

## First Quarter 2023

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### Claim Submission

Molina strongly encourages providers to submit claims electronically, including secondary Claims. Electronic claims submission provides significant benefits to the provider including:

- Helps to reduce operation costs associated with paper claims (printing, postage, etc.)
- Increases accuracy of data and efficient information delivery
- Reduces claim delays since errors can be corrected and resubmitted electronically
- Eliminates mailing time and claims reach Molina faster

**Molina offers the following electronic Claims submission options:**

- Submit claims directly to Molina via the Availity Essentials portal
- Submit claims to Molina via your regular EDI clearinghouse

If electronic Claim submission is not possible, please submit paper claims to the following address:

Molina Healthcare of New York, Inc.  
 PO Box 22615  
 Long Beach, CA 90801

**When submitting paper Claims:**

- Paper claim submissions are not considered to be “accepted” until received at the appropriate Claims PO Box.
- Claims received outside of the designated PO Box will be returned for appropriate submission.
- Paper claims are required to be submitted on original red and white CMS-1500 and CMS-1450 (UB-04) claim forms.
- Paper claims not submitted on the required forms will be rejected and returned. This includes black and white forms, copied forms, and any altering including handwritten claims.
- Claims must be typed with either 10 or 12-point Times New Roman font, using black ink.

For more information, please see CMS claims submission guidance:

<https://www.cms.gov/Medicare/Billing/ElectronicBillingEDITrans/1500>

**Consumer Assessment of Healthcare Providers and Systems (CAHPS®)**

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry standard survey tool used to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention but can also help increase compliance with physician recommendations and improve patient outcomes.

Focusing together on a positive patient experience will have many important benefits to your practice including:

- Increase patient retention
- Increase compliance with physician clinical recommendations
- Improve patient’s overall wellness and health outcomes
- Ensure preventive care needs are addressed more timely
- Reduce no show rates

Additional resources are available for office staff and patients:

- For additional after-hours coverage, Molina Healthcare members can call the 24-Hour Nurse Advice Line (844) 819-5977
- Molina Healthcare members can access Interpreter Services at no cost by calling Member Services
  - Medicaid: (800) 223-7242

Providers can access the Availity Essentials at [provider.molinahealthcare.com](https://provider.molinahealthcare.com) to:

- Search for patients and check member eligibility
- Submit service request authorizations and/or claims and check status
- Review Patient Care Plan
- Obtain CAHPS® Tip Sheets
- Participate in online Cultural Competency trainings (also available at [MolinaHealthcare.com](https://MolinaHealthcare.com))

Please encourage your patients who have received the CAHPS® survey to participate. Listed below are several questions asked in the survey regarding patient care:

- When you needed care right away, how often did you get care as soon as you needed?
- When you made an appointment for a check-up or routine care at a doctor's office or clinic, how often did you get an appointment as soon as you needed?
- How often was it easy to get the care, tests and treatment you needed?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor spend enough time with you?
- How often did your personal doctor explain things in a way that was easy for you to understand?
- How often did you and your personal doctor talk about all the prescription medicines you were taking?
- How would you rate your personal doctor?

## Molina Healthcare's 2022 Quality Improvement Results

Molina Healthcare conducts an annual program evaluation to assess how well we meet the performance goals and objectives for improving the quality and safety of clinical care and services specified within the Quality Improvement Program Description and annual Work Plan. Below are highlights from the annual evaluation.

### CAHPS®

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Enrollee Experience Survey assesses Molina members' satisfaction with their health care. It allows us to better serve our members.

Molina has received the CAHPS® results of how our members rated our providers and our services.

**Medicaid:** In 2022, Molina improved in Customer Service, Rating of Specialist Seen Most Often and Rating of Health Plan.

We need to make improvements in Getting Needed Care, Getting Care Quickly, Coordination of Care, How Well Doctors Communicate, Rating of Health Care, Rating of Personal Doctor and Ease of Filling Out Forms.

### HEDIS®

Another tool used to improve member care is the Healthcare Effectiveness Data and Information Set or HEDIS®. HEDIS® scores allow Molina to monitor how many members are receiving the services they need. Measures include immunizations, well-child exams, Pap tests and mammograms. There are also scores for diabetes care, and prenatal and after-delivery care.



**Medicaid:** In 2022, Molina improved in Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) – BMI Percentile, Immunizations for Adolescents (IMA) – Tdap, Controlling High Blood Pressure (CBP), Cervical Cancer Screening (CCS) Appropriate Testing for Upper Respiratory Infection (URI) and Chlamydia Screening in Women (CHL).

We need to make improvements in Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) – Counseling for Nutrition, Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) – Counseling for Physical Activity, Childhood Immunization Status (CIS) – Combination #10, Comprehensive Diabetes Care (CDC) – Eye Exam, Lead Screening in Children (LSC), Breast Cancer Screening (BCS) and Appropriate Testing for Pharyngitis (CWP) – Total.

### **For More information:**

The progress related to the goals that Molina has set for the annual CAHPS® survey results and the annual HEDIS measures can be viewed in more detail on the Molina website. You can also view information about the Quality Improvement Program there and print a copy if you would like one.

**Medicaid:** Please visit Molina's website at [MolinaHealthcare.com](https://MolinaHealthcare.com), select Health Care Professionals, line of business, and *Health Resources* to access this information.

## **OMIG Posts Comprehensive Guidance on Compliance Programs, Self-Disclosure, and Medicaid Managed Care Fraud, Waste and Abuse Prevention Programs Regulations**

The Office of the Medicaid Inspector General (OMIG) has posted on its website comprehensive guidance related to provider compliance programs, self-disclosure, and Medicaid managed care fraud, waste, and abuse prevention programs regulations.

The guidance for each component of the regulations is available via the following links:

- Provider Compliance Programs: <https://omig.ny.gov/compliance/compliance-library>
- Self-Disclosure: <https://omig.ny.gov/provider-resources/self-disclosure>
- Medicaid Managed Care Fraud, Waste, and Abuse Prevention Programs: <http://Medicaid Managed Care Fraud, Waste, and Abuse Prevention Programs>

The guidance materials are intended to assist the providers in understanding and implementing the statutory and regulatory requirements; however, these are not a substitute for those provisions. In the event of a conflict between statements in the guidance and either statutory or regulatory requirements, the requirements of the statutes and regulations govern.

### **New York State Office of the Medicaid Inspector General**

Our mission is to enhance the integrity of the New York State Medicaid program by preventing and detecting fraudulent, abusive, and wasteful practices within the Medicaid program and recovering improperly expended Medicaid funds while promoting high-quality patient care.

Contact us: OMIG, 800 North Pearl Street, Albany, NY 12204. Phone:(518) 473-3782;  
Fax: (518) 474-6773; Fraud Hotline: 1-(877) 87-FRAUD/1-(877) 873-7283

Visit us on the web at: [www.omig.ny.gov](http://www.omig.ny.gov)

## Culturally and Linguistically Appropriate Services/Disability Resources

Molina also assesses the cultural, ethnic, racial, and linguistic needs and preferences of members on an ongoing basis. Information gathered during regular monitoring and annual network assessment is used to identify and eliminate cultural and/or linguistic barriers to care through the implementation of programs and interventions.

**Medicaid:** The majority of Medicaid members specified English as their preferred language (73%). Spanish as a preferred language was identified by 23% of Medicaid members. Spanish was the most requested language among Medicaid members through Molina's interpreter services, followed by Mandarin and Cantonese.

Overall, Molina found that the current Culturally and Linguistically Appropriate Services program resources, structure, and practitioner and community participation are sufficient based on member needs. Additionally, Molina has a series of short Culturally Competency training videos (Health Disparities, LGBTQ+, Immigrants/Refugees, etc.) available on the [provider.molinahealthcare.com](http://provider.molinahealthcare.com) and at [MolinaHealthcare.com](http://MolinaHealthcare.com) on the Culturally and Linguistically Appropriate Resources/Disability Resources page listed under Health Resources. Disability resources are also available at this location under Molina Provider Education Series: Americans with Disability Act (ADA), Members who are Blind or have Low Vision, Service Animals and Tips for Communicating with People with Disabilities & Seniors.

## Requirements for Submitting Prior Authorization

Molina Healthcare has partnered with MCG Health to offer Cite AutoAuth self-service for advanced imaging prior authorization (PA) requests.

### What is Cite AutoAuth and how does it work?

By attaching the relevant care guideline content to each PA request and sending it directly to Molina, healthcare providers receive an expedited, often immediate, response. Through a customized rules engine, Cite AutoAuth compares Molina's specific criteria to the clinical information and attached guideline content to the procedure to determine potential for auto authorization.

Self-services available in the Cite AutoAuth tool include, but are not limited to: MRIs, CTs, and PET scans. To see the full list of imaging codes that require PA, refer to the PA Code LookUp Tool at [MolinaHealthcare.com](http://MolinaHealthcare.com).

### How to Access and Learning More

Cite AutoAuth can be accessed via the [provider.molinahealthcare.com](http://provider.molinahealthcare.com) in the Molina's Payer Spaces. It is available 24 hours per day/7 days per week.

This method of submission is strongly encouraged as your primary submission route, existing fax/phone/email processes are also available.



## Pharmacy Changes

**Effective April 1, 2023**, New York State (NYS) Medicaid members enrolled in mainstream Medicaid Managed Care (MMC) Plans, Health and Recovery Plans (HARPs), and Human Immunodeficiency Virus-Special Needs Plans (HIV-SNPs) will receive their pharmacy benefits through the NYS Medicaid Pharmacy Program (NYRx) instead of through Molina of New York.

The pharmacy benefit transition to NYRx *does not* apply to NYS Medicaid members enrolled in Managed Long-Term Care (MLTC) Plans [e.g., MLTC, Programs of All-Inclusive Care for the Elderly (PACE), Medicaid Advantage Plus (MAP)], the Essential Plan (EP), or Child Health Plus (CHP).

For more information, please reference the following:

- October 2022 NYRx Pharmacy Benefit Transition – Part One Special Edition issue of the Medicaid Update, located at:  
[https://www.health.ny.gov/health\\_care/medicaid/program/update/2022/docs/mu\\_no11\\_oct22\\_speced.pdf](https://www.health.ny.gov/health_care/medicaid/program/update/2022/docs/mu_no11_oct22_speced.pdf).
- January 2023 NYRx Pharmacy Benefit Transition – Part Two Special Edition issue of the Medicaid Update, located at:  
[https://www.health.ny.gov/health\\_care/medicaid/program/update/2023/docs/mu\\_no1\\_jan23\\_speced\\_pr.pdf](https://www.health.ny.gov/health_care/medicaid/program/update/2023/docs/mu_no1_jan23_speced_pr.pdf)

Please note: Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Coverage and Billing Guidance will be provided in a subsequent Medicaid Pharmacy Benefit Transition – Part Three Special Edition issue of the Medicaid Update.

In addition to the above, the following products will only be billed to NYRx with the Pharmacy Transition (this is not an all-inclusive list, please refer to the DOH guidance for details):

- Pharmacist administered vaccines
- Pharmacist dispensed COVID testing kits
- Diabetic testing supplies

To contact the Clinical Call Center at NYRx please call (877) 309-9493 or send a fax to (800) 268-2990.

## Council for Affordable Quality Healthcare (CAQH)

### What is CAQH?

CAQH technology-enabled solutions eliminate redundant and inefficient administrative processes between health plans and providers for credentialing, directory maintenance, coordination of benefits and other essential business functions. CAQH offers options to reduce the provider administrative burden.

### How Does Molina Use CAQH?

Molina is currently using the CAQH DirectAssure application to provide an opportunity for the enrolled providers to attest to their data, update their data in a single place that will be shared by all companies that they are contracted with and utilize CAQH. Molina registers all of our non-delegated credentialed providers for CAQH DirectAssure, and currently pays the monthly fees related to the attestation tools for the providers.

## Benefits of Using CAQH?

- Decreased administrative burden: CAQH provides a tool to facilitate providers meeting the requirement to attest to their demographics and key information on record with Molina every 90 days.
- Increased Molina support: As providers update their information in CAQH, Molina can systemically update our system, freeing up Molina associates to assist providers with other needs.
- More accurate records: Molina will obtain more frequent provider updates for our records and have more accurate provider information.

## How Does CAQH Work for Providers?

Providers enter updated information one time in CAQH and it is shared with multiple entities utilizing the CAQH DirectAssure application. This simplifies the providers' administration work and reduces the need to be tracking who was informed of the changes. The No Surprises Act (NSA) requires providers to attest to their data every 90 days, CAQH provides an effective and efficient way to meet that requirement.

## What's Next?

Molina is working with providers to encourage CAQH attestation. You may use other credentialing tools mandated by your state's regulatory agencies and think of CAQH as a credentialing only application—but it offers many other features and benefits beyond credentialing attestations.

Molina is excited to continue our automation and improvement to provider information processes to reduce the administrative burden on providers and make it quicker and easier to update data.

## Fluoride Varnish Helps Save Smiles!

**Recommend this highly effective treatment at least twice a year to prevent early childhood caries in your Molina Healthcare and Affinity By Molina Healthcare Child Medicaid and CHP patients ages 1-4.**

Fluoride varnish is a safe dental treatment that helps prevent or slow down tooth decay in young children. Fluoride varnish can be applied by a medical or dental provider. Only a small amount of fluoride is used during the application process. It is quickly applied and then brushes off after a few hours.

Information for improving the oral health of young children is available on the New York State Department of Health website. The website provides access to fluoride varnish application training programs and information to help medical providers counsel parents on the importance of caring for their children's oral health. Go to [health.ny.gov](https://health.ny.gov) and search for "Improving the Oral Health of Young Children."



**Consider applying fluoride varnish in your office using CPT code 99188, or you can refer your patient to a DentaQuest dental provider.** DentaQuest, the nation's largest and most experienced Medicaid dental benefits administrator, is partnering with Molina Healthcare and Affinity By Molina Healthcare to improve the oral health of children in New York State.

You can also help your patients by reminding parents that their child should have their first dental visit by age one, and then have two dental appointments every year. Regular visits to the dentist are essential for keeping teeth and gums healthy.

### Locating a dental provider is easy.



DentaQuest has an online Find-a-Dentist tool. With this tool, parents can choose a dentist in their area who is accepting Molina Healthcare and Affinity By Molina Healthcare CHP and Child Medicaid patients.

For more information, visit [DentaQuest.com/nymembers](https://DentaQuest.com/nymembers)

## Our Gift to Network Providers: PsychHub Subscription

To provide our valued network providers with the most up-to-date behavioral health resources and education, Molina has partnered with PsychHub to offer a subscription to the PsychHub platform at no cost.

PsychHub is an online platform for digital behavioral health education. Molina Providers can access PsychHub's online learning courses. Some of these courses offer continuing education opportunities for select licensures. There are various learning courses, including the Mental Health Ally Certification Program, which may be beneficial for office staff or providers who are interested in learning more about working with the behavioral health population.

Ready to get started? Molina network providers can access this and other courses that offer continuing education units (CEUs) on the PsychHub platform by clicking the following link and simply creating an account:

<https://app.psychhub.com/signup/molina-mhp/>

To setup an overview of the PsychHub platform and the resources they offer, contact your Provider Services representative.

**PsychHub**

**MOLINA HEALTHCARE**

**Let's Get Started**

Already have an account? [Log in](#)

Email address  
JohnSmith@gmail.com

First name  
John

Last name  
Smith

Password  
Type Password

I agree to and accept the [terms and conditions](#) for use of this site.

**SIGN UP**



## Molina Healthcare's Portal Access

Availity Essentials is now the official secure provider portal for Molina Healthcare providers.

Within Availity Essentials, you have access to these helpful tools and time-savers:

|                                 |  |
|---------------------------------|--|
| <b>Claim Status</b>             | Expanded search options include member name, service dates, claim history or the 276 HIPAA standard.<br>Adjustment and remittance codes, along with their descriptions, at the claim and line level. |
| <b>Smart Claims</b>             | A simplified claim entry tool with only the essential fields you need. Use data from prior eligibility and benefits submissions to autofill your claim.  |
| <b>Eligibility and Benefits</b> | Use data from prior eligibility and benefits submissions to search for your patients and autofill your claim.  |
| <b>Attachments</b>              | Upload supporting documentation with your claims using the Send Attachments feature. You can transmit up to 10 attachments (128 MB total file size) with your claim submission.                      |
| <b>Features coming soon</b>     |  |
| <b>Accumulators</b>             | Each member/plan submitted returns the Molina plan/dollar and benefit/count accumulated toward the limit.  |
| <b>Prior Authorizations</b>     | Manage your Molina prior authorizations on Availity and use the Auth/Referral Dashboard to follow-up on the status of your prior authorizations.   |

If your organization is not yet registered for Availity Essentials and you're responsible for the registration, please visit [Availity.com/Molinahealthcare](https://Availity.com/Molinahealthcare) and click the Register button. For registration issues, call Availity Client Services at 1-800-AVAILITY (282-4548). Assistance is available Monday – Friday 8 a.m. – 8 p.m. ET.

For a comprehensive list of tools and features available on Availity Essentials, log in and click on the Help and Training dropdown. As a registered Availity Essentials provider, you can also take advantage of our live webinar, "Availity Essentials Provider Portal Overview for Molina Providers." Check with your Provider Service Representative for upcoming dates and times.

Once you have your Availity Essentials account, you can learn more about the features and functionality offered for Molina providers. Simply log in go to Help & Training > Get Trained to register for a webinar.

## Clinical Policy Updates Highlights from Fourth Quarter 2022

Molina Clinical Policies (MCPs) are located at [molinaclinicalpolicy.com](https://molinaclinicalpolicy.com). The policies are used by providers as well as medical directors and internal reviewers to make medical necessity determinations. MCPs are reviewed annually and approved bimonthly by the Molina Clinical Policy Committee (MCPC). The fourth quarter 2022 updates are noted below.

The following new policies were approved:

- MCP-422: Neuromuscular Electrical Training for the Treatment of Obstructive Sleep Apnea or Snoring (eXciteOSA)
- MCP-421: Intradialytic Parenteral Nutrition (IDPN) and Intraperitoneal Parenteral Nutrition (IPN)
- MCP-419: Remote Patient Monitoring
- MCP-424: Skysona (elivaldogene autotemcel)

The following policies were revised:

- MCP-347: Autologous Chondrocyte Implantation Knee
  - Clarified Coverage Policy section regarding inadequate response to a prior arthroscopic or other surgical repair procedure; added statement regarding cooperation of member with post-operative weight bearing restrictions and completion of post-operative rehabilitation.
  - Contraindications were added to the Limitations and Exclusions (per MACI labeling).
  - Osteochondritis dissecans (OCD) was added as Experimental, Investigational, and Unproven.
- MCP-363: Hypoglossal Nerve Stimulation for OSA
  - Addition to Coverage Policy section noting FDA approval and requirements for provider performing the procedure.
  - DISE and SDM criteria were moved from the Exclusions and Limitations to Additional Required Documentation.
- MCP-301: Iluvien (fluocinolone acetonide) intravitreal implant
  - Revised Criteria #3a to note "Triamcinolone acetonide, intravitreal injection OR a previous course of corticosteroid." (Previously read as "Triamcinolone acetonide, intravitreal injection").
- MCP-343: Intervertebral Stabilization Devices
  - Updated Summary of Medical Evidence section with current studies and guidelines.
  - Added Related Policies section and two additional intervertebral body fusion devices that received FDA 510(k) clearance in 2021 (IO™ Expandable Lumbar Interbody Fusion System and aprevo™ Transforaminal IBF).
- MCP-235: Measurement of Carotid Artery Intima Thickness
  - Updated Overview and References sections; included current studies and guidelines to the Summary of Medical Evidence section.

- MCP-244: Powered Exoskeleton for Ambulation in Patients with Lower Limb Disabilities (ReWalk)
  - Previously named *Lower-Limb Robotic Exoskeleton (ReWalk-P [Personal]) for Paraplegia in Spinal Cord Injury*
  - Included FDA-approved powered exoskeletons, in addition to ReWalk.
  - Expanded from paraplegia in spinal cord injury to include patients with lower-limb disabilities.
  - Included current clinical studies and guidelines in the Summary of Medical Evidence section.

The following policies have been retired and are no longer available on the website:

- MCP-346: Bioness Foot Drop System (defer to MCG Criteria)
- MCP-259: Xiaflex\_Dupuytren's Contracture (defer to Pharmacy PA Criteria)
- MCP-279: Xiaflex\_Peyronie Disease (defer to Pharmacy PA Criteria)
- MCP-349: Zilretta (triamcinolone acetonide ER injection) (defer to Pharmacy PA Criteria)

