

Provider Memorandum

LTC Preparations for Upcoming Medicaid Redeterminations

Molina Healthcare of Illinois (Molina) strives to always support our providers and members. During the COVID-19 Public Health Emergency (PHE), Medicaid enrollees received uninterrupted health care coverage without annual proof of eligibility requirements. The pause on the annual Medicaid redetermination process is ending soon! [Reference this provider memo for details.](#)

Molina urges all Long-Term Care facilities, Skilled Nursing Facilities, and Supportive Living Facilities to review and update the address/contact information for every resident currently receiving Medicaid services; this includes both Medicaid and MMP/Duals.

Time is of the essence—we recommend making the updates in the Medical Electronic Data Interchange (MEDI) by April 1, 2023. The Illinois Department of Human Services (IDHS) and the Department of Healthcare and Family Services (HFS) will be issuing the first notices for redetermination the last week in April for clients who have a redetermination date of June 30, 2023. This process will continue monthly going forward. Helping the residents in your facility update their address information will:

- Ensure their mail is received so they may complete their renewal and maintain coverage.
- Ensure your facility receives appropriate Medicaid reimbursement for their stay.

Each Medicaid recipient will receive one of two form types:

- **Form A**—HFS has already validated the recipient's income, and a response to the notice is not required. Medicaid coverage will automatically renew.
- **Form B**—Member is required to complete the renewal form and respond to the notice. Failure to respond will result in the member's Medicaid benefits being terminated.

Within MEDI, you will be able to validate your resident's renewal date, as well as the form type. Example:

[Retain Inquiry](#) [New Inquiry](#) [Print Everything](#)

Transaction Audit Number: 202213610302794
Recipient Number: [REDACTED]
Recipient Date of Birth: 09/30/2002
Provider Number: 1234567893
County Code:
Case Address: [REDACTED]
Begin Date: 05/16/2022
NPI Number:

Recipient Name: [REDACTED]
Recipient SSN:
Recipient Sex: F
Provider Name:
Case Name: [REDACTED]
City - State - Zip: [REDACTED]
End Date: 05/16/2022
Renewal Due Date: *** 04/01/2022 ***
Renewal Form: A

If your resident is incapacitated and they have a guardianship or power of attorney, we encourage you to engage that agent, ensure their mailing address is correct/updated, and encourage them to create a Manage My Case account in the [Medicaid ABE](#) system, so they can respond online on behalf of your resident.

Molina is conducting an extensive member outreach campaign that includes emails, texts, and phone calls. However, for residents in LTC facilities, those initiatives may not be as effective as the efforts of your facility's staff. We share a common goal, to ensure that our members—your residents—remain covered by Medicaid, with uninterrupted access to care.

Should you need assistance from Molina, such as an educational session with your staff or with your residents, please reach out to us at (855) 866-5462 to schedule a meeting. We will also be offering provider webinars in the near future on the topic of redetermination and encourage you to attend.

Thank you for taking exceptional care of our members, especially throughout the PHE. We look forward to our continued partnership with you.

Questions?

We're here to help. Contact your dedicated Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your dedicated Provider Network Manager, visit [Molina's Service Area page](#) at [MolinaHealthcare.com](#).

Provider Portal Alert

We are sunsetting the Molina Legacy Provider Portal on March 28, 2023. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to receive Molina's provider updates.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.