

Provider Advisory Board- Q1 2025
March 19, 2025 * 1:00pm – 3:00pm
Meeting Minutes

Committee Member Present	First Name	Provider/Group Affiliation-Title
Alinejad, M.D., M.S., C.P.E.	Nima	MHNV Chief Medical Officer (<i>Chair</i>)
Brown	Leslie	MHNV Director Provider Relations
Cooper	Sara	MHNV VP Network Management & Operations (<i>Co-Chair</i>)
DeBonis	Tami	Director CM Healthcare Services
Fernandez	Cynthia	MHNV Network Operations & Management Admin Asst. (Transcriber)
Gahagan	Kimberley	MHNV AVP Growth & Community Engagement
Haeri, MD	Sina	Ouma Health
Jordan	Sheila	Director UM Healthcare Services
Narducci	Suellen	VP Health Plan Operations
Stroshine	Jennifer	MHNV Medical Director
Tran	Jimmy	MHNV Director of Pharmacy
Walters, MPH	Sydney	Northern Nevada Hopes
Whittier, MD	Faith	Northern Nevada Hopes
Wise, APRN, CNM, P	Shannon	Ouma Health
Committee Member Not Present	First Name	Provider/Group Affiliation-Title
Fry	Cybil	MHNV VP Quality Improvement & Risk Adj
Kamyar, MD	Manijeh	HR Pregnancy (Remove from Committee)
Kamyar, MD	Farzad	HR Pregnancy
Chen MD	Jayleen	Thrive Wellness
Hollister	Nicholas	MHNV Medical Director BH
Plauth, MD	Bill	Renown Health CMO
Toledo, MD	Robert	Desert Treatment
Ventrelle, Psy.D.	David	Nevada Behavioral Health Systems
Yanez	Laura	NAMI Western Nevada- Exec. Dir.
Lagorio	Annette	Renown- Supervisor
Wilcox	Valerie	MHNV Clinical Programs Manager Behavioral Health
Guests		
Moreno	Jessica	MHI Processor Payables

	Topic	Discussion	Action/Recommendation
I	Call to Order	Meeting called to order at 1:02 by Sara Cooper- VP, Network Management and Operations. No Quorum (no voting items)	
II.	Old Business	None currently.	
III.	New Business		
A.	Medicaid RFP Update	Will continue to serve Washoe and Clark County for the next contract period.	
B.	You Matter to Molina	<p>5 key areas from Provider Satisfactory Survey: Claims/Finance, UM/Prior Auth, BH Network, Call Center and Provider Relations. Pulling results from survey and feedback from last meeting to develop 2025 Action Plan.</p> <ul style="list-style-type: none"> - Provider Relations Representatives- are there areas that Provider Representative could be more helpful? - Training and Support- Tool kit including 3rd party vendors MHNV works with and tools for those providers new to Medicaid. - Focus Areas for 2025- Areas where MHNV can be there to support in challenges your practice might be facing. Assistance from various departments i.e., Provider Services, Quality, etc. - Communication and Engagement- Enhance channels. Rates for digital information. What channels are working best for you and what updates would you like to see? - Collaboration and Improvement- Is there a role you believe Molina would be beneficial in working with your practice? 	<p>Please reach out to Sara with feedback.</p> <p>Sara will include this on the Molina Website- You Matter to Molina- Provider portion. Please use link for feedback.</p>
C.	Cultural Competency Training	<p>Time for annual Cultural Competency Training.</p> <p>MHNV will accept Competency Training certificates from other MCO's in Nevada. MolinaHealthcare.net.com/Nevada has five different modules to choose from.</p> <p>Can submit certificate to Provider Relations Team and/or discuss with representative.</p> <p>Seal will be added to your name in the directory showing competency.</p>	
D.	NAMI	<p>Mental Health Education monthly online and in-person.</p> <p>Full calendar of events.</p>	If you would like to post your resources for your clinic, please send to Sara, Nima or Cynthia to forward to providers.
E.	Prep for Q2-2025 Provider Advisory Board Meeting	<p>A representative from MHNV Quality Dept. will be on Q2 meeting call.</p> <p>Will discuss Value-Based Contracts.</p> <ul style="list-style-type: none"> • State offering different bonuses through Medicaid for MCO's participating in VBA. 	This information will be going out to everyone on Provider Advisory Board for

		<ul style="list-style-type: none"> • Tie together state priorities as we develop programs • Pay for Quality Programs. HEDIS only changes. Will be out first week of April. • Any financial model being added. • Want to discuss how these are affecting your business. • How familiar are the providers familiar with VBA either Medicaid or Medicare. • Tracking throughout the year and staying on track. • What are the incentives. • What resources do you think are helpful <ul style="list-style-type: none"> • Pt. engagement- What can we help with for pt. to understand their role. • Data and technology-What's working and what's not. • Operational or workflow, phone calls, timing of year. • Financial- Pull between FFS and VB Contracts. 	<p>deep dive discussion at Q2 meeting. Possibly create sub-groups.</p>
F.	Supplier Onboarding	<p>Jessica Moreno-MH Processor Payables informed the committee of the vendor onboarding process to be completed. This step needs to be completed before stipend checks can be distributed to providers for meeting attendance.</p> <p>Two ways- Manual or Coupa. Please see attached.</p>	<p>Please reach out to Jessica Moreno at Jessica.moreno3@molinahealthcare.com or MHIVendorHelp@molinahealthcare.com for further assistance.</p>
IV. Open Discussion		None currently.	
V. Meeting Adjourned		<p>Meeting adjourned at 1:45 pm.</p> <p>Future Meetings 2025: 2:00 -3:00 PST.</p> <ul style="list-style-type: none"> • June 9 • September 8 • December 8 	

Molina Health Plan of Nevada Provider Advisory Board

Q1 Meeting

March 19, 2025



Agenda

- Medicaid RFP Update
- You Matter to Molina
- Cultural Competency Training
- NAMI Training Opportunities
- Molina Supplier Onboarding

Medicaid RFP Update

Molina will continue serving Washoe County and Clark County



Notice of Intent



Bid Solicitation: 40DHHS-S3037

Header Information

Bid Number:	40DHHS-S3037	Description:	Managed Care Organization (MCO)
Purchaser:	Ryan Vradenburg	Organization:	Department of Health and Human Services
Department:	403 - Health Care Financing and Policy	Location:	3158 - Administration
Fiscal Year:	25	Allow Electronic Quote:	Yes
Alternate Id:	40DHHS-S2032, MCO	Required Date:	
Info Contact:	Ryan Vradenburg, rvradenburg@admin.nv.gov	Bid Type:	OPEN
Purchase Method:	Contract	End Date:	05/31/2029
Begin Date:	06/10/2025		

Pre Bid Conference: In lieu of a pre bid conference, question and answer periods will be held using the Q&A feature within NEVADAePRO.com following the timeline in RFP document.

Bulletin Desc: Department of Health and Human Services Division of Health Care Financing and Policy is seeking proposals from qualified Vendors to provide risk-based capitate insurance program medical assistance programs.

Ship-to Address: Ship To: ASDS Carson City Office
1550 E College Parkway
Aging and Disability Services Division
Department of Health and Human Services
State of Nevada
Carson City, NV 89706
US
Email: fiscal@adss.nv.gov
Phone: (775)687-0579
Alt. Reference: 006

Bill-to Address: Bill To: Purchasing Division
515 E Musser St Ste 300
Purchasing Division
Department of Administration
State of Nevada
Carson City, NV 89701
US
Email: nvnpurch@admin.nv.gov
Phone: (775)684-0170
Alt. Reference: 379

File Attachments: [40DHHS-S3037-notice-of-intent-2025-03-12-1.pdf](#)
[Emailed questions about presentations.pdf](#)
[Bidder Memo for Oral Presentations.docx](#)
[40DHHS-S3037-RFP-Amendment-2-O-A-2024-12-10.zip](#)
[40DHHS-S3037 RFP-Amendment-1-Language-tracking-2024-11-16.pdf](#)
[40DHHS-S3037 RFP-O-A-Amendment-1-2024-11-16.xlsx](#)

You Matter to Molina – Provider Satisfaction Survey



You Matter
to Molina

Composites, Attributes and Key Questions Report Card	2024		2023		2022		2023 PG Aggregate BoB	Percentile Ranking (Aggregate BoB)
	Valid N	Summary Rate	Valid N	Summary Rate	Valid N	Summary Rate		
Overall Satisfaction								
Q16. Would recommend health plan to other physicians' practices (% Yes)	96	88.5%	118	89.0%	112	92.0%	88.1%	59th

5 key areas

- Claims/Finance
- UM/Prior Auth
- BH Network
- Call Center
- Provider Relations

1. Feedback on Provider Relations Representatives:

- How can our Provider Relations Representatives be more helpful to your practice?

2. Training and Support:

- What types of training sessions would you find most valuable in 2025? Are there specific topics or skills you would like to see covered?

3. Focus Areas for 2025:

- What are the key challenges you are currently facing in your practice? How can Molina support you in addressing these challenges?

4. Communication and Engagement:

- How can we enhance communication between Molina and your practice? Are there any specific channels or methods you prefer for receiving updates and information?

5. Collaboration and Improvement:

- Are there any opportunities for collaboration between your practice and Molina that you believe would be beneficial? How can we work together to achieve better outcomes for our patients?

Annual Cultural Competency Training

Cultural competency resources for your office and staff

Molina's building culturally competent health care: Training for providers and staff

Cultural competency can positively impact a patient's health care experiences and outcomes. Five short cultural competency training videos are available to providers and office staff on the **Culturally and Linguistically Appropriate Resources/Disability Resources** page on the Health Care Professionals site under the **Health Resources** tab at MolinaHealthcare.com.

Training topics:

Module 1: Introduction to cultural competency

- The need for cultural competency
- How culture impacts health care
- Implicit bias
- Federal requirements related to cultural competency (Affordable Care Act, Americans with Disabilities Act)

Module 2: Health disparities

- Examples of racial health disparities and health disparities among persons with disabilities
- Health equity
- Social Determinants of Health

Module 3: Specific population focus – seniors and persons with disabilities

- Social model of disability and accepted protocol and language of the independent living/Disability Rights Movement

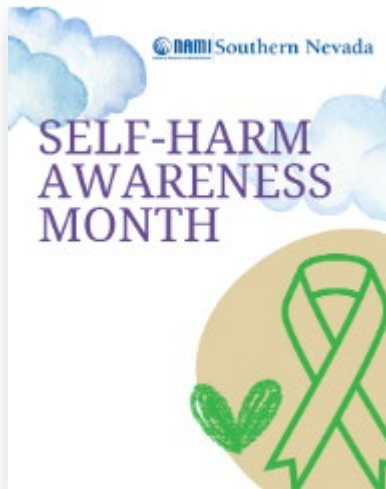
Module 4: Specific population focus – LGBTQ+ and immigrants/refugees

- Health disparities among LGBTQ+ population
- Clear communication guidelines for health care providers interacting with LGBTQ+ patients
- Disparities among immigrant and refugee communities
- Clear communication guidelines for health care providers interacting with immigrant and refugee patients

Module 5: Becoming culturally competent

- Perspective-taking
- Clear communication guidelines
- Tips for effective listening
- Assisting patients whose preferred language is not English
- Tips for working with an interpreter
- Teach-back method
- Molina's language access services

Each training video ranges in length from five to ten minutes. Viewers may participate in all five training modules or just one, depending on topics of interest. Upon completing the training, please complete the provider attestation form available on the **Culturally and Linguistically Appropriate Resources/Disability Resources** page on the Health Care Professionals site under the **Health Resources** tab at MolinaHealthcare.com/NV. Please contact your Provider Services Representative if you have any questions.



- Healing Through Connection: Roots of Healing - March 5 - [Register Here](#)
- Mental Health Career/Resource Fair & Mixer - March 6 - [Register Here](#)
- Health District After Dark - Brain Health is Public Health - March 13 - [Register Here](#)
- Breath and Be - March 15 - [Register Here](#)
- Black Family Wellness Expo - March 15 - [Register Here](#)
- Art U Ok? - March 22 - [Register Here](#)
- Mental Health Coalition - March 28 - [Register Here](#)
- Self Care Night for Parents of Children with Special Needs - March 29 - [Register Here](#)
- PRSS Skills Workshop - April 24 - [Register Here](#)
- AFSP Out of the Darkness Community Walk - April 26 - [Register Here](#)
- NAMIWalks Nevada - May 4 - [Register Here](#)



Prep for Second Quarter Meeting

- How familiar are you with the quality metrics and performance measures typically used in Value-Based Contracts?
- How do you think Value-Based Contracting impacts your relationship with patients?
- What incentives would motivate you to actively engage in Value-Based Contracting initiatives?
- What resources or support do you think would be helpful in your practice to succeed in a Value-Based Contract?
 1. Patient Engagement?
 2. Data and Technology?
 3. Operational?
 4. Financial?

Supplier Onboarding

MHNV

Jessica Moreno
Processor Payables

Step 1:
Create your
account

Create an Account

Molina Healthcare, Inc is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Molina Healthcare, Inc so you're ready to do business together.

• **Business Name**

Your legal business name (or legal personal name if an individual)

• **Email**

• **First Name**

• **Last Name**

• **Password**

• **Confirm Password**

Use at least 8 characters and include a number and a letter.

• **Country/Region**

• **Tax ID** ⓘ

☐ I do not have a Tax ID

☒ I accept the [Privacy Policy](#) and the [Terms of Use](#)

Create an Account

Step 2: Email verification

[Back](#)

Email Verification

We sent a one time verification code to
hemavathi.katari+34981@molinahealthcare.com

3

0

8

8

0

5

Didn't receive the Verification Code?

[Request a New Code](#)

Next

Join an Existing Account?

Provide any of the additional info to get better suggestions.

☐ View existing accounts matching email domain **molinahealthcare.com**

Business Name

TESTING SIM 0305

Country/Region

Address Line 1

City

State

Postal Code

Tax ID

DUNS Number

☒ No, continue creating a new account

Next

Step 3:

Click on “No, continue creating new account”


coupa supplier portal HEMA NOTIFICATIONS 1

Coupa Supplier Portal Onboarding


Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

Account Details Payment Information

Primary Address

* Country/Region	* Address Line 1	Address Line 2
United States ▼	45575 Dulles Eastern Plaza	<input type="text"/> 
* City	* State	* Postal Code
Sterling	Virginia ▼	20166


United States

Invoice From Code 	Preferred Language
<input type="text"/>	English (US) ▼

Next

Step 4:


Fill the Primary address on the CSP Onboarding Page and click on Next.

 **coupa** supplier portal

Home Invoices Orders **Business Profile** Setup Service Sheets ASN Sourcing Forecasts Catalogs Community Add-ons

Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

 Primary Address saved successfully

Account Details Payment Information

Virtual Card ⓘ

Please enter the following information to receive Virtual Card payments.

Not Supported by Customer

* Payment Method Name ⓘ

* Email Address

☒ Do not accept Virtual Card payments from this customer

Next

Step 5: Skip the “Virtual Card” Payment as below and click on Next

Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

Account Details Payment Information

Bank Transfer

Customer Supported

Please enter the following information to receive Bank Transfer payments.

* Payment Method Name ⓘ

Testing

* Bank Account Country/Region

United States ▼

* State

California ▼

* Bank Account Currency

USD ▼

Beneficiary Name

HEMAVATHI

Bank Name

BANK OF AMERICA

Account Number ⓘ

12869739777

Confirm Account Number

12869739777

ACH Routing Number ⓘ

789678791

Wire Routing Number ⓘ

☐ My company expects international payments

Comp

Company

TESTING

Tax ID

United S

Products

DUNS

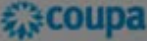
Areas Served

Step 7:
Skip the
“Check”
Payment as
below and click
on Next

The screenshot shows the Coupa Supplier Portal interface. The main form is for adding a new customer. It includes the following fields:

- Street 1: Street Address or P.O. Box
- Street 2: Unit, Building or Floor Number
- + Street 3
- * City
- * State
- * Zip Code
- Remit-To Code ⓘ

At the bottom of the form, there is a checkbox labeled "Do not accept Check payments from this customer" which is checked. A blue "Next" button is located at the bottom right of the form.

 coupa supplier portal

HEMA | NOTIFICATIONS 1

Subscriptions

Registered

Easily do business with customers who use Coupa

Free

Registered user includes:

- Business Profile
- Orders
- E-Invoices
- Catalogs
- Payments
- Sourcing Events

[Continue](#)

Most Popular

Coupa Verified

Amplify your trusted brand across Coupa's community of buyers

\$549 / year

Everything in 'Registered' plus:

- Verified Badge
- Priority Search Rank

[Purchase Verified](#)

Coupa Advanced

Optimize your cash flow and increase productivity throughout your day

\$4,800 / year

Everything in 'Registered' plus:

- Automated invoice reminders and reporting
- A seamless integration with your account system

[Purchase Advanced](#)

[Cancel](#)

Step 8:

Click on
continue for
free
subscription



Invoices

Orders

Business Profile

Setup

Service Sheets

ASN

Sourcing

Forecasts

Catalogs

Community

More...

Business Profile

Legal Entities

Information Requests

Performance Evaluation

Subscriptions

Molina Healthcare, Inc

Profile

Molina Healthcare, Inc ▾

Form Responses

View All ▾

Advanced

Search



Form	Status	Created Date	Submitted At
Supplier Data Collection Form v4	New	03/05/25	None

Per page 15 | 45 | 90

Step 9:

Go to
“Information
Requests” tab
and click on
“Supplier Data
Collection
Form V4” to fill
the SIM
information.

✓ We have auto-filled some information from your Public Profile.

• Primary Vendor Contact

* First Name

Hema

* Last Name

Katari

* Email address

hemavathi.katari+1122@molinahealthcare.com

* Work Phone

US/Canada



+1 (650) 555-1212

650-555-1212

Mobile Phone

US/Canada



650-555-1212

Step 10:

Fill the required details under the “Supplier Data Collection form v4”.



✓ We have auto-filled some information from your Public Profile.

• Attachments

Add [File](#)

• Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

[Add Remit-To](#)

Payment Terms

Step 11:
Once you click on “Remit to” address, the banking details will be auto populated from the CSP onboarding payment information.

1 ✓ We have auto-filled some information from your Public Profile.

How would you like to be paid?

All Methods

Bank Transfers

Checks

Credit Cards

+ Add Payment Method

Molina Healthcare, Inc prefers Bank Transfers, Checks Payments.



BANK OF AMERICA

Dulles Retail Plaza, Ashburn, VA 20166, United States

Account Number
****9739777

Transit Code
789678791

Wire Routing Number

★ Customer Preferred



Dulles Retail Plaza, Ashburn, VA 20166, United States, United States (999999999)

★ Customer Preferred

Cancel

Add Selected

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

Step 12:

Select the
banking details
and click on
“Add Selected”

✓ We have auto-filled some information from your Public Profile.

* Email (Required for ACH Payment notification)

hemavathi.katari@molinahealthcare.com

* Bank Name

BANK OF AMERICA

* Bank Account Number

*****777



* Bank Routing Number

*****791



Banking supporting documentation

Choose File

No file chosen

✓ We have auto-filled some information from your Public Profile.
None

Molina Supplier Type

None

* Supplier, Provider or Member?

Supplier



Third Party Service Provider?

No

Molina System Impact?

No

Person/Corporate Code

None

Decline

Save

Submit for Approval

Step 13: Submit the form for approval once all the required details are filled.

Thank You

Jessica Moreno | Processor, Payables

Molina Healthcare, Inc.

Direct: (562) 549-4701

Jessica.moreno3@molinahealthcare.com

Feedback and Future Advisory Board Topics



Thank you!

2025 Schedule will be sent out with invites by Cynthia Fernandez