

Provider Memorandum

Get To Know 'Molina Guided Care'

Molina Healthcare of Illinois (Molina) is introducing providers to [Molina Guided Care](#), our innovative approach to palliative care services, which launched in March. Guided Care is **not** hospice care. It is intended to provide an improved quality of life by reducing pain, stress, and confusion.

Members who begin Guided Care can expect reduced hospitalizations, fewer unnecessary or unwanted treatments, and greater support for both the member and their family. Guided Care follows the same procedure for referral as palliative care.

More information about Guided Care can be found at [MolinaGuidedCare.com](#). Providers are encouraged to direct members to this website, where they will find a video, important documents, and other information about this program. [MolinaCaregiving.com](#) can also provide more information to members about non-professional caregiving from a family member or friend.

Provider Action

Be advised that palliative care is known as **Molina Guided Care**. You may direct members to [MolinaGuidedCare.com](#) for more information.

Authorization Requirements

Guided Care is not a specific benefit under most health plans but can still be covered under Medicare and MMP/Duals (however, not Medicaid). Guided Care requires Prior Authorization under most circumstances. To initiate a consult with our Guided Care program, providers should report a patient with ICD-10 code Z51.5 "Encounter for palliative care," along with the diagnosis codes for their chronic condition.

Examples of the most appropriate candidates for Guided Care are patients diagnosed with a chronic condition such as:

- Cancer
- Liver disease
- Congestive Heart Failure (CHF)
- Chronic Obstructive Pulmonary Disease (COPD)
- A combination of serious conditions such as diabetes or stroke

From there, our team of Nurse Practitioners and Case Managers will identify what kind of care is needed for each individual case.

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 this year. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Avallity 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.