

April 30, 2020

Updates for Molina Medicare

Re: Molina Medicare Advantage HMOs and Medicare-Medicaid Plan (MMP) providers (collectively, “Molina Medicare”) - The following outlines key COVID-19 requirements and changes to Molina Medicare’s business rules as a result of the national public health emergency period.

The Centers for Medicare & Medicaid Services (CMS) continues to release guidance for health care providers to follow during the National State of Emergency, including special requirements for Medicare Advantage Organizations (MAOs) and MMP’s¹ during a disaster, or emergency related to Parts A/B, Part D and Supplemental Part C benefit access.

The following is the *fifth* of ongoing communications to summarize changes for your Molina Medicare patients:

1. **Opioid Treatment Program (OTP) Interactive Technology** (Related to CMS COVID-19 [Interim Final Rule](#))
 - **CMS Requirement:** Allow the use of interactive two-way audio/video communication technology to furnish counseling and therapy provided by OTP providers.
 - **New Molina Medicare Business Rule (effective March 1, 2020):** Molina is engaged with our contracted OTP clinics regarding communication accessibility requirements and will partner with OTP clinics to implement this new CMS requirement. Additional information will be shared upon receipt of further CMS regulatory guidance.
2. **Additional Ambulance Transport Sites** (Related to CMS COVID-19 [Interim Final Rule](#))
 - **CMS Requirement:** CMS will cover a wider range of ambulance transportation locations when other transportation is not medically appropriate. Destinations that are equipped to treat the condition of the patient consistent with state and/or local Emergency Medical Services protocols (from any point of origin) include: community mental health centers, Federally qualified health centers, physician’s offices, urgent care, ambulatory surgery centers, and locations furnishing dialysis services when an ESRD facility is not available.
 - **New Molina Medicare Business Rule (effective March 1, 2020):** Molina is implementing this new CMS requirement and is engaged with contracted ambulance providers to administer transportation to additional locations.
3. **HEDIS Medical Record Collection** (Related to CMS COVID-19 [Interim Final Rule](#))
 - **Molina Medicare Business Strategy (effective March 18, 2020):**
To best support our providers and provider office staff during the COVID-19 crisis, Molina Medicare has transitioned from an in-person HEDIS medical record collection to an electronic data collection process. Molina will align our record collection processes with the stay-at-home ordinances established by the state and/or local governments and we will work with our provider partners for any changes to these processes.

Molina Healthcare is monitoring COVID-19 developments daily. We will update you as things change and encourage you to monitor the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Additional COVID-19 Emergency and Disaster Guidance is published on the CMS website at the following link: <https://www.cms.gov/files/document/hpms-memo-covid-information-plans.pdf>

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¹ For MMP plans, this guidance only applies to Medicare services under a Molina MMP plan.