

“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 Teresa Loretta from Anazao Community Partners.

The March “It Matters to Molina” question answer is “3.” 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)

April Question: Molina introduced the MyChoice debit cards for Medicare members to assist them in accessing their supplemental benefits. Members can use their MyChoice debit cards to pay for which two of the following services?

1. Vision
2. Chiropractor
3. Dermatologist
4. Dental

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

Notice of Changes to the Provider Manual

Information for Medicaid and MyCare Ohio providers

Molina will be adding an Addendum page to the Combined Provider Manual on April 15, 2022. This addendum compiles ODM updates and Molina changes previously communicated to the network into one document for ease of reference.

Claims and Compensation chapter updates include new language on:

- New MyCare Ohio, Dual Options Medicare Medicaid Plan fax number for claim reconsiderations

Health Care Services chapter updates include new language on:

- Molina Clinical Policies
- New Century Health
- ProgenyHealth
- Diabetes Self-Management Education (DSME)

Appendix A chapter updates include edits to:

- Abortion
- Biofeedback
- Breast Implants, Breast Implant Removal, and Breast Reductions
- Fertility Drugs, Impotence Treatment, and Infertility Testing and Treatment

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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](#)
 - [It Matters to Molina Page](#)
 - [Provider Portal](#)

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”

- Plastic Surgery and Reconstructive Surgery
- Surrogacy Services

Reminder: 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.

Unified Preferred Drug List: 30-Day Change Notice

Information for Medicaid providers

The Ohio Department of Medicaid (ODM) posted their Ohio Unified Preferred Drug List (UDL) 30-Day Change Notice on March 10, 2022, for an April 15, 2022 effective date. Find the list under the “Drug Coverage” section at pharmacy.medicaid.ohio.gov/drug-coverage.

Coverage of Apo-Varenicline

Information for Medicaid providers

Molina, based on guidance from ODM, began covering Apo-Varenicline under the pharmacy benefit as a preferred drug without requiring a prior authorization in response to the shortage of Chantix® tablets.

Chantix® (varenicline tartrate) tablets have been recalled since June 2021. Apo-Varenicline, a Canadian version of the drug, is being temporarily imported into the United States market in coordination with the Food & Drug Administration (FDA) to address the shortage.

The following products are covered:

- Apo-Varenicline 0.5 mg
- Apo-Varenicline 1 mg
- Apo-Varenicline 0.5 mg and 1 mg Starter Blister Pack
- Apo-Varenicline 1 mg Continuation Blister Pack

New Century Health

Information for Medicaid and Marketplace Ohio providers

Beginning April 1, 2022, Medicaid and Marketplace participating providers are to submit PA requests for cardiovascular professional services’ review and decisioning for Molina members ages 18 and over to New Century Health. Clarifications are noted below regarding New Century Health/ Molina partnership:

- For inpatient service requests, the inpatient status will be approved simultaneously with the approval of the cardiovascular professional service(s) being reviewed. The inpatient admission length of stay will be determined by Inpatient Utilization Management (Concurrent Review) at the time of any needed hospitalization. Providers are to follow Molina’s inpatient notification process as you do today, and the continued stay will be reviewed for medical necessity and decisioned at that time. If other services are being performed during the inpatient stay that are unrelated to the cardiac procedures, a separate authorization will need to be completed through Molina’s standard prior authorization process for medical necessity determination.
- Please consult the posted PA code list for further guidance on where to submit cardiovascular professional services PA requests. PA requests for members under 18 years of age are to be routed to Molina, and applicable codes are noted as such in the PA code list. PA requests for members 18 years and older from participating providers are to be directed to New Century Health for the Medicaid

and follow the instructions. Meeting passwords are case sensitive. Email Molina if you have trouble connecting to a training and we will assist you.

Provider Training Sessions

It Matters to Molina Forums:

- Provider Open Forum on Mon., **April 18, 1 to 2 p.m.**, meeting number 2460 050 7070, password PhmZXKn6h57
- Molina Provider Website Navigation on Fri., **April 29, 1:30 to 2:30 p.m.**, meeting number 2456 586 9168, password nvHsGCwY478
- Cost Recovery on Tues., **May 24, 5 to 6 p.m.**, meeting number 2456 840 7763, password 34UQdmxA9pw

Cancelled: Long-Term Services and Supports (LTSS) Orientation:

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

General Provider Orientation:

- Wed., **April 6, 10:30 to 11:30 a.m.**, meeting number 2461 981 4589, password fRgBENhU569
- Tues., **May 3, 5 to 6 p.m.**, meeting number 2456 672 0214, password xfDHMhm5J57

Provider Portal Orientation:

- Wed., **May 11, 7 to 8 a.m.**, meeting number 2457 887 9441, password 42KUgrwDEm7

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 Prior Authorization (PA) Requirements

Information for all network providers

Molina posts new comprehensive PA Code Lists to our website quarterly. However, changes can be made to the lists between quarterly comprehensive updates. Always use the lists posted to our website under the Forms tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of Molina’s PA requirements.

and Marketplace lines of business. Non-participating provider and/or Medicare/MMP Medicare line of business PA requests should be submitted to Molina for any codes requiring PA; regardless of the age of the member.

Find additional information in the [New Century Health, PA Code List Special Provider Bulletin](#), located on the Provider Website, under the “Communications” tab, on the “Provider Bulletin” page.

Clinical Policy Website

Information for all network providers

Molina recently launched an online provider tool for clinical policies; a new, dedicated website at MolinaClinicalPolicy.com. The website includes Molina Clinical Policies (MCPs) and Molina Clinical Reviews (MCRs), which are used by providers as well as Molina’s Medical Directors and internal reviewers to make medical necessity determinations.

The website will ensure that providers have access to the most current MCPs and MCRs. Routine updates will be made following approval by the Molina Clinical Policy Committee. We are excited to share this new tool with our providers.

OhioRISE Training Opportunities

Information for all Medicaid providers

Starting in May 2022, as a part of the next generation of Ohio’s Medicaid managed care program, the new Provider Network Management (PNM) Module and Centralized Credentialing initiative will include customized user training through a variety of channels including:

- E-Learning/On-Demand Training
- Classroom Instructor-Led Training
- Virtual Classrooms
- Desk Reference Guides
- Quick Reference Guides
- Post Go-Live Training

Molina will provide additional details as they become available. For information about the PNM Module and Centralized Credentialing visit managedcare.medicaid.ohio.gov/managed-care and select “[PNM & Centralized Credentialing](#).”

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.

Derek Sowell, Provider Services Hospital Representative:

- My favorite thing to do is play video games. I’ve loved video games since I could remember and have owned too many game systems to count and I primarily play sports games or action games. I enjoy spending free time with my children and tutoring the next wave of gamers.
- Interesting Fact: I have the same middle name as my father, grandfather, and great-grandfather.

Did You Know: Pacify

Did you know Molina is a proud partner with Pacify, a mobile app that provides on-demand support from live Lactation Consultants (IBCLCs), nurses or health plan resources?

Pacify services include:

- Pacify Lactation Consults
- 24-hour Nurse Advice Line
- Molina Member Services
- Molina Transportation Line

Additional benefits include:

- No appointment required
- Available 24/7
- Services in English and Spanish
- 30 second average answer time

Members should use code MHOM2 to sign up for the app. Find additional resources at pacify.com.

Website Roundup

Recently updated documents include:

- [Availability Essentials Overview](#)
- [Availability Payer Spaces Single Sign On Features](#)

Updated Prior Authorization Guide

Information for all Medicare and MyCare Ohio providers

Coming soon, Molina will be posting an updated PA Request Form/Pre-Service Review Guide for Medicare and MyCare Ohio. Find it on the Medicare Provider Website, under the “Forms” drop-down menu.

Provider Contract for Next Generation Medicaid

Information for Medicaid providers

Molina has received provider inquiries regarding what actions they will need to take contractually with Molina 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.

Ownership and Control Disclosure Form Requirements

Information for Medicaid and MyCare Ohio providers

As a reminder, providers are required to complete the [Ownership and Control Disclosure Form](#) during the initial contracting process and re-attest every 36 months during the recertification process, or any time changes are made that require

- **Why I serve our Molina providers:** I enjoy serving our Molina providers because every day is a new challenge and I look forward to meeting those challenges. I have already learned so much, and every new interaction has been an opportunity to absorb useful information and provide guidance wherever I can assist.

Andrea Williams, Provider Services Hospital Representative:

- My favorite thing to do is spend time with my one year old little boy.
- Interesting Fact: I'm a New Englander living in Ohio missing fresh seafood.
- **Why I serve our Molina providers:** I have close family members who struggle with health issues, so Molina's mission is near and dear to my heart. I know personally how important it is for everyone to have access to quality healthcare benefits.

Our Provider Services Hospital Representatives are available by email at OHProviderServicesHospital@MolinaHealthCare.Com.

Revenue Codes Billing Update

Information for Medicaid providers

Effective May 1, 2022, revenue codes that require a Current Procedural Terminology (CPT) or Healthcare Common Procedure Coding System (HCPCS) code for outpatient services submitted without the required codes will be denied.

This update is in accordance with ODM [Hospital Billing Guidelines](#), Appendix I – Covered and Non-Covered Revenue Codes.

Find the Hospital Billing Guidelines at medicaid.ohio.gov, under "Resources for Providers," select "Billing," then under "ODM Hospital Billing Guidelines" select "For Dates of Discharge and Dates of Service On or After 9/1/2021."

Availity Information on Provider Website

Information for all network providers

Molina has published two documents on our Provider Website to assist providers with features and functionality on the Availity Provider Portal:

- [Availity Essentials Overview Presentation](#) – Introduction to Availity and how to use Availity functions, including how to send a Secure Message, Eligibility & Benefits, Payer Spaces, Claim Submission, and much more.
- [Availity Payer Spaces Single Sign-On \(SSO\) Features Presentation](#) – Information on the SSO process and how to submit Prior Authorizations, Claim Disputes, Corrected Claims, Claim Templates, and additional SSO features.

View the presentations on the Provider Website, under the "Manual" tab, on the "Quick Reference Guides & FAQs" page. Register for Availity at provider.molinahealthcare.com/provider/login.

Register for an upcoming Availity training by logging into the Availity Portal, and under "Help & Training," select "Get Trained." In the training catalog, go the "Sessions" tab and select one of the following "Availity Essential Provider Overview for Molina Providers" trainings:

- Wed., April 13, 11:30 a.m. to 1 p.m.
- Fri., April 15, 1 p.m. to 2:30 p.m.

Medicaid ID Number for Electronic Visit Verification

disclosure to the managed care plan regarding ownership and control.

Note: If a provider has completed the form within the last credentialing period and there are no changes to report, this form would not need to be completed and returned to Molina at this time.

The form is available on the Molina website, under the "Forms" tab, under "Other Forms and Resources." For additional information read the "Updated Notification: Ownership and Control Disclosure Form Requirement" Provider Bulletin under the "Communications" tab on our provider website.

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.

Molina of Ohio Check Runs

Information for all network providers

Molina makes regular check runs during the week. Molina currently runs all lines of business (LOB) every day.

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

Information for impacted home and community-based service providers who will bill the following codes: G0151, G0152, G0153, G0156, G0299, G0300, S5125, T1000, T1001, T1002, T1003, T1019 and T2025

It is important that the Provider Medicaid Identification (ID) Number on a claim matches the Provider Medicaid ID Number on the Sandata EVV account. If the Medicaid ID Numbers are different, the claim will not match to the EVV visits and the visits will not switch to a "Processed" status.

A provider can check the Medicaid ID Number associated with their Sandata account by scheduling a meeting with a Sandata trainer at go.oncehub.com/ODMEVVHelp1 or by calling the Medicaid Provider Hotline at (800) 686-1516.

If a provider is using an alternate EVV vendor, they can check their Provider Medicaid ID in the Sandata Aggregator.

SMC Update for Sandata Electronic Visit Verification

Information for impacted home and community-based service providers who will bill the following codes: G0151, G0152, G0153, G0156, G0299, G0300, S5125, T1000, T1001, T1002, T1003, T1019 and T2025

On March 10, 2022, Sandata Mobile Connect® (SMC) application (app) TalkBack features were updated. TalkBack is a Google screen reader for Android that voices what is on the screen for the user and has auditory sound indicators. TalkBack updates include:

- The Sandata feature enhancement ensures when the user navigates to the SMC menu in the top left of the app and swipes to the right, the focus will move in logical order through the submenu when voicing the menu items.
- Sandata included two enhancements for users of iOS and Android devices enabling users who have TalkBack to hear the voice stating when the word they are selecting on the app is a header, the line of text that appears above a printed message such as the title of the message.

ODM has released an [Electronic Visit Verification Fact Sheet](#) with helpful information including:

- What is EVV
- Getting Started Checklist
- Links to additional documents and brochures
- Contact information for ODM and Sandata

Find the Fact Sheet at medicaid.ohio.gov, under "Resources for Providers," select "Programs & Initiatives," then "Electronic Visit Verification," and under "Tools and Help Documents" select "EVV Fact Sheet."

Additional resources on the ODM EVV website include upcoming webinars, Agency and Non-Agency training, and monthly EVV Newsletters.

Sign up at medicaid.ohio.gov/home/govdelivery-subscribe to receive the monthly ODM EVV Newsletter.

Updated: 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 and is available 24/7 via the provider portal for applicable lines of business.

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

- Sequestration exclusion ends on March 31, 2022
- 1% payment adjustment April 1 – June 30, 2022
- 2% payment adjustment beginning July 1, 2022

For additional information visit [cms.gov](https://www.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.

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.

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

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 mid-April 2022)

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

Molina Quality Living Program Awardees

Information for all network providers

Molina is proud to announce the most recent quarter’s performance for nursing facilities in the Molina Quality Living Program.

Level	Nursing Facility
Platinum Level	Guardian Elder Care at Columbus
Gold Level	Brown Memorial Home
Silver Level	Crown Pointe Care Center
	Country View of Sunbury
	Friendship Village of Columbus
	Loveland Healthcare Center
	Respiratory and Nursing Center of Dayton
	Springfield Masonic Community
	The Residence of Salem Wood

Reminder: The Molina Quality Living Program recognizes and awards nursing facilities that meet or exceed select CMS quality measures when providing care to Molina MyCare Ohio members in custodial care.

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.

card at the pharmacy counter, and request COVID-19 diagnostic tests kits without a prescription.

ODM updated the [COVID-19 Vaccine Administration Billing Guidelines](https://www.medicare.gov/COVID-19-Vaccine-Administration-Billing-Guidelines) on Feb. 22, 2022, find it at [medicaid.ohio.gov/resources-for-providers/covid/covid](https://www.medicare.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

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.