services to members at no cost, when needed:

- Written material in other formats (i.e. large print, audio, accessible electronic formats, braille)
- Written material translated into languages other than English
- Oral and Sign Language Interpreter Services
- Relay Service (711)
- 24 Hour Nurse Advice Line
- Bilingual/Bicultural Staff

Also, Molina Dual Options' materials are always written simply in plain language and at required reading levels. For additional information on Molina Dual Options' language access services or cultural competency resources, contact Provider Services or visit [MolinaHealthcare.com/Duals](http://MolinaHealthcare.com/Duals).

#### **Sources:**

*U.S. Department of Health & Human Services: Office of Minority Health. Health Research & Educational Trust, 2013.*  
*Industry Collaboration Effort, Better Communication, Better Care: Provider Tools to Care for Diverse Populations.*  
*Industry Collaboration Effort, Cultural and Linguistic Services, 2017.*

### **Pharmacy Update - Lorbrena**

Lorbrena (lorlatinib) is a third-generation tyrosine kinase ALK inhibitor made by Pfizer. It was given accelerated approval by the FDA for the treatment of anaplastic lymphoma kinase (ALK)-positive, metastatic, non-small cell lung cancer (NSCLC) in patients whose disease has progressed on specified therapies (other ALK inhibitors) on November 2, 2018.

Lung cancer is the second most common cancer in the U.S. and the leading cause of cancer deaths. NSCLC is the most common type of lung cancer. Adjuvant therapies typically involve regimens with cisplatin or carboplatin. In metastatic cases that are ALK gene rearrangement positive, alectinib, crizotinib, ceritinib, or brigatinib may be used.

In a non-randomized, multi-center study of a subgroup of 215 patients with ALK positive NSCLC previously treated with one or more ALK inhibitors, the overall response rate with lorlatinib treatment was 48%. The estimated median response rate was 12.5 months. Common adverse reactions were edema, peripheral neuropathy, cognitive effects, dyspnea, fatigue, weight gain, arthralgia, mood effects, and diarrhea, occurring in greater than or equal to 20% of patients.

Lorlatinib is contraindicated in patients taking strong CYP3A4 inducers. The recommended dose is 100 mg orally daily until disease progression or unacceptable toxicity.

**References:**

1. Food and Drug Administration. FDA approves lorlatinib for second- or third-line treatment of ALK-positive metastatic NSCLC.  
<https://www.fda.gov/Drugs/InformationOnDrugs/ApprovedDrugs/ucm625027.htm>. Accessed February 11, 2019.
2. NCCN Guidelines Version 4.2018: Non-Small Cell Lung Cancer
3. Lorlatinib. Lexi-Drugs. Lexicomp. Wolters Kluwer Health, Inc. Hudson, OH. Available at: <http://online.lexi.com> Accessed February 11 2019.

**Model of Care****Coming Soon: 2019 Molina Dual Options Health Model of Care (MOC) Provider Training**

The Centers for Medicare & Medicaid Services (CMS) requires all contracted Dual providers and staff to receive annual training about Model of Care. The Model of Care is the plan for delivering coordinated care and care management to Dual members. CMS requires us to show evidence of the availability of MOC training

materials communicated to providers.

The completion date for this year's training is October 31, 2019.

Please be on the lookout for additional faxed/emailed information from Molina Dual Options regarding this annual training.

If you have any additional questions, please contact your local Molina Dual Options Provider Services Representative: (855) 237-6178.

**Is Your Authorization Request Urgent?**

CMS defines expedited/urgent authorization requests as - "applying the standard time for making a determination could seriously jeopardize the life or health of the member or the member's ability to regain maximum function".

When submitting urgent/expedited prior authorization requests, keep the following in mind to ensure the request is processed without delay:

- Urgent/expedited service request designation should only be used if the treatment is required to prevent serious deterioration in the member's health or could jeopardize the member's ability to regain maximum function. Requests outside of this definition will be handled as routine/non-urgent.
- Priority is based on turn-around time and then order of receipt.
- Molina Dual Options' regulation turn-around time is up to 72 hours for urgent and up to 14 days for standard.
- For a smoother, faster process please remember to include all the supporting clinical/documents.



## DirectAssure

We are now collaborating with DirectAssure to help maintain a more accurate and timely provider directory. Working in concert with CAQH ProView®, which is accessed by 1.4 million providers to self-report and regularly attest to their professional and practice information, DirectAssure enables providers to update their directory information once and share it with all participating health plans they authorized to receive that data.

We encourage all providers to sign up for CAQH ProView® in order to utilize DirectAssure as a tool to easily update and distribute provider directory data to Molina Dual Options. DirectAssure reduces the burden on healthcare providers and health plans alike, eliminating redundant outreach and increasing directory accuracy.

### How DirectAssure Works:

- DirectAssure emails reminders, on at least a quarterly basis, to select providers on behalf of participating health plans to review their directory information.
- Providers log into CAQH ProView®, review a specific dataset in a Provider Directory Snapshot, make any necessary updates and then confirm that the directory information can be published.
- The confirmation is time stamped, and a snapshot of information is taken for audit purposes.
- This directory data includes provider location, contact information, specialty, medical group, institutional affiliation and whether they are accepting new patients.

To register, please visit <https://www.caqh.org/>. For more information about DirectAssure, visit <https://www.caqh.org/solutions/directassure>.

If you have any questions, please contact your Provider Services Representative.

## Provider Portal Corner



We have enhanced the Provider Portal to include access to the PDF images of the Explain of Payment (EOP) documents that come with your Molina Dual Options claims payments. EOPs can be accessed for claims that have a paid/denied status. Navigation to the EOP is done through the Claims Inquiry module of the Portal. Search for the desired claim, and from the Claims Details page, select the “EOP” button. This will open the PDF of the EOP.

## Claim Details

## General Information

Member Name: LNAME, FNAME  
Claim Source: EDI  
Claim Header Status: Denied  
Rendering Provider Name: TESTER, PROVIDER  
Rendering Provider NPI: 1234567890  
Check Paid Date: 05/07/2019  
Service Date To: 2/22/2019

Claim Number: 19126123456  
Claim Status Effective: 2/22/2019  
Billed Amount(\$): 166.29  
Check Number: EFT1234567  
Service Date From: 2/22/2019  
Patient Control Number: 112233A44556  
Amount Paid(\$): 0.00

## Claim Line Items

Claim Line	Service From Date	Service To Date	Rev Code	Service Code	Modifiers	Units	Billed Amt	Deductible	Co-Ins	Paid Amt	Co-Pay	Line Status Effective	Status	Adj Grp Cd	Adj Rsn Cd	Rmk Cd
1	02/22/2019	02/22/2019		99214		1	166.29	0.00	0.00	0.00	0.00	2/22/2019	Denied	OA	18	
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## DESCRIPTION OF HIPAA ADJUSTMENT &amp; REMARK

ADJ GRP CODE	DESCRIPTION
OA	Other Adjustment
ADJ RSN CODE	DESCRIPTION
18	Exact duplicate claim/service (Use only with Group Code OA except where state workers' compensation regulations requires CO)

Save As Template

Appeal Claim

Void Claim

Correct Claim

View Diagnosis Code

Print Claim Summary

EOP

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