

Making the Connection

Provider Newsletter • 3rd Quarter 2014

Tips To Improve Business Partnership

Molina wants to make sure we are providing the best quality service to our providers, members, and the public. That is why Molina would like to offer you ten tips on how Molina can help you do business with us fast, easy, and enjoyable. Below are ten Molina tips that can help your office:

1. Enroll in our **Provider Education Webinars** to stay up to date on new changes at Molina Healthcare and in the healthcare care industry.
2. **Check eligibility** for your patients on the Molina Web Portal to avoid and decrease billing issues.
3. Looking ahead, in 2015 Molina will provide **lower premiums** and \$0 co-pays.
4. Review rules on **prior authorizations** to ensure requests are being submitted correctly. This will result in decreased turnaround times and delays.
5. Call us! We can help. **Open enrollment** for Marketplace 2015 is quickly approaching and we would be happy to assist your office or an organization in need. Call us at 888-999-2404 or email us at WisconsinCommunityOutreach@MolinaHealthCare.Com and we can provide assistance.
6. Prepare for **ICD 10 Transition** by using some of our great tips that we provided in the newsletter.
7. Get involved. The **PMIRR Program** is working to make the process easier for our providers. We began the process in September to elevate the volume in spring.

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8. Utilize our **Advocacy Team** who always goes above and beyond to make sure our members have the care they need.
9. Refer pregnant patients to a **Molina Baby Shower**. This event provides educational information and also emphasizes the importance of visiting their OBGYN during and after their pregnancy.
10. Continue reading our **Newsletters** to stay updated and connected.

At the end of the newsletter there is a fun crossword puzzle you can complete.

Note: the bolded words above are the key words in the crossword puzzle

Join Molina Provider Education Webinars

Dear Valued Providers,

This past July, Molina Healthcare of Wisconsin (Molina) introduced our Provider Education Webinar series open to all Network Providers, their medical and office staff. The webinars will be hosted through WebEx, which allows you to listen to the presentation by phone or by viewing it on your computer.

We will also offer Molina Provider Orientations via WebEx. The Provider Orientation offers you and your staff a chance to get to know Molina's history, three lines of business, service products, and new, exciting value added benefits.

Upcoming Webinar topics:

The next event are Risk Adjustment and Molina Marketplace Orientation. The Marketplace Orientation provides updated information on the Marketplace that you can share with your patients. Both webinars also provide a live person and subject matter experts to answer your questions answered.

Risk Adjustment (Coding)

10 am – 11 am:

November 20th, December 11th

Molina Marketplace Orientation

10 am – 11 am:

November 13th, December 10th

Please encourage appropriate staff to register for these informative, educational opportunities.

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Updating Provider Information

It is required that Providers notify Molina Healthcare of Wisconsin in writing, email, or by fax with any of the following changes:

- Changes in practice ownership, name, address, phone number or Federal Tax ID numbers
- When adding a new physician to the practice or if a physician is leaving the practice
- Upon loss or suspension of your license to practice
- In the event of bankruptcy or insolvency
- In the event of any suspension, exclusion, debarment, or other sanction from a State or Federally funded healthcare program
- In the event of any indictment, arrest, conviction for a felony, or any criminal charge related to your practice
- If there are any material changes in cancellation or termination of liability insurance
- If or when you are closing your practice to new patients and vice versa
- At **least** 30 days before terminating affiliation with Molina Healthcare of Wisconsin or one of its provider networks (refer to your contract for specific termination terms)

Please submit any changes:

Mail:

Molina Healthcare
2400 South 102nd Street, Suite 105
West Allis, WI 53227

Fax: 414-847-1778

Email: MHWIPProvider.Services@MolinaHealthCare.Com



Check Eligibility Verification to Avoid Billing Issues

Many billing issue complaints begin with lack of eligibility verification. Molina Healthcare would like to help remove this barrier by providing multiple ways to communicate and obtain information fast and easy.

You now have the option to use our Provider Web Portal to check eligibility directly from your computer or by speaking with a live representative at 1-888-999-2404. Verifying eligibility can reduce billing issues and improve the process for you and your patients.

Note: Members who obtain plan-covered services while enrolled do not pay more than their cost-share. Balance billing is prohibited by both Fraud, Waste, and Abuse regulations and your contract. Our Members cannot be liable for any sums owed by the Plan to the provider.

Remember: Always ask the Member to show their ID cards at the time of service

2015 Marketplace Benefits Update

Great news! Molina Healthcare of Wisconsin is reducing plan premiums on our Health Insurance Marketplace plans statewide in 2015! In addition, to reducing our premiums we want to give you a heads up on the following important information:

- Expanded service area includes 6 new counties: Lincoln, Marathon, Oneida, Portage, Vilas, and Wood
- Added Bronze Plan to our product portfolio in 2015
- Lower copays on Primary Care Provider (PCP) and Specialist office visits
- \$0 copay for Transportation benefit for all Silver plan members
- LOWERING PREMIUMS STATEWIDE!!!

Your patients who are Molina Health Insurance Marketplace members should have received a letter from us in mid-to-late September informing them of the lower premiums. They also received two subsequent letters, one from us and one from CMS in mid-October.

One important thing to remember, is that ***patients whose information is not changing*** (for example who will have no change in income from 2014 to 2015) ***do not need to take any action through the Marketplace (www.healthcare.gov)***. They will remain in the same plan they were in during 2014.

Rules on Prior Authorization Requirements

Molina believes it is important to provide you with updated information on prior authorization requirements. Authorization is required for selected medical procedures, pharmaceuticals, medical equipment and services based on the line of business. Prior Authorization is required for all services listed on the Molina Prior Authorization list. A copy of the most recent prior authorization requirements can be found on our website: <http://www.molinahealthcare.com/providers/common/medicare/Pages/medicare.aspx>

Providers are encouraged to use the Molina Prior Authorization Form at the above web site. If using a different form, the provider is required to supply the following information, as applicable, for the requested service:

- Member demographic information (name, DOB, ID #, etc.)
- Clinical indications necessitating service or referral
- Provider information (referring to Provider and Specialist)
- Pertinent medical history (include treatment, diagnostic tests, and examination data)
- Requested service/procedure (including specific CPT/HCPCS Codes)
- Location where the service will be performed
- Member diagnosis
- Requested length of stay (for inpatient requests)
- Indicate if request is for expedited or standard processing

Molina will process prior authorization requests both routine and expedited within the timeframes specified by applicable federal regulations. Turnaround time for processing a **standard request is 14 days and 72 hours for an expedited request.**

It is important to note that the definition of an urgent/expedited service request designation is when treatment requested is required to prevent serious deterioration in the member's health or could jeopardize the enrollee's ability to regain maximum function. Requests outside of this definition should be submitted as routine /non-urgent electively scheduled.

Providers should send prior authorization requests to:

Mail:	Attention: Utilization Management Department Molina Healthcare 2400 South 102nd Street, Suite 102 West Allis, WI 53227
Phone:	https://eportal.molinahealthcare.com/Provider/Login
Fax:	1-877-708-2117

2015 Marketplace Renewal Process

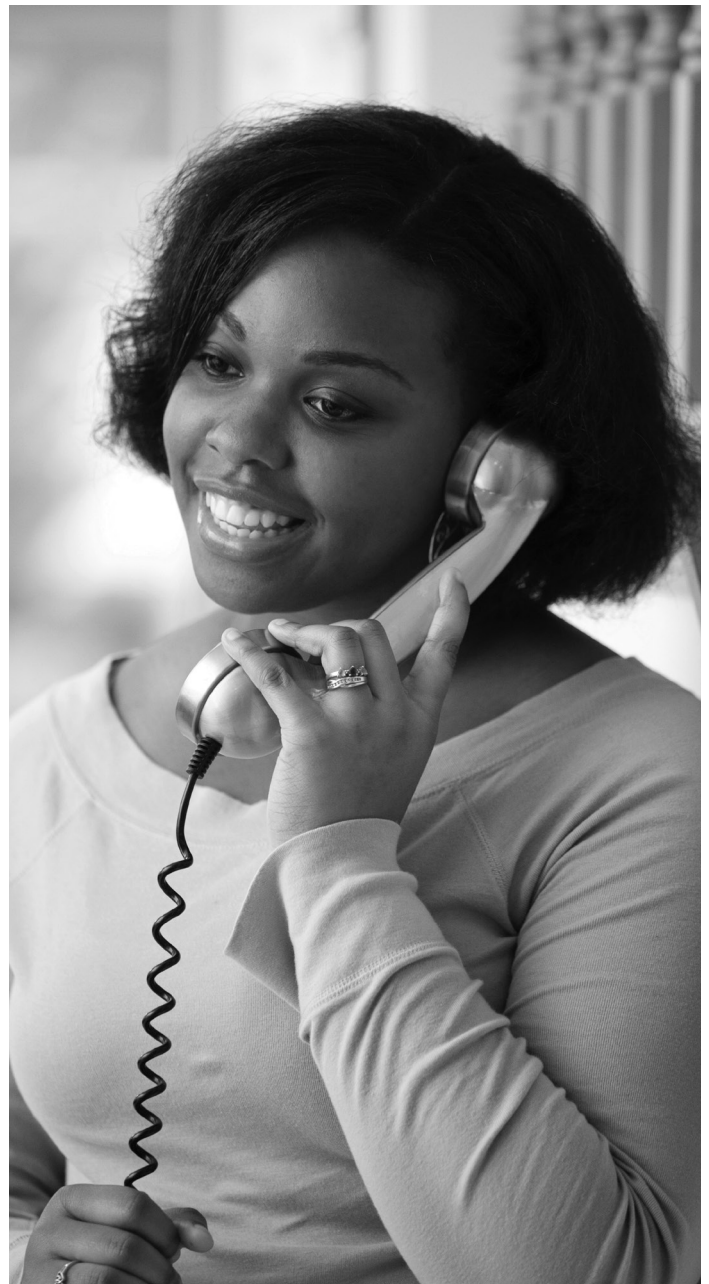
Molina Healthcare is excited that 2015 Marketplace renewals are right around the corner. The 2014 benefit year for Marketplace ends on December 31, 2014. From November 15, 2014 through February 15, 2015 consumers can enroll in 2015 Marketplace plans.

Molina Healthcare of Wisconsin (MHWI) members who wish to remain with us for the 2015 benefit year will not need to take action to renew their coverage. In mid-December 2014, the federal government will send us 834 renewal transactions for current members who have not actively made a 2015 plan selection.

Consumers interested in enrolling as new MHWI members in 2015 can enroll with us during the open enrollment period. On October 1, 2014 Molina Healthcare of Wisconsin will post the 2015 plan year materials on our website at molinahealthcare.com. This will allow consumers time to review our plans in advance of open enrollment. People who enroll from November 15, 2014 through December 15, 2014 will have health insurance coverage effective January 1, 2015. If enrollment is after December 15, 2014 coverage will begin effective February 1, 2015.

It is important for us to make sure the public is well informed with updated information. That is why last year, Molina Healthcare partnered with several community based organizations, Federally Qualified Health Centers, Insurance Agents, Department of Health Services, churches, schools, and providers to assist with enrollment, answer questions, and provide education regarding the Affordable Care Act (Obamacare).

If you have employees or patients who will need assistance with enrolling into the Marketplace, please feel free to email us WisconsinCommunityOutreach@MolinaHealthCare.Com. We will be happy to provide on-site assistance!



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How to Prepare For ICD 10 Transition

The federal government has finalized a rule that all health care entities covered by HIPAA, including health care providers and payers who do not deal with Medicare claims, transition to a new set of health care diagnoses and inpatient procedure codes effective October 1, 2015. The new codes are known as ICD-10, which will be used for purposes such as claims and billing. The new change will replace a smaller set of codes (known as ICD-9) that has been in place for more than 30 years.

Transitioning to ICD-10

For providers who have not started the transition to ICD-10 this is a great time to start. Below are some helpful tips on how to prepare for the transition:

- Establish a transition team or ICD-10 project coordinator, depending on the size of your organization, to lead the transition to ICD-10 for your organization.
- Develop a plan for making the transition to ICD-10. Include a timeline that identifies tasks to be completed and crucial milestones/relationships, task owners, resources needed and estimated start and end dates.
- Determine how ICD-10 will affect your organization. Start by reviewing how and where you currently use ICD-9 codes. Make sure you have accounted for the use of ICD-9 in authorizations/pre-certifications, physician orders, medical records, superbills/encounter forms, practice management and billing systems, and coding manuals.
- Review how ICD-10 will affect clinical documentation requirements and electronic health record (EHR) templates.
- Communicate the plan, timeline, and new system changes and processes to your organization, and ensure that leadership and staff understand the extent of the effort the ICD-10 transition requires.
- Secure a budget that accounts for software upgrades/software license costs, hardware procurement, staff training costs, revision of forms, work flow changes during and after implementation, and risk mitigation.
- Talk with your payers, billing and IT staff, and practice management system and/or EHR vendors about their preparations and readiness.
- Coordinate your ICD-10 transition plans among your trading partners and evaluate contracts with payers and vendors for policy revisions, testing timelines, and costs related to the ICD-10 transition.
- Talk to your trading partners about testing, and create a testing plan.

How Prospective Medical Record Review (PMRR) Will Benefit Your Office

Molina Healthcare would like to thank you for your support during the HEDIS® Program. Our Providers submitted medical records for us to collect and compile data for HEDIS®. We understand the extra work involved for your staff each spring due to numerous medical record requests to support the HEDIS® program.

In order to reduce the number of medical records requested during HEDIS® season, we began conducting our Prospective Medical Record Review (PMRR) program in September 2014. PMRR is a medical record review effort to prospectively collect and abstract medical records for select HEDIS® measures. By requesting medical records for some HEDIS® measures now, we expect to reduce the number of requests next spring.

Molina Healthcare of WI staff will be contacting your office to retrieve medical records. For your convenience there will be multiple ways to submit the requested information. We will request either an on-site data collection visit or request copies of chart components electronically, by mail, or fax. We want to make this process convenient for you. Again, thank you for your support in helping Molina Healthcare provide quality service.



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How Member Advocacy Team Can Assist Your Office

Access to fresh produce is a challenge for many people in Milwaukee. To help bridge the gap for our members, Molina Healthcare of Wisconsin sponsored a plot at Alice's Garden in Milwaukee where our employees volunteered to plant, maintain and harvest fresh vegetables for Molina members.

On the day of delivery a Community Outreach Coordinator and Dr. Cleo met at Alice's Garden to pick up the baskets and head to the members' home. The members were so thankful to Molina for the baskets. One of the basket recipients had a great need for basic necessities; this need created a barrier to her accessing healthcare.

Molina connected the member with a nonprofit organization that the member would not typically have accessed. Within 24 hours the member scheduled a Saturday appointment with the organization. Thanks to the help of the Molina Community Outreach Connector.

The nonprofit organization delivered groceries, toiletries, home goods and sandwiches to the member's home. In addition, the organization plans to assist the member's husband who is an Honorably Discharged Veteran with completing his final 5 credits to become an L.P.N, so that he can support his family.

The member expressed that she had never experienced such an outpouring of love and support from someone at an insurance company, nor had she seen an insurance company that would support a garden plot for its members.



Molina Healthcare - A Top Workplace

On Friday, June 6, 2014, the Milwaukee Journal Sentinel recognized Molina Healthcare of Wisconsin with a 2014 Top Workplace Award. The award program celebrates businesses and organizations in southeastern Wisconsin that are doing things the right way in the eyes of their own employees.

“Last fall, an MHWI employee nominated Molina Healthcare of Wisconsin to be considered for a Top Workplace Award,” explains Wisconsin Plan President Scott R. Johnson. “As part of the nominating process, all MHWI employees – and MHI employees working at MHWI – were sent a survey from Workplace Dynamics. 131 employees received the survey and 85 employees completed it.”

Here are some of the employee responses that were received as part of the survey process:

- Molina Healthcare of Wisconsin operates by strong values and ethics
- New ideas are encouraged at Molina Healthcare of Wisconsin
- My job makes me feel like I am part of something meaningful
- I am confident about my future at Molina Healthcare of Wisconsin
- My manager helps me learn and grow
- My benefits package is good compared with others in this industry

“We are very honored to receive this award, especially because it is based on the feedback our employees provided,” adds Scott. “More importantly, the leadership team is honored to have so many employees who are engaged and committed to our mission to provide quality health services to financially vulnerable families. I, along with the entire MHWI leadership team, appreciate the efforts MHWI employees put in and would like to say ‘thank you.’”

Molina Baby Showers

Babies are a life changing experience. That is why Molina has Member Baby Showers once every quarter. Pregnant women receive an invite through the mail. At the event women can come and enjoy FREE food, educational information, and an opportunity to receive FREE gifts. Baby Shower events also provide mothers the opportunity to meet other women who are going through the same changes and experiences.

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Provider Education Cross Word

H P P L Y F C U S K S I A N Z X M U J P A U E D E
A R O M U T X T S P Z I E W Y Z P S R S D C J E F
C O C E I S I C V Y V W A L C L A I C Q V V F U Q
U V W P J R L L K O S V Z D L G O T X E O C M F Y
B I B J J Q R D I L Z Y P L Z R U Z V H C M F F H
M D M Z I H K P E B M M K V A A K D E Q A X W P W
E E M S U S C T R O I M G U Y R J D S L C I T U V
N R G E F X T R I O O G T S F K S G O Q Y N G C Y
E E D I V E W Z D N G H I Q L R K V V C T O U W Z
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PROVIDER EDUCATION WEBINARS

ICD TEN TRANSITION

CHECK ELIGIBILITY

PMIRR PROGRAM

LOWER PREMIUM

ADVOCACY TEAM

PRIOR AUTHORIZATIONS

MOLINA BABY SHOWER

OPEN ENROLLMENT

NEWSLETTER



Provider Services

2400 S. 102nd St., Ste 105
West Allis, WI 53227



Looking Ahead:

Molina's Provider Web Portal is an easy-to-use, online tool designed to meet your needs! All Molina Providers have access to our portal.

Register for our Provider Web Portal Today.

It is easy. Visit our website at
www.MolinaHealthcare.com

MolinaHealthcare.com



Your Extended Family.