

PROVIDER NEWSLETTER

A Newsletter for Molina Healthcare Provider Networks

Third Quarter 2021



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Molina Healthcare and PsychHub Partner for Mental Health Resources

Molina is committed to doing all we can to support mental wellbeing for providers and members, because good behavioral health is vitally important for everyone. By joining PsychHub’s coalition partnership, Molina can now offer providers and members access to the Mental Wellbeing Resource Hub.

This free library of resources, available at <https://psychhub.com/initiatives/resource-hub/>, helps address mental health issues during the COVID-19 (Coronavirus) pandemic and beyond. Members and providers can search for resources by keyword, topic and audience.

Mental Health Ally Certification (MHAC) Program:

Molina’s partnership with PsychHub offers in-network primary care and specialty providers free continuing education credits, Mental Health Ally Certifications and additional learning opportunities. The MHAC Library offers micro-certification tracks focused on critical topics like mental health competency foundations, substance use awareness, safety planning, diversity and motivational interviewing basics.



The MHAC is made up of eight one-hour, self-paced modules that can be taken in any order, as well as supplemental videos, podcasts and downloadable PDF files.

This certification program is available to all providers/provider offices and recommended for those interested in strengthening their knowledge and competency of behavioral health issues and concepts like primary care, office management and nursing.

To access the learning hub resources, visit <https://lms.psychhub.com/> and create an account by clicking 'Log In.' Click the Dashboard button on the navigation toolbar and select 'Join Cohort with Code.' Use the following provider Cohort Code: **sGDcuXXmQXZEGsu**

Reach out to your Provider Services Team for questions or additional information, at OHProviderRelations@MolinaHealthcare.com.

New Provider Online Directory

Molina has a new Provider Online Directory. Check out the new tool!

Molina is committed to improving our providers' online experience. The new Provider Online Directory enhances search functionality so information is available quickly and easily.

Key benefits include:

- User-friendly and intuitive navigation
- Provider profile cards for quick access to information
- Browsing by category, search bar and common searches
- Expanded search options and filtering for narrowing results
- Provider information that can be saved to use later

As always, providers should confirm the Provider Online Directory information is correct. This allows Molina to accurately generate provider directories, process claims and communicate with our network. Providers must notify Molina in writing at least 30 days in advance of changes. Changes should be submitted on the [Provider Information Update Form](#) located on the Molina Provider Website at www.MolinaHealthcare.com.

Naloxone Saves Lives

On July 23, 2020, the Food and Drug Administration (FDA) issued updated recommendations regarding the use and availability of naloxone. The FDA recommends that health care professionals consider prescribing naloxone to patients taking prescribed opioid pain medicine who are at increased risk of opioid overdose and discuss the availability of naloxone both when beginning and renewing treatment. Furthermore, health care professionals should consider prescribing naloxone to at-risk members who are not receiving a prescription for an opioid pain reliever or medicine to treat opioid use disorder (OUD).

Members considered HIGH-RISK include those prescribed opioids who:

- Receive a dosage of 50 morphine milligram equivalents (MME) per day or greater
- Receive opioids with concurrent benzodiazepine (regardless of opioid dose)
- Have a history of overdose
- Have a history of substance use disorder

If a member is considered HIGH-RISK, please consider submitting a prescription to their pharmacy for one of the preferred naloxone products listed below.

Preferred Naloxone Products:

- NALOXONE SOLUTION PREFILLED SYRINGE FOR INJECTION 2MG/2ML
- NARCAN NASAL SPRAY 4MG

For naloxone to be effective, members and their friends and family must learn how to use it, put it in an easily accessible place and inform family and friends where it is located.



2021 Molina Model of Care Provider Training

In alignment with requirements from the Centers for Medicare and Medicaid Services (CMS), Molina requires Primary Care Providers (PCPs) and key high-volume/high-impact specialists to receive basic training about Molina's Special Needs Plans (SNPs) Model of Care (MOC).

This includes the following:

- Primary Care Provider (all specialties for PCP Physicians)
- Cardiologists (Cardiovascular Disease/Cardiovascular Diseases, Interventional Cardiology, Cardiology, Cardiology – Interventional & Hypertension Specialist)
- Pain Management (Pain Medicine, Interventional Pain Medicine, Pain Medicine – Pain Medicine)
- Psychiatry (Child and Adolescent Psychiatry, Geriatric Psychiatry, Psychiatry)

The SNPs MOC is the plan for delivering coordinated care and care management to special needs members. Per CMS requirements, Managed Care plans (MCPs) are responsible for conducting their own MOC training each year, which means the provider may be asked to complete separate trainings by multiple insurers.

MOC training materials and the attestation form is available on the Molina Provider Website at www.MolinaHealthcare.com/providers/common/medicare, under Model of Care, including:

- [2021 Model of Care Provider Training Quick Reference Guide](#)
- [2021 Model of Care Provider Training](#)
- [OH MOC Attestation Form](#)

The completion date for this year's training is December 31, 2021; however, Molina encourages providers to complete the training and attestation process as soon as possible. Reach out to your Provider Services Team for questions or additional information.

Is Your Authorization Request Urgent?



Molina renders decisions on Prior Authorization (PA) requests based on state and CMS requirements, while also taking into account each member's specific health status and need for services.

CMS defines expedited/urgent authorization requests as requests in which "...applying the standard time for

making a determination could seriously jeopardize the life or health of the enrollee or the enrollee's ability to regain maximum function."

When submitting PA requests, keep the following items in mind:

- An urgent/expedited service request designation should be used only when it meets CMS and state guidelines. When submitting requests that don't fulfill this definition, please mark them elective/routine on the Molina PA Request Form.
- By requesting an expedited/urgent authorization, providers are asking Molina to make a decision within mandated timeframes. These timeframes are measured in hours rather than days, so the provider or provider's office staff must be available to answer any potential questions about the request in a timely manner.
- Submit all necessary information with the request. Failure to do so will require Molina to ask for additional information; which could delay the decision. If Molina requests more information, we urge providers to respond immediately to allow Molina to render a decision within the mandated expedited timeframe.
- Molina member PA notification and decisions may include verbal and written decisions.

Cultural Competency Resources for Providers and Office Staff

Molina is committed to being a culturally competent organization. Cultural and linguistic competency is the ability to provide respectful and responsive care to members with diverse values, beliefs and behaviors; including tailoring health care delivery to meet members' social, cultural and linguistic needs.



Molina supports and adheres to the [National Standards for Culturally and Linguistically Appropriate Services \(CLAS\) in Health and Health Care](#) as established by the Office of Minority Health (OMH). Additionally, Molina works to achieve the National Committee for Quality Assurance's (NCQA's) [Multicultural Health Care Distinction](#) in the markets we serve.

Resources for Provider Office and Staff

Molina's Building Culturally Competent Health Care: Training for Providers and Staff

Cultural Competency can positively impact a member's health care experience and outcomes. As part of Molina's ongoing commitment to cultural competency, a series of five

short Cultural Competency training videos are available to providers and office staff on the Culturally and Linguistically Appropriate Resources/Disability Resources link under the Health Resources tab on the Molina Provider Website.

Training Topics:

- Video 1: Introduction to Cultural Competency
 - The Need for Cultural Competency
 - How Culture Impacts Health Care
 - Implicit Bias
 - Federal Requirements Related to Cultural Competency (Affordable Care Act, Americans with Disabilities Act)
- Video 2: Health Disparities
 - Examples of Racial Health Disparities and Health Disparities Among Persons with Disabilities
 - Health Equity
 - Social Determinants of Health
- Video 3: Specific Population Focus – Seniors and Persons with Disabilities
 - Social Model of Disability and Accepted Protocol and Language of the Independent Living/Disability Rights Movement
- Video 4: Specific Population Focus – LGBTQ and Immigrants / Refugees
 - Health Disparities Among LGBTQ Population
 - Clear Communication Guidelines for Healthcare Providers Interacting with LGBTQ Patients
 - Disparities Among Immigrant and Refugee Communities
 - Clear Communication Guidelines for Healthcare Providers Interacting with Immigrant and Refugee Patients
- Video 5: Becoming Culturally Competent
 - Perspective-taking
 - Clear Communication Guidelines
 - Tips for Effective Listening
 - Assisting Patients whose Preferred Language is Not English
 - Tips for Working with an Interpreter
 - Teach Back Method
 - Molina's Language Access Services

Training videos range from five to ten minutes each. Viewers may participate in all five training modules, or just one, depending on topics of interest. Contact your Provider Services Team with questions, or for additional information.

Per the Centers for Medicare and Medicaid Services (CMS) guidelines in rule 42 Code of Federal Regulations (CFR) § 438.10 (h) (vii), Molina is required to validate our network providers' completion of annual Cultural Competency training. Providers are required to attest to Molina they have completed annual Cultural Competency training. This requirement helps to ensure providers meet the unique and diverse needs of all members.

Note: Providers have the option to utilize their own Cultural Competency training that meets the federal requirement.

Once the Cultural Competency training is completed, fill out and sign the [Cultural Competency Attestation](#) form available on the Molina website by selecting "Provider Manual &

Training” under the “Manual” tab. Email the signed and dated Cultural Competency Attestation form by Dec. 31, 2021 to OHAttestationForms@MolinaHealthcare.com.

Americans with Disabilities Act (ADA) Resources: Provider Education Series:

A series of provider education resources related to disabilities is now available to providers and office staff on Molina’s Provider Website. To view ADA resources visit Molina’s Culturally and Linguistically Appropriate Resources/Disability Resources page under the Health Resources tab on the Molina Provider Website.

Molina’s Provider Education Series: Disability Educational Resources:

- American with Disabilities Act (ADA)
 - Introduction to the ADA and questions and answers for healthcare providers (i.e. which healthcare providers are covered under the ADA; how does one remove communication barriers that are structural in nature; is there money available to assist with ADA compliance costs?).
- Members who are Blind or have Low Vision
 - How to get information in alternate formats such as Braille, large font, audio, or other formats.
- Service Animals
 - Examples of tasks performed by a service animal; tasks that do not meet the definition of service animal; inquiries that can be made regarding service animals; and exclusions, charges, or other specific rules.
- Tips for Communicating with People with Disabilities & Seniors
 - Communicating with Individuals who Are Blind or Visually Impaired; Deaf or Hard of Hearing; Communicating with Individuals with Mobility Impairments; Speech Impairments; and Communicating with Seniors.

Reach out to your Provider Services Team for questions or additional information.

Molina’s Language Access Services:

Accurate communication strengthens mutual understanding of illness and treatment, increases member satisfaction and improves the quality of health care.

Providing language access services is a legal requirement for health care systems that receive federal funds. Pursuant to Title VI of the Civil Rights Act of 1964, services provided for members with Limited English Proficiency (LEP), Limited Reading Proficiency (LRP), or limited hearing or sight are the responsibility of the provider. Under no circumstances are members to be held responsible for the cost of such services. In addition, a member cannot be refused services due to language barriers.

When needed, Molina provides the following services directly to members at no cost:

- Written material in other formats (i.e. large print, audio, accessible electronic formats, Braille)
- Written material translated into languages other than English
- Oral and Sign Language Interpreter Services
- Relay Service (711)
- 24-Hour Nurse Advice Line
- Bilingual/Bicultural Staff

Also, Molina's materials are always written simply in plain language and at required reading levels. For additional information on Molina's language access services or cultural competency resources, contact Provider Services or visit the Molina Provider Website.

Submitting Electronic Data Interchange (EDI) Claims

Submitting claims electronically through a clearinghouse or via the Provider Portal offers many advantages to the provider, including:

- Improved Health Insurance Portability and Accountability Act (HIPAA) compliance
- 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

How to Submit EDI Claims:

A clearinghouse is the easiest way to submit EDI claims to Molina. A provider may submit EDI transactions through Molina's contracted clearinghouse, Change Healthcare, or use a clearinghouse of their choice.

If the provider does not have a clearinghouse, Molina offers additional options for electronic claims submissions. Log onto the Provider Portal at provider.Molinahealthcare.com for more information.

Frequently Asked Questions:

- Can I submit Coordination of Benefits (COB) claims electronically?
 - Yes, Molina and our connected clearinghouses fully support electronic COB.
- Do I need to submit a certain volume of claims to send EDI?
 - No, any number of claims via EDI saves both time and money.
- Which clearinghouses are currently available to submit EDI claims to Molina?
 - Molina uses Change Healthcare as our channel partner for EDI claims. Change Healthcare partners with hundreds of other clearinghouses. Typically, providers may continue to use their usual clearinghouse.
- What claims transactions are currently accepted for EDI transmission?
 - 837P (Professional claims) and 837I (Institutional claims).
 - 270/271 (Health Care Eligibility Benefit Inquiry and Response).
 - 278 (Health Care Services Review - Request for Review and Response).
 - 276/277 (Health Care Claim Status Request and Response).
 - 835 (Health Care Claim Payment/Advice).
- What is Molina of Ohio's Payer ID?
 - Molina of Ohio's Payer ID is 20149
- What if I still have questions?
 - More information is available on the Molina Provider Website, under the EDI tab.

Electronic Funds Transfer (EFT)

Molina has partnered with our payment vendor, ProviderNet, for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). Access to the ProviderNet portal is FREE to providers and Molina encourages providers to register after receiving their first check from Molina.

New ProviderNet User Registration:

1. Go to <https://providernet.adminisource.com>
2. Click “Register”
3. Accept the Terms
4. Verify information
 - a. Select Molina Healthcare from Payers list
 - b. Enter primary NPI
 - c. Enter primary Tax ID
 - d. Enter recent check number associated with this Tax ID and Molina Healthcare
5. Enter User Account Information
 - a. Use your email address as user name
 - b. Strong passwords are enforced (8 or more characters consisting of letters/numbers)
6. Verify the provider’s contact information, bank account information and payment address
 - a. Note: Any changes to payment address may interrupt the EFT process
7. Sign and return the Automated Clearinghouse (ACH) form with a voided check from the registered account immediately
8. Add any additional payment addresses, accounts and Tax IDs once you have logged in

For additional information read the [Change Healthcare ProviderNet Registration Instructions](#) on the Molina Provider Website.

If the Provider is Associated with a Clearinghouse:

1. Go to “Connectivity” on your ProviderNet Control Panel, and click the “Clearinghouse” tab
2. Select the Tax ID for which this clearinghouse applies
3. Select the clearinghouse from the drop-down menu list (if applicable, enter Trading Partner ID)
4. Select the “File Types” the provider will send to the clearinghouse and click “Save”

If the Provider is a Registered ProviderNet User:

1. Log into ProviderNet and click “Provider Info”
2. Click “Add Payer” and select Molina Healthcare from the Payers list
3. Enter recent check number associated with the primary Tax ID and Molina Healthcare

Benefits:

- Administrative rights to sign-up/manage providers EFT account
- Ability to associate new providers within the provider’s organization to receive EFT/835s
- View/print/save PDF versions of the Explanation of Payment (EOP)
- Historical EOP search by various methods (i.e. claim number, member name)
- Ability to route files to provider’s ftp and/or associated clearinghouse

If a provider has questions regarding the actual registration process, contact ProviderNet at (877) 389-1160 or email wco.provider.registration@changehealthcare.com

Note: Providers should ensure they are registered for EFT for all participating Molina Lines of Business.