

“It Matters to Molina” Corner

Information for all network providers

Thank you for the wonderful response to the “It Matters to Molina” question! Our winner is Theresa Hord from North Shore Gastroenterology & Endoscopy.

The February “It Matters to Molina” question answer is “2.” As a provider, what should you do when disputing a payment amount, payment denial or a code edit?

1. Submit an Authorization Reconsideration
2. Submit a Claim Reconsideration
3. Submit a Corrected Claim

March Question: What is the most efficient way to submit a claim reconsideration to Molina?

1. Fill out the Claim Reconsideration Form
2. Email your Provider Services Representative
3. Submit in the Provider Portal
4. Submit a request in the Medicaid Information Technology System (MITS)

Email your answer to OHProviderBulletin@MolinaHealthcare.com by March 15 to enter the drawing. The correct answer and drawing winner will be announced in the April Provider Bulletin.

In addition to participating in the monthly drawings, we want to hear from you. Please take time to share feedback with us about your experience working with Molina. Your feedback is important, and It Matters to Molina.

MCG Auto-Authorization

Information for Medicaid and Marketplace providers

Molina is happy to introduce MCG Auto-Authorization, a new self-service method for providers to submit Advanced Imaging PA requests. MCG Auto-Authorization is available 24/7 via the provider portal.

This method of submission is an alternative to the existing submission process and will provide more efficient processing of authorization requests. The status of an authorization will be available immediately upon completion of the submission. The clinical documentation will be submitted for review by Molina.

The MCG Cite Auto-Authorization service is available for:

- Marketplace (live as of February 16, 2022)
- Medicaid (expected in late March 2022)

Molina will announce network training opportunities in the near future. To learn more about MCG Cite Auto-Authorization, please visit MCG Website at mcg.com or call (888) 464-4746.

Unified Preferred Drug List: 30-Day Change Notice

Information for Medicaid providers

The Ohio Department of Medicaid (ODM) will post their Ohio Unified Preferred Drug List (UDL) 30-Day Change Notice on March 1, 2022, for an

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Questions and Quick Links

Provider Services – (855) 322-4079
8 a.m. to 5 p.m., Monday to Friday
(MyCare Ohio available until 6 p.m.)

- Email us at OHProviderRelations@MolinaHealthcare.com
- Visit our Provider Website at MolinaHealthcare.com/OhioProviders
 - [Provider Manual](#)
 - [PA Code List](#)
 - [PA Request Form](#)
 - [Provider Bulletin Archive](#)
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Connect with Us

www.facebook.com/MolinaHealth
www.twitter.com/MolinaHealth

Join Our Email Distribution List

Get this bulletin via email. Sign up at MolinaHealthcare.com/ProviderEmail.

How to Join WebEx

To join WebEx, call (404) 397-1516 and follow the instructions. View sessions at WebEx.com; click “Join” and follow the instructions. Meeting passwords are case sensitive. Email Molina if you have trouble connecting to a training and we will assist you.

April 1, 2022 effective date. Find the list under the “Drug Coverage” section at pharmacy.medicaid.ohio.gov/unified-pdl.

Provider Contract for Next Generation Medicaid Information for Medicaid providers

Molina has received provider inquiries regarding what actions they will need to take contractually in preparation for the Next Generation Medicaid program expected to go live on July 1, 2022. No provider action is required at this time. Molina will continue to share information as it becomes available.

Outpatient Therapy Services Reminder Information for Medicaid providers

As a reminder, members are allowed the following visits with a Molina network provider, per year, per therapy type, without a PA:

- 30 Physical Therapy
- 30 Occupational Therapy
- 30 Speech Therapy

The 30 therapy visits without PA for the year is a member benefit. If the member has had therapy services with another provider earlier in the year those count towards that benefit.

PA is required after visit 30 has been reached for each therapy type. Find additional information in the Ohio Administrative Code ([OAC](#)) [5160-8-35 Skilled therapy services](#) under (D) Coverage, then (2).

Note: PA is always required for non-participating providers.

Diabetes Self-Management Education Continues Information for Medicaid network providers

Molina added Diabetes Self-Management Education (DSME) as a value-added benefit for Medicaid members with diabetes effective June 1, 2021. Effective January 1, 2022, the Ohio Department of Medicaid added DSME as a covered benefit for Medicaid enrollees.

Healthcare Common Procedure Code System (HCPCS) code:

- G0108 should be utilized for individual DSME
- G0109 for a DSME session in a group of two or more

DSME is provided by educators in an American Diabetes Association (ADA)-recognized and/or Association of Diabetes Care and Education Specialists (ADCES)-accredited program. This education supports the information given by the clinical team; it does not replace it.

The core content includes the following self-care behaviors to help patients stay on track between office visits:

- Diabetes pathophysiology and treatment options
- Healthy eating
- Physical activity
- Medication usage
- Monitoring and using patient health data
- Preventing, detecting, and treating acute and chronic complications
- Healthy coping with psychosocial issues and concerns
- Problem solving

For more information about when to refer a patient for DSME and to find a local Medicaid DSME provider in the Molina network, view the [Diabetes](#)

Provider Training Sessions

It Matters to Molina Forums:

- Claim and Authorization Reconsideration Process on Fri., **March 25, 2 to 3 p.m.**, meeting number 2465 076 4341, password ndJv2XdjV45
- Molina Provider Website Navigation on Fri., **April 29, 1:30 to 2:30 p.m.**, meeting number 2456 586 9168, password nvHsGCwY478

General Provider Orientation:

- Wed., **March 2, 11:30 a.m. to 12:30 p.m.**, meeting number 2450 099 1479, password BpZdMwe8P63
- Wed., **April 6, 10:30 to 11:30 a.m.**, meeting number 2461 981 4589, password fRgBENhU569

Claims and Billing Orientation:

- Thurs., **March 10, 9:30 to 10:30 a.m.**, meeting number 2463 296 5772, password t7PtF2PYAa6

Long-Term Services and Supports (LTSS) Orientation:

- Mon., **April 18, 1 to 2 p.m.**, meeting number 2460 050 7070, password PhmZXKn6h57

Availity Portal Training:

- Contact training@availity.com at any time to receive training on the Availity Portal

To join WebEx, follow the instructions in the “How to Join WebEx” article.

Notice of Changes to the Provider Manual

Molina posts a new comprehensive Provider Manual to our website semi-annually. However; changes can be made to the manual between updates. Always refer to the manual posted on our website under the “Manual” tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of manual.

Did You Know: Text4baby

Did you know Molina is a proud partner with Text4baby, a service that sends the member free text messages about health and safety for the member and their baby?

Text4baby services include:

- Member and baby doctor visit and appointment reminders
- Urgent health alerts and news

[Chronic Conditions Resources](#) on the Molina Provider Website, under the Health Resources tab. Reminder: Providers should verify a member's eligibility each time the member receives services.

You Matter to Molina: Get to Know Your Provider Representatives Information for all network providers

Our Molina Provider Services team is here to help get your questions answered and connect you with training opportunities. Throughout 2022 we will be introducing you to the members of our team and how to contact us directly for assistance.

Jeremy Swingle, Provider Services Team Lead:

- My favorite thing to do when I have a spare moment is to attend live sporting events with friends and family. Like many Ohioans, I am a huge Ohio State Football fan. In the words of Bill Shankly, "Some people think football is a matter of life and death... I can assure them it is much more serious than that."
- Interesting Fact: My first car was a green 1978 AMC Gremlin passed down from my father. The 100 miles it lasted before the engine blew up were an exhilarating start to my automotive freedom.
- **Why I serve our Molina providers:** I serve Molina's providers by helping to resolve issues and answering questions as thoroughly as possible. I want to enhance the positive relationship between the provider and Molina, making sure the provider always has the most up-to-date information available.

Nick Gardner, Provider Services Team Lead:

- My favorite thing to do is spend time with my wife and two young daughters. I'm a golf enthusiast, so when I am not trying to figure out how to make the perfect French braid, you will often find me on a golf course or in my garage working on my game.
- Interesting Fact: My middle name is the letter W.
- **Why I serve our Molina providers:** Having worked at several provider practices prior to joining Molina, I understand the complexity involved in managing a health care practice. I serve hospitals, physician groups and community-based practices to help alleviate some of the administrative burden so providers and other front-line staff can focus on the most important element of the equation – their patients.

Our Provider Services Leads are available by email at OHProviderRelations@MolinaHealthcare.com.

MolinaCares Accord Webinar Information for HCBS providers

On March 9, from 2 to 3 p.m., the MolinaCares Accord will be hosting the third session of our 6-part Medicaid Managed Care Webinar Series "How States Can Use ARPA Funding to Support Home and Community-Based Services (HCBS) Technology Needs."

Molina is partnering in this series with the National Opinion Research Center (NORC) and Speire Healthcare Strategies. This session will feature national experts in the Duals and LTSS space, including Michelle Bentzien-Purrington from Molina.

Interested providers should register at:

norc.zoom.us/webinar/register/WN_DoVDUCInS8WdBekEONljkw

Text message topics include:

- Labor signs and symptoms
- Car seat safety
- Developmental milestones
- Prenatal and postpartum care
- Resource hotlines and websites

Additional information is available at MolinaHealthcare.com/members/oh, under "Members" select "Medicaid" then "[Text4baby](#)" under "Quick Tools."

Website Roundup

Recently updated documents include:

- [Medicare Provider Manual](#)
- [Medicaid Provider Manual](#)
- [Marketplace Provider Manual](#)
- [PA Request Form](#)

Q1 Provider Newsletter

Information for all network providers

The Q1 Provider Newsletter is available on the "Provider Newsletter" page under the "Communications" tab on the Provider Website. Articles include:

- CAHPS®/Marketplace Qualified Health Plan (QHP) Enrollee Experience Survey
- Molina's 2021 Quality Improvement Results
- Requirements for Submitting PA
- Strengthening the Primary Care Setting with Trauma-Informed Care
- Secure Messaging from Claim Status Screen Enabled in Availability Portal
- Clinician Administered Preferred Drug List 2022

American Academy of Pediatrics (AAP) Spring Education Meeting

Information for pediatric providers

The American Academy of Pediatrics (AAP) Spring Education Meeting, *The Future of Pediatrics – Disrupters in Primary Care, How to Compete and Succeed While Protecting the Medical Home*, will be in-person for 2022. Join AAP on May 6, 2022 at the Ohio University Inn and Conference Center in Athens, Ohio. Attendees will be eligible for 3.5 hours of Continuing Medical Education (CME)/Maintenance of Certification (MOC) Part II credit. Register at ohioaap.org/springmeeting.

Emailing Protected Health Information (PHI) Securely

Information for all network providers

All emails that contain Protected Health Information (PHI) must be sent to Molina via a secure email system. In order to email PHI securely:

The MolinaCares Accord helps to build stronger communities through improving people's health and lives by funding meaningful, measurable, innovative programs and solutions. Find out more at MolinaCares.com/state/ohio/.

2022 HEDIS® Data Collection

Information for all network providers

The Healthcare Effectiveness Data and Information Set (HEDIS®) from the National Committee for Quality Assurance (NCQA) is a tool used to report performance on quality of care and service. Molina started collecting this data in February. We appreciate your prompt response to requests.

Molina is required to collect and provide medical record documentation from our providers to fulfill state and federal regulatory and accreditation requirements. Health Insurance Portability and Accountability Act (HIPAA) regulations permit a covered entity (physician practice) to disclose protected health information to another covered entity (health plan) without enrollees' consent for the purpose of facilitating health care operations.

Molina will reach out to providers via phone and fax with collection instructions and a corresponding member list. The following options are available for record submission:

- Providers allow Molina access to their Electronic Health Records (EHR) for quick access to records pertaining to the HEDIS® project
- Secure email, fax or mail
- An onsite visit by Molina; based on the volume of records

For EHR setup email RegionB_EMRSupport@MolinaHealthcare.com.

MyChoice Debit Card

Information for Medicare providers

Molina has introduced the MyChoice debit card for members to promote members' choice and flexibility in accessing their supplemental benefits. Members can use their MyChoice debit card to pay for any vision or dental services, much like a cash customer would process their payments at a provider's office.

Supplemental benefits are delivered as reserved allowances on the card. These reserved allowances are unique to a benefit category and are comprised of a set of eligibility requirements, a dollar amount, and specific merchant codes. Examples of supplemental benefits included:

- Dental: Members receive an annual allowance to obtain preventive and comprehensive services, individually or combined. Allowance expires at the end of the calendar year.
- Vision: Members receive an annual allowance to obtain supplemental vision services and/or eyewear. Allowance expires at the end of the calendar year.

Members are responsible for tracking how much they have left of the yearly allowance for each supplemental benefit. Members can call into Member Services or visit the Member Portal to check their balance.

COVID-19 (Coronavirus) Pfizer Codes

Information for Medicaid providers

ODM has added new Pfizer codes for COVID-19 vaccination billing, underlined in the following chart. Applicable CPT codes include:

- Follow your entity's secure messaging policies for drafting and sending messages
- Always review recipient's information before clicking "Send" to ensure the email is sent to the appropriate individual(s).
- Do not use PHI in the subject line of an email. Only the body of the email can be sent via secure transmission.
- Send the minimum required PHI to assist in identifying the issue.
- Do not send PHI to multiple health plans at the same time.

Note: If you do not have a secure messaging system, please send Molina a non-secure email to request we reply with a secure email that can be used for further communication.

Health Care Education: Improved Outcomes for People with Disabilities

Information for all network providers

Join the Ohio Association of Health Plans, the Ohio Center for Autism and Low Incidence (OCALI) and an amazing lineup of speakers to build your confidence, skill and ability to improve outcomes for people with disabilities.

Find additional information or register for a session at sites.google.com/ocali.org/improving-outcomes-2022.

Updated Sequestration Suspension and Reduction

Information for Medicare and MyCare Ohio providers

Molina, based on guidance from the CMS, has updated the Medicare and MyCare Ohio sequestration for 2022 to include the following:

- Sequestration exclusion will continue through March 31, 2022
- 1% payment adjustment April 1 – June 30, 2022
- 2% payment adjustment beginning July 1, 2022

For additional information visit cms.gov, under "Outreach & Education" select "[All Fee-For-Services Providers](#)" under "Provider Type." View the [original](#) and [updated](#) CMS Announcement Provider Bulletin on our Provider Website, under the "Communications" tab, on the Provider Bulletin page.

Billing for aged 12 and over	First Dose	0001A, <u>0051A</u>	Pfizer-BioNTech
		0011A	Moderna
		0031A	Johnson & Johnson's Janssen
	Second Dose	0002A, <u>0052A</u>	Pfizer-BioNTech
		0012A	Moderna
	Third Dose	0003A, <u>0053A</u>	Pfizer-BioNTech
		0013A	Moderna
	Booster	0004A, <u>0054A</u>	Pfizer-BioNTech
		0064A	Moderna
0034A		Johnson & Johnson's Janssen	
Billing for ages 5-11	First Dose	0071A	Pfizer-BioNTech
	Second Dose	0072A	Pfizer-BioNTech
	Third Dose	0072A, <u>0073A</u>	Pfizer-BioNTech

As a reminder, the increased administration fee (any dose for members 5 years and older) will continue to be paid at \$100 as part of the provider enhanced reimbursement program for vaccinations for dates of service starting Nov. 1, 2021 through June 30, 2022. Find additional information in the January Special Edition Provider Bulletin "[COVID-19: Vaccination Program for 2022.](#)"

For extensive CPT billing guidelines, visit [cms.gov](https://www.cms.gov) and under "Medicare" select "Medicare Part B Drug Average Sales Price," then "[COVID-19 Vaccines and Monoclonal Antibodies.](#)"

COVID-19 (Coronavirus) Home and Point-of-Care Testing Information for Medicaid providers

Molina members are eligible for up to eight FDA-authorized COVID-19 diagnostic tests per member/month without a prescription, with no member cost-sharing. ODM has implemented this process based on guidance from the Centers for Medicare & Medicaid Services (CMS) to eliminate barriers to obtaining COVID-19 tests.

Members can go to any Molina network pharmacy, present their Member ID card at the pharmacy counter, and request COVID-19 diagnostic tests kits without a prescription.

ODM updated the [COVID-19 Vaccine Administration Billing Guidelines](#) located at [medicaid.ohio.gov/resources-for-providers/covid/covid](https://www.medicaid.ohio.gov/resources-for-providers/covid/covid).

Note for all network providers: The U.S. Postal Service is accepting requests online for free at-home COVID-19 test kits at special.usps.com/testkits. Up to four individual rapid antigen tests per residential address can be requested. The free tests are not available for non-residential addresses.

Fighting Fraud, Waste & Abuse Information for all network providers

Do you have suspicions of member or provider fraud? The Molina AlertLine is available 24 hours a day, 7 days a week, even on holidays at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.

Managing Implicit Bias and Maternal Health Training Information for Medicaid and MyCare Ohio Obstetric and Gynecological health providers

The Ohio Department of Health (ODH) is conducting free Managing Implicit Bias and Maternal Health trainings, hosted by the Pregnancy Associated and Mortality Review (PAMR) program. Participants take a Cultural Intelligence (CQ®) assessment before and after training to determine what skills they need in order to improve their culturally intelligent strategies. Results are confidential and for the personal use of participants and aggregate analysis.

Please click on the below links to register for the Zoom meeting. Each meeting is from 9 a.m. to 3:30 p.m.

- Tues., March 8, register at eventbrite.com/e/march-8-2022-managing-implicit-bias-and-maternal-health-registration-167761520223
- Tues., April 5, register at eventbrite.com/e/april-5-2022-managing-implicit-bias-and-maternal-health-registration-167761660643

ODH will award 3.91 contact hours to nurses and social workers who attend 100% of one of the sessions and submit their evaluations.

Americans with Disabilities Act Information for all network providers

Section 504 of the Rehabilitation Act forbids organizations receiving federal financial assistance from denying individuals with disabilities access to services. The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities that may affect public accommodations, including health care. By eliminating barriers to health care access, we can improve the quality of life for people with disabilities.

Learn more in the Molina Provider Education Series [Americans with Disability Act \(ADA\)](#) on our website, on the "Culturally and Linguistically Appropriate Resources/ Disability Resources" page under the "Health Resources" tab, or the [Americans with Disabilities Act FAQ](#) on our MyCare Ohio website under the "Manual" tab, on the "Quick Reference Guides & FAQs" page.