

Availity Essentials Portal

Quick Reference Guide for Medicaid Redetermination

Updated 7/03/2023

Agenda and topics covered

- What is Medicaid Redetermination
- Redetermination on Availity Essentials Portal
- Steps to view redetermination date in Eligibility & Benefits Inquiry Section
- Steps to view redetermination date on Patient Care Portlet (Member Roster)

What is Medicaid Redetermination

Medicaid redetermination is also called Medicaid renewal or Medicaid recertification. It all means the same thing. It's the yearly process Medicaid enrollees must complete to continue with their health care coverage.

This process was put on hold temporarily due to COVID-19 public health emergency; however, the Centers for Medicaid & Medicare Services (CMS) provided guidance requiring all state Medicaid agencies to resume redetermination activities between February 1, 2023, and April 1, 2023.

We need our providers' help to remind your Molina Medicaid patients when they are up for renewal and need to take action.

Redetermination on Aavailability Essentials Portal

Molina provides Medicaid members' redetermination date and whether they need to take action in two places on the Aavailability Essentials portal:

- Eligibility & Benefit Inquiry section (patient specific)
- Patient Care Portlet (PCP member roster)

Steps to view Redet Date in Eligibility & Benefit Inquiry Section

The screenshot displays the Availity Essentials user interface. At the top, a navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications', and 'My Favorites'. On the right, it shows the user's location as 'Ohio', 'Help & Training', and the user's name 'Dibakar's Account' with a 'Logout' button. Below the navigation bar, a dropdown menu is open under 'Patient Registration', with a red arrow pointing to the 'Eligibility and Benefits Inquiry' option. A red callout box with white text says 'Navigate to Eligibility and Benefits Inquiry through Patient Registration'. The main dashboard area features several tiles: 'Patient Care', 'Eligibility and Benefits Inquiry' (highlighted with a red box), 'Member Roster', and 'Claim Status'. To the right, there are sections for 'Messaging' (showing 50+ unread messages), 'My Account Dashboard' (with links for 'My Account', 'Manage My Organization', etc.), and a promotional banner for 'Express Entry is retiring'.

Steps to view Redet Date in Eligibility & Benefit Inquiry Section (cont.)

Eligibility & Benefits Feedback

Fields marked with an asterisk * are required.

* Organization * Payer

Provider Information Clear Section

Select a provider or enter one of the following: Provider NPI or Provider Tax ID

Provider

Search for a provider by name, NPI, tax ID, taxonomy code, or address

Provider NPI Provider Tax ID

Organization or Provider Last Name Provider First Name

Patient Information

Member Search

Provider should understand that below "Search" button is only a Member Search request and not an Eligibility & Benefits request.

Enter member information, then click on Search. If there are member search records, please click on one before clicking Submit at bottom of page.

Member Search Options

Member ID/Policy Number Date of Birth

State

Service Information

* As of Date

* Benefit / Service Type

Submit another patient

Enter patient information and submit a request for Eligibility & Benefit Inquiry (also known as 270 request)

Steps to view Redet Date in Eligibility & Benefit Inquiry Section (cont.)

If the member is up for renewal and needs to take action, the message in red will show. If member has already renewed or no further action is required, this message won't appear.

The screenshot displays the Avility web application interface. The top navigation bar includes the Avility logo, 'essentials', 'Home', 'Notifications', 'My Favorites', 'Ohio', 'Help & Training', and 'Dibakar's Account'. Below the navigation bar, there are tabs for 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is present on the right side of the navigation bar.

The main content area shows a member profile for a member with a Date of Service of May 26, 2023. The profile includes fields for Member Status (Active Coverage), Date of Birth, Gender (Male), Current Plan Effective Date (Sep 9, 2016 - Dec 31, 2023), and Relationship to Subscriber (Self). A red alert message is displayed, stating: "MEMBERS MEDICAID RENEWAL IS 05/31/2023. IF APPROPRIATE, PLEASE REMIND MEMBER TO TAKE ACTION TO AVOID COVERAGE LOSS. GO TO MOLINAHEALTHCARE.COM/MEDICAIDRENEWALS FOR MORE INFO." The Payer is identified as MOLINA HEALTHCARE OHIO. The interface also shows a 'Provider Information' section with fields for Requesting Provider Name, Category, and NPI.

Steps to view Redet Date in Patient Care Portlet Section

The screenshot displays the Avality Patient Care Portlet interface. The top navigation bar includes the Avality logo, 'essentials', 'Home', 'Notifications', 'My Favorites', 'Region', 'Help & Training', and 'Logout'. Below this, a secondary navigation bar contains 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The 'Payer Spaces' menu item is highlighted with a red border. A search bar labeled 'Keyword Search' is located on the right side of the navigation bar.

The main content area features a 'COVID-19 PROVIDER Resource Center' banner with a 'GET UPDATES' button. Below the banner is a 'Notification Center' and a 'My Top Applications' section. The central part of the screen shows a grid of payer logos, with the 'MOLINA HEALTHCARE' logo highlighted by an orange callout box and an arrow. The right sidebar contains a 'Resolved' section, a 'Providers' section, and a 'Services' section.

Select Payer Spaces and then the payer.

Steps to view Redet Date in Patient Care Portlet Section (cont.)

The screenshot displays the Molina Healthcare website interface. At the top, a dark navigation bar contains links for Avality, essentials, Home, Notifications (with a '1' badge), My Favorites, Region, Help & Training, and a Logout button. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces (highlighted with a red box), and More. A search bar labeled 'Keyword Search' is on the right. The main content area features the Molina Healthcare logo and the text 'MolinaHealthcare.com'. A large teal banner reads 'Welcome to Molina Healthcare!! Your partner in healthcare.' Below the banner, a row of three tabs is visible: 'Applications' (highlighted with a red box), 'Resources', and 'News and Announcements'. A 'Sort By' dropdown menu is set to 'A-Z'. Two orange callout boxes with arrows provide instructions: one points to the 'Applications' tab with the text 'Select tabs—Applications, Resources, and News and Announcements.', and another points to the right with the text 'Scroll down to see options below the fold.'

Steps to view Redet Date in Patient Care Portlet Section (cont.)

Payer Spaces

Navigation tips

The screenshot shows the Avality Payer Spaces interface. At the top, there is a navigation bar with the Avality logo, 'essentials', 'Home', 'Notifications', and 'My Favorites'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is located on the right side of the navigation bar. The main content area features a search bar with the placeholder text 'Start typing to search this payer space...'. Below the search bar are tabs for 'Applications', 'Resources', and 'News and Announcements'. A 'Sort By' dropdown menu is set to 'A-Z'. A disclaimer states: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVALITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. The main content area displays several portlets: 'Appeal or Correct Eligible Claims', 'Care Coordination', 'HEDIS Profile', 'Patient Care', and 'Reports'. The 'Patient Care' portlet is highlighted with a red box and a red arrow pointing to it from the text 'Click on the tile to access Patient Care portlet'. An orange arrow points to the heart icon in the 'Appeal or Correct Eligible Claims' portlet with the text 'Select the heart icon to make the application a favorite.'. Another orange arrow points to the 'Sort By' dropdown menu with the text 'Use Sort By options to quickly locate applications or items.'.

Use Sort By options to quickly locate applications or items.

Select the heart icon to make the application a favorite.

Click on the tile to access Patient Care portlet

Sort By A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVALITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

- Appeal or Correct Eligible Claims
 - Submit appeals for claims in finalized status.
- Care Coordination
 - Case Managed Member List
 - Care Team Info
 - Care Plan...
- HEDIS Profile
 - Compare your HEDIS scores with national benchmarks
- Patient Care
 - Member Roster
 - Member Information
 - Clinical Data/PHR
- Reports
 - Submit/Access payer specific reports

Steps to view Redet Date in Patient Care Portlet Section (cont.)

Select your organization, enter Tax ID (mandatory) & NPI (optional), then select the state from the dropdown. Click submit to see a list of affiliated providers and locations.

NOTE: For more refined result of provider list, use NPI along with Tax ID.

The screenshot shows the Avality web interface. The top navigation bar includes 'Avality', 'essentials', 'Home', 'Notifications', 'My Favorites', 'Ohio', 'Help & Training', 'Dibakar's Account', and 'Logout'. Below the navigation bar is a menu with 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is located on the right side of the menu.

The main content area displays the breadcrumb 'Home > Molina Healthcare > Patient Care'. A warning message states: 'You are about to view Protected Health Information (PHI) that is protected under HIPAA rules and regulations. Any sharing, copying, and disclosure of information must be within HIPAA guidelines.'

The 'Patient Care' section features a 'Member Health Messages' box and an 'Access Provider Profile' form. The form is highlighted with a red box and contains the following fields:

- Organization***: A dropdown menu with 'Molina Healthcare Inc' selected.
- NPI (optional)**: A text input field with the placeholder 'Enter NPI...'.
- Tax ID***: A dropdown menu with 'Select TIN...' selected.
- State***: A dropdown menu with 'Select...' selected.

A 'Submit' button is located at the bottom of the form.

Steps to view Redet Date in Patient Care Portlet Section (cont.)

Select one of the providers and location list using Select radio button and click next to see corresponding member roster list.

You are about to view Protected Health Information (PHI) that is protected under HIPAA rules and regulations. Any sharing, copying, and disclosure of information must be within HIPAA guidelines.

Patient Care

Give Feedback

Member Health Messages

Access Provider Profile

Organization*
Molina Healthcare Inc

NPI (optional)
Enter NPI...

Tax ID*
[Redacted]

State*
Ohio

Submit

Select Provider

Select	NPI	TIN	Provider ID	Provider Name	Prov Service Location
<input checked="" type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	CINCINNATI
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	CHICAGO
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	CINCINNATI
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	CHICAGO
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	CINCINNATI

< Prev 1 2 3 Next >

Next

Steps to view Redet Date in Patient Care Portlet Section (cont.)

The below image shows Redet date on the member roster. If the member needs to take action with their renewal, their Redet date will appear in **red font**.

NOTE: For more details, click on the member's last name to see detail member screen.

Avality | essentials | Home | Notifications | My Favorites | Ohio | Help & Training | Dibakar's Account | Logout

Patient Registration | Claims & Payments | Clinical | My Providers | Reporting | Payer Spaces | More | Keyword Search

Home > Molina Healthcare > Patient Care > Patient Care - Member Roster

You are about to view Protected Health Information (PHI) that is protected under HIPAA rules and regulations. Any sharing, copying, and disclosure of information must be within HIPAA guidelines.

Patient Care - Member Roster

Give Feedback

Back

Member Health Messages

Search By: Last Name, First Name, Member ID, Line of Business, Status, Redet Date ...

Select a Primary Care Provider: All | Providers who are greyed out on the list do not have members assigned to them.

Select a letter to find a Member by Last Name

All | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

Click on a column header to sort. Hover over a for help with that column.

Last Name	First Name	Date of Birth	Member ID	Line of Business	Status	Redet Date	PCP Effective Date	PCP Name
BISHOP				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023	12/01/2019	
BREWSTER				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023	10/01/2020	
BROADNAX				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023		
BROWN				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023		
BROWN				OHIO HEALTHY FAMILIES	Inpatient, Needed Services	05/31/2023	05/31/2023	
BRYANT				OHIO HEALTHY FAMILIES	Needed Services	05/31/2023		
BRYANT				OHIO HEALTHY	Needed Services	05/31/2023	11/01/2019	

Organization: Molina Healthcare Inc
NPI: [REDACTED]
TIN: [REDACTED]
Provider ID: [REDACTED]
Provider Name: CINCINNATI HOSPITAL - [REDACTED]
Prov Service Location: CINCINNATI

Steps to view Redet Date in Patient Care Portlet Section (cont.)

The new Print and Export buttons allow users to print items/lists or export to Excel and CSV format.

The screenshot displays a web application interface. On the left, there is a sidebar with fields for 'TIN:', 'Provider ID:', 'Provider Name:', and 'Prov Service Location:'. Below these is a 'Resources' section. The main content area is mostly obscured by a semi-transparent 'Export Feature' dialog box. This dialog box has a title bar with a close button (X), a 'Format:' dropdown menu with 'Select' chosen, and an 'Export' button. A red box highlights the dialog box. At the bottom of the page, there is a pagination control showing '< Prev 1 2 Next >' and '1-10 of 16' items, with '10' selected for 'per page'. Below the pagination, there are 'Print' and 'Export' buttons, which are also highlighted with a red box.

Steps to view Redet Date in Patient Care Portlet Section (cont.)

For those members whose Redet date appears in **red font** on member roster list, Member Details screen will show the below message.

The screenshot displays the 'Patient Care - Member Details' page. At the top, there is a navigation bar with 'Availity' and 'essentials' logos, and a search bar. Below the navigation bar, a breadcrumb trail reads: 'Home > Molina Healthcare > Patient Care > Patient Care - Member Roster > Patient Care - Member Details'. A HIPAA disclaimer is present: 'You are about to view Protected Health Information (PHI) that is protected under HIPAA rules and regulations. Any sharing, copying, and disclosure of information must be within HIPAA guidelines.'

The main heading is 'Patient Care - Member Details'. A 'Give Feedback' button and the 'MOLINA HEALTHCARE' logo are on the right. A 'Back' button is on the left. Below this is a table with member information:

Member ID:	Member Name:	Enrollment Plan:	Enrollment Status:	Enrollment Eff. Date:	Enrollment Term Date:	Redet Date:
		HEALTHY FAMILIES	ACTIVE	10/01/2020	12/31/2078	05/31/2023

Below the table are tabs for 'Member Information', 'Clinical/PHR', 'Alerts', and 'Assessments'. The 'Member Information' tab is active, showing sections for 'Member Profile', 'Enrollment Information', 'Primary Care Provider Information', and 'IPA/Group Information'. A 'Member Health Messages' section is highlighted with a red circle, containing the text: 'MEMBER'S MEDICAID RENEWAL IS 05/31/2023. IF APPROPRIATE, PLEASE REMIND MEMBER TO TAKE ACTION TO AVOID COVERAGE LOSS. GO TO MOLINAHEALTHCARE.COM/MEDICAIDRENEWALS FOR MORE INFO.'

Another 'Member Health Messages' section is also highlighted with a red circle, containing the same text. A callout box points to the 'Redet Date' field in the table, showing '05/31/2023' in red font, with another callout box pointing to the 'Redet Date:' label and the date '05/31/2023' in the message text.

Thank you!

Questions?

Contact your Provider Network Manager or send us an email:
MHILProviderNetworkManagement@MolinaHealthcare.com