FROM: Molina Healthcare of South Carolina

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Dear Molina Healthcare Provider,

We encourage you to sign up for email delivery of our new, free provider newsletter – Palmetto Partners. Just email us at PalmettoPartners@MolinaHealthcare.com and tell us your first and last name and your organization.

We are excited to partner with you and want you to stay connected with us!
What do you think about our provider newsletter?
Welcome to the second edition of Palmetto Partners, a newsletter to help Molina Healthcare stay connected with health care providers in South Carolina.
Once you've finished reading, please see our notes at the end, which explain how to give us feedback and sign up for email delivery of this newsletter so you can access helpful links and expanded content.

Molina rep supports mental illness cause
Community Engagement Coordinator Melody Clark has been a shining star for Molina in the Upstate of South Carolina. Through her work with MHSC, Melody connected with representatives for the National Alliance on Mental Illness (NAMI). They appreciated the concern she showed for their cause and recruited her to join their state board last summer.

From the desk of our chief medical officer
Fantastic news: Molina Healthcare of South Carolina's Medicaid plan recently received Commendable Accreditation status from the NCQA. It's an unusual achievement for a health plan to reach that level with its first in-depth NCQA review, one that signifies Molina's dedication to quality of care.

I am pleased to share this news with the South Carolina health care providers who have joined with us since Molina - a growing national organization devoted to serving the underserved - launched its Medicaid plan in this state in 2014. We can't fulfill our mission without your hard work and heart, and we are here to support you in a variety of ways.

Within this newsletter, you will find great advice and resources. Further, our Quality Improvement team will gladly talk with you about strategies that can translate into better HEDIS® measure scores. And we want you to know we have care coordinators to assist Molina members with chronic conditions and serious illnesses.

Please connect with your Molina representative to learn more about how we can work together to achieve high quality health care across our state.

Sincerely,
Cheryl R. Shafer, MD
Chief Medical Officer and Medical Affairs Vice President
Molina Healthcare of South Carolina

Career highlights: Dr. Cheryl Shafer
Experienced in commercial, Medicare and Medicaid plans, Dr. Cheryl Shafer strives to improve clinical outcomes and care by urging innovation. She joined MHSC as chief medical officer in January 2014. Past roles include: clinical advisor to Humana; medical director for policy and innovation for WellCare Corporate; senior medical director at WellCare in Lexington, Ky.; and national medical director for Optum's Public Sector Nurse Advice Line and Disease Management.

She also worked as medical director for the following: Health Net of Arizona; Mayo Clinic in Scottsdale, Ariz.; and Maricopa Integrated Health Systems. She holds medical licenses in six states, has specialized training as a hospitalist and speaks frequently at business and industry forums.
MHSC's NCQA Commandable Accreditation

Take a closer look at Molina Healthcare of South Carolina's Commandable Accreditation from NCQA.

What is NCQA?
The National Committee for Quality Assurance is a private, not-for-profit accrediting organization dedicated to improving quality through its work with health care organizations. NCQA helps health plans demonstrate their willingness to measure, analyze, report and improve the quality of their services.

What levels of NCQA accreditation are awarded?
In addition to interim accreditation, there are four other possible levels of accreditation for health plans. They are listed in order here, with excellent being the best:

- Excellent
- Commandable
- Accredited
- Provisional

NCQA says it awards a Commandable Accreditation to organizations "with well-established programs for service and clinical quality that meet rigorous requirements for consumer protection and quality improvement."

MHSC Plan President Tom Lindquist said, "Molina Healthcare of South Carolina is proud that NCQA has recognized our high standards of delivering on our mission to provide quality care to those most in need."

How can I connect with Molina to improve quality?
Email SCPProviderServices@MolinaHealthcare.com if you aren't already collaborating with a representative from MHSC's Provider Services team.

Important reminder: Help us keep up with changes in your practice or organization
Please notify Molina Healthcare at MHSCPODValidation@MolinaHealthcare.com at least 30 days in advance when you have any of the following:

- Change in office location, office hours, phone, fax, or email
- Addition or closure of office location
- Addition or termination of a provider
- Change in Tax ID and/or NPI
- Opening or closure of your practice to new patients (primary care providers only)

Gain a better understanding of Molina's utilization management decisions
Molina's utilization management decisions for covered services are based on medical necessity. Such decisions are made by using nationally published clinical criteria (e.g. InterQualTM). Only licensed physicians can issue medical and behavioral health denials. A licensed pharmacist, who reports to a licensed physician, issues pharmacy related denials. No clinical reviewer - including pharmacists, physicians, behavioral health clinicians or nurses - is provided financial or administrative incentives for issuing a denial of care or service.

Claims payment and receivables: There's an easier way
Change Healthcare ProviderNet gives providers an easy-to-use portal to manage claims payment and receivables tied to specific payers. For approved claims, payers transmit payment and remittance details in standard HIPAA formats through the portal. Rather than receiving paper checks and printed remittance documents, which can require substantial effort to post and reconcile, registered providers will receive payments and remittance information electronically. ACH payments are automatically generated and routed to the configured destination accounts, and ERAs are posted on Change Healthcare ProviderNet. Change Healthcare ProviderNet users are then able to log in and view, search and download their electronic remittance information in human readable formats. To learn more, go to the provider section of MolinaHealthcare.com and click on the EDI/ERA/EFT tab.
More than 100 people crowded into the balcony at the South Carolina State House January 18 as legislators proclaimed it SC United in Teal & White Day and called for early screening efforts to protect the state’s population from cervical cancer.

Those watching included representatives from Molina and other Medicaid managed care organizations (MCO’s) as well as survivors and cancer advocacy leaders. Jennie Butler, a senior specialist on Molina's Quality Improvement team, called it an "absolutely huge moment." In fact, it was the first time the state’s MCO's had joined together to lead a collaborative health promotion on such a scale.

MCO's also zeroed in on the issue with providers. Molina's HEDIS Appointment Team (HAT) helped providers schedule 111 cervical cancer screenings appointments with our members, and Molina's Community Engagement team staged Teal & White celebrations at several practices. The attention, teamwork and consistent message of SC United in Teal & White should make an impact, Jennie said. "This has huge potential to improve rates of cervical cancer screening for women in South Carolina."

**Emphasis on Quality**

Handy guide can help your practice improve patient satisfaction and CAHPS scores

Molina Healthcare and the providers we work with in South Carolina have a shared goal to achieve patient satisfaction. To help, we put together a brochure that offers tips for your provider office to help boost patient satisfaction and correlating CAHPS® scores.

Consumer Assessment of Healthcare Providers and Systems is an industry standard survey tool used to evaluate patient satisfaction. CAHPS asks patients to answer an array of questions such as "How often did your personal doctor listen carefully to you?" and "When you needed care right away how often did you get care as soon as you needed?"

Please ask your Molina representative for a copy of this brochure and share it with your colleagues.

**MHSC offers incentive programs for women and children's health again in 2017**

We recently faxed Molina participating providers with details of Molina's 2017 incentive program to improve children's health. The children's health incentives revolve around well-visit services that should be provided to Molina members from March 1 through September 30, 2017.

We have included the letter again as link in the email version of this newsletter. To receive this and future editions of Palmetto Pride by email, contact us at PalmettoPartners@MolinaHealthcare.com with your first and last name, practice name and preferred email.

In addition, Molina will soon fax details of 2017 women's health incentives, which encourage chlamydia and cervical cancer screenings for women who are Molina members. These services must be delivered between January 1 and September 30, 2017.

Thank you for helping us with these prevention-based efforts from MHSC’s Quality Improvement team.
Responding to record requests can boost HEDIS rates, avoid noncompliance
Thank you for cooperating with the MCOs' medical record requests and ensuring that any medical record vendors do so as well. This helps avoid noncompliance and boost HEDIS rates.

For the sake of patients: Strengthening links between PCPs and specialists
Coordination and collaboration of medical care between primary care practitioners (PCPs) and specialists can improve clinical outcomes and patient satisfaction, decrease cost and ensure that patients understand how, when, and where to seek help.

Steps PCPs can take to improve communication and exchange of patient information when making referrals to specialists include:

- Ensure the patient is referred to the appropriate specialist.
- Confirm the patient's personal and health information with the patient prior to sending information to the specialist.
- Transfer all medical records to the specialist and provide a full explanation for referral.
- When referring patients to specialists, assist patient with appointment making process.
- Follow up with patient to confirm completion of referral visit and assure documentation from the specialist referral visit was received. If not, make a request for the patient's record.

Steps specialists can take:

- Develop a plan to ensure patient care is not delayed when a PCP indicates immediate attention is necessary.
- Get a copy of the patient's medical records for medical history and reference from the patient's referring PCP.
- Confirm the patient's personal and health information with the patient.
- Provide patient with effective education to help understand their health conditions, plan of care and availability of community resources (where applicable) upon visit completion.
- Follow-up with the referring physician about the referral visit, including education of diagnosis and treatment to limit conflicting advice to patient, and forward a copy of the patient's medical records from the referral visit.

Getting involved

MHSC shows heart with events in Orangeburg, Greenville, Columbia, Mt. Pleasant

Molina's outreach for American Heart Month in February in South Carolina included:

- Hosting a free "Healthxercise" event for more than 200 Boys & Girls Clubs members (above) at the Zimmerman Community Center in Orangeburg.
- Partnering with God's Way World Outreach Church in Mount Pleasant to offer a Women's Health and Wellness Day with one of our nurses providing blood pressure screenings.
- Working with Clemson University's Cooperative Extension program to give a free healthy cooking class to residents at The Manor in West Greenville.
- Preparing Healthy Snacks programs for kids in three locations: North Spring Elementary School in Columbia, Pontiac Elementary School in Elgin and First Steps Aiken in Graniteville.
- MHSC's Dr. Cheryl Shafer visiting Charleston's Fox 24 news to talk about heart health.
Our community engagement team stays busy through the year
At Molina, we pack our calendar with events that help communities across South Carolina, and we encourage employees throughout our organization to pitch in by giving them paid time off to volunteer. We love to involve providers, too. Connect with Community Engagement Field Supervisor Johanna Perez, (864) 288-1399, SCCCommunityOutreach@MolinaHealthcare.com to learn about the possibilities.

Molina hosts United in Blue celebration for colon cancer awareness at EdVenture
In honor of National Colon Cancer Awareness Month in March, Molina collaborated with South Carolina Department of Health and Human Services (SCDHHS) and the rest of the state’s MCO health plans to promote awareness about colon cancer prevention and screening.

On March 3, Molina hosted a United in Blue Celebration at EdVenture children’s museum on National Dress in Blue Day to honor families that have been on the cancer journey and encourage prevention awareness. Over 250 people attended, and ABC Columbia featured the event on its evening news. Colon cancer survivor and advocate Wanda Addy closed the evening. Consultants in Gastroenterology of West Columbia and Gastroenterology Associates in Greenville generously underwrote the event’s costs. South Carolina Gastroenterology Association also supported the effort.

Arts center helps bring cultures together
MHSC hosted a March ribbon-cutting for the new Multicultural Center Art Pot in Hanahan. Art Pot provides a space where different populations can integrate and immerse themselves in culture and education through the arts. Molina Community Engagement Coordinator David Irizarry served as master of ceremonies, switching between English and Spanish and recognizing Maribel Acosta, who spearheaded the center. Government representatives from Hanahan, Charleston and North Charleston helped cut the ribbon. Visitors shared dinner in the courtyard and saw an updated version of "Romeo and Juliet" in Spanish in the black box theater.

In shootings’ aftermath, Molina Healthcare volunteers help church reach out to homeless
Molina volunteers pitched in to support the homeless at Emanuel AME Church in Charleston, in honor of the Rev. Clementa Pinckney and the eight other parishioners shot and killed at the church in June 2015.

The connection between Molina and the church began in 2016 when Mother Emanuel hosted a feeding of the homeless event inspired by a health fair that Rev. Pinckney had initiated before his death.

MHSC Community Engagement Coordinator Shelia Smith joined the effort, and in January 2017, when the church brought the event back, she returned with more Molina volunteers. MHSC donated toothbrushes, flashlights and reusable bags, and volunteers helped the homeless select donated clothing. Shelia said all the Molina volunteers felt the impact. “They asked, even before it was over, if they could do it next year.”

Help us spread the news
Connect with Molina Healthcare of South Carolina
Sign-up for email delivery of Palmetto Partners by emailing PalmettoPartners@MolinaHealthcare.com. Give us your first and last name, plus your organization’s name. We are glad to team up with you and encourage you to stay connected with us. Visit MolinaHealthcare.com/Providers/SC to learn more.

The MHSC Communications team produced this monthly e-newsletter, which is designed for South Carolina health care providers. We welcome your feedback, news and ideas for content. Contact us at PalmettoPartners@MolinaHealthcare.com.