

Healthy Adults

Mid-Ohio Farmacy program: Connecting our members to nutritious food sources!

Molina Healthcare is partnering with the Mid-Ohio Food Collective to offer the Mid-Ohio Farmacy program to our members experiencing food insecurity. The Mid-Ohio Farmacy program provides weekly access to fresh fruits and vegetables for the entire household.

Upon enrollment, each member is provided a member card to access participating food bank locations. While the Mid-Ohio Farmacy program is not a “food as medicine” program, it does connect members to nutritious foods to help support improved health outcomes. If you would like to learn more about the Mid-Ohio Farmacy program, please visit mofc.org/mid-ohio-farmacy/.

Molina is currently focused on efforts to increase enrollment in the Mid-Ohio Farmacy program for food-insecure members residing in Franklin County. Through our work to gather and incorporate the Voice of the Customer (VoC), the team has gained valuable, positive feedback regarding the adequacy of nutritious food supplies through the Mid-Ohio Farmacy program and potential interest in enrollment. Members have also stated their greatest barriers to obtaining fruits and vegetables are the rising costs of food and transportation. Our improvement efforts for this program will seek to address these issues and deliver greater food security for our members in need.

Healthy Children

Annual dental and well-care visits for children and adolescents

In August 2022, Molina launched an improvement initiative aimed at increasing annual dental and well-care visit rates in school-aged children and adolescents. The team’s initial focus is to address provider factors such as the need for additional education and tools. This is being accomplished by contacting providers to discuss dental and well-care visit completion and sharing best practices and tips to improve preventive care rates. The overarching objective is to give providers information and tools that, when applied, help to improve the number of children and adolescents receiving these services.

Remember: Take advantage of every office visit to provide preventive care!

Sick visits serve as another opportunity to not only complete well-care visits but also offer weight assessment, counseling for nutrition and physical activity, and immunizations.

Women’s Health

Important facts about the Prenatal Risk Assessment Form (PRAF)

Molina and the other Ohio Medicaid Managed Care Plans (MCPs) are working together to raise awareness and increase utilization of the Prenatal Risk Assessment Form (PRAF). A completed PRAF helps pregnant people receive the best support for a healthy pregnancy. The electronic PRAF (e-PRAF) is submitted through the NurtureOhio site, and a claim can be submitted for \$90 for each PRAF.

Through provider outreach and MCP claims analysis, the MCPs found that only a third of the provider claims for their PRAF submissions are being billed correctly. An ePRAF submission through the NurtureOhio site alone will not generate a claim.

- Claim submissions for e-PRAFs have been enhanced: H1000 + 33 modifier should be used to indicate that an e-PRAF has been completed in NurtureOhio to receive the \$90.00 rate.

On Oct. 1, 2022, the Ohio Department of Medicaid (ODM) launched the Provider Network Management (PNM) Module. This system replaces the Medicaid Information Technology System (MITS) and changes how users log in to the NurtureOhio system to submit PRAFs.

NurtureOhio practice users will need to use their OH|ID to access the NurtureOhio system. This will require all Provider Administrators to reassign the Prenatal Visit Agent role to the Provider Agents in their systems who use the NurtureOhio system to enter PRAFs.

- The OH|ID registration site can be found at: ohid.ohio.gov/wps/portal/gov/ohid/login
- Once an OH|ID has been created, providers can access the PNM by visiting: ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx
- Providers needing technical assistance can contact Ohio Medicaid's Integrated HelpDesk (IHD) at (800) 686-1516. The IHD is open Monday - Friday, 8 a.m. - 4:30 p.m. ET
- For assistance with NurtureOhio, email: MomsandBabies@Medicaid.ohio.gov

Behavioral Health

Improved access to mental health care through OhioRISE

OhioRISE (Resilience through Integrated Systems and Excellence) is a specialized managed care program that focuses on children and youth who have complex behavioral health and multisystem needs. While all children and youth with Ohio Medicaid can access mental health and substance use disorder care, OhioRISE enrollees will also be offered the following new and improved behavioral health services:

- Intensive and Moderate Care Coordination
- Improved Intensive Home-Based Treatment (IHBT)
- Behavioral Health Respite
- Primary Flex Funds as defined in [OAC Rule 5160-59-03.5](#)
- Mobile Response and Stabilization Services (MRSS) – launched across all of Ohio Medicaid's delivery systems on July 1, 2022
- In-state Psychiatric Residential Treatment Facilities (PRTFs) – launching in 2023

OhioRISE, in partnership with Aetna Better Health of Ohio, aims to shift the system of care and keep more kids and families together by creating new access to in-home and community-based services for children with the most complex behavioral health challenges. OhioRISE's child- and family-centric delivery system recognizes the need to specialize services and support for this unique group of children and families. OhioRISE partners with ODM, sister state agencies, providers, families, and other stakeholders to develop and implement new and enhanced services.

OhioRISE features a new 1915(c) Medicaid waiver that drives toward improving cross-system outcomes for its enrollees. The new home- and community-based OhioRISE waiver features access to all the services in the OhioRISE program and its own unique waiver services targeted toward this

population. The waiver is intended to keep families supported in the community with the goal of preventing institutionalization.

To learn more, check out the OhioRISE factsheet at the bottom of the About OhioRISE page at managedcare.medicaid.ohio.gov/managed-care/ohiorise/00-ohiorise.

Chronic Conditions

Molina and the other Ohio Medicaid MCPs continue to work collaboratively to make diabetes management easier for providers and their patients. The global aim is to reduce complications of Type I and Type II diabetes for Ohio Medicaid members by addressing two significant areas of focus:

- Increasing utilization of Diabetes Self-Management Education (DSME) programs
- Increasing appropriate utilization of Continuous Glucose Monitors (CGMs)

The all-MCP project team is actively testing several interventions that could potentially contribute to achieving the global aim. The following are examples of interventions that the project team is currently testing.

Pre-paid DSME slots

The MCPs have been working with the Cleveland Clinic to offer pre-paid dedicated DSME slots. Previous tests of change included the removal of the physician order and the involvement of care managers in assessing patient readiness using the Patient Activation Measure (PAM) tool. Current tests of change involve adjusting available appointment times based on data and learning from previous tests. MCP care managers outreach to eligible members to fill the pre-paid slots. In addition to the reminder call typically made 24-48 hours before the appointment, care managers also make reminder calls the morning of the appointment.

The team theorized that this “morning of” call might decrease the frequency of no-shows. Since virtual visits have been seen to be the most popular, telehealth instructions are provided to members who select this option to facilitate a seamless connection at the appointment time. With this test of change, the project team aims to address some of the barriers that may be hindering the full utilization of available pre-paid slots.

Community-Based Organization (CBO) collaboration

Partnering with CBOs is an effective way to increase access to care for members with health equity barriers. The identified members can then be connected to resources within their communities to mitigate barriers to accessing care. The all-MCP project team is currently engaged in a pilot project with the National Center for Urban Solutions (NCUS) on the U Got This program, which targets African Americans with diabetes residing in Franklin County. As part of the pilot, NCUS wellness coaches work directly with members in the community, assisting with getting prescriptions for CGMs from their primary care providers (PCP) or a physician extender. This minimizes delays in the ability to receive a CGM. When the physician extender is used, Nurse Practitioner – Living Hope Primary Care, timely updates are provided to the member’s PCP to maintain continuity of care. NCUS wellness coaches also educate members on the benefits of attending DSME classes. When a member consents, the wellness coach contacts the physician extender to request a DSME order, and the referral is sent to Life Care Alliance.

The MCPs hope that collaboration with NCUS on the U Got This program will lead to an increase in eligible members within the target population receiving and utilizing CGMs, as well as an increase in members who attend DSME classes. Ultimately, patients will be empowered to self-manage their diabetes with support from their healthcare team, MCP, family members, and others.

Questions?

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