



Provider Newsletter

For Molina Healthcare of Nebraska, Inc. providers

September 2024

In this issue

- 1 Flu prevention starts here
- 2 Boosting recovery success
- 3 Asthma care for kids
- 4 Primary care's role in mental health
- 5 Prior authorization tips
- 6 We're here for you



Flu prevention starts here



It's time to remind your patients about the importance of getting their flu shot.

As trusted health care providers, your recommendations are vital in encouraging vaccination, especially in high-risk groups like the elderly, children, and those with chronic conditions. Vaccination not only helps individuals stay healthy, but it also reduces the overall impact on our health care system during the busy flu season.

During patient visits, please discuss the benefits of the flu shot and address any concerns. Together, we can make this flu season safer for everyone.

Thank you for your commitment to our members' health.

Boosting recovery success

You transform lives with proactive substance use disorder treatment.

According to the American Society of Addiction Medicine (ASAM), early and regular substance use disorder (SUD) treatment, including medication therapy, has been demonstrated to improve outcomes for individuals with SUDs. This means your proactive role in initiating treatment and encouraging ongoing care is vital to their path to recovery.

When a patient shares with you that they have an alcohol and other drug (AOD) use disorder, you can meet the following Healthcare Effectiveness Data and Information Set (HEDIS) measures:

- 1. Follow-up after Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA):** Ensure your patient has a follow-up visit within seven days of discharge and another within 30 days.
- 2. Initiation and Engagement of Alcohol and Other Drug Abuse Treatment (IET):** Begin AOD treatment within 14 days of the diagnosis and ensure your patient has an additional treatment session within 34 days of the diagnosis.

Regular follow-up care is essential for supporting patients in their recovery journey. Thank you for your commitment to improving the recovery outcomes for our members.



Creating a safe space to discuss substance use

To help patients feel comfortable sharing information about substance use, try these tips:

- **Use supportive language.**
Choose positive, non-stigmatizing terms.
- **Listen actively.**
Give full attention, show empathy, and express genuine concern.
- **Ensure confidentiality.**
Assure patients their privacy is respected and protected.
- **Be patient.**
Understand it can be difficult to share; give them time to open up.
- **Collaborate on solutions.**
Work together to develop a personalized care plan.

Asthma care for kids

Patients breathe easy with Molina's Living with Asthma program.

Molina's Living with Asthma program is specially designed for children with asthma who are ages 2 and older. It can help them:

- Understand and identify their symptoms
- Avoid triggers that increase symptoms
- Understand their medicines

The best part is that this program is available at no cost to your patients with Molina health insurance. To refer your patient to this program, call Member Services at (844) 782-2018 (TTY: 711) Monday-Friday, 8 a.m. to 6 p.m. CT to request case management.





Primary care's role in mental health

Primary care providers, you are more essential than ever in preventing suicide and treating depression.

Often the first point of contact for patients, you can identify mental health issues early. Your ongoing relationships with patients allow you to detect subtle changes in mood or behavior that might indicate suicidal thoughts.

When you suspect a patient is depressed, please assess the severity of depression and risk of suicide by using a screening tool like the Patient Health Questionnaires (PHQ), including the PHQ-2 and PHQ-9. If a patient expresses suicidal thoughts or psychotic symptoms, then please immediately refer them to a behavioral health provider or inpatient facility.

To coordinate urgent crisis intervention, emergent referrals and/or triage to appropriate supports, resources, and emergency response teams, please call the Molina Behavioral Health Crisis Line at (844) 782-2018. This line is staffed by behavioral health clinicians and is available 24 hours a day, 7 days a week.

988 Suicide Crisis Lifeline

The 988 Lifeline is a national network of more than 200 local crisis centers that provide free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. Anyone in need of suicide or mental health crisis support, or anyone worried about someone else, can text or dial 988.

Prior authorization tips

We're committed to ensuring you have all the necessary information you need to request prior authorization (PA).

Here are the steps you need to follow to obtain PA:

1. Methods to obtain PA

- **Availity:** Use the Availity Essentials Portal for PA, including inpatient authorizations.
- **Fax:** Send your requests to (833) 832-1015.
- **Phone:** Contact our Utilization Management (UM) department at (844) 782-2678, Monday to Friday, 7 a.m. to 6 p.m. CT

2. Verify PA needs

- **Prior Authorization Code Look-up Tool:** Use this tool to determine if a procedure requires PA. It is available on Molina's Claims & Authorizations webpage.

3. Requests that always require authorization

- Inpatient stays
- Out-of-network requests

4. Clinical documentation

- **Submission:** Attach clinical documentation to your request via the Availity Essentials Portal or fax it along with your PA request
- **Details:** Include relevant provider notes, lab results, and diagnostic tests
- **Follow-up:** Missing clinical documentation will prompt us to contact you, and delays may result in a denial of services.

5. Processing times:

- **IP and concurrent reviews:** These are typically processed within three business days.
- **Urgent requests:** These are processed within 72 hours and reserved for critical situations.
- **Standard requests:** These are processed within 14 business days, though we strive for quicker processing.

6. Notification Outcomes

- **Providers:** You will receive the outcome via fax and letter.
- **Members:** They are notified through a mailed letter.

Following these steps will ensure a streamlined process for obtaining authorizations, enhancing the efficiency of service delivery to your patients. If you have any questions, please don't hesitate to contact our UM department using the contact information previously provided. Thank you for your dedication to our members.

We're here for you.

You can count on us to support you. Contact us whenever you need help.

Claims

Availity Essentials Portal
(800) 282-4548
Monday-Friday
7 a.m.-7 p.m. CT

Compliance 24/7 Alertline

(866) 606-3889
Report fraud, waste and abuse
24 hours a day, 7 days a week,
365 days a year

Contracting

NEContracting@MolinaHealthcare.com

Member Services

(844) 782-2018 (TTY: 711)
Monday-Friday
8 a.m.-6 p.m. CT

Molina Dental Services

MDVSPProviderServices@MolinaHealthcare.com

Provider Contact Center

(844) 782-2678
Monday-Friday
7 a.m.-6 p.m. CT

Provider Relations

NEProviderRelations@MolinaHealthcare.com

SkyGen Provider Services

(855) 806-5192
Monday-Friday
7 a.m.-8 p.m. CT

