Nursing Facility Partners in Care Newsletter
Spring 2018

Nursing Facility Provider Services Team!

The Molina Quality of Living (MQL) Program

The MQL Program was designed to reward and encourage quality in nursing facilities.

- Pay-for-Quality (P4Q) - $10 per member per month for each quality metric goal achieved, up to $70 per member per month
- Life Enrichment Activities for residents
- Supplies Assistance of $250 or $500 per quarter
- Paid on a Quarterly basis

MQL Outcomes
- Over $2.8 Million paid
- 119 NFs received payments
- Approximately 38% of membership have resided in a MQL facility
- 2% Lower total claims cost for members residing in a MQL facility
- 21% Lower admission to acute care facility for members in a MQL facility
- 5018 MQL Activities conducted with NFs

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MOLINA HEALTHCARE®

Your Extended Family.

- 64,974 lives enriched through attendance at MQL activities
- 75+ Molina staff volunteers for NF activities

For more information contact your Provider Services Representative or email: NFProviderServices@Molinahealthcare.com

Nursing Facility Provider Satisfaction Survey 2017

Provider Services/Claims Processing

	2015 Very Satisfied/ Somewhat Satisfied	2016 Very Satisfied/ Somewhat Satisfied	2017 Very Satisfied/ Somewhat Satisfied
Responsiveness and courtesy of the Provider Service Representative	97%	98%	94%
Overall knowledge of the Provider Services Representative	83%	97%	94%
Frequency and effectiveness of the Provider Services Representative visits to your facility	93%	92%	92%
Usefulness of written communication, policy bulletins and manuals related to claims processing	83%	89%	91%
Molina E-Portal Ease of Use	81%	92%	86%
Process of obtaining member information (eligibility, claim status)	85%	96%	89%
Accuracy of claims processing	79%	89%	89%
Timeliness of claims processing	82%	92%	89%
Overall satisfaction with Provider Services	79%	96%	88%

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Service Coordination/Prior Authorization Process

	2015 Very Satisfied/ Somewhat Satisfied	2016 Very Satisfied/ Somewhat Satisfied	2017 Very Satisfied/ Somewhat Satisfied
Responsiveness and courtesy of the Service Coordinator	79%	80%	88%
Overall knowledge of the Service Coordinator	78%	80%	89%
Frequency and effectiveness of the Service Coordinator visits to your facility	79%	78%	85%
Usefulness of written communication, policy bulletins and manuals related to service coordination	79%	84%	86%
Ease of the UM prior authorization process for Add-On Services (formerly GDT)	59%	65%	69%
Overall satisfaction with Service Coordination	79%	92%	85%

New Nursing Facility Credentialing Requirements

All Medicaid MCOs are now required to credential Nursing Facilities that are contracted in their STAR+PLUS networks. The credentialing requirements were developed and defined by HHSC, and all Medicaid MCOs are required to use the same credentialing requirements.

HHSC made the credentialing requirements effective April 1, 2018, giving MCOs until December 31, 2018 to credential all those NFs within their STAR+PLUS networks. Per HHS, MCOs are not allowed to contract with any NF that does not meet the credentialing requirements. Therefore, any NF that is not credentialed by December 31, 2018 will have their contract terminated. If a NF is not contracted and credentialed the MCO may pay claims at 95% of the established contracted rate.

Credentialing for all 5 of the Medicaid MCOs is being directed through the Texas Association of Health Plans (TAHP) Certification Verification Organization (CVO). The CVO will reduce administrative burden for the providers by being a single point of entry for credentialing with all 5 Medicaid MCOs. The CVO is managed by Aperture, a nation-wide company specializing in credentialing of health care providers. Aperture has partnered with Availity to create an on-line portal for providers to complete the credentialing application, submit supporting documentation and track the status of their credentialing application. This one credentialing application and supporting documentation will then be shared with all 5 Medicaid MCOs.

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The CVO will align all re-credentialing dates for all 5 Medicaid MCOs to be the same date, so future re-credentialing will be streamlined as well.

HHSC Defined Credentialing Requirements Summary:

1. NF has completed the MCO credentialing application, which includes:
   a. Demographics forms, with supporting documentation
   b. Requests for provider disclosure of all federal and state NF sanctions and penalties for the most recent three years and
   c. The most recent HHSC inspection/survey
2. The NF has a valid Texas NF license
3. The NF has a Medicare or Medicaid certification
4. The NF has a Clinical Laboratory Improvement Amendment (CLIA) or CLIA Waiver
5. The NF is not listed on the following websites as excluded from participation in any federal or state health program
   a. HHSC-OIG exclusions, and
   b. HHSC-OIG Exclusion Search; and
6. The NF's enrollment has not been terminated or its Medicaid provider contract cancelled by the HHSC-OIG
7. An NF going through CHOW, the NF submits the CLIA or CLIA Waiver within 84 days of submission of the credentialing application.

Molina will "Deem" any Nursing Facility as "credentialed" if the NF is already credentialed through a MMP or Medicare Advantage contract. No further action is needed in this situation. Molina will send the NF a letter advising of the "Deemed" status. The original credentialing date will not change and re-credentialing is required every 3 years.

Molina will be sending a Nursing Facility Provider Agreement (NFPA) Amendment addressing the HHS required changes to Section 2.13 Credentialing and the removal of Section 2.36 Significant Traditional Provider Status which will expired on February 28, 2018.

If a Nursing Facility is NOT already credentialed, you can go to the Availity website to start the credentialing process. There is no charge for using Availity for credentialing.

www.Availity.com

For more information on the CVO and the credentialing application process:
http://connect.tahp.org/news/379282/CVO-Implementation-Updates.htm

Molina Rodeo Adventure!

The Molina Quality Living Program hosted residents from four Houston area nursing facilities for a private tour of the world famous Houston Livestock Show and Rodeo. This was also a volunteer opportunity for Molina staff to give back to the community by assisting the residents through the Livestock Show floor.

"It was amazing! The residents really enjoyed it. Where are we headed next?"
– Sally Bordelon, AD, Focused Care at Beechnut

Music and Memory Program

Molina is partnering with HHSC to support the *Music and Memory Program*. *Music and Memory* is a nationally recognized program developed by Dan Cohen. The basis of the program is playing customized music playlists through an iPod to individuals which can help reduce stress, anxiety and other behavioral issues and can even result in the reduction of the need to use antipsychotic medications.

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HHSC trains and certifies Nursing Facilities to be *Music and Memory* facilities. Molina has now received training for our Service Coordinators from HHSC about the *Music and Memory Program*. Molina is exploring the use of *Music and Memory* as a means to reduce the use antipsychotic medications and other behavioral health interventions. The future plan is for Molina to partner with *Music and Memory* certified nursing facilities in providing iPods to our members who qualify for the program.

To learn more about *Music and Memory*:

https://musicandmemory.org/about/mission-and-vision/

https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/nursing-facilities-nf/quality-monitoring-program-qmp/resources/music-memory

Operation Celebrate Veterans

From The Monitor – article by Mark Moreno – Staff Writer
Published April 28, 2018

Bryan Rue, an Air Force Veteran, looks down at the certificate of appreciation that is handed to him by State Rep. Armando "Mando" Martinez at the Casita Room inside the Villa de Cortez in Weslaco.

Within the historic walls of the Villa de Cortez, appreciation was expressed this week during an event for local veterans in area nursing homes.

About 150 people turned out for the first Operation Celebrate Veterans that honored 40 veterans from nine nursing homes around the Rio Grande Valley. The majority were men, but two women were among those recognized for their military service.

The day began with Weslaco High School JROTC students positioned at the entrance raising their swords in a saber arch as each of the veterans made their way inside the building. After their duties outside, the students proceeded with the presentation of the colors. Following introductions, each of the veterans received a certificate of appreciation.

Juan Rivera, Molina Healthcare community engagement coordinator, began reading the names aloud while state Rep. Armando "Mando" Martinez of Weslaco personally handed each veteran their certificate.

"The event is bringing out the nursing home veterans and giving them the community interaction that they lack on a daily basis," Rivera said. "We're giving them the opportunity to share their story because we have veterans from World War II, Vietnam, Gulf War, and Korean War,"

After the certificates were handed out, all the veterans were allowed to reminisce about the past and share their stories.

"It is having them remember their story and having them tell their story, so the history is not forgotten and having us acknowledge them for the service they have given our country," Rivera added.

One of those honored was 84-year-old Byran Rue, an Air Force veteran who served 14 years specializing in air traffic control based in Harlingen. He also spent seven years in Germany.

"I was making sure planes were flown in the right direction," Rue said about his job.

Rue was already married at the time with his two children born in Germany. He later was stationed in France, but the family didn't move with him until much later.

"France was not a lovely country at that time, it was dirty and the houses were dirt floors compared to Germany," he said. "I was in France for two years."

During his time in Germany, he learned to speak the language and still knows the language minimally.

"When I got off the plane, I kissed the ground," Rue said about missing home.

Another veteran was 75-year-old Elias Salinas Jr. who served in the Air Force for four and a half years as an electrician.

"I was at Ramstein Air Force Base in Germany," Salinas said. "I was there during the time of Cuban (Missile) Crisis, where the Russians were sending the missiles at Cuba and that day we got up and they were loading the plane with atomic bombs on them."

The room, decorated in a patriotic theme, was filled with reminders of about past military action. One corner of the room had four tables placed side-by-side displaying wartime photographs meant to trigger memories among the group.

Molina Healthcare STAR+PLUS and Medicare-Medicaid Plan (MMP) Nursing Facility Provider Training Events

Join us and learn more about being a Molina STAR+PLUS and MMP Nursing Facility Provider. Molina's Provider Training sessions offer an opportunity to learn about upcoming changes and information on Care Coordination, Prior Authorizations, Claims, Billing and the benefits of being a Molina provider. Molina representatives will be available to answer your questions.

Webinar
Friday, May 18, 2018
10:00 a.m. CST
Go to: https://molina.webex.com/molina/j.php?MTID=mb85651e2e229546ac1d6717570e34cd1
Toll Free: 855-665-4629
Meeting Number: 809 575 767

Webinar
Friday, January 12, 2018
10:00 a.m. CST
Go to: https://molina.webex.com/molina/j.php?MTID=m97355501b945823a65ff63df203f134a
US Toll Free: 855-665-4629
Meeting Number: 809 089 242

Webinar
Friday, June 29, 2018
10:00 a.m. CST
Go to: https://molina.webex.com/molina/j.php?MTID=me242c89ca0fc0e02a631c3a33f018cad
US Toll Free: 855-665-4629
Meeting Number: 800 098 702

Webinar
Friday, August 10, 2018
10:00 a.m. CST
Go to: https://molina.webex.com/molina/j.php?MTID=m419c1b95697f2fdef6842d262cd73981
US Toll Free: 855-665-4629
Meeting Number: 805 557 548

Webinar
Friday, November 2, 2018
10:00 a.m. CST
Go to: https://molina.webex.com/molina/j.php?MTID=m36cdf1affa1442563255e2db3fa43250
Toll Free: 855-665-4629
Meeting Number: 802 486 139

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Webinar
Friday, September 21, 2018
10:00 a.m. CST
Go to: https://molina.webex.com/molina/j.php?MTID=m1cfada4f88a166e4c09b28c99146ce49
US Toll Free: 855-665-4629
Meeting Number: 806 520 100

Webinar
Friday, December 14, 2018
10:00 a.m. CST
Go to: https://molina.webex.com/molina/j.php?MTID=maf07484412424e193da961ea8e4b0a9d
Toll Free: 855-665-4629
Meeting Number: 803 515 753

If you have questions, please email Molina Healthcare Nursing Facility Provider Services at
NFProviderServices@MolinaHealthcare.com

Appealing Claims

If a provider determines that a claim is denied or paid in error, an appeal must be filed within 120 days of the remittance advice. Appeals may be submitted either in writing or through the Molina Web Portal. The portal is an easy alternative for appeals and will generate an email showing the date the appeal was submitted. An easy to follow guide for appealing claims via the Molina Provider Portal can be found at www.MolinaHealthcare.com. Your assigned PSR is always available to assist you with any questions/issues about filing an appeal.

Appeals can also be submitted in writing via mail:

Molina Healthcare of Texas
Attn: Claims Department
P.O. Box 165089
Irving, TX 75016

Or via fax: (877) 319-6852

For additional training or assistance please contact your assigned Provider Services Representative or email:
NFProviderServices@Molinahealthcare.com

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Add-On Therapy (formerly known as Goal Directed Therapy)

There have been some recent changes to the coding necessary to bill Add-On Therapy. A detailed step by step guide is available on our website.

Molina Web Resources

www.MolinaHealthcare.com

Molina Provider E-Portal Log In: https://provider.molinahealthcare.com/provider/login

Add On Therapy Services (formerly known as Goal Directed Therapy) Prior Authorization and Claim Filing Process:
http://www.molinahealthcare.com/providers/tx/PDF/Medicaid/NF-Therapy-PA.pdf

Prior Authorization Guide/Form:
http://www.molinahealthcare.com/members/tx/en-US/PDF/Texas-Standardized-Prior-Authorization-Form.pdf

http://www.molinahealthcare.com/providers/tx/medicaid/forms/PDF/pa-guide-q4-2017.pdf

http://www.molinahealthcare.com/providers/tx/medicaid/forms/PDF/pa-matrix-q4-2017.pdf

Behavioral Health Prior Authorization Form:
http://www.molinahealthcare.com/providers/tx/medicaid/forms/PDF/Behavioral-Health-Prior-Authorization-Form.pdf

Explanation of Payment Guide:
http://www.molinahealthcare.com/providers/tx/PDF/Medicaid/nursing-facility-explanation-of-payment-guide.pdf

NF Provider Manual:
http://www.molinahealthcare.com/providers/tx/medicaid/manual/PDF/Provider-Manual-Nursing-Facility.pdf

NF Provider Orientation – STAR+PLUS:
http://www.molinahealthcare.com/providers/tx/medicaid/comm/PDF/Provider-Orientation-STARPLUS-Nursing-Facility.pdf

NF Provider Orientation – MMP (Medicare-Medicaid Program):
http://www.molinahealthcare.com/providers/tx/PDF/Medicaid/nursing-facility-medicare-medicaid-plan-provider-training.pdf

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HHSC Guidance on NF Non-Emergency Transportation (9/4/15):

https://hhs.texas.gov/services/health/medicaid-chip/provider-information/contracts-manuals/texas-medicaid-chip-uniform-managed-care-manual

HHSC regarding CPWC:

https://hhs.texas.gov/sites/default/files/documents/laws-regulations/handbooks/sph/policy-updates/16-04-11_003.pdf

Molina's Contract Request Form:

http://www.molinahealthcare.com/providers/tx/medicaid/forms/PDF/MHT_CRF_Form_Rev100813.pdf

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5605 N. MacArthur Blvd., Suite 400
Irving, TX 75038

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