PROVIDER MANUAL

(Provider Handbook)

Molina Healthcare of Ohio, Inc.

(Molina Healthcare or Molina)

Molina Medicaid
2025

Capitalized words or phrases used in this Provider Manual shall have the meaning set forth in your Agreement with Molina Healthcare. "Molina Healthcare" or "Molina" have the same meaning as "Health Plan" in your Agreement. The Provider Manual is customarily updated annually but may be updated more frequently as needed. Providers can access the most current Provider Manual at MolinaHealthcare.com/OhioProviders.

Last Updated: 11/2024

MOLINA® HEALTHCARE

I. Welcome and Introduction

Thank you for your participation in delivering quality health care services to Molina Healthcare (Molina) Members. We look forward to working with you.

This Provider Manual shall serve as a supplement as referenced thereto and incorporated therein to the Molina Healthcare of Ohio, Inc. Services Agreement.

The information contained within this manual is proprietary. The information is not to be copied in whole or in part. Nor is the information to be distributed without the express written consent of Molina.

The Provider Manual is a reference tool that contains eligibility, benefits, contact information and policies/procedures for services that the Molina Medicaid Plan specifically provides and administers on behalf of Molina.

Molina Healthcare, Inc., a FORTUNE 500 company, provides managed health care services under the Medicaid and Medicare programs and through the state insurance marketplaces. Through its locally operated health plans, Molina serves approximately 5 million Members.

Molina contracts with state governments and serves as a health plan, providing a wide range of quality health care services to families and individuals who qualify for

government-sponsored programs, including Medicaid and the State Children's Health Insurance Program (SCHIP).

II. Basic Plan Information

A. General Contact Information

Molina of Ohio Address

Molina Healthcare of Ohio, Inc.
3000 Corporate Exchange Drive
Columbus, Ohio 43231

Provider Services Department

The Provider Services Department handles telephone inquiries from Providers regarding claims, appeals, authorizations, eligibility and general concerns.

Phone: (855) 322-4079 (7 a.m. to 8 p.m., Monday through Friday)

Availity Essentials portal provider.molinahealthcare.com

Molina requires Participating Providers to submit Claims electronically (via a clearinghouse or the Availity Essentials portal) whenever possible.

EDI Payer ID Number: Molina's payer IDs for outlined OMES EDI transactions for dates of service on and after Feb. 1, 2023, are noted in the chart below.

Medical Claims	
Line of Business	Payer ID
Ohio Aged, Blind, or Disabled (ABD) (Medicaid)	0007316
Ohio Adult Extension (Medicaid)	0007316
Ohio Healthy Families (Medicaid)	0007316
Molina SKYGEN Dental	D007316
Molina March Vision	V007316
Ohio Marketplace Program	20149
Ohio Marketplace Program Primary with Ohio Medicaid Secondary (ABD, Adult Extension, Healthy Families)	20149
Medicare-Medicaid Plan (MMP) Medicare (MyCare Ohio)	20149
MMP Medicaid (MyCare Ohio)	20149
MMP Opt-Out/MMP Medicaid Secondary (MyCare Ohio)	20149
Medicare Advantage Prescription Drug (MAPD)	20149

To verify the status of your Claims please use the Availity portal. Claims questions can be submitted through the chat feature on the Availity portal, or by contacting the Provider Contact Center.

Provider Relations Department

The Provider Relations Department handles written inquiries from Providers regarding education, training and escalated issues. The Availity Essentials Portal offers many self-service capabilities for Providers' convenience.

In addition to the Provider Services Call Center, Molina has Ohio-based Provider Relations Representatives who serve all of Molina's Provider network.

Molina has designated email addresses based on provider types to help get your questions answered more efficiently or to connect you to training opportunities. Refer to the Provider Representatives information below for more details.

- Behavioral Health questions: BHProviderRelations@MolinaHealthcare.com
- Hospital or hospital-affiliated physician group questions: OHProviderRelationsHospital@MolinaHealthcare.com
- Home Health, Durable Medical Equipment, and Ancillary questions: OHMyCareLTSS@MolinaHealthcare.com
- Nursing Facilities questions: OHProviderRelationsNF@MolinaHealthcare.com
- Physician and Specialist questions: OHProviderRelationsPhysician@MolinaHealthcare.com
- General questions: OHProviderRelations@MolinaHealthcare.com

Phone: (855) 322-4079 (7 a.m. to 8 p.m. EST, Monday through Friday)

Member Services Department

The Member Services Department handles all telephone inquiries regarding benefits, eligibility/identification, selecting or changing Primary Care Providers (PCPs) and Member complaints. Member Services Representatives are available Monday through Friday from 7 a.m. to 8 p.m., excluding holidays and the Day after Thanksgiving.

Phone:
- Medicaid: (800) 642-4168
- TTY/TDD: 711

Claims Department

Providers must submit Claims electronically via the Ohio Department of Medicaid Ohio Medicaid Enterprise System (OMES) system through EDI or direct data entry into Molina's Availity Essentials portal.

EDI Payer IDs include:

Molina's payer IDs for outlined OMES EDI transactions for dates of service on and after Feb. 1, 2023, are noted in the chart below.

Medical Claims	
Line of Business	Payer ID
Ohio Aged, Blind, or Disabled (ABD) (Medicaid)	0007316
Ohio Adult Extension (Medicaid)	0007316
Ohio Healthy Families (Medicaid)	0007316
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Ohio Marketplace Program	20149
Ohio Marketplace Program Primary with Ohio Medicaid Secondary (ABD, Adult Extension, Healthy Families)	20149
Medicare-Medicaid Plan (MMP) Medicare (MyCare Ohio)	20149
MMP Medicaid (MyCare Ohio)	20149
MMP Opt-Out/MMP Medicaid Secondary (MyCare Ohio)	20149
Medicare Advantage Prescription Drug (MAPD)	20149

Molina's Medicaid payer ID is 20149 for EDI transactions with dates of service prior to Feb. 1, 2023.

Inpatient Claims are based on the Member's discharge date.

To verify the status of your Claims, please use the Availity Essentials portal. Contact Provider Services for other questions about Claims.

Claims Recovery Department

The Claims Recovery Department manages recovery for overpayment and incorrect payment of Claims.

Provider Disputes:
Molina Healthcare of Ohio
PO Box 2470
Spokane, WA 99210-2470

Providers may also file an overpayment dispute through the Availity Essentials portal.

Refund Checks Lockbox:

Molina Healthcare of Ohio
PO Box 78000 Dept. 781661
Detroit, MI 48278-1661

Fax: (888) 396-1517

Compliance and Fraud AlertLine

If you suspect cases of fraud, waste, or abuse, you must report it to Molina. You may contact the Molina AlertLine, or an electronic complaint can be submitted using the website listed below. For information on fraud, waste and abuse, please refer to the XIV. Compliance section of this Provider Manual.

Phone: (866) 606-3889

Online: MolinaHealthcare.alertline.com

Credentialing Department

Please direct any credentialing inquiries to the Ohio Department of Medicaid at Credentialing@medicaid.ohio.gov or visit the website at managedcare.medicaid.ohio.gov/managed-care/centralized-credentialing.

Nurse Advice Line

This telephone-based nurse advice line is available to all Molina Members. Members may call anytime they are experiencing symptoms or need health care information. Registered nurses are available 24 hours a day, 7 days a week, 365 days a year.

- English Phone: (888) 275-8750
- Spanish Phone: (866) 648-3537
- English TTY/TDD: (866) 735-2929
- Spanish TTY/TDD: (866) 833-4703
- TTY/TDD: 711 Relay

Molina's Nurse Advice Line handles urgent and emergent after-hours Utilization Management calls. Primary Care Physicians (PCPs) are notified via fax of all Nurse Advice Line encounters.

Behavioral Health Crisis Line

988 is the National Suicide Lifeline. Anyone in need of suicide or mental health crisis support (or anyone worried about someone else) can receive free and confidential support 24 hours a day, 7 days a week, 365 days per year, by dialing 988 from any phone.

Health Care Services Department

The Health Care Services Department (HCS), formerly Utilization Management, conducts a concurrent review on inpatient cases and processes Prior Authorizations/Service Requests. The HCS Department also performs Care Management for Members who will benefit from Care Management services. Participating Providers are required to interact with Molina's HCS Department electronically whenever possible. Prior Authorizations/Service Requests and status checks can be easily managed electronically.

Managing Prior Authorizations/Service Requests electronically provides many benefits to Providers, such as:

- Easy to access 24/7 online submission and status checks.
- Ensures Health Insurance Portability and Accountability Act (HIPAA) compliance.
- Ability to receive real-time authorization status.
- Ability to upload medical records.
- Increased efficiencies through reduced telephonic interactions.
- Reduces costs associated with fax and telephonic interactions.

During business hours, HCS staff is available for inbound and outbound calls through an automatic rotating call system triaged by designated staff by calling (855) 322-4079 Monday through Friday (except for holidays) from 8 a.m. to 5 p.m. All staff members identify themselves by providing their first name, job title and organization.

Phone: (855) 322-4079

Fax: View the Prior Authorization Request Form and Instructions posted on the Provider Website. All Medicaid Prior Authorization requests should be submitted to Molina via Availity Essentials portal, or EDI. If a Provider is unable to submit via the Availity Essentials portal or EDI, a Provider may fax the request. Progeny Health and Evolent (formerly New Century Health) authorization requests should be submitted directly to those entities as Providers do today utilizing the Prior Authorization Request Form and Instructions noted above.

Molina offers TTY/TDD services for Members who are deaf, hard of hearing, or speech impaired. Language assistance is also always available for Members.

After business hours, Providers can utilize fax or Availity Essentials portal, as referenced above, to submit Prior Authorization requests.

Health Management

Molina provides Health Management Programs designed to assist Members and their families in better understanding their chronic health condition(s) and adopting healthy lifestyle behaviors. These programs include:

- Molina My Health – Tobacco Cessation Program
- Molina My Health – Weight Management Program

- Molina My Health – Nutrition Consult Program

General Phone: (855) 322-4079

Phone: (833) 269-7830
Fax: (800) 642-3691

Behavioral Health

Molina manages all components of Covered Services for behavioral health for adult Members and for child and youth Members who are not enrolled in the OhioRISE program. For Member behavioral health needs, please contact us directly at (855) 322-4079.

The nationwide Suicide & Crisis Lifeline can be reached by dialing 988.

Aetna Better Health of Ohio, the OhioRISE Plan

OhioRISE (Resilience through Integrated Systems and Excellence) is a Medicaid managed care program for children and youth with complex behavioral health and multisystem needs.

Children and youth who are eligible for OhioRISE receive their behavioral health benefits through Aetna Better Health of Ohio. Their physical health coverage is provided by their managed care organization (MCO) or fee-for-service (FFS) Medicaid.

For more information and resources, visit aetnabetterhealth.com/ohiorise, call (833) 711-0773, or email OHRise-Network@aetna.com.

Single Pharmacy Benefit Manager (SPBM)

For more information about and access to the SPBM or Pharmacy Pricing and Audit Consultant (PPAC) initiatives, please email MedicaidSPBM@medicaid.ohio.gov or visit spbm.medicaid.ohio.gov or myersandstauffer.com/client-portal/ohio/.

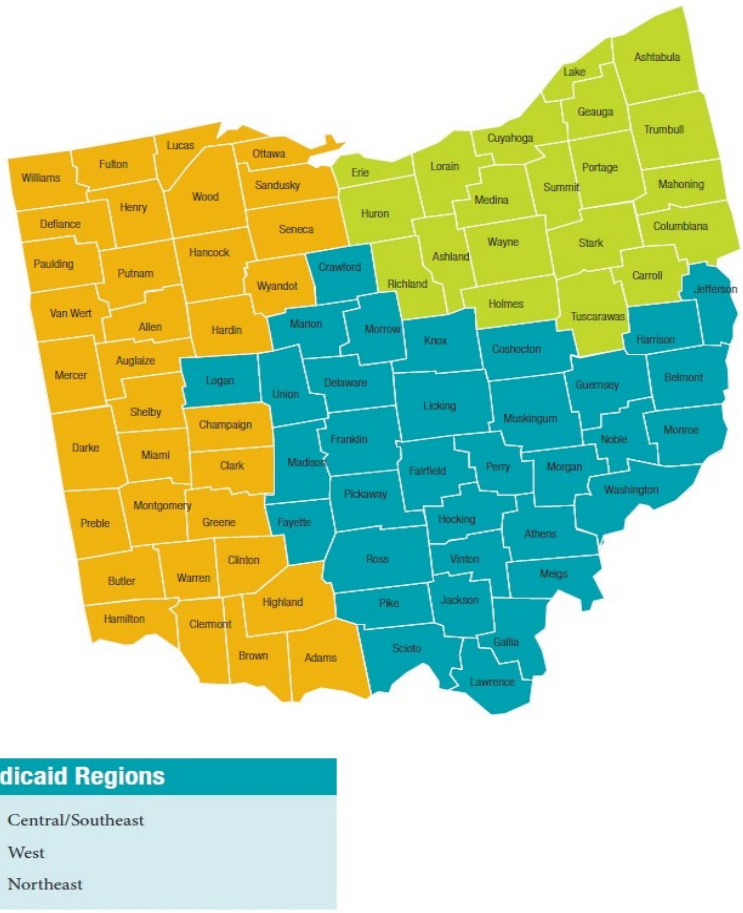
Quality Improvement

Molina maintains a Quality Improvement (QI) Department to work with Members and Providers in administering the Molina Quality Program.

Phone: (855) 322-4079

Molina Healthcare of Ohio, Inc. Service Area

Medicaid:



B. Provider Representative Information

The Provider Relations Department handles written inquiries from Providers regarding education, training and escalated issues. In addition, the Availity Essentials portal offers many self-service capabilities for Providers' convenience.

In addition to the Provider Services Call Center, Molina has Ohio-based Provider Relations Representatives who serve all of Molina's Provider network.

Molina has designated email addresses based on Provider types to help get your questions answered more efficiently or to connect you to training opportunities.

Behavioral Health questions:
BHProviderRelations@MolinaHealthcare.com

Hospital or hospital-affiliated physician group questions:
OHProviderRelationsHospital@MolinaHealthcare.com

Home Health, Durable Medical Equipment and Ancillary questions:
OHMyCareLTSS@MolinaHealthcare.com

Nursing Facilities questions:
OHProviderRelationsNF@MolinaHealthcare.com

Physician and Specialist questions:
OHProviderRelationsPhysician@MolinaHealthcare.com

General questions:
OHProviderRelations@MolinaHealthcare.com

Phone: (855) 322-4079 (7 a.m. to 8 p.m. EST, Monday through Friday)

Fax: (888) 296-7851

III. Provider Resources

A. Provider Portal: Availity Essentials Portal

Access the Availity Essentials portal at (provider.MolinaHealthcare.com).

The Molina Availity Essentials portal may be utilized for the below functions. All Medicaid direct data entry Prior Authorization and Claim submissions may be submitted via the Availity Essentials portal. EDI Prior Authorization transactions should be submitted directly to Molina. Claim submissions via EDI must be directed through the ODM OMES system.

Providers and third-party billers can use the Availity Essentials portal, at no cost, to perform many functions online without the need to call or fax Molina. Registration can be performed online, and once completed, the easy-to-use tool offers the following features:

- Verify Member eligibility and covered services
- View Healthcare Effectiveness Data and Information Set (HEDIS®) data, identify gaps or missed services with care reminders
- Identify Member's primary language and special communication needs
- Claims:
  - Submit Professional (CMS-1500) and Institutional (UB-04) Claims with attached files
  - Correct/Void Claims
  - Add attachments to open or pending submitted Claims
  - Check Claims status
  - View Electronic Remittance Advice (ERA) and Explanation of Payment (EOP)
  - Create and submit a Claim Appeal with attached files
  - Track the status of Claim Appeals
  - Create and submit a Claim Reconsideration

  - Track the status of Claim Reconsiderations
- Prior Authorizations/Service Requests:
  - Create and submit Prior Authorization/Service Requests
  - Check the status of Authorization/Service Requests
-
- Run and retrieve/ download Claim reports
- Access resources such as Provider Forms, Cultural Competency Training, HEDIS Tip Sheets Provider Manual and Training and more

B. Listserv Subscriptions

Molina does not have a Listserv available to Providers.

C. Claims Payment Systemic Error (CPSE) Report

A CPSE is defined as Molina's Claims adjudication incorrectly underpaying, overpaying, or denying Claims that impact five or more Providers. A report containing all active CPSEs is updated monthly and can be found here: Claims Payment Systemic Errors.

D. Provider Advisory Council

Molina will host at least two Provider Advisory Council (PAC) meetings per year. The purpose of the PAC is for Molina to gather input, learn about issues affecting Providers, identify opportunities for Single Pharmacy Benefits Manager (SPBM) collaboration, solicit new value-based payment initiative/implementation ideas, identify challenges and barriers, problem-solve, share information; and collectively find ways to improve and strengthen the health care service delivery system, such as through consultation and adoption of clinical best practice guidelines.

Molina will invite all network Providers to self-select for participation, in addition to directly recruiting Providers to help ensure the group is composed of a wide array of Provider types, including dental and behavioral health Providers. Providers are invited to attend via phone or Microsoft Teams, and some PAC meetings may offer an in-person option.

If you are interested in joining the Provider Advisory Council, contact Molina Provider Relations at OHProviderRelations@MolinaHealthcare.com.

E. Provider Policies

Molina posts and maintains Provider policies on our Provider Website under the "Policies" tab. Any material changes to the published policies are communicated in the Molina Provider Bulletin with advance notice prior to implementation. Please visit the Provider Website for the complete list of policies.

Molina posts our Molina Clinical Policies and Molina Clinical Reviews (MCRs) at MolinaClinicalPolicy.com. These policies are used by Providers as well as Molina's Medical Directors and internal reviewers to make Medical Necessity determinations. Providers may access the Medicaid policies by visiting the website above and clicking the "Ohio Medicaid" button at the bottom of the page or directly accessing the Ohio Medicaid Policy page through this link: Molina Ohio Clinical Policy.

F. Provider Services Call Center Information

Provider Services is available at (855) 322-4079, TTY 711, during the hours of 7 a.m. to 8 p.m. EST, Monday through Friday, except for the following major holidays:

- New Year's Day
- Martin Luther King Jr. Holiday
- Memorial Day Holiday
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Day – Open 7 a.m. until Noon
- Christmas Day
- New Year's Eve Day – Open 7 a.m. until Noon

A holiday that falls on a Saturday is observed on the Friday before the holiday. A holiday that falls on a Sunday is observed on the Monday after the holiday.

G. Provider Trainings

Molina Provider Relations regularly engages Providers with pre-scheduled monthly training opportunities that consist of the following:

- Provider Orientations
- General, Provider type, or topic-specific training
- Monthly You Matter to Molina (YMTM) Provider Forum series
- Additional training sessions are available upon Provider request if the scheduled training options are not convenient

Note: Molina also posts Cultural Competency training content and videos on the website.

Molina welcomes Provider feedback on training sessions and future training topics. Upon request, Molina will develop personalized content for Providers who have specific training needs. For the most current schedule of upcoming training opportunities and call-in information, please reference the training calendar posted on the Provider Website on the You Matter to Molina page or consult the Provider Bulletin.

Molina also offers training sessions and materials as directed by ODM to both in- and out-of-network Providers, and delegated subcontractors on the below topics. Training information is also available on the Provider Website and includes a link to access trainings directly via ODM's website at managedcare.medicaid.ohio.gov/providers/provider-webinars-training:

- The ODM Provider Network Management (PNM) system Prior Authorization and Claims submission requirements and billing guidance/instructions for Providers submitting Claims.

Molina may request Providers' and delegate subcontractors' attestations that they have received Molina-provided training on applicable program requirements and Molina operational requirements. Providers are also required to attend ODM-delivered Provider trainings, as mandated by ODM.

Find reference materials and registration information on ODM-provided trainings at managedcare.medicaid.ohio.gov/providers.

H. Forms

All published Molina Provider forms are available on the "Forms" page of our Provider Website. Also, see the links to key forms below:

- Link to ODM Forms Page links to required ODM forms. Below are descriptive titles for frequently used ODM and Molina forms.
- Consent Form
  - Consent for Hysterectomy Form
  - Abortion Certification Form
  - Consent for Sterilization Form
    - Guidelines for Completing Consent to Sterilization Form
  - Standard Authorization Form
    - Guidelines for Completing the Standard Authorization Form
- Next Generation Program Standardized Appeal Form
- Provider-Specific Appeal Forms
  - Request for Claim Reconsideration Form (Non-Clinical Claim Dispute Form)
  - Authorization Reconsideration Form (Authorization Appeal and Clinical Claim Dispute Request Form)
- SUD Residential Admission Form
- Medicaid Addendum
- Out-of-Network Provider Application
- Ohio Medicaid Provider Enrollment Agreement
- Prior Authorization

IV. Provider Responsibilities

A. HIPAA and PHI

Health Insurance Portability and Accountability Act (HIPAA) Requirements and Information

Molina's Commitment to Patient Privacy

Protecting the privacy of Members' personal health information is a core responsibility that Molina takes very seriously. Molina is committed to complying with all federal and state laws regarding the privacy and security of Members' protected health information (PHI).

To view our Notice of Privacy Practices for our Medicaid Members, please visit our Member website at MolinaHealthcare.com/Members and select "HIPAA Privacy Notice" at the bottom of the page.

Provider Responsibilities

Molina expects that its contracted Providers will respect the privacy of Molina Members (including Molina Members who are not patients of the Provider) and comply with all applicable laws and regulations regarding the privacy of the patient and Member PHI.

Molina provides its Members with a privacy notice upon their enrollment in our health plan. The privacy notice explains how Molina uses and discloses PHI and includes a summary of how Molina safeguards PHI.

Telehealth/Telemedicine Providers: Telehealth transmissions are subject to HIPAA-related requirements outlined under state and federal law, including:

- 42 C.F.R. Part 2 Regulations.
- Health Information Technology for Economic and Clinical Health Act (HITECH Act).

Applicable Laws

Providers must understand all state and federal health care privacy laws applicable to their practice and organization. Currently, there is no comprehensive regulatory framework that protects all health information in the United States; instead, there is a patchwork of laws that Providers must comply with. In general, most health care Providers are subject to various laws and regulations pertaining to the privacy of health information, including, without limitation, the following:

1. Federal Laws and Regulations
    - HIPAA
    - The Health Information Technology for Economic and Clinical Health Act (HITECH)

- 42 CFR Part 2
- Medicare and Medicaid laws
- The Affordable Care Act

2. State Medical Privacy Laws and Regulations
   Providers should be aware that HIPAA provides a floor for patient privacy but that state laws should be followed in certain situations, especially if the state law is more stringent than HIPAA. Providers should consult with their own legal counsel to address their specific situation.

Artificial intelligence

Provider shall comply with all applicable state and federal laws and regulations related to artificial intelligence and the use of artificial intelligence tools (AI). Artificial Intelligence or AI means a machine-based system that can, with respect to a given set of human-defined objectives, input or prompt, as applicable, make predictions, recommendations, data sets, work product (whether or not eligible for copyright protection), or decisions influencing physical or virtual environments. The Provider is prohibited from using AI for any functions that result in a denial, delay, reduction, or modification of covered services to Molina Members including, but not limited to utilization management, prior authorizations, complaints, appeals and grievances, and quality of care services, without review of the denial, delay, reduction or modification by a qualified clinician.

Notwithstanding the foregoing, the Provider shall give advance written notice to your Molina Contract Manager (for any AI used by the Provider that may impact the provision of Covered Services to Molina Members) that describes (i) Providers' use of the AI tool(s) and (ii) how the Provider oversees, monitors and evaluates the performance and legal compliance of such AI tool(s). If the use of AI is approved by Molina, the Provider further agrees to (i) allow Molina to audit Providers' AI use, as requested by Molina from time to time, and (ii) to cooperate with Molina with regard to any regulatory inquiries and investigations related to Providers' AI use related to the provision of covered services to Molina Members.

If you have additional questions, please contact your Molina Contract Manager.

Use and Disclosure of PHI

Member and patient PHI should only be used or disclosed as permitted or required by applicable law. Under HIPAA, a Provider may use and disclose PHI for their own treatment, payment and health care operations activities (TPO) without the consent or authorization of the patient who is the subject of the PHI.

Uses and disclosures for TPO apply not only to the Provider's own TPO activities but also to the TPO of another covered entity[1]. Disclosure of PHI by one covered entity to another covered entity or health care Provider for the recipient's TPO is specifically permitted under HIPAA in the following situations:

1. A covered entity may disclose PHI to another covered entity or a health care Provider for the payment activities of the recipient. Please note that "payment" is a defined term under the HIPAA Privacy Rule that includes, without limitation, utilization review activities, such as preauthorization of services, concurrent review and retrospective review of "services."
2. A covered entity may disclose PHI to another covered entity for the health care operations activities of the covered entity that receives the PHI; if each covered entity either has or had a relationship with the individual who is the subject of the PHI being requested, the PHI pertains to such relationship, and the disclosure is for the following health care operations activities:
    - Quality Improvement
    - Disease Management
    - Care Management and Care Coordination
    - Training Programs
    - Accreditation, Licensing and Credentialing

Importantly, this allows Providers to share PHI with Molina for our health care operations activities, such as HEDIS® and Quality improvement.

Confidentiality of Substance Use Disorder Patient Records

Federal Confidentiality of Substance Use Disorder Patients Records regulations apply to any entity or individual providing federally assisted alcohol or drug abuse prevention or treatment. Records of the identity, diagnosis, prognosis or treatment of any patient which are maintained in connection with substance use disorder treatment or programs are confidential and may only be disclosed as permitted by 42 CFR Part 2. Although HIPAA protects substance use disorder information, the Federal Confidentiality of Substance Use Disorder Patients Records regulations are more restrictive than HIPAA, and they do not allow disclosure without the Member's written consent except as set forth in 42 CFR Part 2.

Inadvertent Disclosures of PHI

Molina may, on occasion, inadvertently misdirect or disclose PHI pertaining to Molina Member(s) who are not the patients of the Provider. In such cases, the Provider shall return or securely destroy the PHI of the affected Molina Members in order to protect their privacy. The Provider agrees to not further use or disclose such PHI and further

[1] See Section 164.506(c) (2) & (3) of the HIPAA Privacy Rule.

agrees to provide an attestation of return, destruction and non-disclosure of any such misdirected PHI upon the reasonable request of Molina.

Written Authorizations

Uses and disclosures of PHI that are not permitted or required under applicable law require the valid written authorization of the patient. Authorizations should meet the requirements of HIPAA and applicable state law.

Patient Rights

Patients are afforded various rights under HIPAA. Molina Providers must allow patients to exercise any of the below-listed rights that apply to the Provider's practice:

1. Notice of Privacy Practices
   Providers that are covered under HIPAA and that have a direct treatment relationship with the patient should provide patients with a notice of privacy practices that explains the patient's privacy rights and the process the patient should follow to exercise those rights. The Provider should obtain a written acknowledgment that the patient received the notice of privacy practices.
2. Requests for Restrictions on Uses and Disclosures of PHI
   Patients may request that a health care Provider restrict its uses and disclosures of PHI. The Provider is not required to agree to any such request for restrictions.
3. Requests for Confidential Communications
   Patients may request that a health care Provider communicate PHI by alternative means or at alternative locations. Providers must accommodate reasonable requests by the patient.
4. Requests for Patient Access to PHI
   Patients have a right to access their own PHI within a Provider's designated record set. Personal representatives of patients have the right to access the PHI of the subject patient. The designated record set of a Provider includes the patient's medical record, as well as billing and other records used to make decisions about the Member's care or payment for care.
5. Request to Amend PHI
   Patients have a right to request that the Provider amend information in their designated record set.
6. Request Accounting of PHI Disclosures
   Patients may request an accounting of disclosures of PHI made by the Provider during the preceding six-year period. The list of disclosures does not need to include disclosures made for treatment, payment, or health care operations.

HIPAA Security

Providers must implement and maintain reasonable and appropriate safeguards to protect the confidentiality, availability and integrity of Molina Member and patient PHI. As more Providers implement electronic health records, Providers need to ensure that

they have implemented and maintain appropriate cybersecurity measures. Providers should recognize that identity theft – both financial and medical – is a rapidly growing problem and that their patients trust their health care Providers to keep their most sensitive information private and confidential.

Medical identity theft is an emerging threat in the health care industry. Medical identity theft occurs when someone uses a person's name and sometimes other parts of their identity – such as health insurance information – without the person's knowledge or consent to obtain health care services or goods. Medical identity theft frequently results in erroneous entries being put into existing medical records. Providers should be aware of this growing problem and report any suspected fraud to Molina.

HIPAA Transactions and Code Sets

Molina strongly supports the use of electronic transactions to streamline health care administrative activities. Molina Providers are encouraged to submit Claims and other transactions to Molina using electronic formats. Certain electronic transactions in health care are subject to HIPAA's Transactions and Code Sets Rule, including but not limited to the following:

- Claims and encounters
- Member eligibility status inquiries and responses
- Claims status inquiries and responses
- Authorization requests and responses
- Remittance advice

Molina is committed to complying with all HIPAA Transaction and Code Sets standard requirements. Providers should refer to Molina's website at MolinaHealthcare.com/OhioProviders for additional information regarding HIPAA standard transactions.

1. Click on the area titled "Health Care Professionals."
2. Click the tab titled "HIPAA."
3. Click on the tab titled "HIPAA Transaction" or "HIPAA Code Sets."

Code Sets

HIPAA regulations require that only approved code sets may be used in standard electronic transactions.

National Provider Identifier (NPI)

Providers must comply with the National Provider Identifier (NPI) Rule promulgated under HIPAA. The Provider must obtain an NPI from the National Plan and Provider Enumeration System (NPPES) for itself or for any subparts of the Provider. The Provider must report its NPI and any subparts to Molina and to any other entity that requires it. Any changes in its NPI or subparts information must be reported to NPPES

within 30 days and should also be reported to Molina within 30 days of the change. Providers must use their NPI to identify it on all electronic transactions required under HIPAA and on all Claims and encounters submitted to Molina.

Additional Requirements for Delegated Providers

Providers that are delegated for Claims and Utilization Management activities are the "business associates" of Molina. Under HIPAA, Molina must obtain contractual assurances from all business associates that they will safeguard Member PHI. Delegated Providers must agree to various contractual provisions required under HIPAA's Privacy and Security Rules.

Reimbursement for Copies of PHI

Molina does not reimburse Providers for copies of PHI related to our Members. These requests may include, but are not limited to, the following purposes:

- Utilization Management.
- Care Coordination and/or Complex Medical Care Management Services.
- Claims Review.
- Resolution of an Appeal and/or Grievance.
- Anti-Fraud Program Review.
- Quality of Care Issues.
- Regulatory Audits.
- Risk Adjustment.
- Treatment, Payment and/or Operation Purposes.
  Collection of HEDIS® medical records.

Categories of Permitted Uses and Disclosures of PHI

- Treatment (T):
  - Referrals
  - Provision of care by Providers
- Payment (P):
  1. Eligibility verification
  2. Enrollment/disenrollment
  3. Claims processing and payment
  4. Coordination of benefits
  5. Subrogation
  6. Third party liability
  7. Encounter data
  8. Member Utilization Management (UM)/Claims correspondence
  9. Capitation payment and processing
  10. Collection of premiums or reimbursements
  11. Drug rebates
  12. Reinsurance Claims
  13. UM:

  - Preauthorizations
  - Concurrent reviews
  - Retrospective reviews
  - Medical Necessity reviews
- Health Care Operations (HCO):
  1. Quality assessment and improvement:
     - Member satisfaction surveys
     - Population-based Quality Improvement (QI) studies
     - HEDIS® measures
     - Development of clinical guidelines
     - Health improvement activities
     - Care management contacting Providers and Members about treatment alternatives
     - Disease management
  2. Credentialing and accreditation:
     - Licensing
     - Provider credentialing
     - Accreditation (e.g., NCQA)
     - Evaluating Provider or practitioner performance
  3. Underwriting or contract renewal
  4. Auditing – conducting or arranging for:
     - Auditing
     - Compliance
     - Legal
     - Fraud and abuse detection
     - Medical review
  5. Business planning and development:
     - Cost management
     - Budgeting
     - Formulary development
     - Mergers and acquisitions, including due diligence
  6. Business management and general administrative activities:
     - Member Services, including complaints and grievances, and Member materials fulfillment
     - De-identification of data
     - Records and document management (if the documents contain PHI)

Other Permitted Uses and Disclosures (OP):

1. Public Health:
   - Reporting to immunization registries
   - Reporting of disease and vital events
   - Reporting of child abuse or neglect
   - Report adverse events for FDA-regulated products

- Victims of abuse, neglect, or domestic violence (except for child abuse) to regulators (e.g., Ohio Department of Insurance) for Health Care Oversite, including audits, civil and criminal investigations

2. Judicial and administrative proceedings:
   - Court orders
   - Subpoenas and discovery requests (without a court order)
   - Workers' compensation
3. Disclosures for law enforcement:
   - Court-ordered warrants and summons
   - Grand jury subpoenas
   - Identification and location purposes
4. Information about decedents:
   - To coroners and medical examiners
   - To funeral directors
   - Organ donation
5. Research (e.g., clinical trials)
6. Special government functions:
   - Military activities
   - National security
   - Protective services for President

Cybersecurity Requirements

NOTE: This section (Information Security and Cybersecurity) is only applicable to Providers who have been delegated by Molina to perform a health plan function(s) and in connection with such delegated functions.

1. Definitions:
   (a) "Molina Information" means any information: (i) provided by Molina to Provider; (ii) accessed by Provider or available to Provider on Molina's Information Systems; or (iii) any information with respect to Molina or any of its consumers developed by Provider or other third parties in Provider's possession, including without limitation any Molina Nonpublic Information.
   (b) "Cybersecurity Event" means any actual or reasonably suspected contamination, penetration, unauthorized access or acquisition, or other breach of confidentiality, data integrity or security compromise of a network or server resulting in the known or reasonably suspected accidental, unauthorized, or unlawful destruction, loss, alteration, use, disclosure of, or access to Molina Information. For clarity, a Breach or Security Incident, as these terms are defined under HIPAA, constitutes a Cybersecurity Event for the purpose of this section. Unsuccessful security incidents, which are activities such as pings and other broadcast attacks on the Provider's firewall, port scans, unsuccessful log-on attempts, denials of service and any combination of the above, do not constitute a Cybersecurity Event under this definition so long as no such incident results in or is reasonably suspected to have resulted in unauthorized

access, use, acquisition, or disclosure of Molina Information, or sustained interruption of service obligations to Molina.

(c) "HIPAA" means the Health Insurance Portability and Accountability Act, as may be amended from time to time.

(d) "HITECH" means the Health Information Technology for Economic and Clinical Health Act, as may be amended from time to time.

(e) "Industry Standards" mean, as applicable, codes, guidance (from regulatory and advisory bodies, whether mandatory or not), international and national standards relating to security of network and information systems and security breach and incident reporting requirements, all as amended or updated from time to time, and including but not limited to the current standards and benchmarks set forth and maintained by the following, in accordance with the latest revisions and/or amendments:

i. HIPAA and HITECH
ii. HITRUST Common Security Framework
iii. Center for Internet Security
iv. National Institute for Standards and Technology ("NIST") Special Publications 800.53 Rev.5 and 800.171 Rev. 1, or as currently revised
v. Federal Information Security Management Act ("FISMA")
vi. ISO/ IEC 27001
vii. Federal Risk and Authorization Management Program ("FedRamp")
viii. NIST Special Publication 800-34 Revision 1 – "Contingency Planning Guide for Federal Information Systems."
ix. International Organization for Standardization (ISO) 22301 – "Societal security – Business continuity management systems – Requirements."

(f) "Information Systems" means all computer hardware, databases and data storage systems, computer, data, database and communications networks (other than the Internet), cloud platform, architecture interfaces and firewalls (whether for data, voice, video or other media access, transmission or reception) and other apparatus used to create, store, transmit, exchange or receive information in any form.

(g) "Multi-Factor Authentication" means authentication through verification of at least two of the following types of authentication factors: (1) knowledge factors, such as a password; (2) possession factors, such as a token or text message on a mobile phone; (3) inherence factors, such as a biometric characteristic; or (4) any other industry standard and commercially accepted authentication factors.

(h) "Nonpublic Information" includes:

i. Molina's proprietary and/or confidential information;
ii. Personally Identifiable Information as defined under applicable state data security laws, including, without limitation, "nonpublic personal information," "personal data," "personally identifiable information," "personal information" or any other similar term as defined pursuant to any applicable law; and
iii. Protected Health Information as defined under HIPAA and HITECH.

2. Information Security and Cybersecurity Measures. Provider shall implement, and at all times maintain, appropriate administrative, technical and physical measures to protect and secure the Information Systems, as well as Nonpublic Information stored thereon, and Molina Information that are accessible to, or held by, Provider. Such measures shall conform to generally recognized industry standards and best practices, and shall comply with applicable privacy and data security laws, including implementing and maintaining administrative, technical and physical safeguards, pursuant to HIPAA, HITECH and other applicable U.S. federal, state and local laws.
   (a) Policies, Procedures and Practices. Provider must have policies, procedures and practices that address its information security and cybersecurity measures, safeguards and standards, including, as applicable, a written information security program, which Molina shall be permitted to audit via written request, and which shall include at least the following:
      i. Access Controls. Access controls, including Multi-Factor Authentication, to limit access to the Information Systems and Molina Information accessible to or held by the Provider.
      ii. Encryption. Use of encryption to protect Molina Information, in transit and at rest, accessible to or held by Provider.
      iii. Security. Safeguarding the security of the Information Systems and Molina Information accessible to or held by Provider, which shall include hardware and software protections such as network firewall provisioning, intrusion and threat detection controls designed to protect against malicious code and/or activity, regular (three or more annually) third party vulnerability assessments, physical security controls and personnel training programs that include phishing recognition and proper data management hygiene.
      iv. Software Maintenance. Software maintenance, support, updates, upgrades, third party software components and bug fixes such that the software is, and remains, secure from vulnerabilities in accordance with the applicable Industry Standards.
   (b) Technical Standards. Provider shall comply with the following requirements and technical standards related to network and data security:
      i. Network Security. Network security shall conform to generally recognized industry standards and best practices. Generally recognized industry standards include but are not limited to, the applicable Industry Standards.
      ii. Cloud Services Security: If the Provider employs cloud technologies, including infrastructure as a service (IaaS), software as a service (SaaS) or platform as a service (PaaS), for any services, the Provider shall adopt a "zero-trust architecture" satisfying the requirements described in NIST 800-207 (or any successor cybersecurity framework thereof).
      iii. Data Storage. Provider agrees that any and all Molina Information will be stored, processed and maintained solely on designated target servers or cloud resources. No Molina Information at any time will be processed on or transferred to any portable or laptop computing device or any portable storage medium, unless that device or storage medium is in use as part of the

Provider's designated backup and recovery processes and is encrypted in accordance with the requirements set forth herein.

iv. Data Encryption. Provider agrees to store all Molina Information as part of its designated backup and recovery processes in encrypted form, using a commercially supported encryption solution. Provider further agrees that any and all Molina Information, stored on any portable or laptop computing device or any portable storage medium be likewise encrypted. Encryption solutions will be deployed with no less than a 128-bit key for symmetric encryption, a 1024 (or larger) bit key length for asymmetric encryption and the Federal Information Processing Standard Publication 140-2 ("FIPS PUB 140-2").

v. Data Transmission. Provider agrees that any and all electronic transmission or exchange of system and application data with Molina and/or any other parties expressly designated by Molina shall take place via secure means (using HTTPS or SFTP or equivalent) and solely in accordance with FIPS PUB 140-2 and the Data Re-Use requirements set forth herein.

vi. Data Re-Use. Provider agrees that any and all Molina Information exchanged shall be used expressly and solely for the purposes enumerated in the Provider's Agreement with Molina and this section. Data shall not be distributed, repurposed, or shared across other applications, environments, or business units of the Provider. Provider further agrees that no Molina Information or data of any kind shall be transmitted, exchanged, or otherwise passed to other affiliates, contractors or interested parties, except on a case-by-case basis as specifically agreed to in advance and in writing by Molina.

3. Business Continuity ("BC") and Disaster Recovery ("DR"). Provider shall have documented procedures in place to ensure continuity of Provider's business operations, including disaster recovery, in the event of an incident that has the potential to impact, degrade, or disrupt Provider's delivery of services to Molina.

(a) Resilience Questionnaire. Provider shall complete a questionnaire provided by Molina to establish Provider's resilience capabilities.

(b) BC/DR Plan.

i. Provider's procedures addressing continuity of business operations, including disaster recovery, shall be collected and/or summarized in a documented BC and DR plan or plans in written format ("BC/DR Plan"). The BC/DR Plan shall identify the service level agreement(s) established between Provider and Molina. The BC/DR Plan shall include the following:

a) Notification, escalation and declaration procedures.
b) Roles, responsibilities and contact lists.
c) All Information Systems that support services provided to Molina.
d) Detailed recovery procedures in the event of the loss of people, processes, technology and/or third-parties or any combination thereof providing services to Molina.
e) Recovery procedures in connection with a Cybersecurity Event, including ransomware.

f) Detailed list of resources to recover services to Molina, including but not limited to: applications, systems, vital records, locations, personnel, vendors and other dependencies.
g) Detailed procedures to restore services from a Cybersecurity Event, including ransomware.
h) Documented risk assessment, which shall address and evaluate the probability and impact of risks to the organization and services provided to Molina. Such risk assessment shall evaluate natural, man-made, political and cybersecurity incidents.

ii. To the extent that Molina Information is held by Provider, Provider shall maintain backups of such Molina Information that are adequately protected from unauthorized alterations or destruction consistent with applicable Industry Standards.
iii. Provider shall develop information technology disaster recovery or systems contingency plans consistent with applicable Industry Standards and in accordance with all applicable laws.

(c) Notification. Provider shall notify Molina's Chief Information Security Officer by telephone and email (provided herein) as promptly as possible, but not to exceed twenty-four (24) hours, of either of the following:
i. Provider's discovery of any potentially disruptive incident that may impact or interfere with the delivery of services to Molina or that detrimentally affects Provider's Information Systems or Molina's Information.
ii. Provider's activation of business continuity plans. Provider shall provide Molina with regular updates by telephone or email (provided herein) on the situation and actions taken to resolve the issue, until normal services have been resumed.

(d) BC and DR Testing. For services provided to Molina, the Provider shall exercise its BC/DR Plan at least once each calendar year. Provider shall exercise its cybersecurity recovery procedures at least once each calendar year. At the conclusion of the exercise, the Provider shall provide Molina with a written report in electronic format upon request. At a minimum, the written report shall include the date of the test(s), objectives, participants, a description of activities performed, results of the activities, corrective actions identified and modifications to plans based on the results of the exercise(s).

4. Cybersecurity Events.
(a) Provider agrees to comply with all applicable data protection and privacy laws and regulations. Provider will implement best practices for incident management to identify, contain, respond to and resolve Cybersecurity Events.
(b) In the event of a Cybersecurity Event that threatens or affects Molina's Information Systems (in connection with Provider having access to such Information Systems); Provider's Information Systems; or Molina Information accessible to or held by Provider, Provider shall notify Molina's Chief Information Security Officer of such event by telephone and email as provided below (with

follow-up notice by mail) as promptly as possible, but in no event later than twenty-four (24) hours from Provider's discovery of the Cybersecurity Event.

i. In the event that Provider makes a ransom or extortion payment in connection with a Cybersecurity Event that involves or may involve Molina Information, Provider shall notify Molina's Chief Information Security Officer (by telephone and email, with follow-up notice by mail) within twenty-four (24) hours following such payment.
ii. Within fifteen (15) days of such a ransom payment that involves or may involve Molina Information, the Provider shall provide a written description of the reasons for which the payment was made, a description of alternatives to payment considered, a description of due diligence undertaken to find alternatives to payment, and evidence of all due diligence and sanctions checks performed in compliance with applicable rules and regulations, including those of the Office of Foreign Assets Control.

(c) Notification to Molina's Chief Information Security Officer shall be provided to:
Molina Chief Information Security Officer
Telephone: (844) 821-1942
Email: CyberIncidentReporting@Molinahealthcare.com
Molina Chief Information Security Officer
Molina Healthcare, Inc.
200 Oceangate Blvd., Suite 100
Long Beach, CA 90802

(d) In the event of a Cybersecurity Event, Provider will, at Molina's request, (i) fully cooperate with any investigation concerning the Cybersecurity Event by Molina, (ii) fully cooperate with Molina to comply with applicable law concerning the Cybersecurity Event, including any notification to consumers, and (iii) be liable for any expenses associated with the Cybersecurity Event including without limitation: (a) the cost of any required legal compliance (e.g., notices required by applicable law), and (b) the cost of providing two (2) years of credit monitoring services or other assistance to affected consumers. In no event will Provider serve any notice of or otherwise publicize a Cybersecurity Event involving Molina Information without the prior written consent of Molina

(e) Following notification of a Cybersecurity Event, the Provider must promptly provide Molina any documentation requested by Molina to complete an investigation or, upon request by Molina, complete an investigation pursuant to the following requirements:

i. make a determination as to whether a Cybersecurity Event occurred;
ii. assess the nature and scope of the Cybersecurity Event;
iii. identify Molina's Information that may have been involved in the Cybersecurity Event; and
iv. perform or oversee reasonable measures to restore the security of the Information Systems compromised in the Cybersecurity Event to prevent further unauthorized acquisition, release, or use of Molina Information.

(f) Provider must provide Molina with the following required information regarding a Cybersecurity Event in electronic form. Provider shall have a continuing obligation to update and supplement the initial and subsequent notifications to Molina concerning the Cybersecurity Event. The information provided to Molina must include at least the following, to the extent known:
   i. the date of the Cybersecurity Event;
   ii. a description of how the information was exposed, lost, stolen, or breached;
   iii. how the Cybersecurity Event was discovered;
   iv. whether any lost, stolen, or breached information has been recovered and, if so, how this was done;
   v. the identity of the source of the Cybersecurity Event;
   vi. whether Provider has filed a police report or has notified any regulatory, governmental or law enforcement agencies and, if so, when such notification was provided;
   vii. a description of the specific types of information accessed or acquired without authorization, which means particular data elements including, for example, types of medical information, types of financial information, or types of information allowing identification of the consumer;
   viii. the period during which the Information System was compromised by the Cybersecurity Event;
   ix. the number of total consumers in each State affected by the Cybersecurity Event;
   x. the results of any internal review identifying a lapse in either automated controls or internal procedures or confirming that all automated controls or internal procedures were followed;
   xi. a description of efforts being undertaken to remediate the situation which permitted the Cybersecurity Event to occur;
   xii. a copy of Provider's privacy policy and a statement outlining the steps Provider will take to investigate and if requested by Molina, the steps that Provider will take to notify consumers affected by the Cybersecurity Event; and
   xiii. the name of a contact person who is familiar with the Cybersecurity Event and authorized to act on behalf of Provider.

(g) Provider shall maintain records concerning all Cybersecurity Events for a period of at least five (5) years from the date of the Cybersecurity Event or such longer period as required by applicable laws and produce those records upon Molina's request.

5. Right to Conduct Assessments; Provider Warranty. Provider agrees to fully cooperate with any security risk assessments performed by Molina and/or any designated representative or vendor of Molina. Provider agrees to promptly provide accurate and complete information with respect to such security risk assessments. If Molina performs a due diligence/security risk assessment of Provider, Provider (i) warrants that the services provided pursuant to the Provider's Agreement with Molina will be in compliance with generally recognized industry standards and as

provided in Provider's response to Molina's due diligence/security risk assessment questionnaire; (ii) agrees to inform Molina promptly of any material variation in operations from what was provided in Provider's response to Molina's due diligence/security risk assessment; and (iii) agrees that any material deficiency in operations from those as described in the Provider's response to Molina's due diligence/security risk assessment questionnaire may be deemed a material breach of the Provider's Agreement with Molina.

6. Other Provisions. Provider acknowledges that there may be other information security and data protection requirements applicable to Provider in the performance of services, which may be addressed in an agreement between Molina and Provider but are not contained in this section.
7. Conflicting Provisions. In the event of any conflict between the provisions of this section and any other agreement between Molina and Provider, the stricter of the conflicting provisions will control.

B. Provider Obligations for Oral Translation, Oral Interpretation and Sign Language Services

Integrated Quality Improvement

Molina ensures Members have access to language services such as oral interpretation, American Sign Language (ASL) and written translation. Molina must also ensure access to programs, aids and services that are congruent with cultural norms. Molina supports Members with disabilities and assists Members with LEP.

Molina develops Member materials according to Plain Language Guidelines. Members or Providers may also request written Member materials in alternate languages and formats (i.e., Braille, audio, large print), leading to better communication, understanding and Member satisfaction. Online materials found on MolinaHealthcare.com and information delivered in digital form meet Section 508 accessibility requirements to support Members with visual impairments.

Key Member information, including Appeal and Grievance forms, are also available in threshold languages on the Molina Member website.

Members with Limited English Proficiency (LEP), Limited Reading Proficiency (LRP), or Limited Hearing or Sight

Molina is dedicated to serving the needs of our Members and has made arrangements to ensure that all Members have information about their health care provided to them in a manner they can understand.

All Molina Providers are required to comply with Title VI of the Civil Rights Act of 1964 in the provision of Covered Services to Members. Compliance with this provision includes providing interpretation and translation services for Members requiring such

services, including Members with LEP. Written procedures are to be maintained by each office or facility regarding their process for obtaining such services. Documentation of such services shall be kept in the Member's chart.

Access to Interpreter Services

Molina Providers must support Member access to telephonic interpreter services by offering a telephone with speaker capability or a telephone with a dual headset. Providers may offer Molina Members interpreter services if the Members do not request them on their own. Please remember it is never permissible to ask a family Member, friend or minor to interpret.

All eligible Members who are Limited English Proficient (LEP) are entitled to receive interpreter services. Pursuant to Title VI of the Civil Rights Act of 1964, services provided for Members with LEP, limited reading proficiency (LRP), or limited hearing or sight are the financial responsibility of the Provider. Under no circumstances are Molina Members responsible for the cost of such services. Written procedures are to be maintained by each office or facility regarding their process for obtaining such services. Molina is available to assist Providers with locating these services if needed.

An LEP individual has a limited ability or inability to read, speak or write English well enough to understand and communicate effectively (whether because of language, cognitive or physical limitations).

Molina Members are entitled to:

- Be provided with effective communications with medical Providers as established by the Americans with Disabilities Act of 1990, the Rehabilitation Act of 1973 and the Civil Rights Act of 1964.
- Be given access to Care Managers trained to work with cognitively impaired individuals.
- Be notified by the medical Provider that interpreter services are available at no cost.
- Decide, with the medical Provider, to use an interpreter and receive an unbiased interpretation.
- Be assured of confidentiality as follows:
  - Interpreters must adhere to Health and Human Service Commission (HHSC) policies and procedures regarding the confidentiality of Member records.
  - Interpreters may, with Member written consent, share information from the Member's records only with appropriate medical professionals and agencies working on the Member's behalf.
  - Interpreters must ensure that this shared information is similarly safeguarded.
- Have interpreters, if needed, during appointments with the Member's Providers and when talking to the health plan.
- Interpreters include people who can speak the Member's native language, assist with a disability, or help the Member understand the information.

When Molina Members need an interpreter, limited hearing and/or limited reading services for health care services, per Ohio Administrative Code (OAC) OAC 5160-26-05.1, the Provider should:

- Verify the Member's eligibility and medical benefits.
- Inform the Member that an interpreter, limited hearing and/or limited reading services are available.
- Molina is available to assist Providers with locating these services if needed:
  - Providers needing assistance finding on-site interpreter services may call Molina Member Services.
  - Providers needing assistance finding translation services may call Molina Member Services.
  - Providers with Members who cannot hear or have limited hearing ability may use the Ohio Relay service (TTY) at 711.
  - Providers with Members with limited vision may contact Molina Member Services for documents in large print, Braille, or audio version.
  - Providers with Members with limited reading proficiency (LRP) may contact Molina Member Services.
    - The Molina Member Service Representative will verbally explain the information, up to and including reading the documentation to the Members or offer the documents in audio version
  - Contact Molina Member Services at:
    Medicaid: (800) 642-4168 (TTY/Ohio Relay (800) 750-0750 or 711), Monday through Friday from 7 a.m. to 8 p.m. EST

Molina asks Providers to inform Molina when providing interpreter services to Molina Members. Providers may report this information to Molina by calling Molina Member Services.

Arranging for Interpreter Services

If a Member has LEP, the Provider may call Member Services for assistance with locating translation services. If a Member requires an on-site interpreter for sign language or foreign language interpretation, the Provider may call Provider Services to request assistance with locating interpreter services.

Pursuant to Title VI of the Civil Rights Act of 1964, services provided for Members with LEP, 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.

- If a Member cannot hear or has a limited hearing ability, use the Ohio Relay Service/TTY at (800) 750-0750 or 711.
- If a Member has limited or no vision, documents in large print, Braille, or audio can be obtained by calling Member Services.
- If a Member has LRP, contact Member Services.

- The representatives will verbally explain the information, up to and including reading the document to the Member or provide the documents in audio version.

Provider Guidelines for Accessing Interpreter Services

When Molina Members need interpreter services for health care services, the Provider should:

- Verify Member's eligibility and medical benefits.
- Inform the Member that interpreter services are available.
- Contact Molina immediately if assistance in locating interpreter services is needed.

Members Who Are Deaf or Hard of Hearing

TTY/TDD connection is accessible by dialing 711. This connection provides access to Member and Provider Contact Center, Quality, Healthcare Services and all other health plan functions.

Molina strongly recommends that Provider offices make an ASL interpreter available for face-to-face service delivery or make assistive listening devices available for Members who are deaf and hard of hearing. Assistive listening devices enhance the sound of the Provider's voice to facilitate better interaction with the Member.

24-Hour Nurse Advice Line

Molina provides Nurse Advice services for Members 24 hours per day, 7 days a week. The Nurse Advice Line provides access to 24-hour interpretive services. Members may call Molina's Nurse Advice Line directly for English (888) 275-8750, Spanish (866) 648-3537 and TTY/TDD 711. The Nurse Advice Line telephone numbers are also printed on membership cards.

Documentation

As a contracted Molina Provider, your responsibilities for documenting Member language services/needs in the Member's medical record are as follows:

- Record the Member's language preference in a prominent location in the medical record. This information is provided to you on the electronic Member lists that are sent to you each month by Molina.
- Document all Member requests for interpreter services.
- Document who provided the interpreter service. This includes the name of someone from a commercial interpreter service vendor. Information should include the interpreter's name, operator code and vendor.
- Document all counseling and treatment completed using interpreter services.
- Document if a Member insists on using a family Member, friend or minor as an interpreter or refuses the use of interpreter services after notification of their right to have a qualified interpreter at no cost.

C. Procedure to Notify Molina of Changes to Provider Practice

Please follow the Provider update instructions outlined for the Provider Network Management (PNM) system in Section V. Provider Credentialing, Enrollment and Contracting, A. Provider Enrollment (ODM Functions) 5. Provider Maintenance, of this Manual.

D. Procedure to Notify MCO of Changes in Member Circumstances

Members or their authorized representatives may contact Molina Member Services to report a change in Member circumstances, such as Member address, phone number, email address, date of death or other relevant information. Members may also make updates to some of their information via the secure My Molina Member Portal.

E. Cultural Competency and Linguistics Services

Cultural competency information, as well as languages spoken by office location, will be collected in ODM's Provider Network Management (PNM) system and will be utilized to populate ODM's centralized Provider directory. Additionally, this information for credentialed Providers will be transmitted to the managed care organizations on a weekly basis for them to align their directories with the information contained in the PNM.

Providers need to ensure services are delivered to Members in a culturally appropriate and effective manner by promoting cultural humility and awareness of implicit biases. Molina can provide support and training as described herein to help meet these expectations.

Cultural Competency and Training

Molina is committed to reducing health care disparities. Training employees, Providers and their staff and quality monitoring are the cornerstones of successful, culturally competent service delivery. Molina integrates Cultural Competency training into the overall Provider training and quality-monitoring programs. An integrated quality approach enhances the way people think about our Members, service delivery and program development so that cultural competency becomes a part of everyday thinking.

Molina offers educational opportunities in cultural competency concepts for Providers, their staff and Community Based Organizations (CBO). Molina conducts Provider training during Provider orientation, with annual reinforcement training offered through Provider Relations and/or online, web-based training modules. Web-based training modules can be found on Molina's website on the Culturally and Linguistically Appropriate Resources/Disability Resources page.

Training modules, delivered through a variety of methods, include:

- Provider written communications and resource materials.
- Online cultural competency Provider training modules, including implicit biases.
- Integration of cultural competency concepts and nondiscrimination of service delivery into Provider communications.

Linguistic Services Background

Molina works to ensure all Members receive culturally competent care across the service continuum to reduce health disparities and improve health outcomes. The Culturally and Linguistically Appropriate Services in Health Care (CLAS) standards published by the U.S. Department of Health and Human Services (HHS), Office of Minority Health (OMH) guide the activities to deliver culturally competent services. Molina complies with Section 1557 of the Patient Protection and Affordable Care Act, prohibiting discrimination in health programs and activities receiving federal financial assistance on the basis of race, color, national origin, sex, age and disability per title VI of the Civil Rights Act of 1964, title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1975 (29 U.S.C. § 794). Molina complies with applicable portions of the Americans with Disabilities act of 1990. Molina also complies with all implementing regulations for the foregoing. Compliance ensures the provision of linguistic access and disability-related access to all Members, including those with Limited English Proficiency (LEP) and Members who are deaf, hard of hearing, non-verbal, have a speech impairment or have an intellectual disability. Policies and procedures address how individuals and systems within the organization will effectively provide services to people of all cultures, races, ethnic backgrounds, genders, gender identities, sexual orientations, ages and religions, as well as those with disabilities in a manner that recognizes values, affirms and respects the worth of the individuals and protects and preserves the dignity of each.

Molina's integration of cultural competency and linguistic services is reflective of the overall commitment to achieving health equity by reducing and ultimately eliminating health disparities experienced by populations that have been historically marginalized.

Additional information on cultural competency and linguistic services is available at MolinaHealthcare.com/OhioProviders, from your local Provider Relations Team, and by calling Molina Provider Services at (855) 322-4079.

Nondiscrimination in Health Care Service Delivery

Molina complies with Section 1557 of the Affordable Care Act (ACA). All Providers who join the Molina Provider network must also comply with the nondiscrimination provisions and guidance set forth by the Department of Health and Human Services (HHS) and the Office for Civil Rights (OCR), state law and federal program rules, including Section 1557 of the ACA.

Providers are required to do, at a minimum, the following:

1. May not limit the Provider's practice because of a Member's medical (physical or mental) condition or the expectation for the need of frequent or high-cost care.
2. Must post in a conspicuous location in their office, a Non-discrimination Notice. A sample of the Nondiscrimination Notice can be found in the Member Handbook located at MolinaHealthcare.com.
3. Must post in a conspicuous location in the office, a Tagline Document, that explains how to access non-English language services. A sample of the Tagline Document can be found in the Member Handbook.
4. If a Molina Member needs language assistance services while at the office, and the Provider is a recipient of Federal Financial Assistance, the Provider MUST take reasonable steps to make services accessible to persons with limited English proficiency ("LEP"). Find resources on meeting LEP obligations in the Member Handbook.
5. If a Molina Member complains of discrimination, the Provider MUST provide the Member with the following information so the Member may file a complaint with Molina's Civil Rights Coordinator or the HHS-OCR.
    - Civil Rights Coordinator at:
        - Phone: (866) 606-3889 or TTY/TDD 711
        - Email the complaint to civil.rights@MolinaHealthcare.com
        - Mail the complaint to Molina at:
          Molina Healthcare, Inc.
          Civil Rights Coordinator
          200 Oceangate, Suite 100
          Long Beach, CA 90802
    - Office of Civil Rights (OCR) at:
        - Website: ocrportal.hhs.gov/ocr/portal/lobby.jsf
        - Complaint forms are available at hhs.gov/ocr/complaints/index.html.
        - The form can be mailed to:
          Office of Civil Rights
          U.S. Department of Health and Human Services
          200 Independence Avenue, SW
          Room 509F, HHH Building
          Washington, D.C. 20201

If you or a Molina Member needs help, call (800) 368-1019 or TTY/TDD (800) 537-7697.

Should you or a Molina Member need more information, refer to the Health and Human Services website: federalregister.gov/documents/2020/06/19/2020-11758/nondiscrimination-in-health-and-health-education-programs-or-activities-delegation-of-authority

Program and Policy Review Guidelines

Molina conducts assessments at regular intervals of the following information to ensure its programs are most effectively meeting the needs of its Members and Providers:

- Annual collection and analysis of race, ethnicity and language data from:
  - Eligible individuals to identify significant culturally and linguistically diverse populations within a plan's membership.
  - Contracted Providers to assess gaps in network demographics.
- Local geographic population demographics and trends are derived from publicly available sources (Community Health Measures and State Rankings Report).
- Applicable national demographics and trends derived from publicly available sources.
- Assessment of Provider Network.
- Collection of data and reporting for the Diversity of Membership HEDIS® measure.
- Annual determination of threshold languages and processes in place to provide Members with vital information in threshold languages.
- Identification of specific cultural and linguistic disparities found within the plan's diverse populations.
- Analysis of HEDIS® and CAHPS® Enrollee Experience survey results for potential cultural and linguistic disparities that prevent Members from obtaining the recommended key chronic and preventive services.

Responsibilities of Behavioral Health Providers

Molina promotes collaboration with Providers and integration of both physical and behavioral health services in an effort to provide quality care coordination to Members. Behavioral health Providers are expected to provide in-scope, evidence-based mental health and SUD services to Molina Members. Behavioral health Providers may only provide physical health care services if they are licensed to do so.

Providers shall follow Quality Access to Care standards. Molina provides oversight of Providers to ensure Members can obtain needed health services within acceptable appointment timeframes. Please refer to the XIII. Quality section of this Provider Manual for specific access to appointment details.

All Members receiving inpatient psychiatric services must be scheduled for a psychiatric outpatient appointment prior to discharge. The aftercare outpatient appointment must include the specific time, date, location and name of the Provider. This appointment must occur within seven calendar days of the discharge date. If a Member misses a behavioral health appointment, the behavioral health Provider must contact the Member within 24 hours of a missed appointment to reschedule.

F. Molina Provider Responsibilities

Nondiscrimination in Healthcare Service Delivery

Providers must comply with the nondiscrimination in health care services delivery requirements outlined in the D. Cultural Competency and Linguistics Services section of this Provider Manual.

Additionally, Molina requires Providers to deliver services to Molina Members without regard to the source of payment. Specifically, Providers may not refuse to serve Molina Members because they receive assistance with cost-sharing from a government-funded program.

Section 1557 Investigations

All Molina Providers shall disclose all investigations conducted pursuant to Section 1557 of the Patient Protection and Affordable Care Act to Molina Healthcare's Civil Rights Coordinator.

Molina Healthcare, Inc.
Civil Rights Coordinator
200 Oceangate, Suite 100
Long Beach, CA 90802

Toll Free: (866) 606-3889; TTY/TDD: 711
Online: MolinaHealthcare.AlertLine.com
Email: civil.rights@MolinaHealthcare.com

Should you or a Molina Member need more information, you can refer to the Health and Human Services website: federalregister.gov/documents/2020/06/19/2020-11758/nondiscrimination-in-health-and-health-education-programs-or-activities-delegation-of-authority.

Facilities, Equipment, Personnel and Administrative Services

The Provider's facilities, equipment, personnel and administrative services must be at a level and quality necessary to perform duties and responsibilities to meet all applicable legal requirements, including the accessibility requirements of the Americans with Disabilities Act (ADA). Providers must make reasonable accommodations for Members with physical or mental disabilities.

Provider Data Accuracy and Validation

It is important for Providers to ensure Molina has accurate practice and business information. Accurate information allows Molina to better serve and support our Members and Provider network.

Maintaining an accurate and current Provider Directory is a state and federal regulatory requirement, as well as an NCQA-required element. Invalid information can negatively

impact Member access to care, Member/PCP assignments and referrals. Additionally, current information is critical for timely and accurate Claims processing.

Providers must validate the Provider Online Directory (POD) information at least quarterly for correctness and completeness.

Providers must update the Provider Network Management (PNM) system as soon as possible, but no less than 30 calendar days in advance of changes such as, but not limited to:

- Change in office location(s), office hours, phone, fax or email.
- Addition or closure of office location(s).
- Addition or removal of a Provider (within an existing clinic/practice).
- Change in practice name, Tax ID and/or National Provider Identifier (NPI).
- Opening or closing the practice to new patients (PCPs only – see the section on Provider Panel for further details).
- Any other information that may impact Member access to care.

Please visit our Provider Online Directory at MolinaHealthcare.com to validate your information. For corrections and updates that must be submitted to Molina, a convenient Provider Information Update Form can be found on the Provider Website.

Molina is required to audit and validate our Provider Network data and Provider Directories on a routine basis. As part of our validation efforts, we may reach out to our network of Providers through various methods, such as letters, phone campaigns, face-to-face contact, fax, or fax-back verification, etc. Molina also may use a vendor to conduct routine outreach to validate data that impacts the Provider Directory or otherwise impacts membership or ability to coordinate Member care. Providers are required to supply timely responses to such communications.

All Molina Providers participating in a Medicaid network must be actively enrolled in the state Medicaid program to be eligible for reimbursement. If a Provider has not had a Medicaid number assigned, the Provider must apply for enrollment with ODM and meet the Medicaid Provider enrollment requirements set forth by the ODM for fee-for-service Providers of the appropriate provider type.

National Plan and Provider Enumeration System (NPPES) Data Verification

The Centers for Medicare & Medicaid Services (CMS) recommends that Providers routinely verify and attest to the accuracy of their National Plan and Provider Enumeration System (NPPES) data.

NPPES allows Providers to attest to the accuracy of their data. If the data is correct, the Provider is able to attest, and NPPES will reflect the attestation date. If the information is not correct, the Provider is able to request a change to the record and attest to the changed data, resulting in an updated certification date.

Molina supports the CMS recommendations around NPPES data verification and encourages our Provider network to verify Provider data via nppes.cms.hhs.gov. Additional information regarding the use of NPPES is available in the Frequently Asked Questions (FAQs) document published at the following link: cms.gov/Medicare/Health-Plans/ManagedCareMarketing/index.

Molina Electronic Solutions Requirements

Molina strongly encourages Providers to utilize electronic solutions and tools whenever possible.

Molina requires all contracted Providers to participate in and comply with Molina's Electronic Solution Requirements, which include, but are not limited to, electronic submission of Prior Authorization requests, Prior Authorization status inquiries, health plan access to electronic medical records (EMR), electronic Claims submission, electronic fund transfers (EFT), electronic remittance advice (ERA), electronic Claims appeals and registration for and use of the Availity Essentials portal.

Electronic Claims include Claims submitted via a Clearinghouse using the ODM EDI process and Claims submitted through the Availity Essentials portal.

Any Provider entering the network as a Contracted Provider will be required to comply with Molina's Electronic Solution Policy by enrolling for EFT/ERA payments and registering for the Availity Essentials portal within 30 days of entering the Molina network.

Molina is committed to complying with all HIPAA Transactions, Code Sets, and Identifiers (TCI) standards. Providers must comply with all HIPAA requirements when using electronic solutions with Molina. Providers must obtain a National Provider Identifier (NPI) and use their NPI in HIPAA Transactions, including Claims submitted to Molina. Providers may obtain additional information by visiting Molina's HIPAA Resource Center located on our Provider Website at MolinaHealthcare.com.

Electronic Solutions/Tools Available to Providers

Electronic solutions/tools available to Molina Providers include:

- Electronic Claims submission options: Availity Essentials portal and OMES EDI.
- Electronic Payment: EFT with ERA.

For more information on EDI Claims submission, see the VIII. Claims Information section of this Provider Manual.

Electronic Claims Submission Requirement

Providers must submit Medicaid EDI Claims via the Fiscal Intermediary (OMES) in Phase 3 of the Next Generation Medicaid program implementation. Providers may submit

direct data entry Claims via the Availity Essentials portal. Claims submitted directly to Molina through EDI (without passing through the Fiscal Intermediary, OMES) will not be accepted.

Electronic Claims submission provides significant benefits to the Provider, such as:

- Promoting HIPAA compliance.
- Helping to reduce operational costs associated with paper Claims (printing, postage).
- Increasing accuracy of data and efficient information delivery.
- Eliminating mailing time and enabling Claims to reach Molina faster.
- Reducing Claim processing delays as errors can be corrected and resubmitted electronically.

Electronic Payment (EFT/ERA) Requirement

Participating Providers are required to enroll in EFT and ERA. Providers enrolled in EFT payments will automatically receive ERAs as well. EFT/ERA services give Providers the ability to reduce paperwork, utilize searchable ERAs and receive payment and ERA access faster than the paper check and Remittance Advice (RA) processes. There is no cost to the Provider for EFT enrollment, and Providers are not required to be in-network to enroll. Molina uses a vendor to facilitate the HIPAA-compliant EFT payment and ERA delivery processes.

Additional instructions on how to register are available under the EDI/ERA/EFT tab on Molina's website: MolinaHealthcare.com/OhioProviders.

If a Provider is not already enrolled for 835s with ODM, please visit this website to sign up: Required Forms & Technical Letters | Medicaid. The ODM enrollment will provide ERAs from all payers in the Next Generation Medicaid program.

Member Rights and Responsibilities

Providers are required to comply with the Member Rights and Responsibilities as outlined in Molina's Member materials (such as Member Handbooks).

Procedure for Dismissing Non-Compliant Members

Providers may request that a Molina Member be dismissed from their practice if the Member does not respond to recommended patterns of treatment or behavior. Examples include missing scheduled appointments or failing to modify behavior that is disruptive, unruly, threatening, or uncooperative.

The following steps need to be followed when dismissing a Member:

- Follow the Provider's Practice Dismissal Policy.
- Treat the Molina Member the same as a Member from another managed care organization.

- Following notification of dismissal, the PCP must offer coverage to the Member for a period of 30 days or until Molina assigns a new PCP to the Member, whichever is sooner.

This section does not apply if the Member's behavior is attributed to a physical or behavioral health condition.

Member Information and Marketing

Any written informational or marketing materials directed to Molina Members must be developed and distributed in a manner compliant with all state and federal laws and regulations and approved by Molina prior to use. Please contact your Provider Relations Team for information and review of the proposed materials.

Member Eligibility Verification

Possession of a Molina ID card does not guarantee Member eligibility or coverage. Providers should verify the eligibility of Molina Members prior to rendering services. Payment for services rendered is based on enrollment and benefit eligibility. The contractual agreement between Providers and Molina places the responsibility for eligibility verification on the Provider of services.

For more information, please refer to the XII. Member Enrollment, Eligibility, Disenrollment section of this Provider Manual.

Member Cost Share

Providers must verify the Molina Member's cost share status prior to requiring the Member to pay co-pay, co-insurance, deductible, or other cost shares that may be applicable to the Member's specific benefit plan. Some plans have a total maximum cost share that frees the Member from any further out-of-pocket charges once reached (during that calendar year).

Healthcare Services (Utilization Management and Care Management)

Providers are required to participate in and comply with Molina's Utilization Management and Care Management Programs, including all policies and procedures regarding Molina's facility admission, Prior Authorization, Medical Necessity review determination, and Interdisciplinary Care Team (ICT) procedures. Providers will also cooperate with Molina in audits to identify, confirm and/or assess utilization levels of Covered Services.

For additional information, please refer to the VII. Utilization Management and IX. Care Coordination/Care Management section of this Provider Manual.

In Office Laboratory Tests

Molina's policies allow only certain lab tests to be performed in a Provider's office regardless of the line of business. All other lab tests must be referred to an In-Network Laboratory Provider that is a certified, full-service laboratory offering a comprehensive test menu that includes routine, complex, drug, genetic testing and pathology. A list of those lab services that are allowed to be performed in the Provider's office is found on the Molina Provider Website at MolinaHealthcare.com.

Additional information regarding In-Network Laboratory Providers and In-Network Laboratory Provider patient service centers is found on the laboratory Providers' respective websites:

- Quest at appointment.questdiagnostics.com/patient/confirmation.
- LabCorp at labcorp.com/labs-and-appointments.

Specimen collection is allowed in a Provider's office and shall be compensated in accordance with your agreement with Molina and applicable state and federal billing and payment rules and regulations.

Claims for tests performed in the Provider's office that are not on Molina's list of allowed in-office laboratory tests will be denied.

Referrals

Please refer to the VI. Covered Services, B. Requirements Regarding the Submission and Processing of Requests for Specialist Referrals section of this Provider Manual.

PCPs are able to refer a Member to an in-network specialist for consultation and treatment without a referral request to Molina.

Treatment Alternatives and Communication with Members

Molina endorses open Provider-Member communication regarding appropriate treatment alternatives and any follow-up care. Molina promotes open discussion between Providers and Members regarding Medically Necessary or appropriate patient care, regardless of Covered Benefits limitations. Providers are free to communicate any and all treatment options to Members regardless of benefit coverage limitations. Providers are also encouraged to promote and facilitate training in self-care and other measures Members may take to promote their own health.

Single Pharmacy Benefit Manager (SPBM) Program

Providers are required to comply with established requirements for the ODM SPBM.

In accordance with Ohio Revised Code (ORC) section 5167.24, ODM has selected a third-party administrator to serve as a statewide Single Pharmacy Benefit Manager (SPBM) to be responsible for providing and managing pharmacy benefits for Molina and other Managed Care Organizations' (MCO) Members. The transition from pharmacy

benefits being MCO-administered to SPBM-administered occurred on October 1, 2022. Pharmaceutical Drug Reporting requirements for all Covered Outpatient Drugs continue to be required by Molina as stated in Appendix R of the ODM Provider Agreement.

Molina must collaborate with ODM and the SPBM on prescriber engagement strategies to educate and monitor Molina's network Providers regarding compliance with ODM's preferred drug list, Prior Authorization requirements, billing requirements and appropriate prescribing practices. Molina must address noncompliance as it relates to adherence to the preferred drug list, failing to comply with Prior Authorization requirements, or operating outside industry or peer norms for prescribing practices.

The SPBM and MCOs will meet approximately twice monthly to discuss and address noncompliance as it relates to Provider/prescriber adherence to the preferred drug list, failing to comply with Prior Authorization requirements, or operating outside industry or peer norms for prescribing practices. The SPBM will present reporting during the twice-monthly calls with all MCOs, which will drive prescriber interventions and outreach strategies.

Opportunities identified for improvement from the twice monthly RX MCO workgroups identified above will be shared with ODM and MCOs at monthly ODM Pharmacy Director meetings.

Participation in Quality Programs

Providers are expected to participate in Molina's Quality Programs and collaborate with Molina in conducting peer reviews and audits of care rendered by Providers. Such participation includes, but is not limited to:

- Access to Care Standards.
- Site and Medical Record-Keeping Practice Reviews as applicable.
- Delivery of Patient Care Information.

For additional information, please refer to the XIII. Quality section of this Provider Manual.

Compliance

Providers must comply with all state and federal laws and regulations related to the care and management of Molina Members.

Confidentiality of Member Health Information and HIPAA Transactions

Molina requires that Providers respect the privacy of Molina Members (including Molina Members who are not patients of the Provider) and comply with all applicable laws and regulations regarding the privacy of the patient and Member PHI. For additional information, please refer to the IV. Provider Responsibilities section of this Provider Manual.

Participation in Grievance and Appeals Programs

Providers are required to participate in Molina's Grievance Program and cooperate with Molina in identifying, processing and promptly resolving all Member complaints, grievances, or inquiries. If a Member has a complaint regarding a Provider, the Provider will participate in the investigation of the grievance. If a Member submits an appeal, the Provider will participate by providing medical records or statements if needed. This includes the maintenance and retention of Member records for a period of not less than ten years and retained further if the records are under review or audit until such time that the review or audit is complete.

For additional information, please refer to the VI. Covered Services section of this Provider Manual.

Participation in Credentialing

Providers are required to participate in ODM's credentialing and re-credentialing process and will satisfy, throughout the term of their contract, all credentialing and re-credentialing criteria established by ODM and applicable accreditation, state and federal requirements. This includes providing prompt responses to requests for information related to the credentialing or re-credentialing process.

More information about the Credentialing Program is available in the V. Provider Enrollment, Credentialing and Contracting section of this Provider Manual.

Delegation

Delegated entities must comply with the terms and conditions outlined in Molina's Delegation Policies and Delegated Services Addendum. Please see the XVIII. Delegation section of this Provider Manual for more information about Molina's delegation requirements and delegation oversight.

Primary Care Provider Responsibilities

PCPs are responsible to:

- Serve as the ongoing source of primary and preventive care for Members.
- Assist with coordination of care as appropriate for the Member's health care needs.
- Recommend referrals to specialists participating with Molina.
- Triage appropriately.
- Notify Molina of Members who may benefit from Care Management.
- Participate in the development of Care Management treatment plans.

Provider Panel

Participating Providers may only close their panels to new Molina Members when their panel is being closed to all new patients, regardless of insurer. Participating Providers must not close their panels to Molina Members only.

If a participating Provider chooses to close their panel to new Members, the Provider must provide 30 days' advance notice to Molina. Written correspondence is required and must include the reason and the effective date of the closure. Correspondence should also include the re-open date if the panel will not remain closed indefinitely.

If a reopen date for the panel is not known, the Provider will need to notify Molina when the office is ready to reopen the panel to new patients.

Interpreter Services

Arranging for Interpreter Services

If a Member has LEP, the Provider may call Member Services for assistance with locating translation services. If a Member requires an on-site interpreter for sign language or foreign interpretation, the Provider may call Provider Services to request assistance with locating interpreter services.

Pursuant to Title VI of the Civil Rights Act of 1964, services provided for Members with LEP, 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.

- If a Member cannot hear or if they have limited hearing ability, use the Ohio Relay Service/TTY at (800) 750-0750 or 711.
- If a Member has limited or no vision, documents in large print, Braille, or audio can be obtained by calling Member Services.
- If a Member has LRP, contact Member Services.
    - The representatives will verbally explain the information, up to and including reading the document to the Member or provide the documents in audio version.

Provider Guidelines for Accessing Interpreter Services

When Molina Members need interpreter services for health care services, the Provider should:

- Verify Member's eligibility and medical benefits.
- Inform the Member that interpreter services are available.
- Contact Molina immediately if assistance in locating interpreter services is needed.

Disclosure Requirements

Providers are required to complete the Ownership and Control Disclosure Form during the contracting process and re-attest every 36 months or at any time disclosure must occur to ensure the information is correct and current. The forms are available on our

Provider website at MolinaHealthcare.com/OhioProviders under the "Forms" tab in "Provider Forms" under "Contracted Practices/Groups Making Changes."

Access to Care Standards

For more information on Access to Care Standards, refer to the D. Access to Care section in the XIII. Quality section of this Provider Manual.

Health Information Exchange and Electronic Health Records

Molina Healthcare of Ohio participates in and encourages the use of Electronic Health Records (EHR) and Health Information Exchanges (HIE) to improve quality and clinical services, foundationally support population health, and drive administrative and fiscal efficiencies throughout the model of care ecosystem.

Health Information Exchanges (HIE)

Molina actively engages with HIE organization, CliniSync, in order to be fully equipped to implement improvements to care based on its use, advocate for enhancements to improve data exchange, and support the healthcare communities in using HIEs. The success of HIEs relies on the standard usage in the healthcare community to create an exchange of health information in a timely and secure manner. This exchange is key to improving the accuracy of medical care and medication prescribing, ensuring timely results to ordering Providers, eliminating unnecessary paperwork, avoiding unnecessary testing and increasing patient involvement in their healthcare. Molina regularly monitors Provider participation in HIEs and will continue to promote Provider participation across Provider types.

To ensure Molina can support the care coordination and transitions of Members, Molina facilitates and monitors network hospital submission of admission, discharge and transfer (ADT) data. Monitoring occurs through the following mechanisms:

- Receiving notifications from the HIE and taking action as necessary
- Comparing facilities submitting ADT data to the participation list and evaluating discrepancies
- Incorporating ADT data into quick reference guides and procedures

In order to perform these critical activities, hospital Providers must provide ADT data, at a minimum, to any established HIE operating in Ohio. This information exchange will ensure greater visibility and coordination for patients during transitions of care.

Electronic Health Records (EHR)

As Molina engages with Providers in the area of EHR connectivity, it is evident that incorporating EHRs into the documentation, tracking and management of patient care is a valuable tool. Wide variation in the degree of adoption and effectiveness of use

continues to be an opportunity to understand and improve across various Provider types. Molina expects Providers to use their best efforts to participate in meaningful EHRs, whether independently or through clinical integration, given the advantages of use. These benefits include secure sharing of electronic records with other Providers and patients, increased Provider efficiencies to review and document, quicker access to accurate and up-to-date patient records, an opportunity to connect EHR to HIE for broader patient information, safer care and prescribing and greater security of patient information. Molina monitors Provider participation in EHRs and will continue to promote meaningful use.

Executive Orders

Governor DeWine has issued Executive Orders applicable to Providers and other entities contracted with Molina. Providers and other contracted entities are also expected to follow these Executive Orders to ensure compliance with the prohibitions.

- 2019-12D prohibits the use of public funds to purchase services provided outside of the United States except in certain circumstances. These services include the use of offshore programming and call centers. Please visit Executive Order 2019-12D | Governor Mike DeWine (ohio.gov) for the full details of the executive order.
- 2022-02D prohibits purchasing of services from or investments in Russian institutions or companies who supply services. Please visit Executive-Order-2022-02D | Governor Mike DeWine (ohio.gov) for the full details of the executive order.

V. Provider Enrollment, Credentialing and Contracting

A. Provider Enrollment (ODM Functions)

1. General Provider Information/Enrollment Information

Pursuant to 42 Code of Federal Regulations (CFR) 438.602, the Ohio Department of Medicaid (ODM) is required to screen, enroll and revalidate all managed care organization (MCO) network Providers. This provision does not require Molina network Providers to render services to fee-for-service (FFS) beneficiaries.

There are many resources available on the Ohio Department of Medicaid website about the requirements to become a participating Provider. Please visit medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/enrollment-and-support/enrollment-and-support for several useful documents that answer relevant questions.

Organizational Provider types will be required to pay a fee. The fee does not apply to individual Providers and practitioners or practitioner groups. The fee is a federal requirement described in 42 CFR 455.460 and in OAC 5160-1-17.8. The fee for 2024 is $709 per application and is not refundable. The fee will not be required if the enrolling organizational Provider has paid the fee to either Medicare or another state Medicaid

agency within the past five years. However, Ohio Medicaid will require that the enrolling organizational Providers submit proof of payment with their application. (See OAC 5160-1-17.8(A)(1))

Medicaid ID Requirements

In order to comply with federal rule 42 CFR 438.602, the ODM requires Providers at both the group practice and individual levels to be enrolled or apply for enrollment with Ohio Medicaid and to have an active Medicaid Identification (ID) Number for each billing National Provider Identifier (NPI).

For dates of service on or after Feb. 1, 2023, Molina denies Claims for unenrolled or inactive Providers. Providers will receive the following remit message, "N767 – The Medicaid state requires Providers to be enrolled in the Member's Medicaid state program prior to any Claim benefits being processed," and must take action to enroll or reactivate enrollment with ODM to continue receiving payment for rendering services to Molina Members.

Ordering, Referring and Prescribing (ORP) Providers must also have an active Medicaid ID Number, except as allowed by federal and state laws or regulations. For additional details on ORP billing, please refer to the VIII. Claims Information, A. Process and Requirements for the Submission of Claims, Ordering, Referring and Prescribing (ORP) Providers NPI section of this Provider Manual.

Providers without a Medicaid ID number will need to submit an application to ODM. Enrollment is available through the Provider Network Management (PNM) system, or Providers can start the process at medicaid.ohio.gov.

2. Termination, Suspension, or Denial of ODM Provider Enrollment

For a list of termination, suspension and denial actions initiated by the state against a Provider or applicant that allow for hearing rights, please refer to Ohio Revised Code 5164.38.

For a list of termination, suspension and denial actions initiated by the state Medicaid agency against a Provider or applicant that allow for reconsideration, please refer to Ohio Administrative Code 5160-70-02.

3. Loss of Licensure

In accordance with Ohio Administrative Code 5160-1-17.6, a Medicaid Provider agreement will be terminated when any license, permit or certification that is required in the Provider Agreement or department rule has been denied, suspended, revoked, not renewed or is otherwise limited and the Provider has been afforded the opportunity for a hearing in accordance with the hearing process established by the official, board,

commission, department, division, bureau or other agency of state or federal government.

4. Enrollment and Reinstatement After Termination or Denial

If a Provider's Medicaid Provider Agreement is terminated or an applicant's application is denied, the applicant/Provider should contact Ohio Medicaid via the Provider Enrollment Hotline (800) 686-1516 to discuss the requirements to reapply. This process may include conversations with the ODM Compliance unit who will provide specific instruction on re-instatement requirements, if applicable.

5. Provider Maintenance

The PNM system serves as the system of record for Provider data for ODM and Molina. As a result, data in the PNM system is used in both Claims payment, Molina's Provider Directory and the ODM Provider Directory. To ensure Provider information remains current, it is important for Providers to keep their information up to date in the PNM system. Please remember, as an ODM Provider and in accordance with your Provider Agreement, Providers are responsible for notifying ODM of changes within 30 days (see OAC 5160-1-17.2(F)).

Updating the PNM system: When there is a change in a Provider's information, please log in to the PNM system, choose the Provider you are editing, and click the appropriate button to begin an update. Self-service functions include, but are not limited to: location changes, specialty changes and key demographic (e.g., name, NPI, etc.) changes. Once information is accepted into the PNM system, accepted information is sent to Molina daily for use in our individual directories. The Provider must update their information in the PNM system first. Molina is required to direct Providers back to the PNM system if there are changes.

Molina may require additional information not available in the PNM system. This information will be requested during the contracting process and should be updated as changes occur, including PCP capacity/PCP directory flag, Tax ID changes, telehealth availability, accepting new members and/or a Molina directory flag. Please refer to the IV. Provider Responsibilities, E. Molina Provider Responsibilities, Provider Data Accuracy and Validation section of this Provider Manual.

Telephone surveys may be randomly conducted to Provider offices to verify the information published in Molina's directories. Please ensure all staff answering telephone calls are knowledgeable of the practitioners working at a practice and their participation status with Molina. In the event inaccurate information is provided during telephone surveys, Molina will follow-up with the office to ensure re-education of practice staff and verification of current Provider data. Repeated communication of inaccurate information may result in a corrective action plan issued to the practice as

it is critical that Members may access needed healthcare services from Molina's network of Providers.

6. Integrated Help Desk/ODM Provider Call Center

If you have questions or need assistance with your Ohio Medicaid Provider enrollment, call the ODM Integrated Helpdesk at (800) 686-1516 through the interactive voice response (IVR) system. It provides 24-hour, 7 days a week access to information regarding Provider information. Provider Representatives are available via the IVR system weekdays from 8:00 a.m. through 4:30 p.m.

7. Helpful Information

- Medicaid Provider Resources
  medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/enrollment-and-support/enrollment-and-support
- Federal guidelines for enrollment and screening (42 CFR 455 Subpart E)
  law.cornell.edu/cfr/text/42/part-455/subpart-E
- Ohio Revised Code
  codes.ohio.gov/ohio-revised-code/chapter-5160
  codes.ohio.gov/ohio-revised-code/chapter-3963
- Ohio Administrative Code
  codes.ohio.gov/ohio-administrative-code/5160

B. Provider Contracting (Molina Functions)

1. Information About the Contracting Process

Non-Contracted Providers who would like to join the Molina network are invited to complete and submit the Ohio Provider Contract Request Form available on the Molina Provider Website, on the Forms page, under the Non-Contracted Practice/Group Information header.

A sample Provider contract is available by visiting the Molina Provider Website on the "Forms" tab under "Provider Contract Templates."

- Molina Healthcare Dental Provider Services Agreement
- Molina Healthcare Hospital Services Agreement
- Molina Healthcare Provider Services Agreement

2. Medicaid Addendum

The ODM Medicaid Addendum supplements the Base Contract or Agreement between the managed care organization and Provider and runs concurrently with the terms of the Base Contract or Agreement. The Addendum is limited to the terms and conditions governing the provision of and payment for health services provided to Medicaid

Members. Attachments are only needed when Providers are offering different services or practitioners through this plan contract than are identified in the PNM system. Attachment A is needed for all PCPs to identify the Providers' capacity and service location. Attachment A is also required when a Provider has specific practitioner affiliates identified in the PNM who are agreeing to provide services under this plan contract. Attachment C is only required when the contract between the managed care entity and the Provider includes particular specialties rather than all specialties the Provider identified in the PNM system. The most current Medicaid Addendum is posted on the ODM website here: medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/managed-care/mc-policy/managed-care-program-appendix/managed-care-program-addenda. The addendum must be completed along with the Molina Provider Contract.

3. Termination, Suspension, or Denial of Contract

Refer to your contract with Molina for details regarding termination or suspension of the contract. Molina reserves the right to deny Provider contracting requests based on the Provider network needs of our Members. A Provider who is denied a contract may apply again in one year.

4. Non-contracted or Unenrolled Providers (Out-of-State/Non-Contracted Providers)

Contracting and enrollment are two separate processes. Both should be completed if you want to provide services to managed care enrolled Medicaid beneficiaries. Contracting is the process a Provider completes with the MCO, whereas enrollment is a process completed with the ODM. All Providers who are billing for services for Medicaid managed care enrolled beneficiaries should enroll with ODM through our PNM system. 42 CFR § 438.602 requires ODM to "screen and enroll, and periodically revalidate, all network Providers of MCOs." Federal regulations allow for a 120-day temporary agreement for Providers who require more time to enroll in the PNM System. To complete the temporary 120 agreement while you wait for your ODM enrollment to process, you must complete the ODM 10295 form.

Provider education and training resources for PNM, including how to enroll, are located here: PSE Provider Registration Portal - Resources (maximus.com)

Out-of-state and non-contracted Providers should refer to the ODM-Designated Providers and Non-Contracted Provider Guidelines posted on Molina's website on the "Forms" page for information on:

- Member Eligibility Verification
- Prior Authorization (PA)
- Authorization Appeal and Clinical Claim Dispute Process
- Non-Clinical Claim Dispute Process
- Prescription Drugs

- Contract Requests
- Emergency Services
- Post-Stabilization Services
- Referrals
- Benefits and Payment Policy
- Claim Submission (Medical and Behavioral Health Services)
- Timely Filing Guidelines for Medicaid
- Overpayments
- Federally Qualified Health Centers (FQHCs)/Rural Health Clinics (RHCs)
- Sample Member Identification (ID) Cards
- Contact Information
- Cost Recovery

5. Molina's Provider Call Center

Provider Services is available at (855) 322-4079, TTY 711, during the hours of 7 a.m. to 8 p.m. EST, Monday through Friday, except for the following major holidays:

- New Year's Day
- Martin Luther King Jr. Holiday
- Memorial Day Holiday
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Day – Open 7 a.m. until Noon
- Christmas Day
- New Year's Eve Day – Open 7 a.m. until Noon

A holiday that falls on a Saturday is observed on the Friday before the holiday. A holiday that falls on a Sunday is observed on the Monday after the holiday.

C. Credentialing/Recredentialing Process

1. ODM Credentialing Process (Effective Oct. 1, 2022)

ODM is responsible for credentialing all Medicaid managed care Providers. The credentialing and recredentialing processes are paired with enrollment and revalidation, respectively, in the Provider Network Management system. This process adheres to National Committee for Quality Assurance (NCQA) and CMS federal guidelines for both processes and the types of Providers who are subject to the credentialing process.

Please note you are not able to render services to Medicaid Members until you are fully screened, enrolled, and credentialed (if required) by Ohio Medicaid. For a complete list

of Provider types that require credentialing, please refer to Ohio Administrative Code (OAC) rule 5160-1-42.

For individual Providers, the general guidance is that licensed Providers who can practice independently under state law are required to go through this process. Medical students, residents, fellows and Providers who practice strictly in an inpatient setting are exempt from credentialing. It is recommended that you begin the contracting process with each managed care organization (MCO) you wish to participate with while you are enrolling and being credentialed at ODM, in order to be able to render services as of your effective date. While the credentialing process is being centralized at the state Medicaid level, you are still required to contract with the MCOs. Providers will only be included in the MCO contract during the period credentialed or approved by ODM.

When you submit your initial application to be an Ohio Medicaid Provider, you can designate managed care organization interest in the PNM system. Once your application is submitted, demographic data for your Provider is transmitted automatically to the MCOs so they can start contracting with you.

Please direct any credentialing inquiries to the Ohio Department of Medicaid at Credentialing@medicaid.ohio.gov or visit the website at managedcare.medicaid.ohio.gov/managed-care/centralized-credentialing

Note: Existing Molina Providers with recredentialing dates before Feb. 1, 2023, completed Molina's recredentialing process. All recredentialing activities transitioned to ODM on Feb. 1, 2023.

VI. Covered Services

A. List of Covered Services

Medicaid Benefits Index

This section provides an overview of the medical benefits and Covered Services for Molina Members.

All Covered Services must be Medically Necessary. Some are subject to Prior Authorization (PA) requirements and limitations. All services rendered by non-participating Providers, excluding emergency and urgent care, require PA. Authorization is not a guarantee of payment for services. Payment is made in accordance with a determination of the Member's eligibility, benefit limitation/exclusions, evidence of Medical Necessity during the Claim review, and Provider status with ODM and with Molina Healthcare of Ohio.

If there are questions as to whether a service is covered or requires Prior Authorization, please contact Molina at (855) 322-4079 Monday through Friday from 8 a.m. to 5 p.m.

Molina ensures that Medicaid Members have access to Medically Necessary services covered by the Ohio Medicaid Fee-for-Service (FFS) program. For information on Medicaid-Covered Services, view OAC 5160-26-03 or refer to the Ohio Department of Medicaid (ODM) website at medicaid.ohio.gov/wps/portal/gov/medicaid/families-and-individuals/srvcs/services.

Services Covered by Molina

Molina covers the services described in the Summary of Benefits documentation. If there are questions as to whether a service is covered or requires Prior Authorization, please contact Molina at (855) 322-4079 Monday through Friday from 8 a.m. to 5 p.m.

For the most up-to-date coverage information, please visit the What's Covered page at MolinaHealthcare.com and view the Benefits at a Glance. Benefits at a Glance is an easy-to-use list of services covered under the Molina Medicaid Health Plan.

Providers should utilize the Prior Authorization Code LookUp Tool on the Provider Website for specified services that require PA.

Molina is not required to cover pharmacy services other than the limited pharmacy services described in this manual. All other pharmacy benefits are covered by ODM's single pharmacy benefit manager (SPBM).

Injectable and infusion services

Many self-administered and office-administered injectable products require PA. For additional information about Molina's PA process, including a link to the PA request form, please refer to the **Utilization Management** section of this Provider Manual. Physician administered drug claims require the appropriate National Drug Code (NDC) with the exception of vaccinations or other drugs as specified by CMS.

Family planning services related to the injection or insertion of a contraceptive drug or device are covered.

Link(s) to Molina Benefit Materials

Member benefit materials include the Summary of Benefits, which can be found on Molina's website: MolinaHealthcare.com/members/oh/en-us/-media/Molina/PublicWebsite/PDF/members/oh/en-us/Medicaid/benefits-at-a-glance.pdf.

Detailed information about benefits and services can be found in the Member Handbook, which is available on the Member Website.

Access to Behavioral Health Services

Molina provides a behavioral health benefit for Members who are not enrolled in the OhioRISE program.

Behavioral health services are a direct access benefit and are available with no referral required. Health care professionals may assist Members in finding a behavioral health Provider or Members may contact Molina at (855) 322-4079. Molina's 24-hour Nurse Advice Line is available 24 hours a day, 7 days a week, 365 days per year for mental health or substance use disorder needs. The services Members receive will be confidential.

Molina takes an integrated, collaborative approach to behavioral health care, encouraging participation from PCPs, behavioral health and other specialty care Providers to ensure whole-person care. Molina complies with the most current Mental Health Parity and Addiction Equity Act requirements.

- **Respite Services for Children Enrolled in Managed Care:** With the implementation of revised OAC 5160-26-03 Managed Health Care Programs: Covered Services, the eligibility criteria for children with long-term services and supports (MLTSS) needs have been updated. Behavioral health eligibility criteria were added to allow children with a severe emotional disturbance (SED) diagnosis to access respite services. Refer to OAC Rule 5160-26-03.2 for additional details regarding MLTSS respite services for children and OAC Rule 5160-59-03.4 OhioRISE: behavioral health respite services for children.
- **Specialized Recovery Services (SRS) Program:** Specialized Recovery Services Program (SRS) means the Home and Community-Based Services (HCBS) Program jointly administered by ODM and the Ohio Department of Mental Health and Addiction Services (ODMHAS) to provide services to individuals with qualifying diagnoses of severe and persistent mental illness or diagnosed chronic conditions.
- **Recovery Management:** The recovery management service consists of a recovery manager working with an SRS-eligible individual to develop an SRS person-centered care plan. A recovery manager will meet with individuals regularly to monitor their plan and the receipt of SRS under an individual's person-centered care plan. Recovery managers may also provide information and referrals to other services.
- **Individualized Placement and Support-Supported Employment (IPS-SE)**
- IPS-SE are activities that help individuals find a job if they are interested in working. An IPS-SE qualified worker will evaluate and consider an individual's interests, skills, experience and goals as it relates to employment goals. IPS-SE Programs also provide ongoing support to help individuals successfully maintain employment.
- **Peer Recovery Support:** Peer recovery support is provided by individuals who utilize their own experiences with mental health to help individuals identify and reach their recovery goals. Individualized recovery goals will be incorporated into the SRS person-centered care plan designed by the individual based on their preferences and the availability of community and natural supports. The peer

relationship can help individuals focus on strategies and progress toward self-determination, self-advocacy, well-being and independence.

Members needing behavioral health services can be referred by their PCP, or Members can self-refer by calling Molina's Behavioral Health Department at (800) 642-4168 and asking for the Behavioral Health Team. Molina's Nurse Advice Line is available 24 hours a day, 7 days a week, 365 days a year for mental health or substance abuse needs. The services Members receive from Molina will be confidential. Additional details regarding Covered Services and any limitations can be obtained in the Summary of Benefits linked above or by contacting Molina.

Molina is not required to cover behavioral health services for Members enrolled in the OhioRISE Plan, except for certain behavioral health services in accordance with the OhioRISE Mixed Services Protocol developed by ODM.

If inpatient services are needed, Prior Authorization must be obtained unless the admission is due to an emergency situation.

Preventive Care

Preventive Care Guidelines are located on the Molina Provider Website. Please use the link below to access the most current guidelines.

MolinaHealthcare.com/providers/oh/medicaid/resource/guide_prevent.aspx

Molina needs your help conducting these regular exams in order to meet the targeted state and federal standards. If you have questions or suggestions related to preventive care, please call our Health Education line at (866) 472-9483.

Immunizations

Adult Members may receive immunizations as recommended by the Centers for Disease Control and Prevention (CDC) and prescribed by the Member's PCP. Child Members may receive immunizations in accordance with the recommendations of the American Academy of Pediatrics (AAP) and prescribed by the child's PCP.

Immunization schedule recommendations from the AAP and/or the CDC are available at the following website: cdc.gov/vaccines/schedules/hcp/index.html.

Molina covers immunizations not covered through Vaccines for Children (VFC).

Prenatal Care

Stage of Pregnancy	How often to see the doctor
1 month – 6 months	1 visit a month
7 months – 8 months	2 visits a month

Stage of Pregnancy	How often to see the doctor
9 months	1 visit a week

Health Management Programs

Health Management: The tools and services described here are educational support for Molina Members and may be changed at any time as necessary to meet the needs of Molina Members.

Health Education/Disease Management: Molina offers programs to help our Members and their families manage various health conditions. The programs include telephonic outreach from our clinical staff and health educators, along with access to educational materials. You can refer Members who may benefit from the additional education and support Molina offers. Members can request to be enrolled or disenrolled in these programs at any time. Our programs include:

- Asthma management
- Diabetes management
- High blood pressure management
- Heart Failure
- Chronic Obstructive Pulmonary Disease (COPD) management
- Depression management
- Obesity
- Weight Management
- Smoking Cessation
- Organ Transplant
- Serious and Persistent Mental Illness (SPMI) and Substance Use Disorder
- Maternity Screening and High-Risk Obstetrics

For more information about these programs, please call (866) 472-9483 (TTY/TDD at 711 Relay).

Telehealth and Telemedicine Services

Molina supports and encourages Providers to make telehealth services available to Members as appropriate. Providers shall comply with all operating policies and procedures adopted by Molina for providing telehealth services.
Telehealth definitions and eligible Provider types are available in OAC 5160-1-18 Telehealth.

Molina Members may obtain Covered Services from participating Providers through the use of Telehealth and Telemedicine services. Not all participating Providers offer these services; however, Molina strongly encourages Providers to utilize telehealth services in Member care and is available to support and educate Providers regarding telehealth. The following additional provisions apply to the use of Telehealth and Telemedicine services:

- Services must be obtained from a participating Provider.
- Services are meant to be used when care is needed now for non-emergency medical issues.
- Services are a method of accessing Covered Services and not a separate benefit.
- Services are not permitted when the Member and participating Provider are in the same physical location.
- Services do not include texting, facsimile, or email only.
- Services include preventive and/or other routine or consultative visits.
- Covered Services provided through store-and-forward technology must include an in-person office visit to determine diagnosis or treatment.

Upon at least 10 days' prior notice to Provider, Molina shall further have the right to a demonstration and testing of Provider telehealth service platform and operations. This demonstration may be conducted either virtually or face-to-face, as appropriate for telehealth capabilities and according to the preference of Molina. Provider shall make its personnel reasonably available to answer questions from Molina regarding telehealth operations.

- **Benefits:** Payment may be made only for Medically Necessary health care services identified in Appendix A of OAC 5160-1-18 Telehealth when delivered through the use of telehealth from the practitioner site. Please consult OAC 5160-1-18 Telehealth for additional details.

  Benefits are not provided for any technical equipment or costs for the provision of telemedicine services. The following are additional provisions that apply to the use of Telehealth and Telemedicine services:

- **Member Eligibility and Consent for Telehealth Services:** Molina allows any Member to access telehealth services. There are no criteria for Member geography or physical proximity to Providers. Molina acknowledges that depending on a Member's situation, a Member may find additional convenience through telemedicine, even if they live in an area with many Providers located a short distance from their home.

  Organizations and health professionals providing telehealth services shall ensure compliance with relevant legislation, regulations and accreditation requirements for supporting Member decision making and consent.

- **Special Populations**:
  1. English as a second language – Provide and document the use of an interpreter.
  2. Comply with the Americans with Disabilities Act of 1990 (ADA) and other legal and ethical requirements.
  3. Pediatric – Encounters require the presence and/or active participation of a caregiver or facilitator, including the parent, guardian, nurse and/or childcare worker. The practitioner shall obtain consent from the parent or legal

representative of the child as required by law in the respective jurisdiction. With parental consent, it is acceptable for a minor to have a telehealth session alone without a caregiver or facilitator present in the same room.

   a. Abuse: In the evaluation of child abuse and/or sexual abuse, state child protective rules supersede individual Privacy and Family Educational Rights and Privacy Act (FERPA) regulations for consent.
      i. Images captured for the evaluation of child abuse and/or sexual abuse shall follow Store-and-Forward guidance for safety, security, privacy, storage and transmissions, as well as institutional policies.

4. Homebound/Geriatric – Providers should have the patient affirm consent to family Members, caregivers and nurses that would facilitate the visit and decision making. If the patient is in a care facility or senior living community, a trained technician may assist in collecting relevant clinical information, including medical records, lab or diagnostic testing and access to caregivers and staff. Providers should take into account the special needs of the elderly; and take these into account when designing and choosing technology configurations for telehealth equipment and systems.

The Member or their guardian needs to have the option to consent to the use of telehealth for services instead of in-person delivered care. This consent shall be documented and include:

a. The description, so a Member understands how telehealth service compares to in-person delivered care. Apprise a Member of their rights when receiving telemedicine, including the right to suspend or refuse treatment.
b. Apprise a Member of their own responsibilities when participating in telehealth.
c. Inform Member of a formal complaint or grievance process used to resolve ethical concerns or issues that might arise as a result of participating in telehealth.
d. Record keeping, including the process by which Member information will be documented and stored.
e. Discuss the limits to confidentiality in electronic communication. Discuss the potential benefits, constraints and risks (e.g., privacy and security) of telehealth.
f. Go over potential risks and include an explicit emergency plan (particularly for Members in settings without access to clinical staff). The plan should include calling the Member via telephone and attempting to troubleshoot the issue together. It may also include referring the Member to another Provider or completing the encounter by voice only.
g. Credentials of the practitioner site Provider and billing arrangements. Information provided shall be in simple language that can easily be understood by the Member.
h. When going over the potential for technical failure, a contingency plan is communicated to the Member in advance of the telehealth encounter.
i. Procedures for coordination of care with other professionals.

j. A protocol for the contact between visits.
k. Prescribing policies that include local and federal regulations and limitations.
l. Conditions under which telehealth services may be terminated and a referral made to in-person care.
m. Description of the appropriate physical environment free from distractions, conducive for privacy, in proper lighting and minimizing background noise.
n. Inform Members and obtain the Member's consent when students or trainees observe the encounter.
o. Member shall consent in writing prior to any recording of the encounter.

- Privacy and Security: Please refer to the IV. Provider Responsibilities, A. HIPAA and PHI section of this Provider Manual for more information.

- Provider Directory Listing: Molina offers a visual icon in our Provider Online Directory (POD) that indicates whether a Provider offers any telehealth services. Please notify your Provider Services Team as soon as possible if your organization adds telehealth capabilities so we can update this data field and identify this option appropriately.

Upon at least 10 days prior notice to Provider, Molina shall further have the right to a demonstration and testing of Provider telehealth service platform and operations. This demonstration may be conducted either virtually or face-to-face, as appropriate for telehealth capabilities and according to the preference of Molina. Provider shall make its personnel reasonably available to answer questions from Molina regarding telehealth operations.

For additional information on Telehealth and Telemedicine Claims and billing, please refer to the VIII. Claims Information section of this Provider Manual.

Provider Education on Covered Benefits and Member Access to Care

Providers are educated on the tools and information required to ensure Members understand their benefits and how to access care. This includes how to identify a Medicaid-covered benefit by accessing the appropriate plan or state agency materials.

Nurse Advice Line

Members may call the Nurse Advice Line any time they are experiencing symptoms or need health care information. Registered nurses are available 24 hours a day, 7 days a week, 365 days a year, to assess symptoms and help make good health care decisions.

English Phone: (888) 275-8750
Spanish Phone: (866) 648-3537
TTY/TDD: 711 Relay

The registered nurses who staff the Nurse Advise Line do not diagnose. They assess symptoms and guide the patient to the most appropriate level of care (LOC) following specially designed algorithms unique to the Nurse Advice Line. The Nurse Advice Line may refer back to the PCP, a specialist, 911, or the Emergency Room. Educating Members reduces costs and over-utilization of the health care system.

Molina is committed to helping our Members:
- Prudently use the services of your office.
- Understand how to handle routine health problems at home.
- Avoid making non-emergent visits to the emergency room (ER).

Molina's Nurse Advice Line handles urgent and emergent after-hours Utilization Management calls.

The nationwide Suicide & Crisis Lifeline can be reached by dialing 988.

Medicaid Value-Added Benefits for Members

Molina Medicaid Members keep their current Medicaid-covered benefits. Plus, Medicaid Members get the extra benefits listed below, just for Molina Members.

Find more information in the Molina Value-Added Benefits for Member document.

Dental Services	• No co-pays for dental services. • My Molina Dental: Interactive dental mobile app to guide Members on oral health and wellness. • For Members 21 years and older - One additional dental cleaning per calendar year. • For pregnant Members - Two additional cleanings per calendar year (up to three per calendar year during pregnancy). • For children needing surgical dental procedures – Mobile anesthesiology services available. • Members with periodontal disease who have obtained scaling and root planing – May receive up to two periodontal maintenance services once per 12 months up to 24 months.
Vision Services	• No co-pays for vision services. • Members can waive the standard eyeglass frame selection and opt for any eyeglass frame, using the "Ten plus Ten" frame benefit. The Member receives a courtesy 10% discount on the retail price and a $10 frame allowance. • For Members age 20 and under - Up to $150 allowance toward contact lenses per calendar year. • For all Members–One eye exam and replacement frames and lenses every 12 months.

Transportation	• 30 one-way trips to health visits for non-medical trips to the grocery store, food bank, County Department of Job and Family Services (CDJFS) redeterminations and WIC appointments. • Unlimited trips to the OB/GYN while pregnant or postpartum. • Unlimited trips for children under one year old. • Unlimited trips for Members who rely on a wheelchair. • Mileage reimbursement to cover any approved trip. • Free bus passes. • Transportation management app for scheduling, reminders, ride requests, trip status alerts and more. • Unlimited trips allowed for dialysis, radiation treatment, chemotherapy and transportation home after a hospital discharge. (These trips do not count toward the annual trip maximum).
Health and Wellness Programs	• Housing navigator to support Members in unstable housing, identification of housing options and assistance with housing applications. • Molina Help Finder web search to help find services close to Members, including food. assistance childcare, legal help and more. • Access to up to 56 home-delivered, nutritionally tailored meals over 4 weeks when Members transition between settings or experience a significant change in condition. • Up to 6 months of Weight Watchers® online. • Molina Kids Corner to get children excited about fitness and healthy habits and get them involved in their own healthcare. • Molina Member Works Job Coaching and support. • Diabetes support through no-cost glucometers, delivered to the Members' doors. • Access to Psych Hub to enhance mental health literacy and self-care with an online library of educational videos and screening and assessment tools. • Member Outreach Relationship Experience (MORE) program may share reminders about scheduling preventive services. • Molina keeps seniors connected during social distancing via Supporting Social Connection Program.
Incentives to Strengthen Health & Well-Being	• $50 gift card for Members who successfully complete their GED or high school equivalency test. • $25 for attendance at Molina's Member Advisory Council Meetings. • $50 for completing a female breast cancer screening appointment.

	• $50 for completing a cervical cancer screening appointment. • $10 for completing a well-care visit during the year, for Members ages 3 to 17. • . • $20 for completing a well-care visit during the year, for Members ages 18 to 21. • $20 for completing a follow-up appointment within 7 calendar days of discharge after a hospitalization for mental illness, for Members ages 18 to 64. • $20 for Members age 18 and older who were treated with an antidepressant medication, who remained on an antidepressant medication treatment for at least 6 months. • Molina Pregnancy Rewards program allows Members to earn up to $250 in gift card rewards for going to prenatal and postpartum, and well-baby visits.
Prenatal and Postpartum Health Incentives	• For Members who are pregnant – Up to $250 in gift cards for timely prenatal, postpartum and well child visits: o $50 for going to your first prenatal visit in your first trimester. o $100 for going to your postpartum visit 7 to 84 days after your baby is born. o $100 in gift cards for completing all six well child visits before the baby turns 15 months old. • 24/7 infant feeding assistance with Pacify App. • Text4Baby to get helpful tips and links to free health and wellness items for you and your baby.
Application or Online Services	• My Molina desktop portal and phone app: Supports Members to access their ID card, online risk assessments, receive reminders, health records and access mobile chat and more. • Housing & Community Assistance through Molina Help Finder to gain access to services and supports near you. • Text4Baby to get helpful tips and links to free health and wellness items for you and your baby. • My Molina Dental: Interactive dental mobile app guides Members. • Transportation Trip Management mobile app. • 24/7 infant feeding Assistance with Pacify app. • Access to Psych Hub to enhance mental health literacy and self-care with an online library of educational videos and screening and assessment tools. • Phone plan with $0 international calling, data, and unlimited talk & text, with TruConnect.

Telehealth Services	• Virtual 24/7 urgent care through Teladoc – Adult Members (age 19+) can be diagnosed, treated and prescribed medication for a wide range of conditions like cold and flu, sore throat, sinus problems and more. • Virtual 24/7 behavioral health services through Teladoc – Adult Members (age 19+) have virtual access to therapists or psychiatrists, from anywhere. Get confidential support for depression, anxiety, stress, relationship conflicts, trauma and more.

B. Requirements Regarding the Submission and Processing of Requests for Specialist Referrals

Referrals

Molina maintains a network of specialty Providers to care for its Members. Some specialty care Providers may require a referral for a Member to receive specialty services; however, no PA is required. Members are allowed to directly access women health specialists for routine and preventive health without a referral for services.

A referral may become necessary when a Provider determines Medically Necessary covered services are beyond the scope of the PCP's practice or it is necessary to consult or obtain services from other in-network specialty health professionals unless the situation is one involving the delivery of Emergency Services. Information is to be exchanged between the PCP and Specialist to coordinate the care of the patient to ensure continuity of care. Providers need to document referrals that are made in the patient's medical record. Documentation needs include the specialty, services requested and diagnosis for which the referral is being made.

Providers should direct Molina Members to health professionals, hospitals, laboratories and other facilities and Providers which are contracted with Molina. In the case of urgent and Emergency Services, Providers may direct Members to an appropriate service, including, but not limited to, primary care, urgent care and hospital emergency room. There may be circumstances in which referrals may require an out-of-network Provider. Prior authorization will be required from Molina, except in the case of Emergency Services.

PCPs are able to refer a Member to an in-network specialist for consultation and treatment without a referral request to Molina.

Molina will help to arrange specialty care outside the network when Providers are unavailable or the network is inadequate to meet a Member's medical needs. To obtain such assistance contact the Molina UM department. Referrals to specialty care outside the network require PA from Molina.

Access to Behavioral Health Providers and PCPs

Members may be referred to an in-network behavioral health Provider via referral from a PCP, medical specialist or by Member self-referral. PCPs are able to screen and assess Members for the detection and treatment of, or referral for, any known or suspected behavioral health problems and disorders. PCPs may provide any clinically appropriate behavioral health service within the scope of their practice. A formal referral form or Prior Authorization is not needed for a Member to self-refer or be referred to a PCP, specialist or behavioral health Provider. However, individual services provided by non-network behavioral health providers will require PA.

Behavioral health Providers may refer a Member to an in-network PCP, or a Member may self-refer. Members may be referred to PCP and specialty care Providers to manage their health care needs. Behavioral health Providers may identify other health concerns, including physical health concerns, that should be addressed by referring the Member to a PCP.

Supplemental Services

A referral from the Member's PCP is not required for mandatory supplemental benefits.

Please refer to other content in this chapter for more information.

Molina partners with Providers/vendors for certain services. To find an in-network Provider/vendor, please refer to the Provider Online Directory on Molina's website at MolinaHealthcare.com.

C. Transportation Vendor Contact Information

Vendor: Access2Care

Phone: (866) 282-4836

- Routine: 7 a.m. to 7 p.m. EST, Monday through Friday for routine appointments.
- Urgent: 24 hours per day, 7 days a week

Email: A2CCareCoordinatio@amr.net

D. Transportation Policies/Coverage

Transportation is covered for up to 30 one-way/15 roundtrips per calendar year for Medically Necessary appointments and Women, Infants and Children (WIC) or County Department of Job and Family Services (CDJFS) Medicaid redetermination appointments. Transportation is also available if the Member lives greater than 30 miles from the nearest network Provider. It is important to arrange transportation at least 48 hours before the appointment.

Non-Emergency Medical Transportation

For Molina program/coverage Members have non-emergency medical transportation as a Covered Service, Molina covers transportation to medical facilities when the Member's medical and physical condition does not allow them to take regular means of public or private transportation (car, bus, etc.). Examples of non-emergency medical transportation include but are not limited to, lifter vans and wheelchair-accessible vans. Members require Prior Authorization from Molina for air ambulance services before the services are rendered. Prior Authorization is not required for vans, taxis, etc., where they are covered benefits. Additional information regarding the availability of this benefit is available by contacting Provider Services at (855) 322-4079.

E. Transportation Services for Members Enrolled in OhioRISE

Molina must arrange and provide transportation for Members who are enrolled with the OhioRISE plan in a manner that ensures that children, youth and their families served by the OhioRISE plan do not face transportation barriers to receive services regardless of Medicaid payer. Molina is responsible for arranging transportation in cases where transportation of families, caregivers and sibling(s) (other minor residents of the home) is needed to facilitate the treatment needs of the Member, even when the Member is not being transported.

F. Emergency Services

Emergency Services

Emergency Medical Condition means: a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in any of the following: placing the health of the individual (or, with respect to a pregnant Member, the health of the Member or their unborn child) in serious jeopardy; serious impairment to bodily functions; or serious dysfunction of any bodily organ or part.

Emergency Services means: covered inpatient services, outpatient services, or medical transportation services that are provided by a qualified provider and are needed to evaluate, treat, or stabilize an emergency medical condition. Providers of emergency services also include physicians or other health care professionals or health care facilities not under employment or under contractual arrangement with a Managed Care Organization.

Emergent and urgent care Services are covered by Molina without authorization. This includes non-contracted Providers inside or outside of Molina's service area.

Emergency Mental Health or Substance Use Disorder Services

Members are directed to call 911 or go to the nearest emergency room if they need Emergency mental health or substance use disorder services. Examples of emergency mental health or substance abuse problems are:

- Danger to self or others.
- Not being able to carry out daily activities.
- Things that will likely cause death or serious bodily harm.

Behavioral Health Crisis Line

Molina has a Behavioral Health Crisis Line that may be accessed by Members 24/7 year-round. The Molina Behavioral Health Crisis Line is staffed by behavioral health clinicians to provide urgent crisis intervention, emergent referrals and/or triage to appropriate supports, resources and emergency response teams. Members experiencing psychological distress may access the Behavioral Health Crisis Line by calling (888) 275-8750 (TTY:711).

National Suicide Lifeline

988 is the National Suicide Lifeline. Anyone in need of suicide or mental health crisis support or anyone with concerns about someone else can receive free and confidential support 24 hours a day, 7 days a week, 365 days per year, by dialing 988 from any phone.

Out-of-Area Emergencies Mental Health or Substance Use Services

Members having a behavioral health emergency who cannot get to a Molina approved Provider are directed to do the following:

- Go to the nearest emergency room.
- Call the number on the Member ID card.
- Call the Member's PCP and follow up within 24 to 48 hours.

For out-of-area Emergency Services, plans will be made to transfer Members to an in-network facility when the Member is stable.

Emergency Transportation

Emergency transportation is required when a Member's condition is life-threatening and requires the use of special equipment, life support systems and close monitoring by trained attendants while en route to the nearest appropriate facility.

Emergency transportation includes but is not limited to, ambulance, air or boat transports.

G. Early and Periodic Screening, Diagnosis and Treatment (EPSDT)/Healthchek

Well Child Visits and EPSDT Guidelines

The Federal Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit, as specified in 42 U.S.C. 1396d(r), requires the provision of early and periodic screening services and well-care examinations to individuals from birth until 21 years of age, with diagnosis and treatment of any health or behavioral health problems identified during these exams. The standards and periodicity schedule generally follow the recommendations from the American Academy of Pediatrics (AAP) and Bright Futures.

Molina maintains systematic and robust monitoring mechanisms to ensure all required EPSDT services to enrollees under 21 years of age are timely according to required preventive guidelines. All enrollees under 21 years of age should receive preventive, diagnostic and treatment services at intervals as set forth in Section 1905(R) of the Social Security Act. Molina's Quality or Provider Relations Department is also available to perform Provider training to ensure that best practice guidelines are followed in relation to well-child services and care for acute and chronic health care needs.

Well-Child/Adolescent Visits

As fully outlined in OAC 5160-1-14, visits consist of age-appropriate components, that include but are not limited to:

- Comprehensive health and developmental history (including assessment of both physical and mental health development), as well as substance abuse disorders;
- Immunizations in accordance with the most current Advisory Committee on Immunization Practices (ACIP) schedule for pediatric vaccines;
- Comprehensive unclothed physical exam, when appropriate;
- Laboratory tests as specified by the AAP and as required by the Centers for Medicare and Medicaid Services (CMS), including screening for lead poisoning;
- Nutritional status assessment;
- Health education, counseling, anticipatory guidance and risk factor reduction intervention provided to an individual younger than twenty-one years of age and, as applicable, to another person responsible for the individual younger than twenty-one years of age;
- Vision services;
- Hearing services;
- Dental services

Diagnostic services, treatment or services medically necessary to correct or ameliorate defects, physical or mental illnesses and conditions discovered during a screening or testing must be provided or arranged for either directly or through referrals without delay. Any condition discovered during the screening examination or screening test requiring further diagnostic study or treatment must be provided if within the Member's Covered Benefits services. Members should be referred to an appropriate source of care for any required services that are not Covered Services.

Molina shall have no obligation to pay for services that are not Covered Services.

Molina needs your help conducting these regular exams in order to meet the targeted state standard and highly encourages Providers to deliver these services in school-based settings. Providers must use correct coding guidelines to ensure accurate reporting for EPSDT services. If you have questions or suggestions related to EPSDT or well-child care, please call our Health Education line at (866) 472-9483.

H. Benefit Manager Contact Information and Service Information

Dental (SKYGEN USA, LLC)

Molina partners with SKYGEN USA, LLC, a nationwide leader in managed benefits administration, to administer the dental benefit for our Members.

Phone: (855) 322-4079 option 7

SKYGEN Portal Phone: (844) 621-4589
Hours of Operation: 8 a.m. – 8 p.m.
Website: pwp.skygenusasystems.com
Email: providerportal@skygenusa.com

For additional information, read the Dental Provider Manual on our Provider Website.

March Vision

Website: marchvisioncare.com
Phone: (844) 75-MARCH or (844) 756-2724
Hours of Operation: 8 a.m. – 8 p.m.

March Vision will process and pay benefit-eligible service codes regardless of diagnosis code when the Member is benefit-eligible for the service code billed. March Vision will process Claim payments to optometrists, opticians and ophthalmologists.

For additional information, read the March Vision State Specific Plan Benefits and Requirements at marchvisioncare.com/providerreferenceguides.aspx.

I. Non-Covered Services

Molina will not pay for services or supplies received that are not covered by Medicaid:

- Services that are experimental in nature and are not performed in accordance with standards of medical practice.
- Services that are related to forensic studies.
- Autopsy services.
- Services for the treatment of infertility.
- Abortion services that do not meet the criteria for coverage in accordance with Ohio Administrative Code rule 5160-17-01.

- Services pertaining to a pregnancy that is a result of a contract for surrogacy services.
- Assisted suicide and other measures taken actively with the specific intent of causing or hastening death; and
- Services that do not meet the criteria for coverage set forth in any other rule in Ohio Administrative Code Agency 5160.

J. Grievance, Appeal and State Hearing Procedures and Time Frames

Appeals, Grievances and State Hearings

Pursuant to OAC 5160-26-08.4 Managed Care: Appeal and Grievance System, Molina maintains an organized and thorough grievance and appeal process to ensure timely, fair, unbiased and appropriate resolutions. Molina Members or their authorized representatives have the right to voice a grievance or submit an appeal through a formal process.

Molina ensures that Members have access to the appeal process by providing assistance throughout the whole procedure in a culturally and linguistically appropriate manner, including oral, written and language assistance if needed. Grievance information is also included in the Member Handbook.

This section addresses the identification, review and resolution of Member grievances and appeals.

Definitions

The Ohio Administrative Code defines a grievance (complaint) as an expression of dissatisfaction with any aspect of Molina or participating Providers' operations, provision of health care services, activities, or behaviors.

An appeal is a request for a review of an adverse benefit determination. The Member or their representative acting on the Member's behalf has the right to appeal Molina's decision to deny service.

Member Grievances

Members may file a grievance at any time via the following options:

- Calling Molina's Member Services Department at (800) 642-4168 (TTY/Ohio Relay (800) 750-0750 or 711), Monday through Friday from 7 a.m. to 8 p.m. EST.
- Members may submit online via the My Molina Member Portal.
- Members may submit in writing to:
  Molina Healthcare of Ohio, Inc.
  Attn: Appeals and Grievance Department
  PO Box 182273

Chattanooga, TN 37422

- Fax: (866) 713-1891

Members may authorize a designated representative to act on their behalf (hereafter referred to as "representative") with written consent. The representative can be a friend, a family Member, a health care Provider, or an attorney. A Grievance/Appeal Request Form can be found on Molina's Member website at MolinaHealthcare.com.

All grievances received will be kept confidential except as needed to resolve the issue and respond to the Member or representative.

Grievances Process and Timeline

Molina will investigate, resolve and notify the Member or representative of the findings. Every attempt will be made to resolve a grievance at the time of a call. However, if a grievance is unable to be resolved immediately, it will be resolved as expeditiously as possible but no later than the following time frames:

- Two working days of receipt of a grievance related to accessing Medically Necessary Covered Services
- 30 calendar days of receipt for grievances that are not Claims related
- 60 calendar days for grievances regarding bills or Claims

Member Appeals

For Member appeals represented by the Provider, Molina must have written consent from the Member authorizing someone else to represent them. An appeal will not be reviewed until the Member authorization is received. A Grievance/Appeal Request Form can be found on Molina's Member website at MolinaHealthcare.com. An appeal can be filed verbally or in writing within 60 days from the date of the Notice of Action. Molina will send a written acknowledgment in response to written appeal requests received. Molina will respond to the Member or representative in writing with a decision within 15 calendar days (unless an extension is granted to Molina by ODM).

The Member or representative should state the reason they feel the service should be approved and be prepared to provide any additional information for review. For a copy of the Grievance and Appeal Form, see the Forms tab on the Molina Provider Website at MolinaHealthcare.com/OhioProviders.

Appeals Process and Timeline

Molina has an expedited process for reviewing Member appeals when the standard resolution time frame could seriously jeopardize the Member's life, health, or ability to attain, maintain or regain maximum function.

Expedited Member appeals may be requested by the Member or representative orally or in writing. Molina will make the determination within one business day whether to expedite the appeal resolution. Molina will make reasonable efforts to provide prompt oral notification to the Member or representative of the decision to expedite or not expedite the appeal resolution. Molina will resolve the appeal as expeditiously as the Member's health condition requires, but the resolution time frame shall not exceed seventy-two hours from the date Molina received it.

The Member or representative will be notified. No punitive action will be taken against a Member or representative for filing an expedited Member appeal.

If Molina denies the request for an expedited resolution of an appeal, the appeal will be treated as a standard appeal and resolved within 15 calendar days from the receipt date (unless an extension was granted).

State Hearing

If the appeal resolution affirms the denial, reduction, suspension, or termination of a Medicaid-Covered Service, or if the resolution permits the billing of a Member due to Molina's denial of payment for that service, Molina will notify the Member of their right to request a state hearing.

A Member has the right to request a state hearing from the Bureau of State Hearings 90 days from the appeal resolution notice if there is dissatisfaction with Molina's decision. The Member or representative is required to file an appeal with Molina prior to requesting a state hearing.

Members are notified of their right to a state hearing in all the following situations:

- A service denial (in whole or in part)
- Reduction, suspension, or termination of a previously authorized service
- A Member is being billed by a Provider due to a denial of payment, and Molina upholds the decision to deny payment to the Provider
- A health care Provider may act as the Member's authorized representative or as a witness for the Member at the hearing.

Appeal decisions not wholly resolved in the Member's favor would include information on how to request a state hearing and the Member's right to request a continuation of benefits during an appeal or state hearing and specification that, at the discretion of ODM, the Member may be liable for the cost of any such continued benefits. If the state hearing upholds Molina's decision and continued benefits were requested in the interim, the Member may be responsible for payment. The Provider has the right to participate in these processes on behalf of the Provider's patients and to challenge the failure of the MCE to cover a specific service.

Reporting

All Grievance/Appeal data, including Provider-specific data, is reported quarterly to Member/Provider Satisfaction Committee (MPSC) by the department managers for review and recommendation. A summary of the results is reported to the Quality Improvement Committee (QIC) quarterly.

Appeals and Grievances will be reported to the state. Appeals and Grievances reports will be reviewed monthly by the Credentialing Coordinator for inclusion in the trending of ongoing sanctions, complaints and quality issues.

Record Retention

Molina will maintain all grievance and related appeal documentation on file for a minimum of 10 years. In addition to the information documented electronically via call tracking in Molina's centralized database or maintained in other electronic files, Molina will retain copies of any written documentation submitted by the Provider pertaining to the grievance/appeal process. Provider shall maintain records for a period not less than 10 years from the termination of the model contract and retained further if the records are under review or audit until the review or audit is complete. (Provider shall request and obtain Molina's prior approval for the disposition of records if Agreement is continuous).

K. Medicaid Billing Guidelines

Providers should reference the following:

- ODM Billing Guides
- CMS Billing Guides

Advanced Practice Nurses (APN)

When billing for any service provided by an APN, all services must be billed with the appropriate modifier to denote the type of APN that provided the service.

APN services will be reimbursed in accordance with OAC 5160-4-04 Advanced Practice Registered Nurses (APRN) Service.

Anesthesia Services

Per OAC 5160-4-21 Anesthesia Services, Molina requires all anesthesia services to be billed with the number of actual minutes in the unit's field of the CMS-1500 form.

Anesthesia services will not be paid for surgeries that are non-covered.

Bilateral Surgery

Bilateral procedures performed – reference OAC 5160-4-22 Surgical Services for physician Claims.

Bilateral surgeries are procedures performed on both sides of the body at the same operative session or on the same day (two ears, two feet, two eyes, etc.).

Billing for Preventive and Sick Visits on the Same Date of Service

Molina will pay for both a new/established patient preventative/well visit with a new/established patient sick visit for the same Member on the same date of service if the diagnosis codes billed support payment of both codes.

Chronic Conditions

In order for Molina to accurately identify Members with chronic conditions that may be eligible for one of the Disease Management or Care Management Programs, please see the suggested billing tips listed below:

- For Members with chronic illness, always include appropriate chronic and disability diagnoses on all Claims.
- Document chronic disease (please note, Molina has identified asthma as the most common diagnosis code not reported) whenever it is appropriate to do so. This includes appointments when prescription refills are written for chronic conditions.
- Be specific on diagnosis coding; always use the most specific and appropriate diagnosis code available.

Diagnostic Pointers

A single encounter may frequently correlate with multiple procedures and/or diagnosis codes. Diagnosis pointers are required if at least one diagnosis code appears on the Claim and must be present with the line item with which it is associated.

A pointer should be submitted to the Claim diagnosis code in the order of importance. The remaining diagnosis pointers are used in a declining level of importance to the service line. Please reference the appropriate ODM Companion Guide (837P), found on the ODM website at medicaid.ohio.gov/, for the appropriate loop and segments.

Dialysis Services

Molina requires one service line per date of service with a maximum unit of one for dialysis services. If a Claim is received with a date span billing multiple units on a single charge line, the charge line will be denied.

Durable Medical Equipment

Molina follows the DME guidelines as referenced in the OAC 5160-10-01 Medical Supplies, Durable Medical Equipment, Orthoses and Prosthesis Providers. It is

imperative that appropriate billing be used to identify the services provided and process Claims accurately.

- Find additional information in OAC 5160-10-01 Appendix – Medicaid Supply List
- ODM Home & Durable Medical Equipment Providers page
- Medicare Claims Processing Manual 100-04, Chapter 20 – Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS)

Durable Medical Equipment (DME), Medical Supplies and Parenteral Nutrition

Molina billing requirements are:

- Submit one service line per each date of service
- Use the shipping date as the date of service on the Claim if a shipping service or mail order is utilized
- Always include the appropriate modifier on all DME Claims for rent to purchase items listed in the Ohio Medicaid Supply List

Enteral Nutrition Formula – B Code Products

Effective June 1, 2023, for dates of service on or after June 1, 2023, HCPCS B4157-B4162 for Enteral Nutrition require an invoice for pricing. Claims are priced at 185% of the Provider's cost multiplied by the contractual agreement.

For information on submitting the invoice attachment with the Claim, refer to the Reference Guide for Supporting Documentation for Claims on the You Matter to Molina page.

Please refer to the ODM supply list and OAC 5160-10-01 Medical Supplies, Durable Medical Equipment, Orthoses and Prosthesis Providers for further details. Additional information is available on the Molina Provider Website Healthchek-EPSDT page.

Electronic Claims

For detailed information on EDI Claim submission, please reference the appropriate ODM Companion Guides found on the ODM website at medicaid.ohio.gov.

Home Health Services

Providers should reference OAC 5160-12-01 Home Health Services: Provision Requirements, Coverage and Service Specification for a list of covered home health services, eligibility requirements and billing guidelines.

Home Health Services for Member and Baby after Delivery

- HQ modifier must be appended to both Member and baby's Claim, indicating a group visit.

- Find additional information in OAC 5160-12-05 Reimbursement: Home Health Services and OAC 5160-12-04 Home Health and Private Duty Nursing: Visit Policy.

Respite Services for Children Enrolled in Managed Care

- With the implementation of revised OAC 5160-26-03 Managed Health Care Programs: Covered Services, the eligibility criteria for children with long-term services and supports (MLTSS) needs have been updated. Behavioral health eligibility criteria were added to allow children with a severe emotional disturbance (SED) diagnosis to access respite services. Refer to OAC Rule 5160-26-03.2 for additional details regarding MLTSS respite services for children and OAC Rule 5160-59-03.4 OhioRISE: behavioral health respite services for children.

Inpatient Emergency Room (ER) Admissions

Molina requires medical records with the initial Claim submission. This is required so the Claim can be reviewed for an inpatient authorization if the authorization is not on file due to the emergency situation.

Interim Claims – Type of Bill (TOB) 112, 113 and 114

Interim Claims should be submitted to Molina based on the Ohio Medicaid Hospital Billing Guidelines. Upon discharge of a Molina Member, the inpatient hospital Claim should be submitted with the complete confinement on a Claim with TOB 111 if interim Claims were previously processed. Molina requires a Claim with complete confinement to ensure accurate Claim payment.

Locum Tenens Services Substituting for an Absent Provider

A Molina contracted Provider may arrange for a temporary replacement to provide services to their patients as an independent contractor for a limited time due to an illness, a pregnancy, vacation, etc. This is known as a locum tenens arrangement.

- Billing and Documentation Requirements can be found in OAC 5160-1-80 Substitute practitioners (locum tenens)
- Locum Tenens Provider Requirements can be found in OAC 5160-1-80 Substitute practitioners (locum tenens)

Maternity Care

Last menstrual period (LMP) date requirement: Molina requires the LMP date on pregnancy-related services billed on a CMS-1500 in accordance with OAC 5160-26-06 Managed Health Care Programs: Program Integrity – Fraud and Abuse, Audits, Reporting and Record Retention.

- Facility Claims billed on a UB-04 Claim form are excluded from the LMP requirement.

- Molina realizes this information may not always be available to a radiologist or laboratory, particularly for services not performed face-to-face with the Member or the Provider who delivers the baby, especially if the Member received prenatal care from another Provider/facility. To avoid any unnecessary Claim denials, radiologists and laboratories must ensure the written order or requisition from the treating practitioner includes an LMP date, when applicable. Please remember that participating Providers may estimate the LMP date on delivery Claims based on the gestational age of the child at birth. Find additional information in the ODM Hospital Billing Guidelines. For EDI Claims, please reference the appropriate ODM Companion Guide (837P/837I), found on the ODM Trading Partner website at medicaid.ohio.gov, for the appropriate loop and segments.

Prenatal Risk Assessment Form (PRAF) requirement: Molina will reimburse Providers for a prenatal risk assessment form (PRAF) by billing HCPCS code H1000 + 33 modifier and completing the appropriate PRAF. The PRAF is a checklist of medical and social assistance needs used as a guideline to determine when a patient is at risk of preterm birth or poor pregnancy outcome. The PRAF is submitted electronically on the NurtureOhio site. It should be filled out for every pregnant Member at the initial antepartum visit and during pregnancy when needs have changed. All PRAFs billed correctly will be paid at the code rate.

Forms are available at MolinaHealthcare.com/OhioProviders.

Providers may submit the PRAF to ODM via the NurtureOhio website. For additional information, visit the "Pregnancy Risk Assessment" page at medicaid.ohio.gov.

Childbirth Delivery Procedures and ICD-10 Diagnosis Codes Required on Claims for Mother's Weeks of Gestation of Pregnancy: Providers must include one of the ICD-10 diagnosis codes indicating the mother's weeks of gestation on Claims submitted to the Ohio Department of Medicaid (ODM) and Medicaid Managed Care Organizations (MCO). Find additional information in the ODM Hospital Billing Guidelines.

Well Care through the Perinatal Period: Consider providing an annual well exam for your patients in addition to prenatal or postpartum care. The services required for a well exam (health and developmental history, both physical and mental, a physical exam and health education/anticipatory guidance) are often provided as part of the prenatal or postpartum exam but may not have been coded in the past.

- Preventive services may be rendered on visits other than specific well-care visits, regardless of the primary intent of the visit.
- Well visit and postpartum visit can be paid for the same office visit, provided that the appropriate procedure and diagnosis codes are included for both services.

Newborn Claims

Molina requires Providers to report the birth weight on all newborn institutional Claims. The appropriate value code must be used to report this data.

Additional information is available at:
- UB-04: ODM Hospital Billing Guidelines
- 837: Report birth weight as a monetary amount. Reference the appropriate ODM Companion Guide (837I), found on the Billing page at medicaid.ohio.gov, for the appropriate loop and segments.

Obstetrical Care

Molina is committed to promoting primary preventive care for Members. In an effort to ensure that female Members receive all needed preventive care, Molina encourages OB/GYNs to provide preventive care services in conjunction with obstetrical/gynecological visits.

When providing care to Molina Members, consider performing an annual well exam in addition to obstetric/gynecological services.

Services required during a well exam that should be documented in the medical record are:
- A health and developmental history (physical and mental)
- A physical exam
- Health education/anticipatory guidance

Note:
- Preventive services may be rendered on visits other than well care visits, *regardless of the primary intent of the visit*.
- The appropriate diagnosis and procedure codes must be billed to support each service.
- A well exam and an ill visit can be paid for the same office visit, provided that the appropriate procedure and diagnosis codes are included for both services.

Sterilization/Delivery Services

Pursuant to OAC 5160-21-02.2 Medicaid Covered Reproductive Health Services: Permanent Contraception/Sterilization Services and Hysterectomy, Claims received for sterilization services are paid only if the required criteria are met, and the appropriate Consent for Sterilization Form (HHS-687) has been received.

Sterilization Claims received without a valid consent form attached that includes services unrelated to the sterilization, i.e., delivery services, will be processed as follows:
- Inpatient hospital Claims on a UB-04 will be denied. Reimbursement can be made for charges unrelated to the sterilization procedure when a corrected Claim is

received, removing all of the sterilization-related charges and ICD-10 diagnosis/procedure codes.
- Outpatient hospital Claims on a UB-04 will be denied. Physician services on the HCFA-1500 Claim form will deny the line items for the sterilization services and process the line items unrelated to the sterilization services for payment.

National Drug Codes (NDC)

NDCs are codes assigned to each drug package. Each NDC is an 11-digit number, sometimes including dashes in the format (e.g., 55555-4444-22). They specifically identify the manufacturer, product and package size.

In accordance with ODM Billing Guidelines, a valid 11-digit NDC number is required to be billed at the detail level when a Claim is submitted with a CPT/HCPCS code that represents a drug. Federal law requires that any code for a drug covered by Medicaid must be submitted with the NDC.

Find additional information in the Medicare Claims Processing Manual 100-04, Chapter 26: Completing and Processing Form CMS-1500 Data Set.

Electronic Claims: For EDI Claims, please reference the appropriate ODM Companion Guide (837I/837P), found on the ODM Trading Partner website at medicaid.ohio.gov, for the appropriate loop and segments.

National Provider Identification Number (NPI)

Molina requires all Claims and encounters to include an NPI in all Claim fields that require Provider identification, as provided below, to avoid any unnecessary Claim rejections.
- In accordance with 5010 requirements, NPIs are mandated on all electronic transactions per HIPAA.

If you do not have an NPI, please visit nppes.cms.hhs.gov to obtain an NPI. Any changes to an NPI should also be reported in the ODM PNM system and to Molina within 30 days of the change.

Find additional information:
- Medicare Claims Processing Manual 100-04, Chapter 26: Completing and Processing Form CMS-1500 Data Set
- Molina recommends all Providers reference the appropriate ODM Companion Guide (837I/837P) found on the ODM Trading Partner website at medicaid.ohio.gov for the appropriate loop and segments to ensure all 5010 requirements are being met.

Payment Policy for Services without a Published Reimbursement Rate

Reimbursement for services that are listed without a published rate in the Medicaid Fee Schedule appendices or specified as set forth in an OAC and deemed Medically Necessary is made in accordance with the Provider contract. When the contract is silent, the payment amount is based on the default 30 percent of the billed charge. Providers must bill their usual and customary charges.

- See OAC 5160-2-75 Outpatient Hospital Reimbursement for a list of procedure codes that were deemed inpatient only by the Centers for Medicare and Medicaid Services (CMS) and removed from Appendix C.

Interpreters Statement (Optional)

1. Optional – The interpreter defines the language used in the interpretation.
2. Optional – The interpreter signs their name.
3. Optional – The interpreter enters the date they read the statement to the patient.

Unlisted Codes

Molina encourages Providers to request Prior Authorization and to bill with the most accurate and specific CPT or HCPCS code. If an unlisted code is used, documentation is required for all unlisted codes submitted for reimbursement. Documentation should include, but is not limited to:

- A complete description of the unlisted code
- Procedure/operative report for unlisted surgical/procedure code
- Invoice for unlisted DME/supply codes
- NDC number, dose and route of administration for the drug billed

Documentation will be reviewed for appropriate coding and the existence of a more appropriate code. Prior Authorization requests submitted with unlisted codes will be reviewed for appropriate code use and denied when a specific code is available. Claims submitted with unlisted codes that do not have documentation with them and no Prior Authorization on file will be denied.

Surgical Professional Services

In accordance with OAC 5160-4-22 Surgical Services, physicians must bill using the most comprehensive surgical procedure code(s). This means a Provider should report comprehensive surgical services on a Claim; they are not to itemize or “unbundle” individual components.

Surgical codes subject to multiple surgery pricing are indicated in OAC 5160-4-22 Surgical Services - Appendix. Multiple surgery pricing will apply to the procedures indicated with an "x" in the corresponding column titled “Multiple Surgery” when multiple surgical procedures are performed on the same patient by the same Provider on the same day. These codes should not be billed with multiple units. Billing with more than one unit will result in a denial of that line.

Co-surgery procedures, for which payment is split among two surgeons when performed on a surgical procedure that requires the skill of two surgeons, will be reimbursed based on the amount specified in OAC Rule 5160-4-22 Surgical Services or in appendix DD to that rule.

Assistant-at-surgery services performed by Physician Assistants or Advanced Practice Nurses are reimbursed based on the amount specified in OAC Rule 5160-4-22 Surgical Services or in appendix DD to that rule.

Transplants

In accordance with OAC 5160-2-03 Conditions and Limitations, services related to covered organ donations are reimbursable when the recipient of a transplant is Medicaid-eligible.

Transplant services will be reimbursed according to the ODM Hospital Billing Guidelines.

Nursing Facilities (NF)

Molina follows ODM billing guidelines for skilled and intermediate levels of care. Find additional information in the ODM Hospital Billing Guidelines.

Per OAC 5160-3-15.1 Preadmission screening requirements for individuals seeking admission to nursing facilities.

- (M) (5)- Medicaid payment is not available for NF stays for individuals who are otherwise Medicaid-eligible until the date on which the preadmission screening requirements as defined in OAC rule 5160-3-15 have been met.

Nursing and skilled therapy services are incidental, rather than integral, to the provision of the assisted living service. Required nursing services include health assessment and monitoring, medication management, including medication administration and the delivery of part-time, intermittent nursing and skilled nursing up to the maximum allowed in OAC 3701-16-09 Personal Care Services; Medication Administration; Resident Medications; Application of Dressings; Supervision of Therapeutic Diets when not available through a third party.

Skilled therapy (physical therapy, occupational therapy, speech-language pathology services and audiology services) are considered non-institutional professional services furnished by skilled therapists and skilled therapist assistants or aids based on OAC 5160-8-35 Skilled Therapy Services.

The scope of the service does not include 24-hour skilled care, one-on-one supervision, or the provision of items of comfort or convenience, disposable medical supplies, durable medical equipment, prescription medications, or over-the-counter medications.

Hospice Services

Providers are required to bill hospice services on a CMS-1500 form. Providers will need to follow all CMS-1500 rules.

Find additional information in:
- OAC 5160-56-06 Hospice Services Reimbursement, including information on Routine Hospice Tiered Pricing
- Medicare Claims Processing Manual 100-04, Chapter 26: Completing and Processing Form CMS-1500 Data Set

Hospice Room and Board Services:
- When a Molina Member resides in a nursing facility (NF) and is receiving services from a hospice Provider, the hospice Provider must bill Medicaid MCOs for room and board. The plans will be required to pay room and board payments directly to the hospice Provider for services rendered versus the nursing facility.
- Molina will reimburse the facility per diem rate in accordance with OAC 5160-56-06 Hospice Services Reimbursement.

Custom Wheelchair Summary

Provider should submit a Request for External Wheelchair Assessment Form to request an external wheelchair assessment. Once Molina receives the completed form, the assessment will be conducted at no cost to the Provider. This assessment helps ensure Molina has access to all the information needed to process the subsequent Prior Authorization request as quickly as possible.

Situations for submitting an external wheelchair assessment include:
- Over $15,000 in billed charges for power wheelchairs.
- Over $10,000 in billed charges for a standard wheelchair/non-power wheelchair.
- All requests for ultralight wheelchairs for Members residing in SNF.
- All requests for power wheelchairs for Members residing in SNFs.

The following section outlines the process and steps to complete an external wheelchair assessment:
- Check the Member's insurance information to confirm Molina is the primary insurer.
- Member must be enrolled in the Ohio Medicaid or MyCare Ohio Medicaid line of business. This process is not applicable to other Molina lines of business.
- Complete the Request for External Wheelchair Assessment Form.
- Molina will initiate an in-home assessment with an independent, licensed physical therapist from our vendor, The Periscope Group, who will recommend the wheelchair type and medically necessary parts.
- Molina will notify the Provider of the recommendation.
- Complete the Molina Prior Authorization Request Form.

DME Pricing/Invoice Pricing:

Payment for durable medical equipment (DME) – including custom wheelchairs, power wheelchairs and all wheelchair parts and accessories – as well as medical supplies, orthotics or prosthetics, is reimbursed using the following:

- OAC 5160-10-01 Durable medical equipment, prostheses, orthoses, and supplies (DMEPOS): general provisions, including Appendix
- OAC 5160-1-60 Medicaid Payment, including Appendix DD

The "invoice price" is defined as the price delivered to the consumer and reflects the Provider's net costs in accordance with OAC 5160-10-01 Durable medical equipment, prostheses, orthoses, and supplies (DMEPOS): general provisions. The invoice price cannot be obscured or deleted on any documentation supplied for consideration of reimbursement. Documentation submitted to support this price is subject to approval by the department.

Wheelchair Repairs:

Molina follows the DME guidelines as referenced in the Ohio Department of Medicaid Durable Medical Equipment, Prosthesis, Orthoses and Supplies. It is imperative that appropriate billing be used to identify the services provided and process Claims accurately.

- OAC 5160-10-01 – Appendix DD, Medicaid Supply List
- Follow Molina PA requirements, available via the PA LookUp Tool
- OAC 5160-10-16 DMEPOS: Wheelchairs, including power-operated vehicles (POVs).
- OAC 5160-10-02 Repair of Medical Equipment

L. Modifiers: HIPAA Compliant Modifiers That Impact Claims Payment

For a complete list of modifiers, please refer to the HCPCS/CPT books or EncoderPro online. Additional information is available in the ODM Modifiers recognized by ODM document.

Ambulance Modifiers signifying to or from a Nursing Facility (NF):

In accordance with OAC 5160-3-19 Nursing Facilities (NFs): Relationship of NF Services to Other Covered Medicaid Services, payment is made directly to the transportation supplier in accordance with Chapter 5160-15 of the Administrative Code. Transportation of residents to receive medical services when the resident does not require an ambulance or wheelchair van is paid through the NF per diem.

- Ohio Administrative Code (OAC) 5160-15 Medical Transportation Services
- OAC 5160-3-19 Nursing Facilities (NFs): Relationship of NF Services to Other Covered Medicaid Services

Anesthesia Service Modifiers:

- Ohio Administrative Code (OAC) 5160-4-21 Physician Services: Anesthesia Services

Behavioral Health Service Modifiers:

- OAC 5160-8-05 Behavioral Health Services – Other Licensed Professionals
- ODM Behavioral Health Provider Manual

Durable Medical Equipment (DME) Modifiers:

- ODM Modifiers recognized by ODM

Home Health Modifiers:

- OAC 5160-1-39 Verification of Home Care Service Provision to Home Care Dependent Adults
- OAC 5160-12-04 Home Health and Private Duty Nursing: Visit Policy
- OAC 5160-12-05 Reimbursement: Home Health Services
- OAC 5160-12-06 Reimbursement: Private Duty Nursing Services

Additional Modifiers:

Look for additional modifiers in the ODM Modifiers recognized by ODM document.

M. Type of Bill Codes

Type of Bill codes are available in Medicare Claims Processing Manual 100-04, Chapter 26: Completing and Processing Form CMS-1500 Data Set.

N. Claim Form Requirements

Providers should follow standard guidance for accurate completion of CMS HCFA 1500 and UB-04 Claims prior to submission.

VII. Utilization Management

Health Care Services is comprised of Utilization Management (UM) and Care Management (CM) Departments that work together to achieve an integrated model based upon empirically validated best practices that have demonstrated positive results. Research and experience show that a higher-touch, Member-centric care environment for at-risk Members supports better health outcomes. Molina provides CM services to Members to address a broad spectrum of needs, including chronic conditions that require the coordination and provision of health care services. Elements of the Molina UM program include pre-service authorization review, inpatient

authorization management that includes admission and concurrent Medical Necessity review, and restrictions on the use of out-of-network or non-participating Providers.

Utilization Management (UM)

Molina ensures the service delivered is medically necessary and demonstrates appropriate use of resources based on the level of care needed for a Member. This program promotes the provision of quality, cost-effective and medically appropriate services that are offered across a continuum of care, as well as integrating a range of services appropriate to meet individual needs. Molina maintains the flexibility to adapt to changes in the Member's condition and is designed to influence a Member's care by:

- Managing available benefits effectively and efficiently while ensuring quality care.
- Evaluating the Medical Necessity and efficiency of health care services across the continuum of care.
- Defining the review criteria, information sources and processes that are used to review and approve the provision of items and services, including prescription drugs.
- Coordinating, directing and monitoring the quality and cost-effectiveness of health care resource utilization.
- Implementing comprehensive processes to monitor and control the utilization of health care resources.
- Ensuring services are available in a timely manner, in appropriate settings, and are planned, individualized and measured for effectiveness.
- Reviewing processes to ensure care is safe and accessible.
- Ensuring qualified health care professionals perform all components of the UM processes.
- Ensuring UM decision-making tools are appropriately applied in determining Medical Necessity decisions.

Key Functions of the Utilization Management Program

All Prior Authorizations are based on a specific standardized list of services. The table below outlines the key functions of the UM program.

Eligibility and Oversight	Resource Management	Quality Management
Eligibility verification	Prior Authorization and referral management	Evaluate satisfaction of the UM program using Member and Provider input
Benefits administration and interpretation	Admission and Inpatient Review	Utilization data analysis
Verification that authorized care correlates to Member's Medical	Referrals for Discharge Planning and Care Transitions	Monitor for possible over- or under-utilization of clinical resources

Eligibility and Oversight	Resource Management	Quality Management
Necessity need(s) and benefit plan		
Verifying of current Physician/hospital contract status	Staff education on consistent application of UM functions	Quality oversight
		Monitor for adherence to CMS, NCQA, state and health plan UM standards

For more information about Molina's UM program or to obtain a copy of the HCS Program description, clinical criteria used for decision making, and how to contact a UM reviewer, access the Molina website or contact the UM Department.

Molina posts our Molina Clinical Policies and Molina Clinical Reviews (MCRs) at MolinaClinicalPolicy.com. These policies are used by Providers as well as Molina's Medical Directors and internal reviewers to make Medical Necessity determinations. Providers may access the Medicaid policies by visiting the website above and clicking the "Ohio Medicaid Only" button at the bottom of the page or directly accessing the Ohio Medicaid Policy page through this link: Molina Ohio Clinical Policy.

Medical Groups/IPAs and delegated entities who assume responsibility for UM must adhere to Molina's UM Policies. Their programs, policies and supporting documentation are reviewed by Molina at least annually.

Avoiding Conflict of Interest

The HCS Department affirms its decision making is based on the appropriateness of care and service and the existence of benefit coverage.

Molina does not reward Providers or other individuals for issuing denials of coverage or care. Furthermore, Molina never provides financial incentives to encourage authorization decision makers to make determinations that result in under-utilization. Molina also requires our delegated medical groups/IPAs to avoid this kind of conflict of interest.

A. Services that Require Prior Authorization (PA)

Prior Authorization (PA) Code Lookup Tool

Molina requires Prior Authorization (PA) for specified services as long as the requirement complies with federal or state regulations and the Molina Hospital or Provider Services Agreement. The list of services that require Prior Authorization is available in narrative form, along with a more detailed list of CPT and HCPCS codes. Molina Prior Authorization documents are customarily updated quarterly but may be

updated more frequently as appropriate and are posted on the Molina website at MolinaHealthcare.com/OhioProviders.

Providers are encouraged to use the Molina Prior Authorization Form provided on the Molina web site. If using a different form, the Prior Authorization request must include the following information:

- Member demographic information (name, date of birth, Molina ID number).
- Provider demographic information (referring Provider and referred to Provider/facility, including address and NPI number).
- Member diagnosis and ICD-10 codes.
- Requested service/procedure, including all appropriate CPT and HCPCS codes.
- Location where service will be performed.
- Clinical information sufficient to document the Medical Necessity of the requested service is required, including:
    - Pertinent medical history (include treatment, diagnostic tests, examination data).
    - Requested length of stay (for inpatient requests).
    - Rationale for expedited processing.

Services performed without authorization may not be eligible for payment. Services provided emergently (as defined by Federal and State Law) are excluded from the Prior Authorization requirements. Obtaining authorization does not guarantee payment. Molina retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of service, correct coding, billing practices and whether the service was provided in the most appropriate and cost-effective setting of care. Molina does not retroactively authorize services that require PA.

Molina follows all Prior Authorization requirements related to care for newborns and their mothers in alignment with the Newborns' and Mothers' Health Protection Act (NMHPA).

For additional information, please refer to the Prior Authorization tools located on the MolinaHealthcare.com website:

- Prior Authorization Code Lookup Tool.
- Prior Authorization Guide.

Prospective/Pre-Service Review

The pre-service review defines the process, qualified personnel and timeframes for accepting, evaluating and replying to Prior Authorization requests. Pre-service review is required for all non-emergent inpatient admissions, outpatient surgery and identified procedures, Home Health, some durable medical equipment (DME) and Out-of-Area/Out-of-Network Professional Services. The pre-service review process assures the following:

- Member eligibility.

- Member covered benefits.
- The service is not experimental or investigational in nature.
- The service meets Medical Necessity criteria (according to accepted, nationally-recognized resources).
- All Covered Services (e.g., test, procedure) are within the Provider's scope of practice.
- The requested Provider can provide the service in a timely manner.
- The receiving specialist(s) and/or hospital is/are provided the required medical information to evaluate a Member's condition.
- The requested Covered Service is directed to the most appropriate contracted specialist, facility, or vendor.
- The service is provided at the appropriate level of care in the appropriate facility, e.g., outpatient versus inpatient or at the appropriate level of inpatient care.
- Continuity and coordination of care are maintained.
- The PCP is kept apprised of service requests and of the service provided to the Member by other Providers.

Inpatient Management

Inpatient Psychiatric Authorizations—OhioRISE Plan

Inpatient psychiatric Prior Authorization requests for Members under the age of 21 should be submitted to the OhioRISE Plan. Molina will deny these authorization requests because this service is covered by another payer. Molina must notify the OhioRISE Plan of the admission and assist the OhioRISE Plan with care coordination and discharge planning.

Please submit your Prior Authorization request to Aetna OhioRISE.
- Fax for Inpatient Hospitalizations: 855-948-3774
- Provider Hotline: 833-711-0773 (option 2)

Behavioral Health Utilization Management and Prior Authorization

Behavioral health inpatient services can be requested by submitting a Prior Authorization form or contacting Molina's Prior Authorization team at (855) 322-4079 or via fax at (866) 449-6843. Providers requesting after-hours authorization for these services should utilize the Availity Essentials portal or fax submission options.

Ohio residential benefits include up to 30 consecutive days without Prior Authorization for the first and second admission in a calendar year. If the stay continues beyond the 30 days of the first or second stay, Prior Authorization is required to support the Medical Necessity of the continued stay.

Emergency psychiatric services do not require Prior Authorization. All requests for behavioral health services should include the most current version of Diagnostic and

Statistical Manual of Mental Disorders (DSM) classification. Molina utilizes standard, generally accepted Medical Necessity criteria for Prior Authorization reviews.

The nationwide Suicide & Crisis Lifeline can be reached by dialing 988.

Observation Policy

Molina does not require prior authorization for Observation Services for network providers. Molina does not require admission notification for Observation Services for network Providers.

For stays of two days or less, Molina will review and consider these for observation level of care.

Some exceptions to this policy include:
- Member expires.
- Member transferred to a higher-level acute care facility.
- Member admitted for dialysis and/or end-stage renal disease.

Important Note: Out-of-network services always require prior authorization, including authorization for observation days.

Inpatient Admission Policy

Molina has an inpatient utilization review policy. The goal is to ensure Members receive Medically Necessary services in the appropriate and most efficient, and cost-effective setting. All inpatient admissions, including behavioral health stays, require PA. Similar to OAC 5160-26-03 Managed Health Care Programs: Covered Services, Molina will review and evaluate covered medical services to ensure procedures are Medically Necessary and provided in the most appropriate setting.Molina requires prior authorization of all inpatient admissions. The prior authorization request should be submitted within two business days following the order for inpatient admission and include the following supporting clinical documentation:
- Specific request for inpatient level of care**
- Practitioner order specifying level of care requested
- Clinical notes resulting from a period of observation (48 hours)
- Reason for inpatient level of care
- Estimated length of stay

**Important Note: The receipt of hospital demographics in the absence of a specific prior authorization request for review of inpatient level of care and supporting clinical documentation will not prompt an inpatient review.

Inpatient admission services performed without meeting admission notification requirements or failure to include all of the clinical documentation to support the need

for an inpatient admission may result in a denial of authorization for the inpatient stay, except in the event of Extenuating Circumstances. See the Extenuating Circumstances section for additional information.

Inpatient Status Determinations

Molina's UM staff follow federal and state guidelines along with evidence-based criteria to determine if the collected medical records and clinical information for requested services are "reasonable and necessary for the diagnosis or treatment of an illness or injury or to improve the functioning of malformed body member" by meeting all coverage, coding and Medical Necessity requirements. To determine Medical Necessity, the criteria outlined under "Medical Necessity Review" will be used. In addition to collecting clinical documentation, Molina will use all information relevant to a Member's care in making coverage decisions.

Planned Admissions

Molina requires Prior Authorization for all elective/scheduled inpatient procedures to any facility. Facilities are required to notify Molina within 24 hours or by the following business day once an admission has occurred for concurrent review. Elective inpatient admission services performed without Prior Authorization may not be eligible for payment.

Emergency Services and Post-Stabilization Services

Emergency Services are defined as covered inpatient and outpatient services furnished by a Provider who is qualified to furnish these services, and such services are needed to evaluate or stabilize an emergency medical condition.

Based on Section 1753.28 Ohio Revised Code, Emergency Medical Condition or Emergency means:

Emergency medical condition means a medical condition that manifests itself by such acute symptoms of sufficient severity, including severe pain, that a prudent layperson with an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in any of the following:

a. Placing the health of the individual or, with respect to a pregnant Member, the health of the Member or their unborn child, in serious jeopardy;
b. Serious impairment to bodily functions;
c. Serious dysfunction of any bodily organ or part.

Emergency services means the following:

a. A medical screening examination, as required by federal law, that is within the capability of the emergency department of a hospital, including ancillary services

routinely available to the emergency department, to evaluate an emergency medical condition;
b. Such further medical examination and treatment that are required by federal law to stabilize an emergency medical condition and are within the capabilities of the staff and facilities available at the hospital, including any trauma and burn center of the hospital.

A medical screening exam performed by licensed medical personnel in the emergency department and subsequent Emergency Services rendered to the Member do not require Prior Authorization from Molina.

Emergency Services are covered on a 24-hour basis without the need for Prior Authorization for all Members experiencing an Emergency Medical Condition.

Post-Stabilization Care Services are covered services that are:

1. Related to an Emergency Medical Condition;
2. Provided after the Member is stabilized; and
3. Provided to maintain the stabilized condition or, under certain circumstances, to improve or resolve the Member's condition.

Requests for post stabilization services must be submitted via phone to the UM toll-free number at (855) 322-4079.

Molina also provides Members with a 24-hour Nurse Advice Line for medical advice. The 911 information is given to all Members at the onset of any call to the plan.

For Members within our service area: Molina contracts with vendors that provide 24-hour Emergency Services for ambulance and hospitals. An out-of-network emergency hospital stay may only be covered until the Member has stabilized sufficiently to transfer to an available participating facility. Services provided after stabilization in a non-participating facility are not covered and the Member may be responsible for payment.

Members over-utilizing the emergency department will be contacted by Molina Care Managers to provide assistance whenever possible and determine the reason for using Emergency Services.

Care Managers will also contact the PCP to ensure that Members are not accessing the emergency department because of an inability to be seen by the PCP.

Inpatient at Time of Termination of Coverage

When a Member's coverage with Molina terminates during a hospital stay, Molina will continue to cover services through discharge unless state or federal program requirements mandate otherwise. For additional information, view OAC 5160-26-02

Managed health care program: eligibility and enrollment and OAC 5160-26-02.1 Managed health care programs: termination of enrollment.

Inpatient/Concurrent Review

Molina performs concurrent inpatient reviews to ensure the Medical Necessity of ongoing inpatient services, adequate progress of treatment and development of appropriate discharge plans. Performing these functions requires timely clinical information updates from inpatient facilities. Molina will request updated clinical records from inpatient facilities at regular intervals during a Member's inpatient stay. Molina requires that requested clinical information updates be received by Molina from the inpatient facility within 24 hours of the request.

Failure to provide timely clinical information updates may result in denial of authorization for the remainder of the inpatient admission, dependent on the Provider's contract terms and agreements.

Molina will authorize hospital care as an inpatient when the clinical record supports the Medical Necessity for the need for a continued hospital stay. It is the expectation that observation has been tried in those patients that require a period of treatment or assessment, pending a decision regarding the need for additional care, and the observation level of care has failed. Upon discharge, the Provider must provide Molina with a copy of the Member's discharge summary to include demographic information, date of discharge, discharge plan and instructions and disposition.

Discharge Planning

The goal of discharge planning is to initiate cost-effective, quality-driven treatment interventions for post-hospital care at the earliest point in admission.

Molina's UM staff works closely with the hospital discharge planners to determine the most appropriate discharge setting for Molina Members. The clinical staff reviews Medical Necessity and appropriateness for home health, infusion therapy, durable medical equipment (DME), skilled nursing facility and rehabilitative services.

Readmissions

Readmission review is an important part of Molina's Quality Improvement Program to ensure that Molina Members are receiving hospital care that is compliant with nationally recognized guidelines as well as federal and state regulations.

Molina will conduct readmission reviews for participating hospitals when both admissions occur at the same acute inpatient facility within the state regulatory requirement dates.

When a subsequent admission to the same facility with the same or similar diagnosis occurs within one calendar day of discharge, the hospital will be informed that the readmission will be combined with the initial admission and will be processed as a continued stay.

When a subsequent admission to the same facility occurs within 2-30 days of discharge, and it is determined that the readmission is related to the first admission (readmission) and determined to be preventable, then a single payment may be considered as payment in full for both the first and second hospital admissions. For additional information, see the Readmission Payment Policy on the Provider Website.

Post-Service Review

Failure to obtain authorization when required may result in denial of payment for those services. The only possible exception for payment as a result of the post-service review is if the information is received indicating the Provider did not know nor reasonably could have known that the patient was a Molina Member or if there was a Molina error. In those cases, a Medical Necessity review will be performed. Decisions, in this circumstance, will be based on Medical Necessity.

Specific federal or state requirements or Provider contracts that prohibit administrative denials supersede this policy.

ProgenyHealth

Molina partners with ProgenyHealth for Neonatal Intensive Care Unit (NICU) Care Management. Providers are required to notify ProgenyHealth directly of admissions of infants to a NICU or special care nursery. The clinical staff at ProgenyHealth will contact the Provider's designated staff to perform UM and discharge planning throughout the inpatient stay.

The processes for Initial Reviews and Extenuating Circumstances Pre-Claim within 120 days of discharge are noted below:

- Providers submitting admission authorization requests via fax will use the ProgenyHealth fax number at (866) 519-1259.
- Providers who wish to conduct a Peer-to-Peer review will contact ProgenyHealth directly at (888) 832-2006.
- Any 30-day Authorization Appeal requests for NICU stays should be submitted to Molina following the standard process.

Evolent

During Q1 2024, New Century Health changed its name to Evolent. References in this Manual have been updated to reflect the new name. Please note that web addresses have remained under the newcenturyhealth.com domain.

Molina collaborates with Evolent to conduct a Medical Necessity review on certain Prior Authorizations (PA). Medicaid and Marketplace participating providers are to submit PA requests for cardiovascular professional services' review and decisions. All Medical Necessity PAs for Members age 18 and over requested by in-network Providers are submitted to Evolent. All out-of-network Provider PA requests and PA requests for Members under the age of 18 will be reviewed by Molina.

Evolent conducts reviews for the following cardiovascular professional services:

- Non-Invasive Cardiology
- Non-Invasive Vascular
- Cardiac Cath and Interventional Cardiology
- Vascular Radiology and Intervention
- Vascular Surgery
- Thoracic Surgery
- Cardiac Surgery
- Electrophysiology

For inpatient cardiology 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 a decision made 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 Prior Authorization (PA) Lookup Tool for further guidance on where to submit cardiovascular professional services PA requests.

The requesting in-network Provider must complete a PA request using one of the following methods:

- For Providers' convenience, logging into the Evolent Provider Web Portal is the preferred submission method: my.newcenturyhealth.com
  - Evolent's Provider Web Portal functionality offers instant approvals for PA requests
- Calling (888) 999-7713
  - Cardiology – Option 1
- Fax intake: (714) 582-7547 (cardiology)

Providers should call the Evolent Network Operations department at (888) 999-7713, Option 6, with questions or for assistance with access/training on the Evolent Provider Web Portal.

Peer-to-Peer:

Peer-to-Peers will be conducted by Evolent via physician discussions with expanded collaboration to better discuss treatment plans.

Authorization Appeals and Retro-Authorization Reviews:

All retro-authorization and Extenuating Circumstances reviews should be sent to Molina following the process you use today. Any 30-day Authorization Appeals for the above-listed cardiology professional services should be submitted to Molina following the standard process.

Out-of-Network Providers and Services

Molina maintains a contracted network of qualified health care professionals who have undergone a comprehensive credentialing process in order to provide medical care to Molina Members. Molina requires Members to receive medical care within the participating, contracted network of Providers unless it is for Emergency Services as defined by federal law. If there is a need to go to a non-contracted Provider, all care provided by non-contracted, non-network Providers must be prior authorized by Molina. Non-network Providers may provide Emergency Services and dialysis services for a Member who is temporarily outside the service area without Prior Authorization or as otherwise required by federal or state laws or regulations.

Experimental and Investigational Services are not Covered

Any drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply used in or directly related to the diagnosis, evaluation, or treatment of a disease, injury, illness, or other health condition that we determine in our sole discretion to be Experimental/Investigational is not covered.

We will deem any drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply to be Experimental/Investigational if we determine that one or more of the following criteria apply when the service is rendered with respect to the use for which benefits are sought. The drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply:

- Cannot be legally marketed in the United States without the final approval of the Food and Drug Administration (FDA) or other licensing or regulatory agencies, and such final approval has not been granted,
- Has been determined by the FDA to be contraindicated for the specific use; or,

- Is provided as part of a clinical research protocol or clinical trial, or is provided in any other manner that is intended to evaluate the safety, toxicity, or efficacy of the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service or supply; or,
- Is subject to review and approval of an Institutional Review Board (IRB) or other body serving a similar function; and/or,
- Is provided pursuant to informed consent documents that describe the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply as Experimental/Investigational or otherwise indicate that the safety, toxicity, or efficacy of the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service or supply is under evaluation.

Any service not deemed Experimental/Investigational based on the criteria above may still be deemed Experimental/Investigational by Molina. In determining whether a Service is Experimental/Investigational, we will consider the information described below and assess whether:

- The scientific evidence is conclusory concerning the effect of the service or drug on health outcomes,
- The evidence demonstrates the service or drug improves net health outcomes of the total population for whom the service or drug might be proposed by producing beneficial effects that outweigh any harmful effects,
- The evidence demonstrates the service or drug has been shown to be as beneficial for the total population for whom the service or drug might be proposed as any established alternatives; and,
- The evidence demonstrates the service or drug has been shown to improve the net health outcomes of the total population for whom the service or drug might be proposed under the usual conditions of medical practice outside clinical investigatory settings.

The information considered or evaluated by Molina to determine whether a drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply is Experimental/Investigational under the above criteria may include one or more items from the following list, which is not all-inclusive:

- Published authoritative, peer-reviewed medical or scientific literature, or the absence thereof; or,
- Evaluations of national medical associations, consensus panels and other technology evaluation bodies; or,
- Documents issued by and/or filed with the FDA or other federal, state, or local agency with the authority to approve, regulate or investigate the use of the drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service or supply; or,
- Documents of an IRB or other similar body performing substantially the same function; and/or,
- Whether there is FDA approval for the use for which benefits are sought; or

- Consent document(s) and/or the written protocol(s) used by the treating physicians, other medical professionals, or facilities or by other treating physicians, other medical professionals, or facilities studying substantially the same drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service or supply; or
- Medical records; or,
- The opinions of consulting Providers and other experts in the field.

Molina has the sole authority and discretion to identify and weigh all information and determine all questions pertaining to whether a drug, biologic, device, diagnostic, product, equipment, procedure, treatment, service, or supply is Experimental/Investigational.

Clinical Trials: For information on clinical trials, go to cms.hhs.gov or call (800) MEDICARE.

B. Prior Authorization Submission Process and Format

Molina Providers are required to comply with electronic service authorization submission requirements through the Availity Essentials portal, EDI transactions submitted to Molina or fax.

Notwithstanding any provision in the Provider Agreement with Molina that requires Provider to obtain a Prior Authorization directly from Molina, Molina may choose to contract with external vendors to help manage Prior Authorization requests.

For additional information regarding the Prior Authorization of specialized clinical services, please refer to the Prior Authorization tools located on the Molina Provider Website:

- Prior Authorization Code Lookup Tool
- Prior Authorization Guide

Availity Essentials Portal: Participating Providers are encouraged to use the Availity Essentials Portal for Prior Authorization submissions whenever possible. Instructions for how to submit a Prior Authorization request are available on the Availity Essentials Portal. The benefits of submitting your Prior Authorization request through the Availity Essentials Portal are:

- Create and submit Prior Authorization Requests.
- Check status of Authorization Requests.
- Receive notification of change in status of Authorization Requests.
- Attach medical documentation required for timely medical review and decision making.

Fax: The Prior Authorization Request Form can be faxed to the numbers provided on the Molina Prior Authorization Request Form and Instructions.

C. Timeframes for Responding to Standard and Expedited PA Requests

Utilization Management Decisions

An organization determination is any decision made by Molina or the delegated Medical Group/IPA or other delegated entity with respect to the following:

- Determination to authorize, provide or pay for services (favorable determination);
- Determination to deny, modify, or payment of request (adverse determination);
- Payment for temporarily out-of-the-area renal dialysis services; and,
- Payment for Emergency Services, post stabilization care, or urgently needed services.

Molina follows a hierarchy of Medical Necessity decision making, with federal and state regulations taking precedence. Molina covers all services and items required by state and federal regulations.

Board-certified licensed reviewers from appropriate specialty areas are utilized to assist in making determinations of Medical Necessity as appropriate. All utilization determinations are made in a timely manner to accommodate the clinical urgency of the situation in accordance with Federal and State regulatory requirements and NCQA standards.

Requests for authorization not meeting Medical Necessity criteria are reviewed by a designated Molina Medical Director or other appropriate clinical professional. Only a licensed physician or pharmacist, doctoral level clinical psychologist, or certified addiction medicine specialist, as appropriate, may determine to delay, modify or deny payment of services to a Member.

Providers can contact Molina's Health Care Services Department at (855) 322-4079 to obtain Molina's UM Criteria. Where applicable, Molina Clinical Policies can be found on the public website at MolinaClinicalPolicy.com. Please note that Molina follows state-specific criteria, if available, before applying Molina-specific criteria. Providers may access the Medicaid policies by visiting the website above and clicking the "Ohio Medicaid Only" button at the bottom of the page or directly accessing the Ohio Medicaid Policy page through this link: Molina Ohio Clinical Policy.

1. Initial Organization Determinations/Pre-Service Authorization Requests – A request for expedited determinations may be made. A request is expedited if applying the standard determination timeframes could seriously jeopardize the life or health of the Member or the Member's ability to regain maximum function. Molina and any delegated Medical Group/IPA or other delegated entity are responsible for appropriately logging and responding to requests for expedited initial organization determinations.

- Expedited Initial requests must be made as soon as medically necessary, within 48 hours (including weekends and holidays) following receipt of the validated request.
- Standard requests must be made as soon as medically indicated, within a maximum of 10 calendar days after receipt of the request.

Delegated Medical Groups/IPAs or other delegated entities are responsible for submitting a monthly log of all Expedited Initial Determinations to Molina's Delegation Oversight Department that lists pertinent information about the expedited determination, including Member demographics, data and time of receipt and resolution of the issue, nature of the problem and other information deemed necessary by Molina or the Medical Group/IPA or other delegated entities.

2. Written Notification of Denial – The Member must be provided with written notice of the determination if the decision is to deny, in whole or in part, the requested service or payment. If the Member has an authorized representative, the representative must be sent a copy of the denial notice. The appropriate written notice that has regulatory approval must be issued within established regulatory and certification timelines. The adverse organization determination notice shall be written in a manner that is understandable to the Member and shall provide the following:
   - The specific reason for the denial, including the precise criteria used to make the decision that takes into account the Member's presenting medical condition, disabilities and language requirements, if any.
   - Information regarding the Member's right to a standard or expedited appeal and the right to appoint a representative to file an appeal on the Member's behalf.
   - Include a description of both the standard and expedited reconsideration process, timeframes and conditions for obtaining an expedited reconsideration, and the other elements of the appeals process.
   - Payment denials shall include a description of the standard reconsideration process, timeframes, and other elements of the appeal process.
   - A statement disclosing the Member's right to submit additional evidence in writing or in person.

Failure to provide the Member with timely notice of an organization determination constitutes an adverse organization determination, which may be appealed.

Molina makes UM decisions in a timely manner to accommodate the urgency of the situation as determined by the Member's clinical situation. The definition of expedited/urgent is when the standard time frame or decision making process could seriously jeopardize the life or health of the Member, the health or safety of the Member or others, due to the Member's psychological state or in the opinion of the Provider with knowledge of the Member's medical or behavioral health condition, would subject the Member to adverse health consequences without the care or treatment that is subject

of the request or could jeopardize the Member's ability to regain maximum function. Requests outside of this definition will be handled as routine / non-urgent.

Supporting documentation is required to justify the expedited request.

Molina will make an organizational determination as promptly as the Member's health requires and no later than contractual and regulatory requirements. Expedited timeframes are followed when the Provider indicates, or if we determine that a standard authorization decision timeframe could jeopardize a Member's life or health.

Providers who request Prior Authorization for services and/or procedures may request to review the criteria used to make the final decision. A Molina Medical Director is available to discuss Medical Necessity decisions with the requesting Provider during business hours.

Upon approval, the requestor will receive an authorization number. The number may be provided by telephone or fax or via the Availity Essentials portal. If a request is denied, the requestor and the Member will receive a letter explaining the reason for the denial and additional information regarding the grievance and appeals process. Denials are also communicated to the Provider by telephone if at all possible or by fax with confirmation of receipt if telephonic communication fails.

Note: If a request is denied for Inpatient Medicaid Members, the Member will not receive a letter explaining the reason for the denial.

Molina adheres to guidance in Ohio Administrative Code 5160-26-03.1 and Ohio Revised Code 5160.34.

MCG Cite Guideline Transparency

Molina has partnered with MCG Health to implement Cite Guideline Transparency. Providers can access this feature through the Availity Essentials portal. With MCG Cite Guideline Transparency, Molina can share clinical indications with Providers. The tool operates as a secure extension of Molina's existing MCG investment and helps meet regulations around transparency for the delivery of care:

- Transparency – Delivers medical determination transparency.
- Access – Clinical evidence that payers use to support Member care decisions.
- Security – Ensures easy and flexible access via secure web access.

MCG Cite Guideline Transparency does not affect the process for notifying Molina of admissions or for seeking Prior Authorization approval. To learn more about MCG or Cite Guideline Transparency, visit MCG's website or call (888) 464-4746.

Molina has also partnered with MCG Health, to extend the Cite AutoAuth self-service method for all lines of business to submit advanced imaging PA requests.

Cite AutoAuth can be accessed via the Availity Essentials portal and is available 24 hours per day/7 days per week. This method of submission is the primary submission route for advanced imaging requests. Molina will also be rolling out additional services throughout the year. Clinical information submitted with the PA will be reviewed by Molina. This system will provide quicker and more efficient processing of authorization requests and the status of the authorization will be available immediately upon completion of its submission.

What is Cite AutoAuth and how does it work?

By attaching the relevant care guideline content to each PA request and sending it directly to Molina, health care Providers receive an expedited, often immediate, response. Through a customized rules engine, Cite AutoAuth compares Molina's specific criteria to the clinical information and attached guideline content to the procedure to determine potential for auto authorization.

Self-services available in the Cite AutoAuth tool include, but are not limited to MRIs, CTs, PET scans. For a full list of imaging codes that require PA, refer to the PA code Look-Up Tool.

Medical Necessity

"Medically Necessary" or "Medical Necessity" means health care services that a physician, exercising prudent clinical judgment, would provide to a patient.

This is for the purpose of preventing, evaluating, diagnosing or treating an illness, injury, disease, or its symptoms. Those services must be deemed by Molina to be:

1. In accordance with generally accepted standards of medical practice;
2. Clinically appropriate and clinically significant in terms of type, frequency, extent, site and duration. They are considered effective for the patient's illness, injury or disease; and,
3. Not primarily for the convenience of the patient, physician, or other healthcare Provider. The services must not be more costly than an alternative service or sequence of services and at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient's illness, injury, or disease.

For these purposes, "generally accepted standards of medical practice" means standards that are based on credible scientific evidence published in peer-reviewed medical literature. This literature is generally recognized by the relevant medical community, physician specialty society recommendations, the views of physicians practicing in relevant clinical areas and any other relevant factors.

The fact that a Provider has prescribed, recommended, or approved medical or allied goods or services does not, by itself, make such care, goods, or services medically necessary, a Medical Necessity, or a Covered Service/Benefit.

Medical Necessity Review

Molina only reimburses for services that are Medically Necessary. Medical Necessity review may take place prospectively, as part of the inpatient admission notification/concurrent review, or retrospectively. To determine Medical Necessity, in conjunction with independent professional medical judgment, Molina uses nationally recognized evidence-based guidelines, third party guidelines, CMS guidelines, state guidelines, guidelines from recognized professional societies, and advice from authoritative peer-reviewed articles and textbooks.

Where applicable, Molina Clinical Policies can be found on the public website at MolinaClinicalPolicy.com. Please note that Molina follows state-specific criteria, if available, before applying Molina-specific criteria. Providers may access the Medicaid policies by visiting the website above and clicking the "Ohio Medicaid Only" button at the bottom of the page or directly accessing the Ohio Medicaid Policy page through this link: Molina Ohio Clinical Policy.

Levels of Administrative and Clinical Review

The Molina review process begins with an administrative review followed by a clinical review if appropriate. An administrative review includes verifying eligibility, appropriate vendor or Participating Provider, and benefit coverage. The Clinical review includes Medical Necessity and level of care.

All UM requests that may lead to a Medical Necessity denial are reviewed by a health care professional at Molina (medical director, pharmacy director, or appropriately licensed health care professional).

Molina's Provider training includes information on the UM processes and Authorization requirements.

Clinical Information

Molina requires copies of clinical information to be submitted for documentation. Clinical information includes but is not limited to physician emergency department notes, inpatient history/physical exams, discharge summaries, physician progress notes, physician office notes, physician orders, nursing notes, results of laboratory or imaging studies, therapy evaluations and therapist notes. Molina does not accept clinical summaries, telephone summaries, or inpatient Care Manager criteria reviews as meeting the clinical information requirements unless state or federal regulations allow such documentation to be accepted.

The maximum clinical information fax size threshold Molina can accept is no more than 100 pages (10 MB) for the total size of the fax transmission.

Note: Requests can be submitted via the Availity Essentials portal.

Open Communication about Treatment

Molina prohibits contracted Providers from limiting Provider or Member communication regarding a Member's health care. Providers may freely communicate with and act as an advocate for their patients. Molina requires provisions within Provider contracts that prohibit the solicitation of Members for alternative coverage arrangements for the primary purpose of securing financial gain. No communication regarding treatment options may be represented or construed to expand or revise the scope of benefits under a health plan or insurance contract.

Molina and its contracted Providers may not enter into contracts that interfere with any ethical responsibility or legal right of Providers to discuss information with a Member about the Member's health care. This includes but is not limited to treatment options, alternative plans, or other coverage arrangements.

Affirmative Statement about Incentives

All medical decisions are coordinated and rendered by qualified practitioners and licensed staff unhindered by fiscal or administrative concerns. Molina and its delegated contractors do not use incentive arrangements to reward the restriction of medical care to Members.

Molina requires that all utilization-related decisions regarding Member coverage and/or services are based solely on the appropriateness of care and the existence of coverage. Molina does not specifically reward Practitioners or other individuals for issuing denials of coverage or care. Molina does not receive financial incentives or other types of compensation to encourage decisions that result in underutilization.

D. Provider Appeal Procedures

1. Peer-to-Peer Consultations

Network Providers may request a Peer-to-Peer review ("P2P") within five calendar days of the date on the initial authorization denial notification.

A "peer" is considered the Member's or Provider's clinical representative (licensed medical professional), contracted external parties, administrators or facility UM staff can only request that a peer-to-peer telephone communication be arranged and performed but the discussion must be performed by a peer.

Providers may request a peer-to-peer consultation when Molina denies a Prior Authorization request. The peer-to-peer consultations will be conducted amongst health care professionals who have clinical expertise in treating the Member's condition, with the equivalent or higher credentials as the requesting/ordering Provider. The peer-to-peer consultation must clearly identify what documentation the Provider must provide to obtain approval of the specific item, procedure, or service; or a more appropriate course of action based upon accepted clinical guidelines.

To make the Peer-to-Peer request:

- Call Molina Utilization Management at (855) 322-4079, Monday to Friday, 8 a.m. to 5 p.m. EST.
- Include two possible dates and times a licensed professional is available to conduct the review with a Molina medical director.

When requesting a peer-to-peer discussion, please be prepared with the following information:

- Member name and ID#
- Auth ID#
- Requesting Provider Name and contact number and best times to call

If a Medical Director is not immediately available, the call will be returned within two business days. Every effort will be made to return calls as expeditiously as possible.

If the Peer-to-Peer does not change the outcome of a determination or is not requested within five days, Providers may request an Authorization Appeal or Clinical Claim Dispute for Medical Necessity as described below. The Authorization Appeal or Clinical Claim Dispute must include new/additional clinical information to be considered. Once a determination has been rendered, no further disputes are available with Molina.

ProgenyHealth Peer-to-Peer Process: Providers who wish to conduct a Peer-to-Peer review will contact ProgenyHealth directly at (888) 832-2006.

Evolent Peer-to-Peer Process: Peer-to-Peers will be conducted by Evolent via physician discussions with expanded collaboration to better discuss treatment plans.

Authorization Appeal for Medical Necessity

The Provider can request an Authorization Appeal of a Prior Authorization denial.

Providers may request a Provider appeal if Molina denies a Prior Authorization request in accordance with ORC 5160.34. The Provider appeal is separate from the peer-to-peer or Member appeal processes. Provider appeals will be responded to within forty-eight hours for urgent care services and within ten calendar days for all other matters. See directly below for application of these noted timeframes.

- **Authorization Appeal (Pre-Claim):** Formerly known as an "authorization reconsideration." A Provider dispute for the denial of a Prior Authorization. An Authorization Appeal can be faxed within 30 calendar days of the date on the authorization denial or until the Claim is received. The Authorization Reconsideration Form (Authorization Appeal and Clinical Claim Dispute Request Form) can be found at MolinaHealthcare.com/OhioProviders. For additional information, view the Medicaid Authorization Appeal and Clinical and Non-Clinical Claim Dispute Guide, which is available on our website under the "Manual" tab. Pre-Claim Authorization Appeals cannot be submitted via the portal. Authorization Appeals will be responded to within forty-eight hours for urgent care services and within ten calendar days for all other requests. Once the Claim is on file, Providers must follow the **Clinical Claim Dispute** process.
- **Clinical Claim Dispute (Post-Claim):** A Clinical Claim Dispute can be submitted via the Availity Essentials portal or faxed within 365 calendar days of the date of service or within 60 days of the remittance date; whichever is greater. The Authorization Reconsideration Form (Authorization Appeal and Clinical Claim Dispute Request Form) required for submission can be found at MolinaHealthcare.com/OhioProviders. For additional information, view the Medicaid Authorization Appeal and Clinical and Non-Clinical Claim Reconsideration Dispute Guide available on our Provider Website under the "Manual" tab. If submitting via the portal, the submission will take place under "Appeals" in the "Payer Spaces" section.
- **ProgenyHealth Authorization Appeal**: The 30-day Authorization Appeal should be submitted directly to Molina following the standard process.
- **Evolent Authorization Appeal and Retro-Authorization Reviews:** All retro-authorization, 30-day Authorization Appeals, and Extenuating Circumstances reviews should be sent to Molina following the process you use today. Providers are strongly encouraged to take advantage of Evolent's streamlined Peer-to-Peer process to hold timely conversations related to requested services.

Provider Represented Member Appeal

A Provider can ask for one Member Appeal represented by the Provider within 60 calendar days of the date on the authorization denial notification. If a patient wants the Provider to appeal on their behalf, they **must** tell Molina this in writing using the Authorized Representative Form found on Molina's Member website at MolinaHealthcare.com.

The grid below summarizes the options by type of authorization for the Medicaid line of business.

Outpatient			Inpatient		
P2P	Authorization	Provider Rep.	P2P	Authorization	Provider Rep.

	Appeal or Clinical Claim Dispute	Member Appeal		Appeal or Clinical Claim Dispute	Member Appeal
Yes	Yes	Yes	Yes	Yes	Yes

Extenuating Circumstances

Extenuating Circumstances can be submitted pre- or post-Claim using the Authorization Appeal or Clinical Claim Dispute methods noted above.

Below is the list of Extenuating Circumstances that apply to both inpatient and outpatient authorization requirements. Within 60 calendar days of the Claim denial or within 365 days of the date of service; whichever is greater, the Provider may file a Clinical Claim Dispute for the extenuating circumstances listed below, even if the authorization was not requested in advance of the service(s) being provided. The specific circumstance the Provider feels was applicable to the request should be noted on the reconsideration form, documentation to support the extenuating circumstance, as well as the applicable clinical information should be included with the request. In accordance with Molina policy, please remember to always verify enrollment using the Ohio Medicaid Program's PNM system:

- A newborn remains an inpatient longer than the Member and needs separate authorization.
- Member was brought into the facility unconscious and/or unable to provide insurance carrier information (Requires Provider to submit a copy of registration face sheet and complete description of why the documentation could not be obtained from the Member. In addition, Molina will review the Claims/authorizations history for the past six months for validation purposes).
- Retro-enrollment/retro coordination of benefits (COB) change makes Molina the primary carrier.
- The Transition of Care/Continuity of Care.
- Abortion/Sterilization/Hysterectomy (operative reports are required).
- The service is not an included benefit in the primary insurance coverage (for example: no maternity care benefits).
- A baby is born to a Member with other third party primary coverage, and the baby is not covered under such coverage.
- Add-on codes or changes in coding during the procedure (operative reports are required as applicable).
- Other circumstances as determined by Molina.

2. External Medical Review

External Medical Review (EMR) – The review process conducted by an independent, external medical review entity that is initiated by a Provider who disagrees with

Molina's decision to deny, limit, reduce, suspend, or terminate a covered service for lack of Medical Necessity.

In the Next Generation Medicaid managed care program, the EMR will be conducted by Permedion. This vendor has a contract with ODM to perform the EMR.

To request an EMR, Providers must first appeal the decision to deny, limit, reduce, suspend, or terminate a covered service for lack of Medical Necessity using Molina's internal Provider appeal or Claim dispute resolution process. Failure to exhaust Molina's internal appeals or Claim dispute resolution process will result in the Provider's inability to request an EMR.

EMR is only available to Providers for services delivered to Members enrolled in Medicaid managed care and/or OhioRISE. The EMR process is not currently available in the MyCare Ohio and Single Pharmacy Benefit Manager (SPBM) programs.

An EMR can be requested by a Provider as a result of:

- Molina's service authorization denial, limitation, reduction, suspension, or termination (includes pre-service, concurrent, or retrospective authorization requests) based on Medical Necessity; or
- Molina's Claim payment denial, limitation, reduction, suspension, or termination based on Medical Necessity.

Denials, limitations, reductions, suspensions or terminations based on lack of Medical Necessity include, but are not limited to decisions made by the plan where:

- Clinical documentation or medical record review is required in making the decision to deny (includes preservice, concurrent and retrospective reviews).
- Clinical judgment or medical decision making (i.e., referred to a licensed practitioner for review) is involved.
- A clinical standard or Medical Necessity requirement (e.g., MCG®, ASAM, or OAC 5160-1-01, including EPSDT criteria and/or the MCO's clinical coverage or utilization management policy or policies) is not met.

Molina is required to notify Providers of their option to request an EMR.

How to Request External Medical Review

Requesting EMR:

The request for an EMR must be submitted to Permedion within 30 calendar days of the written notification that the internal appeals or Provider Claim dispute process has been exhausted.

Providers must complete the "Ohio Medicaid MCE External Review Request" form located at hmspermedion.com (select Contract Information and Ohio Medicaid) and submit it to Permedion together with the required supporting documentation, including:

- Copies of all adverse decision letters from MCO (initial and appeal)
- All medical records, statements (or letters) from treating health care Providers, or other information that the Provider wants considered in reviewing the case.

Providers must upload the request form and all supporting documentation to Permedion's provider portal located at ecenter.hmsy.com/ (new users will send their documentation through secured email at IMR@gainwelltechnologies.com to establish portal access).

Note: When requesting an EMR, Providers may submit new or other relevant documentation as part of the EMR request.

If the MCO determines the Provider's EMR request is not eligible for an EMR and the Provider disagrees, ODM or its designee will determine if an EMR is appropriate.

The EMR process does not interfere with the Provider's right to request a peer-to-peer review, or a Member's right to request an appeal or state hearing, or the timeliness of appeal and/or state hearing resolutions.

Once the Provider has submitted the EMR request, they do not need to take further action.

The EMR Review:

After the EMR request has been submitted, Permedion will share any documentation from the Provider with the MCO. Following its review of this information, the MCO may reverse its denial, in part or in whole. If the MCO reverses any part of its decision, the Provider will receive a written decision within one business day for expedited Prior Authorization requests and five business days for standard Prior Authorization requests and notify the EMR entity. If the MCO decides to reverse its decision in part, the remaining will continue as an EMR.

Permedion has 30 calendar days for a standard request and three business days for an expedited request to perform its review and issue a decision.

- If the decision reverses the MCO's coverage decision in part or in whole, that decision is final and binding on the MCO.
- If the decision agrees with the MCO's decision to deny, limit, reduce, suspend or terminate a service, that decision is final.

For reversed service authorization decisions, the MCO must authorize the services promptly and as expeditiously as the Member's health condition requires, but no later than 72 hours from when the MCO receives the EMR decision.

For reversed decisions associated solely with Provider payment (i.e., the service was already provided to the Member), the MCO must pay for the disputed services within the timeframes established for Claims payment in Appendix L of the Provider Agreement.

For more information about the EMR, please contact Permedion at (800) 473-0802, and select Option 2.

Delegated Utilization Management Functions

Molina may delegate UM functions to qualifying Medical Groups/IPAs and delegated entities. They must have the ability to perform the delegated activities and maintain specific delegation criteria in compliance with all current Molina policies and regulatory and certification requirements. For more information about delegated UM functions and the oversight of such delegation, please refer to the XVIII: Delegation section of this Provider Manual.

Transition of Care (TOC) Period

The Utilization Management and Care Management staff facilitate the transition of care (TOC) for Members whose benefits have come to an end. Alternatives to coverage are explored with the Member, the PCP, community resources and any new coverage to ensure continuity of care.

E. Transition of Care

For Members transitioning from the below programs to Molina:

- Ohio Medicaid Fee-For-Service (FFS)
- Other Ohio Managed Care Organizations (MCOs)
- Newly Enrolled in the Ohio Medicaid Program
- OhioRISE

Molina will allow a new Member to receive services from the network and out-of-network Providers, as indicated if any of the following apply:

- If Molina confirms that the Adult Extension Member is currently receiving care in a nursing facility on the effective date of enrollment with Molina, Molina will cover the nursing facility care at the same facility until a Medical Necessity review is completed and, if applicable, a transition to an alternative location has been documented in the Member's care plan.
- Upon becoming aware of a pregnant Member's enrollment, Molina will identify the Member's maternal risk and facilitate connection to services and supports in

accordance with ODM's Enhanced Maternal and Reproductive Care | Medicaid (ohio.gov) web page. These services and supports include delivery at an appropriate facility and continuation of progesterone therapy covered by Medicaid FFS or another MCO for the duration of the pregnancy. In addition, Molina will allow the pregnant Member to continue with an out-of-network Provider if they are in their third trimester of pregnancy and/or has an established relationship with an obstetrician and/or delivery hospital.

- If a PA is on file: Molina will honor any PAs approved prior to the Member's transition to Molina through the expiration of the authorization period, based on the Member's effective date with Molina, regardless of whether the authorized or treating Provider is in or out-of-network with Molina.
  - Molina may conduct a Medical Necessity review for previously authorized services if the Member's needs change to warrant a change in service. Molina will render an authorization decision pursuant to OAC Rule 5160-26-03.1.
  - Molina may assist the Member in accessing services through a network Provider when any of the following occur:
    - The Member's condition stabilizes, and Molina can ensure no interruption to services;
    - The Member chooses to change to a network Provider; or
    - If there are quality concerns identified with the previously authorized Provider.
  - Scheduled inpatient or outpatient surgeries approved and/or pre-certified shall be covered pursuant to OAC rule 5160-4-22 (surgical procedures would also include follow-up care as appropriate);
  - Organ, bone marrow, or hematopoietic stem cell transplant shall be covered pursuant to OAC rule 5160-2-65 and Appendix G of the Agreement between Molina and ODM;
- If no PA is on file: Molina will provide the following services to the Member regardless of whether services were prior authorized/pre-certified or the treating Provider is in or out-of-network with the MCO. Timeframes for the services are below:
  - Chemotherapy or Radiation - within 30 days of the Member's effective date with Molina.
  - Durable Medical Equipment (DME) – within 30 days of the Member's effective date with Molina. DME shall be covered at the same level with the same Provider as previously covered until Molina conducts a Medical Necessity review and renders an authorization decision pursuant to OAC Rule 5160-26-03.1.
  - Home Care and Private Duty Nursing (PDN) Services – within 30 days of the Member's effective date with Molina. Private Duty Nursing and home care services shall be covered at the same level with the same Provider as previously covered until Molina conducts a Medical Necessity review and renders an authorization decision pursuant to OAC Rule 5160-26-03.1.

- Hospital Discharge – Molina will continue with treatment if the Member was discharged 30 days prior to Molina's enrollment effective date within 30 days of the Member's effective date with Molina.
- Medicaid Community Behavioral Health Services – Members can see out-of-network Providers within 30 days of the Member's effective date with Molina. If a Member is unable to obtain Medically Necessary services from a Molina network Provider, Molina will adequately and timely cover the services out-of-network until Molina is able to provide the services from a network Provider. For continuity of care purposes, Molina will:
  - Work with the service Provider to add the Provider to their network;
  - Implement a single-case agreement with the Provider; or
  - Assist the Member in finding a Provider currently in Molina's network
- Physician Services - within 30 days of the Member's effective date with Molina, then must be transitioned to a network Provider or Medical Necessity for seeing an out-of-network Provider must be established
- Upon notification from a Member and/or Provider of a need to continue services, the MCO shall allow a new Member to continue to receive services from the network and out-of-network Providers when the Member could suffer detriment to their health or be at risk for hospitalization or institutionalization in the absence of continued services.

Hospital: Change in Enrollment During Hospital/Inpatient Facility Stay: Process between Managed Care Organizations

- When the MCO learns of a currently hospitalized Member's intent to disenroll through the Consumer Contact Record (CCR) or the HIPAA 834:
  - The disenrolling MCO shall notify the hospital/inpatient facility and treating Providers as well as the enrolling MCO, if applicable, of the change in enrollment.
  - The disenrolling MCO shall notify the inpatient facility that it will remain responsible for the inpatient facility charges through the date of discharge; and shall notify the treating Providers that it will remain responsible for Provider charges through the date of disenrollment.
  - The disenrolling MCO shall not request and/or require that a disenrolled Member be discharged from the inpatient facility for transfer to another inpatient facility.
  - Should a discharge and transfer to another inpatient facility be Medically Necessary, the disenrolling MCO shall notify the treating Providers to work with the enrolling MCO or ODM as applicable to facilitate the discharge, transfer and authorization of services as needed.
- When the enrolling MCO learns through the disenrolling MCO, through ODM or other means, that a new Member who was previously enrolled with another MCO was admitted prior to the effective date of enrollment and remained an inpatient on the effective date of enrollment, the enrolling MCO shall:
  - Contact the hospital/ inpatient facility.

  - Verify that it is responsible for all Medically Necessary Medicaid Covered Services from the effective date of MCO membership, including professional charges related to the inpatient stay.
  - Inform the hospital/inpatient facility that the admitting/disenrolling MCO remains responsible for the hospital/inpatient facility charges through the date of discharge.
  - Work with the hospital/inpatient facility to facilitate discharge planning and authorize services as needed.
- When the MCO learns that a new Member who was previously on Medicaid FFS was admitted prior to the effective date of enrollment and remains an inpatient on the effective date of enrollment, the MCO shall notify the hospital/inpatient facility and treating Providers that the MCO is responsible for the professional charges effective on the date of enrollment and shall work to ensure discharge planning provides continuity using MCO-contracted or authorized Providers.

If a Member has been admitted to a hospital prior to the first day of Medicaid eligibility and no retroactivity occurs, the MCO is responsible for reimbursement of the inpatient Claim for the days the Member is enrolled in the MCO only. The days prior to eligibility would be considered non-covered days, and the Claim will be processed on a per diem payment basis as partial eligibility. In addition, if a Member loses Medicaid coverage during an inpatient stay prior to discharge, payment will be made on a per diem basis up to and including the termination date with Molina. The days after the termination of coverage with Molina would be considered non-covered days, and the Claim will be processed on a per diem basis as partial eligibility. Therefore, in both scenarios, the Claim should be billed with all days included, with the days outside of Molina eligibility billed as non-covered days.

VIII. Claims Information

Molina generally follows the Ohio Department of Medicaid (ODM) guidelines for Claims processing and payment for the Covered Families and Children (CFC), Adult Extension (AEP) and Aged, Blind or Disabled (ABD) programs.

A. Process and Requirements for the Submission of Claims

- ODM Provider Network Management System Direct Data Entry
  - Providers may submit eligibility inquiries through the Provider Network Management (PNM) system.
  - managedcare.medicaid.ohio.gov/managed-care/centralized-credentialing
- Electronic Data Interchange (EDI) submission of Provider Claims
  - Providers may submit Claims, eligibility inquiries, Claim status inquiries and associated attachments using Electronic Data Interchange (EDI) by being a trading partner (TP) authorized by ODM or by contracting with an ODM-authorized TP.

  - medicaid.ohio.gov/resources-for-providers/billing/trading-partners/trading-partners
- ODM's expectation is that for each Medicaid Provider, Molina's system and data are current and consistent with information held by ODM's system of record, the PNM system. Therefore, it is important that Providers keep their records up to date in ODM's PNM system. With the PNM system as the ODM's system of record, MCOs have been instructed to direct Providers to update their ODM record in the PNM system when discrepancies are identified between the MCO's data and the PNM PMF. Molina is instructed by ODM to not accept changes from Providers into their own systems that are inconsistent with PNM system data shared through the PNM for their Medicaid line of business.

Molina offers training sessions and materials to Providers both in and out-of-network and delegated subcontractors regarding the electronic Prior Authorization and Claims submission requirements, billing guidance/instructions for Providers submitting Claims, and makes this information available on the You Matter to Molina page of the Provider Website.

There are several new processes and program updates that impact Medicaid Providers. Molina strongly encourages Providers to subscribe to the Ohio Department of Medicaid (ODM) Next Generation provider newsletter by checking the box next to *ODM Press* at medicaid.ohio.gov/home/govdelivery-subscribe or visit the ODM Provider information page at managedcare.medicaid.ohio.gov/providers.

1. Submission of Claims

Electronic Claim Submission:

Providers are required to submit Medicaid Claims via OMES EDI transactions or the Availity Essentials portal. Please refer to subsection A. Process and Requirements for the Submission of Claims.

HIPAA 5010 Transaction Compliance Standards Implementation

Molina recommends all Providers reference the appropriate ODM Companion Guide (837I, 837P), found on the ODM Trading Partner website at medicaid.ohio.gov, to ensure all 5010 requirements are being met to avoid any unnecessary Claim rejections.

Molina's payer IDs for OMES EDI transactions for dates of service on and after Feb. 1, 2023, are noted in the chart below.

Medical Claims	
Line of Business	Payer ID
Ohio ABD (Medicaid)	0007316
Ohio Adult Extension (Medicaid)	0007316

Ohio Healthy Families (Medicaid)	0007316
Molina SKYGEN Dental	D007316
Molina March Vision	V007316
Ohio Marketplace Program	20149
Ohio Marketplace Program Primary with Ohio Medicaid Secondary (ABD, Adult Extension, Healthy Families)	20149
MMP Medicare (MyCare Ohio)	20149
MMP Medicaid (MyCare Ohio)	20149
MMP Opt Out/MMP Medicaid Secondary (MyCare Ohio)	20149
Medicare (MAPD)	20149

Molina's Medicaid payer ID is 20149 for EDI transactions with dates of service prior to Feb. 1, 2023.

Inpatient Claims are based on the Member's discharge date.

Billing of Not Otherwise Classified (NOC)

Billing of NOC codes with an additional description is a HIPAA 5010 requirement. The HIPAA Version 5010 implementation guide describes Non-Specific Procedure Codes as codes that may include, in their descriptor, terms such as: "Not Otherwise Classified (NOC); Unlisted; Unspecified; Unclassified; Other; Miscellaneous; Prescription Drug Generic; or Prescription Drug, Brand Name." If a procedure code containing any of these descriptor terms is billed, a corresponding description of that procedure is required; otherwise, the Claim is not HIPAA-compliant. Note that there is no crosswalk of Non-Specific Procedure Codes with corresponding descriptions. Detailed information regarding this requirement can be found in the 837I and 837P implementation guides (837I – 005010X223A2 and 837P – 005010X222A1). If the corresponding non-specific procedure code description is not submitted, the transaction does not comply with the implementation guide and is not, therefore, HIPAA compliant.

Availity Essentials Portal

For more information about the Molina Availity Essentials portal, please see the A. Availity Essentials portal section of this Provider Manual. As a reminder, once the PNM system is live for Claim submission, Providers may no longer submit Claims directly through Molina's Availity Essentials portal.

The Availity Essentials portal is a no-cost online platform that offers a number of Claims processing features:

- Submit Professional (CMS-1500) and Institutional (UB-04) Claims with attached files
- Correct/Void Claims
- Add attachments to previously submitted Claims

- Check Claims status
- View Electronic Remittance Advice (ERA) and Explanation of Payment (EOP)
- Create and manage Claim Templates
- Create and submit a Claim Appeal with attached files

Paper Claim Submissions

Effective Feb. 1, 2023, Medicaid Providers must submit Claims electronically. Paper Claims are not accepted.

2. Claim Submission

Participating Providers are required to submit Claims with appropriate documentation. Providers must follow the appropriate state and CMS Provider billing guidelines. Providers must utilize electronic billing though the Availity Essentials portal or the ODM Fiscal Intermediary OMES EDI transactions whenever possible and use current HIPAA compliant ANSI X 12N format (e.g., 837I for institutional Claims, 837P for professional Claims, and 837D for dental Claims) and use the correct electronic Payer ID number listed above.

Providers must bill Molina for services with the most current CMS approved diagnostic and procedural coding available as of the date the service was provided, or for inpatient facility Claims, the date of discharge.

National Provider Identifier (NPI)

A valid NPI is required on all Claim submissions. Providers must report any changes in their NPI or subparts through updates to the PNM system and to Molina as soon as possible, not to exceed 30 calendar days from the change.

ODM requires rendering practitioner NPI on Claims for:
- Independently licensed behavioral health professionals.
- Behavioral health dependently licensed and paraprofessionals.
- Federally Qualified Health Center (FQHC).
- Rural Health Clinic (RHC).
- Occupational Health Facility (OHF).
- Accredited Health Care Clinic (AHCC) clinics.
- Freestanding birth center staff.

Claims submitted without the required NPI will be denied, with the exception of Claims from Atypical Providers. Atypical Providers are not required to obtain an NPI. If the Provider has an NPI, it must be submitted on the Claim.

Ordering, Referring and Prescribing (ORP) Providers NPI

As of July 1, 2021, Molina requires the billing of Ordering, Referring and Prescribing (ORP) Providers based upon the requirements developed by ODM in compliance with federal regulations 42 CFR 438.602 and 42 CFR 455.410. Claims billed with the attending field information will also be used to satisfy the ORP requirements. Effective March 30, 2023, Molina denies Claims in accordance with ODM guidance if ORP is required but missing from the submission.

Consistent with these rules, a valid National Provider Identifier (NPI) will be required on Claims for select ORP Provider types which are eligible to order, refer or prescribe. For the most current listing of impacted Providers, view the Provider Bulletin ORP NPI articles in the Provider Bulletins on the Molina Provider Website.

Electronic Visit Verification (EVV)

ODM implemented Electronic Visit Verification (EVV) for some home and community-based services in response to federal requirements set forth in section 12006 of the H.R. 34 (114th Congress) (2015-2016) of the 21st Century Cures Act.

To learn more visit ODM EVV Homepage.

Required Elements on Claims

The following information must be included on every Claim:

- Member name, date of birth and Molina Member ID number
- Member's gender
- Member's address
- Date(s) of service
- Valid International Classification of Diseases diagnosis and procedure codes
- Valid revenue, Current Procedural Technology (CPT) or Healthcare Common Procedure Coding System (HCPCS) for services or items provided
- Valid diagnosis pointers
- Total billed charges
- Place and type of service code
- Days or units, as applicable (anesthesia Claims require minutes)
- Provider tax identification number (TIN)
- 10-digit National Provider Identifier (NPI), or Atypical Provider Identifier (API)
- Rendering Provider name as applicable
- Billing/pay-to Provider name and billing address
- Place of service and type (for facilities)
- Disclosure of any other health benefit plans
- National Drug Code (NDC), NDC Units, Unit of Measure and Days or Units for medical injectables
- E-signature
- Service facility location information

- Other insurance information, as applicable
- HIPAA-compliant CPT, HCPCS and modifier code sets
- Billed charges for each service line
- For prenatal or delivery services, the last menstrual period (LMP) date is required
- Global Delivery Claims need to file documentation of Postpartum visits
- Valid 11-digit National Drug Code (NDC) number – required to be billed for HCPCS codes in the J series; HCPCS codes in the Q or S series that represent drugs; CPT codes in the 90281-90399 series (immune globulins); and Enteral Nutritional B Code Products that price AWP (B4150-B4162)

Provider and Member data will be verified for accuracy and active status. Be sure to validate this data in advance of Claims submission. This validation will apply to all Provider data submitted and also applies to atypical and out-of-state Providers.

Inaccurate, incomplete, or untimely submissions and re-submissions may result in denial of the Claim.

ORP Providers must also have an active Medicaid ID Number, except as allowed by federal and state laws or regulations, as also referenced in V. Provider Enrollment, Credentialing and Contracting, A. Provider Enrollment (ODM Functions), 1. General Provider Information/Enrollment Information, Medicaid ID Requirements section of this Provider Manual.

Report all drugs billed to Molina that were acquired through the 340B drug pricing program so they can be properly excluded from federal drug rebates. 340B Claims can be identified by an SE modifier on the drug detail line, the billing Provider's NPI is listed on the MEF, or the Claim has a TB or JG modifier and hasn't already been excluded. Providers must also have the 340B indicator on the Provider Master File (PMF).

As a reminder, Providers must be certified on the Provider Master File with a valid Medicaid ID and NPI.

3. Corrected Claims

Corrected Claims are considered new Claims for processing purposes. Corrected Claims must be submitted electronically with the appropriate fields on the 837I or 837P completed. Corrected Claims must include the correct coding to denote if the Claim is a Replacement of Prior Claim or Corrected Claim for an 837I or the correct Resubmission Code for an 837P and include the original Claim number.

Note: Providers can resubmit as a corrected Claim if the Claim was denied for needing additional information. Find additional supporting documents details in the "Reference Guide for Supporting Document for Claims" on the Provider Website, on the "Quick Reference Guides & FAQs" page under the "Manual" tab.

Corrected Claim Process

Providers may correct any necessary field of the CMS-1500 and UB-04 forms.

All Corrected Claims:

- Must be submitted electronically via the Availity Essentials portal or via OMES EDI.
- The original Claim number must be inserted in the correct field or the applicable 837 transaction loop for submitting corrected Claims electronically.
- The appropriate frequency code/resubmission code must also be billed on the Claim.

Note: The frequency/resubmission codes can be found in the NUCC (National Uniform Claim Committee) manual for CMS-1500 Claim forms or the UB Editor (Uniform Billing Editor) for UB-04 Claim forms.

Corrected Claims must be sent within 365 calendar days of the most recent adjudicated date of the Claim or the paid Claim if one is on file.

Claims submitted without the correct coding will be returned to the Provider for resubmission.

Corrected Claim submissions are not adjustments and should be directed through the original submission process marked as a corrected Claim, as outlined below, or it may result in the Claim being denied. As a reminder: Primary insurance Explanation of Benefits (EOB) and itemized statements are not accepted via Non-Clinical Claim Disputes. Please submit as corrected Claims.

Corrected Claims

Reminders for the Corrected Claims Process:

- Submit electronically.
- Include all elements that need correction and all originally submitted elements.
- Do not submit only codes edited by Molina.
- Do not submit via the Claim Dispute process.
- Do not submit paper corrected Claims.
- Include the original Molina Claim ID or last paid Claim number.

Corrected Claims must be received by Molina no later than 365 days of the original remittance advice.

Directions on how to correct or void a Claim

Please visit the ODM website for training and reference materials regarding the corrected Claim, attachments and void Claim processes for Providers using OMES EDI.

4. Visit the Help & Training section on the Availity Essentials portal to locate trainings on how to correct or void a Claim in the Availity Essentials portal.**Coordination of Benefits (COB)**

See the VIII. Claims Information section for filing time frame requirements to Molina.

Third-party liability refers to any other health insurance plan or carrier (e.g., individual, group, employer-related, self-insured, self-funded, commercial carrier, automobile insurance and worker's compensation) or program that is or may be liable to pay all or part of the health care expenses of the Member.

Subrogation – Molina retains the right to recover benefits paid for a Member's health care services when a third party is responsible for the Member's injury or illness to the extent permitted under state and federal law and the Member's benefit plan. If third-party liability is suspected or known, please refer pertinent case information to Molina's vendor at submitreferrals@optum.com.

Medicaid is the payer of last resort. Commercial, private and governmental carriers must be billed prior to billing Molina or Medical Groups/IPAs, with the exception of EPSDT/Healthchek Services. EPSDT services are processed as primary and then Molina follows the Third Party Liability process.

Provider shall make reasonable inquiry of Members to learn whether a Member has health insurance, benefits, or Covered Services other than from Molina or is entitled to payment by a third party under any other insurance or plan of any type, and Provider shall immediately notify Molina of said entitlement. In the event coordination of benefits occurs the Provider shall be compensated based on the state regulatory COB methodology. Primary carrier payment information is required with the Claim submission. Providers can submit Claims with attachments, including an Explanation of Benefits (EOBs) and other required documents, by utilizing the Availity Essentials portal or through OMES EDI.

Primary insurance information can be populated on electronic Claims. Consistent with HIPAA 5010 billing guidelines, Providers are required to report the following COB information:

- COB carrier name
- Carrier ID
- Paid amounts
- Disallowed amount using respective CARCs/RARC
- Paid date

The 5010 Companion Guides are available at Companion Guides | Medicaid (ohio.gov). Please be sure to view documents under the "Future" tabs.

When submitting through the Availity Essentials portal, Providers will need to attach a copy of the primary carrier's EOB.

Providers will not require Members who have a primary carrier to submit secondary Claims to Molina themselves. Per OAC 5160-26-05 Managed Health Care Programs: Provider Panel and Subcontracting Requirements, Providers may not bill Members the difference between the amount a primary carrier paid and the covered amount, even if that balance involves a copayment, coinsurance, or plan deductible unless a signed waiver is on file for a non-covered Medicaid service. Should Providers choose not to bill Molina as secondary, the balance due after the primary carrier has paid must be written off by the Provider, which includes any Member copayment, coinsurance, or plan deductible.

Molina follows the applicable regulatory guidance associated with COB. These include:

- OAC 3901-8-01 Coordination of Benefits
- OAC 5160-1-05 Medicaid Coordination of Benefits with the Medicare Program (Title XVIII)
- OAC 5160-1-05.1 Payment for Medicare Part C Cost Sharing
- OAC 5160-1-05.3 Payment for Medicare Part B Cost Sharing
- OAC 5160-1-08 Coordination of Benefits
- OAC 5160-2-25 Coordination of Benefits: Hospital Services
- OAC 5160-3-64.1 Nursing Facilities (NFs): Payment for Cost-Sharing Other Than Medicare Part A
- OAC 5160-26-09.1(C): Managed Health Care Programs: Third Party Recovery/Coordination of Benefits

Submitting Updated COB Information

Complete and accurate COB information is necessary for Molina to pay Claims timely and accurately. Molina streamlined the COB process so that it is easier for you to communicate the information with Molina.

If COB information has changed or been termed, please submit the updated COB information directly to Molina by sending a secure email to MHOEnrollment@MolinaHealthcare.com or by sending a fax to (855) 714-2414 to the attention of the Enrollment Department.

Remember to include:

- Molina ID number.
- A front and back copy of the other insurance ID card.
- Verification of eligibility, including the Member ID number and the coverage dates from the other insurance carrier or third party vendor.

Health plans use the ODM Health Insurance Fact Request ODM 06614 available at medicaid.ohio.gov to verify COB information.

Once you submit the COB information, Molina will verify and adjust impacted Claims that meet the standard 120-day time frame within 60 days of the submission date. Claims denied prior to 120 days of the COB update will not be reprocessed.

Provider Takes Reasonable Measures to Obtain Third Party Payment

Molina shall consider COB Claims for payment when a primary carrier has not processed the Claim in full when reasonable measures to obtain payment have been completed. In accordance with OAC 5160-26-09.1 Managed Health Care Programs: Third Party Liability and Recovery, reasonable measures are outlined in the rule. Contractual timely filing provisions still apply.

If payment from the primary carrier is received after Molina has made a payment, the Provider is required to repay Molina any overpaid amount. The Provider must not reimburse any overpaid amounts to the consumer.

Consistent with the Deficit Reduction Act of 2005 and the Ohio Administrative Code, Molina has an established process to identify third party liability through review and COB. This process may identify and coordinate benefits pre-Claim or post-Claim payment.

Definition: "Claim Reclamation" describes Molina's billing to a Member's commercial third-party coverage on behalf of a Provider for reimbursement of the primary payment amount paid to the Provider by Molina.

Effective for Molina Claim payment dates on and after July 1, 2021, Molina offers Providers additional time to bill the third-party payor, shifting the timeframe from 120 days to 270 days of Claim payment. The below details outline Molina's prior and newly updated third-party liability COB process:

Pre-Claim:

Provider receives Molina remittance advice denying the Claim for other coverage/primary EOB as noted in the following grid.

Claim remit number	Claim remit message
377	EOB not received on Claim
216	No COB entered with a Secondary Enrollment

Post-Claim, standard process:

- If Molina identifies commercial third party liability within 120 days (increasing to 270 days for Molina Claim payment dates on and after July 1, 2021) from the Provider's payment date from Molina:

- Molina will issue a letter to the Provider stating the details of the third-party payor identified by Molina, as well as a request for a refund of the impacted Claims within 60 days.
- Provider to perform COB and bill the third-party payor identified.
- The Provider should refund Molina for the amount paid on the impacted Claim(s) within 60 days.
- If no refund is received from the Provider within 60 days, Molina will recover the amount paid from future Claim payments.
- Upon receipt of third-party payment, the Provider should submit the Claim and third-party remittance to Molina for COB, subject to timely filing requirements.

Post-Claim, Opt-Out process:

Providers may choose to opt out of the Molina Claim Reclamation process. To do so, Providers must submit a request to opt out. The request will include the following elements:

- Submitted on the Provider's letterhead
- List the specific tax identification number(s) to opt-out
- Email to: OHProviderRelationsHospital@MolinaHealthcare.com

Risks of opt-out: For Providers who opt-out of Claim Reclamation, Molina will recover Claim payment via Provider refund or recovery from future Claim payments. In the event the third party payor denies the Provider's Claim due to timely filing or lack of Medical Necessity, Molina will also deny the Claim as the secondary payer. Molina will also confirm the Provider's Claim meets Molina's timely filing requirements for any additional payment as the secondary payer.

Coordination of Benefits for Global Obstetrical Claims

If a primary carrier EOB is received with a global obstetrical delivery code, Molina requires an itemized statement showing dates of service and CPT codes for:

- Prenatal visits (Evaluation and Management [E&M] codes – append TH modifier, if appropriate).
- Delivery.
- Postpartum visits.

The payment will be manually calculated to determine secondary payment. The manual calculation is necessary because global OB codes are not an Ohio Medicaid Covered Service. The ODM allowable for each CPT listed on the itemized statement (as long as the Member was covered with Molina at the time of service) will be multiplied by the Provider's contracted rate to determine what Molina's payment would have been if Molina had been primary. The primary carrier's payment is subtracted from Molina's calculated allowable.

- If the primary carrier paid more than the Molina allowable, no additional payment would be made.

- If the primary carrier paid less than the Molina allowable, Molina would pay the difference up to Molina's allowable.

5. Third Party Liability (TPL)

Molina is the payer of last resort and will make every effort to determine the appropriate third party payer for services rendered. Molina and contracted Providers must accept and use third party liability (TPL) data maintained by ODM's fiscal intermediary for TPL activities. Molina may deny Claims when third party has been established and will process Claims for Covered Services when probable TPL has not been established or third party benefits are not available to pay a Claim. Molina will attempt to recover any third party resources available to Members and shall maintain records pertaining to TPL collections on behalf of Members for audit and review.

Molina is required to notify ODM and/or its designated agent within 14 calendar days of all requests for the release of financial and medical records to a Member or representative pursuant to the filing of a tort action. Notification must be made via the Notification of Third Party (tort) Request for Release Form (ODM 03245, rev. 7/2014).

Molina must submit a summary of financial information to ODM and/or its designated agent within 30 calendar days of receiving an original authorization to release a financial Claim statement letter from ODM pursuant to a tort action. Molina must use the Notification of Third Party (Tort) Request for Release. Upon request, Molina must provide ODM and/or its designated agent with true copies of medical Claims.

Molina is prohibited from accepting any settlement, compromise, judgment, award, or recovery of any action or Claim by the enrollee.

Molina will pay Claims for Covered Services when third party benefits are not available. Molina does not recover TPL-related overpayments but will notify the ODM vendor to attempt to recover any third-party resources available to Members and shall maintain records pertaining to TPL collections on behalf of Members for audit and review.

6. Federally Qualified Health Centers (FQHCs) / Rural Health Clinics (RHCs) Wrap-around Payments

The following are Molina's Medicaid Provider numbers for use when submitting documents for wrap-around payments.

Line of Business – Region:
- Medicaid – ABD
  - Molina Medicaid ID Number: 0077182
- Medicaid – CFC
  - Molina Medicaid ID Number: 0077186

7. Enhanced Ambulatory Patient Grouping (EAPG) for Medicaid

The State of Ohio and all Managed Care Organizations (MCO) have adopted version 3.14 of 3M's Enhanced Ambulatory Patient Grouping (EAPG) payment methodology for outpatient hospital Claims.

All hospitals that are subject to Diagnosis Related Group (DRG) prospective payment as described in rule OAC 5160-2-65 Inpatient Hospital Reimbursement and that provide covered outpatient hospital services to eligible Medicaid beneficiaries as defined in rule OAC 5160-2-02 General Provisions: Hospital Services are subject to the payment policies described in this rule. Hospital classifications that are referred to in this rule and the appendices are described in rule OAC 5160-2-05 Classification of Hospitals.

Hospitals exempt from prospective payment will continue to be paid reasonable costs as described in the Administrative Code OAC 5160-2-22 Non-DRG Prospective Payment for Hospital Services.

8. Hospital-Acquired Conditions (HAC) and Present on Admission Program (POA)

The Deficit Reduction Act of 2005 (DRA) mandated that Medicare establish a program that would modify reimbursement for fee-for-service beneficiaries when certain conditions occurred as a direct result of a hospital stay that could have been reasonably prevented using evidence-based guidelines. CMS titled the program "Hospital-Acquired Conditions and Present on Admission Indicator Reporting."

The following is a list of CMS Hospital Acquired Conditions. CMS reduced payment for hospitalizations complicated by these categories of conditions that were not Present on Admission:

1. Foreign Object Retained After Surgery
2. Air Embolism
3. Blood Incompatibility
4. Stage III and IV Pressure Ulcers
5. Falls and Trauma
    a) Fractures
    b) Dislocations
    c) Intracranial Injuries
    d) Crushing Injuries
    e) Burn
    f) Other Injuries
6. Manifestations of Poor Glycemic Control
    a) Hypoglycemic Coma
    b) Diabetic Ketoacidosis
    c) Nonketotic Hyperosmolar Coma
    d) Secondary Diabetes with Ketoacidosis

    e) Secondary Diabetes with Hyperosmolarity
7. Catheter-Associated Urinary Tract Infection (UTI)
8. Vascular Catheter-Associated Infection
9. Surgical Site Infection Following Coronary Artery Bypass Graft – Mediastinitis
10. Surgical Site Infection Following Certain Orthopedic Procedures:
    a) Spine
    b) Neck
    c) Shoulder
    d) Elbow
11. Surgical Site Infection Following Bariatric Surgery Procedures for Obesity
    a) Laparoscopic Gastric Restrictive Surgery
    b) Laparoscopic Gastric Bypass
    c) Gastroenterostomy
12. Surgical Site Infection Following Placement of Cardiac Implantable Electronic Device (CIED)
13. Iatrogenic Pneumothorax with Venous Catheterization
14. Deep Vein Thrombosis (DVT)/Pulmonary Embolism (PE) following Certain Orthopedic Procedures
    a) Total Knee Replacement
    b) Hip Replacement

What this means to Providers

- Acute Inpatient Prospective Payment System (IPPS) Hospital Claims will be returned with no payment if the POA indicator is coded incorrectly or missing.
- No additional payment will be made on IPPS hospital Claims for conditions that are acquired during the patient's hospitalization.

If you would like to find out more information regarding the Medicare HAC/POA program, including billing requirements, the following CMS site provides further information: cms.hhs.gov/HospitalAcqCond/.

9. Molina Coding Policies and Payment Policies

Frequently requested information on Molina's Coding Policies and Payment Policies is available on the MolinaHealthcare.com website under the Policies tab. Questions can be directed to your Provider Relations Team.

10. Reimbursement Guidance and Payment Guidelines

Providers are responsible for the submission of accurate Claims. Molina requires the coding of both diagnoses and procedures for all Claims.

The required coding schemes are as follows:

- The International Classification of Diseases, 10th Revision: Clinical Modification ICD-10-CM for diagnoses.
- For procedures:
  - The Healthcare Common Procedure Coding System Level 1 (CPT codes), Level 2 and 3 Healthcare Common Procedure Coding System (HCPCS codes) are required for professional and outpatient Claims.
  - Inpatient hospital Claims require ICD-10-PCS (International Classification of Diseases, 10th Revision, Procedure Coding System).

Furthermore, Molina requires that all Claims be coded in accordance with the HIPAA transaction code set guidelines and follow the guidelines within each code set.

Molina utilizes a Claims adjudication system that encompasses edits and audits that follow the state and federal requirements as well as administers payment rules based on generally accepted principles of correct coding. These payment rules include, but are not limited to, the following:

- Manuals and Relative Value Units (RVU) files published by the Centers for Medicare & Medicaid Services (CMS), including:
  - National Correct Coding Initiative (NCCI) edits, including procedure-to-procedure (PTP) bundling edits and Medically Unlikely Edits (MUE).
    - In the event a state benefit limit is more stringent/restrictive than a federal MUE, Molina will apply the state benefit limit.
    - Furthermore, if a professional organization has a more stringent/restrictive standard than a federal MUE or state benefit limit, the professional organization standard may be used.
  - Medicare National Coverage Determinations (NCD), in the absence of state guidance.
  - Medicare Local Coverage Determinations (LCD), in the absence of state guidance.
  - CMS Physician Fee Schedule RVU indicators.
- Current Procedural Technology (CPT) guidance is published by the American Medical Association (AMA).
- ICD-10 guidance is published by the National Center for Health Statistics.
- State-specific Claims reimbursement guidance.
- Other coding guidelines are published by industry-recognized resources.
- Payment policies are based on professional associations or other industry-recognized guidance for specific services. Such payment policies may be more stringent than state and federal guidelines.
- Molina policies are based on the appropriateness of health care and Medical Necessity.
- Payment policies published by Molina.

11. Telehealth Claims and Billing

Providers must follow CMS guidelines as well as the ODM telehealth billing guidelines.

All telehealth Claims for Molina Members must be submitted to Molina with correct codes and appropriate modifiers for the plan type and service.

For guidance, please refer to OAC 5160-1-18 Telehealth or ODMs Telehealth Billing Guidelines.

Additional Resources: Center for Connected Health Policy: cchpca.org/all-telehealth-policies/

Guidance for Medicaid as Primary Payer: The GT modifier, and any other appropriate modifiers, should be included on all telehealth Claims, and the POS should accurately reflect the physical location of the practitioner*.

The only exception to this guidance is for Home Health Services, RN Assessment and RN Consultation. POS 02 should be used to indicate telehealth for the following codes: G0156, G0299, G0300, T1001, T1001 with U9 Modifier, G0151, G0152, G0153.

*Community behavioral health Providers should follow the guidance provided in the Ohio Department of Medicaid Behavioral Health Provider Manual.

12. National Correct Coding Initiative (NCCI)

CMS has directed all federal agencies to implement NCCI as policy in support of Section 6507 of the Patient Affordable Care Act. Molina uses NCCI standard payment methodologies.

NCCI Procedure to Procedure edits prevent inappropriate payment of services that should not be bundled or billed together and promote correct coding practices. Based on NCCI Coding Manual and CPT guidelines, some services/procedures performed in conjunction with an evaluation and management (E&M) code will bundle into the procedure when performed by the same physician, and separate reimbursement will not be allowed if the sole purpose for a visit is to perform the procedures. NCCI editing also includes Medically Unlikely Edits (MUEs), which prevent payment for an inappropriate number/quantity of the same service on a single day. An MUE for an HCPCS/CPT code is the maximum number of units of service under most circumstances reportable by the same Provider for the same patient on the same date of service. Providers must correctly report the most comprehensive CPT code that describes the service performed, including the most appropriate modifier when required.

13. General Coding Requirements

Correct coding is required to process Claims properly. Molina requires that all Claims be coded in accordance with the HIPAA transaction code set guidelines and follow the guidelines within each code set.

CPT and HCPCS Codes

Codes must be submitted in accordance with the chapter and code-specific guidelines set forth in the current/applicable version of the American Medical Association (AMA) CPT and HCPCS codebooks. In order to ensure proper and timely reimbursement, codes must be effective on the date of service (DOS) for which the procedure or service was rendered and not the date of submission.

Modifiers

Modifiers consist of two alphanumeric characters and are appended to HCPCS/CPT codes to provide additional information about the services rendered. **Modifiers may be appended only if the clinical circumstances justify the use of the modifier(s)**. For example, modifiers may be used to indicate whether a:

- Service or procedure has a professional component.
- Service or procedure has a technical component.
- Service or procedure was performed by more than one physician.
- Unilateral procedure was performed.
- Bilateral procedure was performed.
- Service or procedure was provided more than once.
- Only part of a service was performed.

For a complete listing of modifiers and their appropriate use, consult the AMA CPT and the HCPCS code books.

ICD-10-CM/PCS Codes

Molina utilizes the International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10-CM) and International Classification of Diseases, 10th Revision, Procedure Coding System (ICD-10-PCS) billing rules and will deny Claims that do not meet Molina's ICD-10 Claim Submission Guidelines. Codes must be effective on the dates of service (DOS) for which the procedure or service was rendered and not the date of submission to ensure proper and timely reimbursement. Refer to the ICD-10 CM/PCS Official Guidelines for Coding and Reporting on the proper assignment of principal and additional diagnosis codes.

Place of Service (POS) Codes

Place of Service (POS) Codes are two-digit codes placed on health care professional Claims (CMS-1500) to indicate the setting in which a service was provided. CMS maintains POS codes used throughout the health care industry. The POS should be

indicative of where that specific procedure/service was rendered. If billing multiple lines, each line should indicate the POS for the procedure/service on that line.

The following place of service codes are not valid and should not be used unless following an exception noted in the list below.

- 00: Unassigned
- 01: Pharmacy
- 02: Telehealth (POS 02 will be denied for Medicaid as Primary Payer unless stated otherwise in ODM's telehealth billing guidelines)
- 03: School (Only valid for Medicaid BH services)
- 04: Homeless Shelter
- 05: Indian Health Service – Free-standing facility
- 07: Tribal 638 – Free-standing facility
- 08: Tribal 638 – Provider-based facility
- 09: Unassigned
- 10: Unassigned
- 18: Unassigned
- 27-30: Unassigned
- 35-40: Unassigned
- 43-48: Unassigned
- 58-59: Unassigned
- 63-64: Unassigned
- 66-70: Unassigned
- 73-80: Unassigned
- 82-98: Unassigned

Type of Bill

The type of bill is a four-digit alphanumeric code that gives three specific pieces of information after the first digit, a leading zero. The second digit identifies the type of facility. The third classifies the type of care. The fourth indicates the sequence of this bill in this particular episode of care, also referred to as a "frequency" code. For a complete list of codes, reference the National Uniform Billing Committee's (NUBC) Official UB-04 Data Specifications Manual.

Revenue Codes

Revenue codes are four-digit codes used to identify specific accommodation and/or ancillary charges. There are certain revenue codes that require CPT/HCPCS codes to be billed. For a complete list of codes, reference the NUBC's Official UB-04 Data Specifications Manual.

Diagnosis-Related Group (DRG)

Facilities contracted to use DRG payment methodology submit Claims with DRG coding. Claims submitted for payment by DRG must contain the minimum requirements to ensure accurate Claim payment.

Molina processes DRG Claims through DRG software. If the submitted DRG and system-assigned DRG differ, the Molina-assigned DRG will take precedence. Providers may appeal with medical record documentation to support the ICD-10-CM principal and secondary diagnoses (if applicable) and/or the ICD-10-PCS procedure codes (if applicable). If the Claim cannot be grouped due to insufficient information, it will be denied and returned for lack of sufficient information.

National Drug Code (NDC)

The 11-digit National Drug Code number (NDC) must be reported on all professional and outpatient Claims when submitted.

Providers will need to submit Claims with both HCPCS and NDC codes with the exact NDC that appears on the medication packaging in the 5-4-2 digit format (i.e., xxxxx-xxxx-xx) as well as the NDC units and descriptors. Claims submitted without the NDC number will be denied.

14. Coding Sources

Definitions

CPT – Current Procedural Terminology 4th Edition is an American Medical Association (AMA) maintained uniform coding system consisting of descriptive terms and codes that are used primarily to identify medical services and procedures furnished by physicians and other health care professionals. There are three types of CPT codes:

- Category I Code – Procedures/Services
- Category II Code – Performance Measurement
- Category III Code – Emerging Technology

HCPCS – Health Care Common Procedural Coding System is a CMS-maintained uniform coding system consisting of descriptive terms and codes that are used primarily to identify procedure, supply and durable medical equipment codes furnished by physicians and other health care professionals.

ICD-10-CM – International Classification of Diseases, 10th revision, Clinical Modification ICD-10-CM diagnosis codes are maintained by the National Center for Health Statistics, Centers for Disease Control (CDC) within the Department of Health and Human Services (HHS).

ICD-10-PCS – International Classification of Diseases, 10th revision, Procedure Coding System used to report procedures for inpatient hospital services.

15. Covered and Non-Covered Days

Value code 80 (Medicaid Covered Days) must be present on inpatient and long-term care Claims, or the Claims will be denied. Institutional (UB) outpatient services are excluded from this requirement.

- Units billed with value code 80 are the number of covered full days and must correspond with units billed on the room and board Claim line
- In the value code field, the number of covered days must be entered to the left of the dollars/cents delimiter
- Value Code 80 and corresponding units exclude non-covered days, leave of absence days, or the day of discharge or death

Claims with non-covered days must bill value code 81 (Medicaid Non-Covered Days) to indicate the total number of full days that are not reimbursable. If non-covered days are equal to 0 then 81 is not required.

- Units billed with value code 81 are the number of non-covered full days and must correspond with units billed on the room and board Claim line
- In the value code field, the number of non-covered days must be entered to the left of the dollars/cents delimiter
- Charges related to the non-covered days would be reported under Total Charges and Non-Covered Charges on the room and board Claim line
- The discharge date or day of death should not be included as a non-covered day in the value code or the room and board line
- Claims reporting non-covered days must report an occurrence code of 74 with the date span of the non-covered days. Claims billed with 81 but not 74 will be denied even if 81 is 0 units.

Note:

- If the covered and non-covered days' values are not reported on separate lines, the Claim will be denied
- The total covered days and non-covered days billed must match at the line and header level and should not include the discharge day in the count of covered and non-covered days
- This process must be followed by the Provider for billing collapsed preventable readmissions

For more information, please visit medicaid.ohio.gov and review the "Appendix G – Value Codes" in the ODM Hospital Billing Guidelines located under "Resources," then "Publications" and "ODM Guidance."

16. FQHC Transportation Reimbursement

Pursuant to OAC 5160-28-03, Molina will pay a per-trip fee for transportation services provided by all Federally Qualified Health Centers (FQHC) and Rural Health Centers (RHC) that have a transportation contract with the ODM.

- The Claim must be billed using T2003. The Claim must be billed using POS 50 for FQHC or POS 72 for RHC when using T2003 for transportation.

17. Nursing Facility Guidelines

In order to ensure timely payment for skilled nursing and assisted living Providers and reduce the manual burden associated with unnecessary Claim rejections and/or denials, the billing guidance available at MolinaHealthcare.com/OhioProviders on the Ohio Medicaid line of business website on the "Quick Reference Guides & FAQs" page under the "Manual" tab should be utilized by all nursing facilities.

This information was obtained from current Medicare and Medicaid billing practices found in the National Uniform Billing Committee (NUBC) UB-04 Uniform Billing Manual and Transaction and Code Set Standards of Centers for Medicare and Medicaid Services (CMS).

18. Timely Claim Processing

Claims processing will be completed for contracted Providers in accordance with the timeliness provisions set forth in the Provider's contract. Unless the Provider and Molina have agreed in writing or an alternate schedule is required by ODM, Molina will process the Claim for service within 21 days after receipt of Clean Claims.

Claim processing will be completed for contracted Providers in accordance with the timeliness provisions set forth in the Provider's contract. Unless the Provider and Molina have agreed in writing or an alternate schedule is required by ODM, Molina will process the Claim for services as follows:

- 90% of the monthly volume of non-contracted "Clean" Claims are to be adjudicated within 21 calendar days of receipt of the Claim.
- 99% of the monthly volume of contracted Claims are to be adjudicated within 60 calendar days of receipt of the Claim.
- 100% of the monthly volume of all Claims shall be adjudicated within 90 calendar days of receipt of the Claim.

19. Electronic Payment Requirement

Participating Providers are required to enroll for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). Providers who enroll in EFT payments will automatically receive ERAs as well. EFT/ERA services give Providers the ability to reduce paperwork, utilize searchable ERAs, and receive payment and ERA access faster than the paper check and Remittance Advice (RA) processes. There is no cost to the Provider for EFT enrollment, and Providers are not required to be in-network to enroll. Molina uses a vendor to facilitate the HIPAA-compliant EFT payment and ERA delivery.

Molina contracts with our payment vendor, Change Healthcare, who has partnered with ECHO Health, Inc. (ECHO), for payment delivery and 835 processing. On this platform you may receive your payment via EFT/ACH, a physical check or a virtual card.

By default, if you have no payment preferences specified on the ECHO platform, your payments will be issued via Virtual Card. This method may include a fee that is established between you and your merchant agreement and is not charged by Molina or ECHO. You may opt out of this payment preference and request payment be reissued at any time by following the instructions on your Explanation of Payment and contacting ECHO Customer Service at (888) 834-3511 or edi@echohealthinc.com. Once your payment preference has been updated, all payments will go out in the method requested.

If you would like to opt-out of receiving a Virtual Card prior to your first payment, you may contact ECHO Customer Service at (888) 834-3511 or edi@echohealthinc.com and request that your Tax ID for payer Molina Healthcare of Ohio be opted out of Virtual Cards.

Once you have enrolled for electronic payments you will receive the associated ERAs from ECHO with the Change Healthcare Payer ID. Please ensure that your Practice Management System is updated to accept the Payer ID referenced below. All generated ERAs will be accessible to download from the ECHO provider portal (providerpayments.com.)

If you have any difficulty with the website or have additional questions, ECHO has a Customer Services team available to assist with this transition. Additionally, changes to the ERA enrollment or ERA distribution can be made by contacting the ECHO Health Customer Services team at (888) 834-3511.

Molina's payer IDs for OMES EDI transactions for dates of service on and after Feb. 1, 2023, are noted in the chart below.

Medical Claims	
Line of Business	Payer ID
Ohio ABD (Medicaid)	0007316
Ohio Adult Extension (Medicaid)	0007316
Ohio Healthy Families (Medicaid)	0007316
Molina SKYGEN Dental	D007316
Molina March Vision	V007316
Ohio Marketplace Program	20149
Ohio Marketplace Program Primary with Ohio Medicaid Secondary (ABD, Adult Extension, Healthy Families)	20149
MMP Medicare (MyCare Ohio)	20149
MMP Medicaid (MyCare Ohio)	20149
MMP Opt Out/MMP Medicaid Secondary (MyCare Ohio)	20149

Medicare (MAPD)	20149

Molina's Medicaid payer ID is 20149 for EDI transactions with dates of service prior to Feb. 1, 2023.

Inpatient Claims are based on the Member's discharge date.

Once your account is activated, you will begin receiving all payments through EFT, and you will no longer receive a paper explanation of payment (EOP) (i.e., Remittance) through the mail. You will receive 835s (by your selection of routing or via manual download) and can view, print, download and save historical and new ERAs with a two-year lookback.

Additional information about EFT/ERA is available at MolinaHealthcare.com/OhioProviders under the EDI ERA/EFT tab or by contacting our Provider Relations Department.

If a Provider is not already enrolled for 835s with ODM, please visit this website to sign up: Required Forms & Technical Letters | Medicaid (ohio.gov). The ODM enrollment will provide ERAs from all payers in the Next Generation Medicaid program.

20. Overpayments and Incorrect Payments Refund Requests

In accordance with 42 CFR 438.608, Molina requires network Providers to report to Molina when they have received an overpayment and to return the overpayment to Molina within 60 calendar days after the date on which the overpayment was identified and notify Molina in writing of the reason for the overpayment.

If, as a result of a retroactive review of Claim payment, Molina determines that it has made an overpayment to a Provider for services rendered to a Member, it will make a request for such overpayment via letter within two years of the date Molina improperly paid the Claim. Molina retains the right to recover any overpayments identified as a result of fraud, waste, or abuse as defined in OAC Rule 5160-26-01.

Providers will receive an overpayment request letter if the overpayment is identified in accordance with state guidelines. Providers will be given the option to:

- Submit a refund to satisfy overpayment,
- Submit a request to offset future Claim payments, or
- Dispute overpayment findings (within the timeframe referenced in the letter, at a minimum of 30 days).

A copy of the overpayment request letter and details are available in the Availity Essentials portal. In the Overpayment Application section, Providers can make an inquiry, contest an overpayment with supporting documentation, resolve an overpayment, or check status. This is Molina's preferred method of communication.

Instructions will be provided on the overpayment notice, and overpayments will be adjusted and reflected in your remittance advice. The overpayment notice will include the Provider's right to submit a written request to Molina for an extended payment arrangement or settlement and instructions to make such a request. Please refer to the Overpayment Dispute Process referenced below.

Overpayments related to TPL/COB will contain primary insurer information necessary for rebilling, including the policy number, effective date, term date and subscriber information. For Members with Commercial COB, Molina will provide notice within 270 days from the Claim's paid date if the primary insurer is a Commercial plan. For Members with Medicare COB, Molina will provide notice within 540 days from the Claim's paid date if the primary insurer is a Medicare plan. A Provider may resubmit the Claim with an attached primary EOB after submission to the primary payer for payment. Molina will adjudicate the Claim and pay or deny the Claim in accordance with Claim processing guidelines.

A Provider shall pay an overpayment made by Molina, which the Provider does not contest or dispute within the specified number of days on the refund request letter mailed to the Provider.

If a Provider does not respond to the overpayment request as described above, Molina may offset the overpayment amount(s) against future payments made to the Provider.

Payment of an overpayment is considered made on the date payment was received, or electronically transferred, or otherwise delivered to Molina, or the date that the Provider receives a payment from Molina that reduces or deducts the overpayment.

In lieu of Molina recovering overpayments directly from the Provider, ODM may recover Molina overpayments made to the Provider by Molina.

Overpayment Dispute Process

Molina allows the Provider 30 calendar days from the date on the notice to submit a written response disputing the overpayment or requesting an extended payment arrangement or settlement. If the Provider fails to submit a written response within the time period provided, Molina may execute the recovery as specified in the notice. Please follow the instructions on the overpayment letter detailing how to submit a dispute; which includes the mailing address and fax number to ensure proper receipt of the dispute. Providers may also submit an overpayment dispute via Molina's Availity Essentials portal by following the standard Claim dispute process outlined in this Provider Manual.

Note: Effective Feb. 20, 2023, Providers have access to view overpayment letters directly in the Availity Essentials portal. To accompany this access, Molina launched a new process for submitting overpayment disputes through the Availity Essentials

portal. Providers also have the option to file a verbal dispute by contacting the Provider Services Contact Center.

Molina provides a written notice of determination that includes the rationale for the determination. If Molina determines the facts justify the recovery, Molina may execute the recovery within three business days of sending the notice of determination.

Encounter Data

Each Provider, capitated Provider, or organization delegated for Claims processing is required to electronically accept Claims from the Ohio Medicaid's Next Generation fiscal intermediary (OMES) system and adjudicate all Claims to final status (payment or denial) within the timeframes specified and then submit encounter data to Molina and ODM's new OMES PACDR encounters intake system for all adjudicated Claims.

The data received is used for many purposes, such as regulatory reporting, rate setting and risk adjustment, hospital rate setting, the Quality Improvement Program and HEDIS® reporting. Encounter data must be submitted weekly in order to meet the state and CMS encounter submission threshold and quality measures. Data must be submitted with Claims-level detail for all institutional and non-institutional services provided.

Providers/vendors/delegates must submit encounters no later than seven calendar days from completion of the Claim (i.e., remittance advice generated).
In accordance with 42 CFR 438.604 and 42 CFR 438.606, the Provider/vendor/delegates must submit a certification letter with the submission of an encounter data file to Molina, ODM's OMES PACDR encounters intake system.

For CMS, 80% of Claims must be submitted within 180 days from the date of service. Additionally, effective from Feb. 1, 2023, for Ohio Medicaid, each capitated Provider, or organization delegated for Claims/Encounters processing is required to submit all (Percentage of compliance TBD) Claims/encounters and get accepted within 7 calendar days from the date the Claim/encounter received a paid or denied status in the Claims processing system.

Providers/Vendors/Delegates must correct and resubmit any encounters which are rejected (non-HIPAA compliant) or denied by Molina and ODM's new OMES PACDR system. Providers/Vendors/Delegates must have necessary edits that check for and prevent duplicates on encounter data submissions, as well as any other state contractual requirement where employing edits benefits encounter submissions and acceptance.

Providers/Vendors must be able to accept, send and process multiple versions of X12 transactions concurrently and follow the 837 PACDR Encounter Data Companion Guides standards (Companion Guides | Medicaid (ohio.gov)) in conjunction with the X12

Implementation Guides for EDI transactions for dental, professional and institutional encounter data submissions to OMES system, including allowed amount and paid amount in accordance with 42 CFR 438.242(c)(3).

Encounter submissions must reflect all Claims activity. Providers/Vendors must submit valid encounter data that include the application of specific edits, including checking for Member eligibility, managed care enrollment, valid current procedural terminology (CPT) codes, amounts paid by the subcontractor/vendor/delegate to the Provider on behalf of Molina and include Claim-level detailed information, cross field editing and valid line-level detail with meaningful Claim adjustment reason codes (CARCs) and remittance advice remark codes (RARCs) accurately reflecting the data submitted to the servicing/billing Provider indicating final status of Claim adjudication.

Providers/Vendors must comply with all applicable provisions of HIPAA, including EDI standards for code sets and the following electronic transactions:

- ASC X12 837 299A1 - Post-adjudicated Claims data reporting (PACDR): INSTITUTIONAL.
- ASC X12 837 298A1 - Post-adjudicated Claims data reporting (PACDR): PROFESSIONAL.
- ASC X12 837 300A1 - Post-adjudicated Claims data reporting (PACDR): DENTAL.
- TA1 Transmission Acknowledgement.
- ASC X12 999 – Implementation acknowledgement file.
- ASC X12 270/271 – Eligibility and benefit verification and response.
- ASC X12 278 – Authorization/referral request and response.
- ASC X12 824 – Application advice.
- ASC X12 835 – Health care payment and remittance status file.

B. Timely Filing Requirements

Clean Claim Timely Filling	365 calendar days after the discharge for inpatient services or the Date of Service for outpatient services

Providers will have 365 days to timely file a Claim, including any timely filing exceptions, in accordance with Ohio Administrative Code (OAC) Rule 5160-1-19.

Timely Claim Filing

The Provider shall promptly submit Claims to Molina via the Availity Essentials portal or through OMES EDI for Covered Services rendered to Members. All Claims shall be submitted following ODM and Molina guidelines and shall include all medical records pertaining to the Claim if requested by Molina or otherwise required by Molina's policies and procedures. Claims must be submitted by the Provider within 365 calendar days after the discharge for inpatient services or the date of service for outpatient services. If Molina is not the primary payer under the coordination of benefits or third party

liability, the Provider must submit Claims to Molina within 90 calendar days after the final determination by the primary payer. Except as otherwise provided by law or provided by government program requirements, any Claims that are not submitted to Molina within these timelines shall not be eligible for payment, and the Provider hereby waives any right to payment.

- **Original Claims:** Claims for Covered Services rendered to Molina Members must be received by Molina no later than the filing limitation stated in the Provider contract or within 365 days from the date of service(s). Claims submitted after the filing limit will be denied.
- **Corrected Claims:** Claims received with a correction of a previously adjudicated Claim must be received by Molina no later than 365 days from the date of the remit of the Claim number that is being corrected. Corrected Claims must be submitted with the Molina Claim ID number from the original Claim being corrected and with the appropriate corrected Claim indicator based on the Claim form type. Claims submitted after the filing limit will be denied.
- **Coordination of Benefits:** Claims received with an explanation of benefits (EOB) from the primary carrier attached must be submitted to Molina within the greater of the above time frame or within 90 days of the date listed on the EOB from the other carrier.

C. Monitoring Claims and Explanation of Benefits (EOB)

Monitoring Claims

Molina employs various methods and tools for monitoring Claims payment accuracy and timeliness. These checkpoints can take place both pre and post-payment and sometimes involve third party vendors. Some of the tools utilized are the National Correct Coding Initiative, National and Local Coverage Determinations, as well as high dollar reviews. When a Claim is identified for prepayment review; Providers will receive notice either through a letter or a remittance remark code. When Claims are identified through a post-payment audit Providers will receive a notice giving them the issue identified and the dispute process for our findings. Providers always have reconsideration rights for both pre and post-payment audits.

In addition, Molina analyzes Claims operations reporting to track and trend within the Claims data. The results of these ongoing reviews are leveraged for Provider outreach, training and education to individual Providers and widespread messaging to address global trends.

Explanation of Benefits

Claims received with an explanation of benefits (EOB) from the primary carrier attached must be submitted to Molina within the greater of 365 from the Claim remit date or within 90 days of the date listed on the EOB from the other carrier. The Provider

may request a review for Claims denied for untimely filing by submitting justification for the delay as outlined in the Claim Disputes section of this Manual.

Acceptable proof of timely filing must include documentation with the following:

- The date the Claim was submitted.
- The insurance company billed (address/payer ID) was Molina.
- The Claim record for the specific patient account(s) in question.

D. Payment in Full Information

Balance Billing

The Provider is responsible for verifying eligibility and obtaining approval for those services that require Prior Authorization.

Providers agree that under no circumstance shall a Member be liable to the Provider for any sums that are the legal obligation of Molina to the Provider. Balance billing a Molina Member for Covered Services is prohibited other than for the Member's applicable copayment, coinsurance and deductible amounts.

In accordance with OAC 5160-26-05 Managed Health Care Programs: Provider Panel and Subcontracting Requirements, a Provider may only bill a Molina Member when the Managed Care Organization (MCO) has denied Prior Authorization or referral for services and the following conditions are met:

Per OAC 5160-1-13.1 Medicaid recipient liability

(B) A Medicaid recipient cannot be billed when a Medicaid Claim has been denied for any of the following reasons:

(1) Unacceptable or untimely submission of a Claim;
(2) Failure to request a Prior Authorization; or
(3) A retroactive finding by a peer review organization (PRO) that a rendered service was not Medically Necessary.

(C) A Provider may bill a Medicaid recipient for a Medicaid Covered Service in lieu of submitting a Claim to ODM only if all of the following conditions are met:

(1) The Provider explains to the Medicaid recipient that the service is a covered Medicaid service and other Medicaid Providers may render the service at no cost to the individual;
(2) Prior to each date of service for the specific service rendered, the Provider notifies the Medicaid recipient in writing that the Provider will not submit a claim to ODM for the service;
(3) The Medicaid recipient agrees to be liable for payment of the service and signs a written statement to that effect before the service is rendered; and

(4) The Medicaid Covered Service is not a prescription for a controlled substance as defined in section 3719.01 of the Revised Code.

(D) Services that are not covered by the Medicaid program, including services requiring Prior Authorization that have been denied by ODM, may be billed to a Medicaid recipient when the conditions in paragraphs (C)(2) to (C)(4) of this rule are met.

(E) Any individual not covered by Medicaid on the date of service is financially responsible for those services unless the individual qualifies for the hospital care assurance program (HCAP) in accordance with section 5168.14 of the Revised Code.

The agreement must be specific to the services being rendered and clearly state:

- The service is not covered by ODM or Molina.
- The service is determined not to be Medically Necessary by Molina's Utilization Management Department.
- The Member is choosing to receive the service and agrees to pay for it, even though the service may have been determined by Molina to be not Medically Necessary.
- The Member is under no obligation to pay the Provider if the service is later found to be a Covered Benefit, even if the Provider is not paid because of non-compliance with Molina's billing and/or Prior Authorization requirements.
- For Members with limited English proficiency, the agreement must be translated or interpreted into the Member's primary language to be valid and enforceable.
    - This interpretation/translation service is the responsibility of the Provider to supply.
- The written notification must be specific to the services to be provided and clearly state the Member is financially responsible for the specific service.
    - A general patient liability statement signed by all patients at your practice does not meet this requirement.
- The written notification must be signed and dated by the Member, and the date must be prior to the date of service.

Please Note: Billing Members for missed appointments is prohibited. Molina provides transportation to Members for scheduled appointments and provides education to Members regarding the importance of maintaining appointments. Providers should call Provider Services at (855) 322-4079 to determine if billing Members for any services is appropriate.

E. Member Co-Payments

Molina does not require Member co-payments for Medically Necessary, Medicaid Covered Services.

F. Process and Requirements for Appeal of Denied Claims (Provider Claims Dispute Resolution Process)

Definitions of terms for Provider Appeal and Claim Dispute processes:

Clinical Claim Dispute—Formerly known as an "authorization reconsideration." A post-Claim Provider dispute for the denial of a Prior Authorization or for the denial of a retro-authorization request for Extenuating Circumstances. The Clinical Claim Dispute must be post-Claim and submitted within 365 days of the date of service or 60 days from the remittance advice; whichever is later. Providers may submit a Clinical Claim Dispute via the Availity Essentials portal, fax or verbally. To submit via fax, the Clinical Claim Dispute must be submitted on the Authorization Reconsideration Form (Authorization Appeal and Clinical Claim Dispute Request Form). Decisions will be made within 30 business days.

Retro-Authorization request for Extenuating Circumstances—This process can occur pre- or post-Claim and serves as an initial Medical Necessity review with a dispute right available after an adverse determination. Both the initial review and dispute processes must be exhausted before the Provider is eligible for an External Medical Review.

- **If Pre-Claim**—Initial Medical Necessity request and the dispute follow the Authorization Appeal submission process and timeframes.
- **If Post-Claim**—Initial Medical Necessity request and the dispute follow the Clinical Claim Dispute submission process and timeframes.

Non-Clinical Claim Dispute—Formerly known as a "Claim reconsideration." This process is used only for disputing a payment denial, payment amount, or a code edit. The Non-Clinical Claim Dispute must be post-Claim and submitted within 365 days of the date of service or 60 days from the remittance advice; whichever is later. Providers may submit a Non-Clinical Claim Dispute via the Availity Essentials portal, fax, or verbally by calling the Provider Services Contact Center. To submit via fax, the Non-Clinical Claim Dispute must be submitted on the Claim Reconsideration Form (Non-Clinical Claim Dispute Form). Decisions will be made within 15 business days or with continued communication if Molina needs more time to address the dispute.

See the VII. Utilization Management section of this Provider Manual for more information on Authorization Appeals.

For additional guidance on these processes, please consult the Medicaid Authorization Appeal and Claim Dispute Reference Guide on the Molina Website.

Non-Clinical Claim Disputes (not related to an Authorization/Medical Necessity Review)

Provider Claim Dispute Resolution Process

- Provider Claim disputes are any Provider inquiries, complaints, appeals or requests for reconsiderations ranging from general questions about a Claim to a Provider disagreeing with a Claim denial.

- Providers may file a Claim dispute within 12 months from the date of service or 60 calendar days after the payment, denial or partial denial of a timely Claim submission, whichever is later.
- Providers may submit Claim disputes verbally or in writing, including through the Availity Essentials portal.

External Medical Review

- After exhausting Molina's Provider Claims dispute resolution process, a Provider may request an external medical review (EMR) if the Claim payment denial, limitation, reduction, suspension or termination was based on Medical Necessity. For more information on EMR, please see the Utilization Management section of this manual.

As a reminder: Primary insurance Explanation of Benefits (EOB), corrected Claims and itemized statements are **not** accepted via Claim Dispute. Please refer to the Supporting Documents for Claims guide.

Providers have three options for submitting a Claim Dispute to Molina:

1. Use the Availity Essentials portal to submit online.
   - You can access the Availity Essentials portal at provider.MolinaHealthcare.com.
   - Attachments totaling up to 128 MB can be included with the dispute request.

   For more details, please find our Claims and Billing Orientation on our You Matter to Molina page of the Provider Website.

2. Providers may fax the form and supporting documents to the Provider Appeals & Grievances Team at (800) 499-3406.

When submitting via fax, the Claim Reconsideration Request Form (CRRF) (Non-Clinical Claim Dispute Form) must be filled out entirely and include the following details, or it will not be processed, and the Provider will be notified:

- Molina-assigned Claim Number
- Line of Business
- Member Name
- Member ID Number
- Date of Service
- Provider ID/NPI
- Provider Phone and Fax
- Detailed Explanation of the Appeal
- Pricing sheet, if disputing payment amount
- Supporting documents

Find the form at MolinaHealthcare.com/OhioProviders under "Forms." (Paper submissions received by mail will not be processed, and the Provider will be notified.)

3. Providers may call Molina at (855) 322-4079 and submit Claim disputes verbally.

Note: Claim Disputes and Authorization Appeals are not accepted via email. Any Claim Dispute or Authorization Appeal submitted to Molina via email will be returned as unable to process and redirected to submit through the Availity Essentials portal (submission option not available for Authorization Appeal), fax, or verbally (verbal option is only for Claim Disputes) by contacting Provider Services at (855) 322-4079 Monday-Friday from 7 a.m. - 8 p.m.

Note: According to Ohio regulations, health care Providers are not permitted to balance bill Medicaid Members for services or supplies provided.

Note: Requests for adjustments of Claims paid by a delegated Medical Group/IPA must be submitted to the group responsible for payment of the original Claim.

The Provider will be notified of Molina's decision in writing.

Provider Claim Disputes

Participating and Non-Participating Providers disputing a Claim that was previously adjudicated must request such action within 365 days from the Date of Service or 60 calendar days after the payment, denial, or partial denial of a timely Claim submission, whichever is later.

Regardless of the type of denial/dispute (service denied, incorrect payment, administrative, etc.), Claim Disputes submitted via Availity Essentials portal or fax must be submitted on the Molina Claims Request for Reconsideration Form (CRRF) (Non-Clinical Claim Dispute Form) found on the Provider Website and the Availity Essentials portal.

Additionally, the item(s) being resubmitted should be clearly marked as a dispute and must include the following:

- Any documentation to support the adjustment and a copy of the Authorization form (if applicable) must accompany the dispute request.
- The Claim number is clearly marked on all supporting documents.
- Note if related to Extenuating Circumstances

Requests for Clinical and Non-Clinical Claim Disputes should be sent via the following methods:

- Availity Essentials Portal: provider.MolinaHealthcare.com
- Fax: (800) 499-3406
- Verbal: (855) 322-4079

Please Note: Requests for adjustments of Claims paid by a delegated Medical Group/IPA must be submitted to the group responsible for payment of the original Claim.

The Provider will be notified of Molina's decision in writing.

Untimely Filing

The Provider may request a review for Claims denied for untimely filing by submitting a justification for the delay. Acceptable proof of timely filing must include documentation with the following:

- The date the Claim was submitted.
- The insurance company billed payer ID was Molina.
- The Claim record for the specific patient account(s) in question.

Refer to the ODM Designated Providers and Non-Contracted Provider Guidelines posted on the "Forms" page of the Provider Website for additional information.

G. Community Behavioral Health Services

A complete billing guide, coverage and other reference documents can be found on the Ohio Department of Medicaid website for Medicaid Behavioral Health at bh.medicaid.ohio.gov/manuals. Please consult the ODM BH Manual for additional details.

Practitioners independently licensed by a professional board are **required** to be reported using their personal NPI as the rendering practitioner. The ODM BH Manual includes more information on practitioner types.

Practitioner NPIs are **required** in the rendering field, with the exception of Atypical Providers only. Some modifiers that indicate practitioners continue to be required. Please consult the ODM BH Manual for more information about required practitioner modifiers.

Opioid Treatment Program (OTP)

All the OTP services must be performed by one of the following medical professionals within their scope of practice: physician, physician assistant, clinical nurse specialist, certified nurse practitioner, licensed practical nurse, or registered nurse.

Providers should utilize the following resources when billing for the Methadone Administration for Opioid Treatment Program and Buprenorphine Administration for Opioid Treatment Program:

- ODM Opioid Treatment Program (OTP) Manual
- Molina's Opioid Safety Provider Education Resources

IX. Care Coordination/Care Management

A. Description of Molina's Care Coordination and Care Management Programs

Care Management (CM)

The Molina Healthcare of Ohio (MHO) Care Coordination program aligns with state, federal and accreditation requirements. MHO has developed its care coordination program to align with the Ohio Department of Medicaid (ODM) that supports the "Next Generation" of Managed Care in Ohio and honors individual care preferences while supporting and enhancing partnerships with the OhioRISE Plan, SPBM and community-based entities providing care coordination. MHO's care coordination program serves as the foundation to ensure that all Members have access to quality care coordination, whether the Member is receiving care coordination from a care coordination entity (CCE), the OhioRISE Plan, a contracted care management entity (CME), MHO, or a combination thereof.

In addition, Molina has identified segments of our membership who have continued to present with high risk needs and situations, resulting in the need to further develop targeted and focused clinical programs, including entering into contracts with external entities, Providers and subject matter experts to meet individual Member needs. Examples of these enhanced programs include partnering with and delegating CM functions to AccordantCare Rare for those Members presenting with rare and complex conditions, Pure Healthcare for Palliative and Hospice Care, Partners for Kids (Nationwide Children's), Progeny for 60-day CM post NICU discharge, and other various CCE, CME, Provider, pharmacy and community-based entities/experts.

MHO's care coordination program framework is person-centered, community-focused / where the Member lives, and evidence-based. Our program is built upon our experience coordinating care for complex Members with multiple chronic physical and behavioral health conditions. As we leverage our experience serving Members who have complex and multiple chronic conditions, we have the knowledge and resources to support a variety of populations and services. These populations and services range across age, condition and risk levels. Our Care Manager and Care Manager Plus positions carry out the case management process and have the background, credentials and experience to assist Members with their physical, behavioral and social healthcare needs.

Molina provides a comprehensive Complex Care Management (CCM) program to all Members who meet the criteria for services. The CCM program focuses on coordinating the care, services and resources needed by Members throughout the continuum of care. Molina adheres to Case Management Society of America Standards of Practice Guidelines in its execution of the program.

The Molina Care Managers are licensed professionals and are educated, trained and experienced in Molina's CCM program. The CCM program is based on a Member

advocacy philosophy, designed and administered to assure the Member's value-added coordination of health care and services, to increase continuity and efficiency and to produce optimal outcomes. The CCM program is individualized to accommodate a Member's needs with collaboration and input from the Member's PCP. The Molina Care Manager will complete an assessment with the Member upon engagement after identification for CCM enrollment and assist with the arrangement of individual services for Members whose needs include ongoing medical care, home health care, rehabilitation services and preventive services. The Molina Care Manager is responsible for assessing the Member's appropriateness for the CCM program and for notifying the PCP of CCM program enrollment, as well as facilitating and assisting with the development of the Member's ICP.

Referral to Care Management: Members with high-risk medical conditions and/or other care needs may be referred by their PCP or specialty care Provider to the CCM program. The Care Manager works collaboratively with the Member and all participants of the ICT when warranted, including the PCP and specialty Providers, ancillary Providers, the local Health Department, or other community-based resources when identified. The referral source should be prepared to provide the Care Manager with demographic, health care and social data about the Member being referred.

Members with the following conditions may qualify for Care Management and should be referred to the Molina CCM Program for evaluation:

- High-risk pregnancy, including Members with a history of previous preterm delivery.
- Catastrophic or end-stage medical conditions (e.g., neoplasm, organ/tissue transplants, End Stage Renal Disease).
- Comorbid chronic illnesses (e.g., asthma, diabetes, COPD, Congestive Heart Failure [CHF], etc.).
- Preterm births.
- High-technology home care that requires more than two weeks of treatment.
- Member accessing emergency department services inappropriately.
- Children with Special Health Care Needs.

Referrals to the CCM program may be made by contacting Molina at:
Phone: (800) 642-4168

The CCM Program provides care coordination and health education for disease management, as well as identifies and addresses psychosocial barriers to accessing care with the goal of promoting high-quality care that aligns with a Member's individual health care goals. Care Management focuses on the delivery of quality, cost-effective and appropriate health care services for Members who have been identified for Molina's CCM program. Members may receive health risk assessments that help identify physical health, behavioral health, medication management problems and social determinants of health to target high-needs Members who would benefit from assistance and education from a case manager. Additionally, functional, social support and health literacy deficits are assessed, as well as safety concerns and caregiver

needs. To initiate the care management process, the Member is screened for appropriateness for CCM program enrollment using specified criteria.

The role of the Care Manager includes:

- Coordination of quality and cost-effective services.
- Appropriate application of benefits.
- Promotion of early, intensive interventions in the least restrictive setting of the Member's choice.
- Assistance with transitions between care settings and/or Providers.
- Provision of accurate and up-to-date information to Providers regarding completed health assessments and care plans.
- Creation of ICPs, updated as the Member's conditions, needs and/or health status change.
- Facilitation of Interdisciplinary Care Team (ICT) meetings, as needed.
- Promote utilization of multidisciplinary clinical, behavioral and rehabilitative services.
- Referral to and coordination of appropriate resources and support services
- Attention to Member preference and satisfaction.
- Attention to the handling of Protected Health Information (PHI) and maintaining confidentiality.
- Provision of ongoing analysis and evaluation of the Member's progress towards ICP adherence.
- Protection of Member rights.
- Promotion of Member responsibility and self-management.

Referral to Care Management may be made by any of the following entities:

- Member or Member's designated representative(s)
- Member's Primary Care Provider
- Specialists
- Hospital Staff
- Home Health Staff
- Molina Staff

Care Manager Responsibilities

The care manager collaborates with the Member and any additional participants as directed by the Member to develop an ICP that includes recommended interventions from Member's ICT, as applicable. ICP interventions include the appropriate information to address medical and psychosocial needs and/or barriers to accessing care, care coordination to address Member's health care goals, health education to support self-management goals and a statement of expected outcomes. Jointly, the care manager and the Member/authorized representative(s) are responsible for implementing the plan of care. Additionally, the care manager:

- Assesses the Member to determine needs and evaluate appropriate support and resources.
- Monitors and communicates the progress of the implemented ICP to the Member's ICT, as the Member needs are warranted.
- Serves as a coordinator and resource to a Member, their representative and ICT participants throughout the implementation of the ICP and revise the plan as suggested and needed.
- Coordinates appropriate education and encourages the Member's role in self-management.
- Monitors progress toward the Member's achievement of ICP goals in order to determine an appropriate time for the Member's graduation from the CCM program.

Health Management

The tools and services described here are educational support for Molina Members and may be changed at any time as necessary to meet the needs of Molina Members. Level 1 Members can be engaged in the program for up to 90 days, depending on Member preferences and the clinical judgment of the Health Management team.

Level 1 Health Management: Molina offers programs to help our Members and their families manage various health conditions. The programs include telephonic outreach from our clinical staff and health educators that includes condition-specific triage assessment, care plan development and access to tailored educational materials. Members are identified via Health Risk assessments and Identification and Stratification. A Provider can also directly refer Members who may benefit from these program offerings at (833) 269-7830. Members can request to be enrolled or dis-enrolled in these programs at any time. Our programs include:

- My Health - Weight Management
- My Health - Tobacco Cessation
- My Health - Nutrition

For more information about these programs, please call (833) 269-7830 (TTY/TDD at 711 Relay). Fax (800) 642-3691

Maternity Screening and High-Risk Obstetrics

Molina offers all pregnant Members prenatal health education with resource information as appropriate and screening services to identify high-risk pregnancy conditions. Care Managers with specialized OB training provide additional care coordination and health education for Members with identified high-risk pregnancies to assure the best outcomes for Members and their newborns during pregnancy, delivery and through their sixth-week post-delivery. Pregnant Member outreach, screening, education and Care Management are initiated by Provider notification to Molina via PRAF submission through Nurture Ohio, Member self-referral and internal Molina notification processes.

Member Newsletters

Member Newsletters are posted on the MolinaHealthcare.com website at least once a year. The articles cover topics asked about by Members. The tips are aimed to help Members stay healthy.

Member Health Education Materials

Members can access our easy-to-read, evidence-based educational materials about nutrition, preventive services guidelines, stress management, exercise, cholesterol management, asthma, diabetes, depression and other relevant health topics identified during our engagement with Members. Materials are available through the Member Portal, direct mail as requested, email and the My Molina mobile app.

Diabetes Self-Management Education (DSME)

Diabetes Self-Management Education (DSME) is a covered benefit for Members with diabetes. Members have access to training provided by educators in an American Diabetes Association (ADA)-recognized and/or Association of Diabetes Care and Education Specialists (ADCES)-accredited program.
The core content includes these self-care behaviors to help Members 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

Depending on the DSME Provider in the Molina network, classes can be for an individual or a group.

Program Eligibility Criteria and Referral Source

Health Management (HM) Programs are designed for Molina Members with a confirmed diagnosis. Identified Members will receive targeted outreach such as educational newsletters, telephonic outreach, or other materials to access information on their condition. Members can contact Molina Member Services at any time and request to be removed from the program.

Members may be identified for or referred to HM programs from multiple pathways, which may include the following:

- Pharmacy Claims data for all classifications of medications.

- Encounter data or paid Claims with a relevant CMS-accepted diagnosis or procedure code.
- Member Services welcome calls made by staff to new Member households, and incoming Member calls have the potential to identify eligible program participants. Eligible Members are referred to the program registry.
- Member assessment calls are made by staff for the initial Health Risk Assessments (HRA) for newly enrolled Members.
- External referrals from Provider(s), caregivers, or community-based organizations.
- Internal referrals from Nurse Advice Line, Medication Management, or Utilization Management.
- Member self-referral due to general plan promotion of program through Member newsletter or other Member communications.

Provider Participation

Contracted Providers are notified as appropriate when the Member is enrolled in a Health Management Program. Provider resources and services may include:

- Annual Provider feedback letters containing a list of patients identified with the relevant disease.
- Clinical resources such as patient assessment forms and diagnostic tools.
- Patient education resources.
- Provider Newsletters that promote the Health Management Programs, including how to enroll patients and outcomes of the programs.
- Clinical Practice Guidelines.
- Preventive Health Guidelines.

Additional information on Health Management Programs is available from your local Molina Healthcare Services Department toll-free at (855) 322-4079.

Behavioral Health Care Management

Molina's Care Management team includes licensed nurses and clinicians with behavioral health experience to support Members with mental health and/or Substance Use Disorder (SUD) needs. Members with high-risk psychiatric, medical or psychosocial needs may be referred by a Behavioral Health professional or Primary Care Provider to the CCM Program.

Referrals to the CCM Program may be made by contacting Molina at:

Phone: (855) 322-4079, from 7 a.m. to 8 p.m., Monday through Friday

For additional information on the CCM program, please refer to the Care Management subsection found in the Care Coordination/Care Management section of this Provider Manual.

Behavioral Health Interdisciplinary Care Coordination

In order to provide care for the whole person, Molina emphasizes the importance of collaboration amongst all Providers on the Member interdisciplinary care team (ICT). Behavioral health, primary care and other specialty Providers shall collaborate and coordinate care amongst each other for the benefit of the Member. Collaboration of the treatment team will increase communication of valuable clinical information, enhance the Member's experience with service delivery and create opportunities for optimal health outcomes. Molina's Care Management Program may assist in coordinating care and communication amongst all Providers of a Member's treatment team.

Behavioral Health Discharge Planning

Discharge planning begins upon admission to an inpatient or residential behavioral health facility. Members who were admitted to an inpatient or residential behavioral health setting must have an adequate outpatient follow-up appointment scheduled with a behavioral health Provider prior to discharge and to occur within seven days of the discharge date.

Behavioral Health Tool Kit for Providers

Molina has developed an online Behavioral Health Tool Kit to provide support with screening, assessment and diagnosis of common behavioral health conditions, plus access to Behavioral Health HEDIS® Tip Sheets and other evidence-based guidance, training opportunities for Providers and recommendations for coordinating Member care. The material within this tool kit is applicable to Providers in both medical and behavioral health settings. The Behavioral Health Tool Kit for Providers can be found under the "Health Resources" tab on the MolinaHealthcare.com Provider Website.

B. Role of Provider in Care Coordination and Care Management Programs

PCP Responsibilities in Care Management Referrals

The Member's PCP is the primary leader of the health team involved in the coordination and direction of services for the Member. The case manager provides the PCP with the Member's ICP, interdisciplinary care team (ICT) updates and information regarding the Member's progress through the ICP when requested by the PCP. The PCP is responsible for the provision of preventive services and for the primary medical care of Members. Please also refer to Section IV. Provider Responsibilities.

Emergency Services

Members over-utilizing the emergency department will be contacted by Molina Care Managers to provide assistance whenever possible and determine the reason for using Emergency Services. Care Managers will also contact the PCP to ensure that Members

are not accessing the emergency department because of an inability to be seen by the PCP.

Coordination of Care and Services

Molina HCS staff work with Providers to assist with coordinating referrals, services and benefits for Members who have been identified for Molina's Complex Care Management (CCM) Program via assessment or referral such as self-referral, Provider referral, etc. In addition, the coordination of care process assists Molina Members, as necessary, in transitioning to other care when benefits end. The process includes mechanisms for identifying Molina Members whose benefits are ending and who are in need of continued care.

Molina staff provide an integrated approach to care needs by assisting Members with the identification of resources available to a Member, such as community programs, national support groups, appropriate specialists and facilities, identifying best practices or new and innovative approaches to care. Care coordination by Molina staff is done in partnership with Providers, Members and/or their authorized representative(s) to ensure efforts are efficient and non-duplicative.

Providers must offer the opportunity to provide assistance to identified Members through:

- Notification of community resources and local or state-funded agencies.
  - Molina Community Resource Guide
  - Molina Help Finder
- Education about alternative care.
- How to obtain care as appropriate.

Continuity of Care and Transition of Members

It is Molina's policy to provide Members with advance notice when a Provider they are seeing will no longer be in the Molina network. Members and Providers are encouraged to use this time to transition care to an in-network Provider. The Provider leaving the network shall provide all appropriate information related to the course of treatment, medical treatment, etc., to the Provider(s) assuming care. Under certain circumstances, Members may be able to continue treatment with the out-of-network Provider for a given period of time and provide continued services to Members undergoing a course of treatment by a Provider that has terminated their contractual agreement if the following conditions exist at the time of termination:

- Acute condition or serious chronic condition – Following termination, the terminated Provider will continue to provide Covered Services to the Member up to 90 days or longer, if necessary, for a safe transfer to another Provider as determined by Molina or its delegated Medical Group/IPA.

- High risk second or third-trimester pregnancy – The terminated Provider will continue to provide services following termination until postpartum services related to delivery are completed or longer, if necessary, for a safe transfer.

For additional information regarding continuity of care and transition of Members, please contact Molina at (855) 322-4079.

Continuity and Coordination of Provider Communication

Molina stresses the importance of timely communication between Providers involved in a Member's care. This is especially critical between specialists, including behavioral health Providers and the Member's PCP. Information should be shared in such a manner as to facilitate communication of urgent needs or significant findings.

Reporting of Suspected Abuse and/or Neglect

A vulnerable adult is a person who is receiving or may be in need of receiving community care services by reason of mental or other disability, age, or illness; and who is or may be unable to take care of themselves or unable to protect themselves against significant harm or exploitation. When working with children, one may encounter situations suggesting abuse, neglect and/or unsafe living environments.

Every person who knows or has reasonable suspicion that a child or adult is being abused or neglected must report the matter immediately. Specific professionals mentioned under the law as mandated reporters are:

- Physicians, dentists, interns, residents, or nurses.
- Public or private school employees or child caregivers.
- Psychologists, social workers, family protection workers, or family protection specialists.
- Attorneys, ministers, or law enforcement officers.

Suspected abuse and/or neglect should be reported as follows:

Child Abuse:

The Ohio Department of Job and Family Services has launched 855-O-H-Child (855-642-4453), an automated telephone directory that will link callers directly to child welfare or law enforcement offices in their county.

Adult Abuse:

Adult protective services for adults aged 60 and older can be reached at the Ohio Department of Job and Family Services at 855-OHIO-APS (855-644-6277).

Molina's HCS teams will work with PCPs, Medical Groups/IPAs and other delegated entities who are obligated to communicate with each other when there is a concern that a Member is being abused. Final actions are taken by the PCP/Medical Group/IPA, other delegated entities, or other clinical personnel. Under state and federal law, a person participating in good faith in making a report or testifying about the alleged abuse, neglect, abandonment, financial exploitation, or self-neglect of a vulnerable adult in a judicial or administrative proceeding may be immune from liability resulting from the report or testimony.

Molina will follow up with Members who are reported to have been abused, exploited or neglected to ensure appropriate measures were taken and follow up on safety issues. Molina will track, analyze and report aggregate information regarding abuse reporting to the Health Care Services Committee and the proper state agency.

C. Care Coordination Delegation Information

Delegation to Children's Hospital Organization

Effective July 1, 2013, Molina partnered with Nationwide Children's Hospital's Partners for Kids (PFK) to delegate Care Management (including complex, high-risk and medium-risk Care Management) for Children with Special Health Care Needs (CSHCN) and CFC children in their assigned counties. Members in low-risk Care Management (Disease Management) will continue to be managed by Molina. All Utilization Management, as well as Appeal and Grievance functions, continue to be handled by Molina.

- PFK Counties: Athens, Belmont, Coshocton, Crawford, Delaware, Fairfield, Fayette, Franklin, Gallia, Guernsey, Harrison, Hocking, Jackson, Jefferson, Knox, Lawrence, Licking, Logan, Madison, Marion, Meigs, Monroe, Morgan, Morrow, Muskingum, Noble, Perry, Pickaway, Pike, Ross, Scioto, Union, Vinton and Washington.

Care Coordination Delegates

Molina also delegates specific population care coordination activities to Progeny Health (NICU), AccordantCare Rare (certain chronic conditions) and PureHealthcare (palliative care). Molina evaluates additional delegates on an on-going basis.

Molina Members may decline care management services at any time and are not obligated to participate in any care management programs. If a Member would like to change care managers, they may contact Molina Member Services at any time to request a change.

D. What is the Coordinated Services Program (CSP)?

CSP is a health and safety program in which use of abuse potential drugs is monitored and Member Claims are reviewed for potential assignment to a designated pharmacy.

Please visit medicaid.ohio.gov/stakeholders-and-partners/phm/csp/csp for additional information.

CSP is designed to address the unique needs of members 18 years or older who have demonstrated:

- Fraudulent or abusive patterns of service utilization.
- Behavior that may indicate substance misuse or medication divergence.
- Service over-utilization by receiving services that are not medically necessary.
- Prescription misuse or behaviors that may represent a danger to the member.

X. Reporting

A. Member Medical Records

Pursuant to OAC 5160-26-05.1, Molina requires that medical records are maintained in a manner that is current, detailed and organized to ensure that care rendered to Members is consistently documented and that necessary information is readily available in the medical record. All entries will be indelibly added to the Member's record. PCPs should maintain the following medical record components, which include but are not limited to:

- Medical record confidentiality and release of medical records within medical and behavioral health care records.
- Medical record content and documentation standards, including preventive health care.
- Storage maintenance and disposal processes.
- Process for archiving medical records and implementing improvement activities.

Per 45 CFR 164.526, Members have the right to amend or correct their medical records.

Medical Record Keeping Practices

Below is a list of the minimum items that are necessary for the maintenance of the Member's medical records:

- Each patient has a separate record.
- Medical records are stored away from patient areas and preferably locked.
- Medical records are available during each visit, and archived records are available within 24 hours.
- If hard copy, pages are securely attached to the medical record, and records are organized by dividers or color-coded when the thickness of the record dictates.
- If electronic, all those with access have individual passwords.
- Record keeping is monitored for Quality and HIPAA compliance, including privacy of confidential information, such as race, ethnicity, language, sexual orientation and gender identity.

- Storage maintenance for the determined timeline and disposal per record management processes.
- Process is in place for archiving medical records and implementing improvement activities.
- Medical records are kept confidential, and there is a process for release of medical records, including behavioral health care records.

Content

Providers must remain consistent in their practices with Molina's medical record documentation guidelines. Medical records are maintained and should include, but not limited to the following information. All medical records should contain:

- The patient's name or ID number is on each page in the record.
- The patient's name, date of birth, sex, marital status, address, employer, home and work telephone numbers, and emergency contact.
- Legible signatures and credentials of the Provider and other staff members within a paper chart.
- A list of all Providers who participate in the Member's care.
- Information about services that are delivered by these Providers.
- A problem list that describes the Member's medical and behavioral health conditions.
- Presenting complaints, diagnoses and treatment plans, including follow-up visits and referrals to other Providers.
- Prescribed medications, including dosages and dates of initial or refill prescriptions.
- Medication reconciliation within 30 days of the inpatient discharge with evidence of current and discharge medication reconciliation and the date performed.
- Allergies and adverse reactions (or notation that none are known).
- Documentation that shows Advanced Directives, Power of Attorney and Living Will have been discussed with Member, and a copy of Advance Directives when in place.
- Past medical and surgical history, including physical examinations, treatments, preventive services and risk factors.
- Treatment plans that are consistent with the diagnosis.
- A working diagnosis that is recorded with the clinical findings.
- Pertinent history for the presenting problem.
- Pertinent physical exam for the presenting problem.
- Lab and other diagnostic tests that are ordered as appropriate by the Provider.
- Clear and thorough progress notes that state the intent for all ordered services and treatments.
- Notations regarding follow-up care, calls, or visits, that include: the specific time of return is noted in weeks, months or as needed, included in the next preventative care visit when appropriate.
- Notes from consultants as applicable.
- Up-to-date immunization records and documentation of appropriate history.

- All staff and Provider notes are signed physically or electronically with either name or initials.
- All entries are dated.
- All abnormal lab/imaging results show explicit follow-up plan(s).
- All ancillary services reports.
- Documentation of all emergency care provided in any setting.
- Documentation of all hospital admissions and follow-up care, inpatient and outpatient care, including hospital discharge summaries, hospital history and physicals, and operative report.
- Labor and Delivery Record for any child seen since birth.
- A signed document stating with whom protected health information may be shared.

Organization

- The medical record is legible to someone other than the writer.
- Each patient has an individual record.
- Chart pages are bound, clipped, or attached to the file.
- Chart sections are easily recognized for retrieval of information.
- A release document for each Member authorizing Molina to release medical information for the facilitation of medical care.

Retrieval

- The medical record is available to the Provider at each encounter.
- The medical record is available to Molina for purposes of Quality Improvement.
- The medical record is available to the applicable state and/or federal agency and the External Quality Review Organization upon request.
- The medical record is available to the Member upon their request.
- A storage system for inactive Member medical records which allows retrieval within 24 hours is consistent with state and federal requirements, and the record is maintained for not less than 10 years from the last date of treatment or for a minor, one year past their 20th birthday but, never less than 10 years.
- An established and functional data recovery procedure in the event of data loss.

Confidentiality

Molina Providers shall develop and implement confidentiality procedures to guard a Member PHI in accordance with HIPAA privacy standards and all other applicable federal and state regulations. This should include, and is not limited to, the following:

- Ensure that medical information is released only in accordance with applicable federal or state law pursuant to court orders or subpoenas.
- Maintain records and information in an accurate and timely manner.
- Ensure timely access by Members to the records and information that pertain to them.

- Abide by all federal and state laws regarding confidentiality and disclosure of medical records or other health and enrollment information.
- Medical records are protected from unauthorized access.
- Access to computerized confidential information is restricted.
- Precautions are taken to prevent inadvertent or unnecessary disclosure of protected health information.
- Education and training for all staff on handling and maintaining protected health care information.
- Ensure that confidential information, such as patient race, ethnicity, preferred language, sexual orientation, gender identity and social determinants of health.

Additional information on medical records is available from your local Molina Quality Department.

B. Policies and Procedures for Molina Action in Response to Undelivered, Inappropriate, or Substandard Health Care Services

In accordance with OAC 5160-26-05.1, Molina has established a systematic process to identify, investigate, review and report any Quality of Care, Adverse Event/Never Event, Critical Incident (as applicable) and/or service issues affecting Member care. Potential Quality of Care issues are referred to the Potential Quality of Care Team for investigation. A Molina Medical Director reviews all referrals and determines what actions may be indicated in substantiated cases. All substantiated cases are tracked and trended. Cases assigned severity levels 3 and 4 are referred to the Professional Review Committee. Depending on the findings of the investigation, disciplinary action may be taken against the Provider up to and including Corrective Action Plan issuance or network termination. Providers are expected to participate fully in the investigation if they receive outreach from Molina.

C. Reporting Provider Preventable Conditions/Health Care-Acquired Conditions

The Deficit Reduction Act of 2005 (DRA) mandated that Medicare establish a program that would modify reimbursement for fee-for-service beneficiaries when certain conditions occurred as a direct result of a hospital stay that could have been reasonably prevented using evidence-based guidelines. CMS titled the program "Hospital-Acquired Conditions and Present on Admission Indicator Reporting" (HAC and POA).

The following is a list of CMS Hospital Acquired Conditions. CMS reduced payment for hospitalizations complicated by these categories of conditions that were not Present on Admission (POA):

- Foreign Object Retained After Surgery
- Air Embolism
- Blood Incompatibility
- Stage III and IV Pressure Ulcers

- Falls and Trauma
- Fractures
- Dislocations
- Intracranial Injuries
- Crushing Injuries
- Burn
- Other Injuries
- Manifestations of Poor Glycemic Control
- Hypoglycemic Coma
- Diabetic Ketoacidosis
- Non-Ketotic Hyperosmolar Coma
- Secondary Diabetes with Ketoacidosis
- Secondary Diabetes with Hyperosmolarity
- Catheter-Associated Urinary Tract Infection (UTI)
- Vascular Catheter-Associated Infection
- Surgical Site Infection Following Coronary Artery Bypass Graft – Mediastinitis
- Surgical Site Infection Following Certain Orthopedic Procedures:
  - Spine
  - Neck
  - Shoulder
  - Elbow
- Surgical Site Infection Following Bariatric Surgery Procedures for Obesity
- Laparoscopic Gastric Restrictive Surgery
- Laparoscopic Gastric Bypass
- Gastroenterostomy
- Surgical Site Infection Following Placement of Cardiac Implantable Electronic Device (CIED)
- Iatrogenic Pneumothorax with Venous Catheterization
- Deep Vein Thrombosis (DVT)/Pulmonary Embolism (PE) following Certain Orthopedic Procedures
- Total Knee Replacement
- Hip Replacement

What this means to Providers

Acute Inpatient Prospective Payment System (IPPS) Hospital Claims will be returned with no payment if the POA indicator is coded incorrectly or missing.
No additional payment will be made on IPPS hospital Claims for conditions that are acquired during the patient's hospitalization.

If you would like to find out more information regarding the Medicare HAC/POA program, including billing requirements, the following CMS site provides further information: cms.hhs.gov/HospitalAcqCond/.

D. Incident Reporting

Providers are required to assure the immediate health and safety of Members when becoming aware of abuse, neglect, exploitation, misappropriation greater than $500, and accidental/unnatural deaths. If actions were not taken to assure the immediate health and safety of the Member, the Provider will do so immediately. Such actions may include calling police or EMS, reporting to county Adult Protective Services (APS), the county Public Child Services Agency (PCSA) or regulatory agencies such as the Ohio Department of Health. Providers are required to report these types of incidents to the MCO within 24 hours of becoming aware of the incident in accordance with OAC Rule 5160-44-05.

E. How to Submit an Incident to Molina

Pursuant to OAC Rule 5160-44-05, Molina requires maintaining an incident management process whereby instances in which Member health, safety and/or welfare may be at risk are reported to appropriate agencies and the Ohio Department of Medicaid (ODM). If a Provider receives a report of a Medicaid Critical Incident or identifies a Medicaid Critical Incident, Provider must take immediate action to ensure health, safety and welfare (HSW) of the individual, notify appropriate agencies/authorities, complete the Medicaid Critical Incident Referral Template in its entirety and send securely to MedicaidCriticalIncident@MolinaHealthcare.com no later than 24 hours from the time of incident discovery.

XI. Next Generation Managed Care Program

A. OhioRISE

OhioRISE (Resilience through Integrated Systems and Excellence) is a Medicaid managed care program for children and youth with complex behavioral health and multisystem needs. Children and youth with multisystem needs are often involved in multiple community systems such as juvenile justice, child protection, developmental disabilities, education, mental health and addiction and others. OhioRISE aims to support these children and youth to succeed in their schools, homes and communities. This support is provided through care coordination and specialized services that are provided in-home or in the young person's community.

An individual is enrolled in OhioRISE has their physical health services covered by their managed care organization or fee-for-service Medicaid. The OhioRISE plan, Aetna Better Health of Ohio, covers their behavioral health services. The MCO is included in the child or youth's care coordination team, whenever their inclusion is requested by the Member and family. OhioRISE care coordinators can also help OhioRISE Members and families access support from their MCO.

OhioRISE Eligibility:

- Enrolled in Ohio Medicaid – either managed care or fee-for-service.
- Be twenty years of age or younger at the time of enrollment.

- No be enrolled in a MyCare Ohio plan.
- Meet a functional needs threshold for behavioral healthcare, as identified by the Child and Adolescent Needs and Strengths (CANS) assessment or be inpatient in a hospital with a primary diagnosis of mental illness or substance use disorder.

OhioRISE Services:

In addition to the behavioral health services provided through chapter 5160-27 of the Ohio Administrative Code, the following services available through OhioRISE are:

- Care coordination: Depending on a child or youth's needs, they will receive one of three levels or "tiers" of care coordination. This service is delivered by Aetna or their care management entities (CMEs) in a child or youth's community. OhioRISE Members are assigned a care coordinator who has experience working with children, youth and their families. Care coordinators assist young people and their families with:
  - Making a care plan to ensure the young person's behavioral health needs are met.
  - Helping young people access services and resources.
  - Talking to and providing information to other Providers who are involved in the child or youth's care
- Intensive Home-Based Treatment (IHBT): Provides intensive, time-limited behavioral health services for children, youth and families in their homes. IHBT helps stabilize and improve a young person's behavioral health.
- Psychiatric Residential Treatment Facility (PRTF): PRTFs are facilities, other than hospitals, that provide inpatient psychiatric services to individuals 20 years or younger. Ohio's PRTF service aims to keep young people with the most intensive behavioral health needs in-state and closer to their families and support systems.
- Behavioral Health Respite: Provides short-term, temporary relief to a child or youth's primary caregivers in a home or community-based environment.
- Flex Funds: Provides funding of $1,500 in a 365-day period to purchase services or items that address a need in a child or youth's service plan. These items should otherwise not be provided through Medicaid. Funds must be used to purchase services or items that will:
  - Reduce the need for other Medicaid services,
  - Keep young people and their families safe in their homes, or
  - Help a child or youth be better integrated into the community.
- For additional services available for youth enrolled in the OhioRISE waiver see Ohio Administrative Code Rule 5160-59-05.

Additional information on the OhioRISE services is available in chapter 5160-59 of the Ohio Administrative Code.

Additional information regarding billing for behavioral health services provided to youth who are enrolled in the OhioRISE plan and information for Providers to determine to which entity to submit Claims is located, in the OhioRISE Provider Enrollment and Billing

Guidance and the OhioRISE Mixed Services Protocol on the OhioRISE website (managedcare.medicaid.ohio.gov/managed-care/ohiorise/6-Community+and+Provider+Resources).

Aetna Better Health of Ohio can be reached by calling (833) 711-0773 or e-mailing OHRISE-Network@aetna.com.

B. Single Pharmacy Benefit Manager (SPBM)

The Single Pharmacy Benefit Manager (SPBM) is a specialized managed care program operating as a prepaid ambulatory health plan (PAHP) that provides pharmacy benefits for the entire Medicaid managed care population (excluding MyCare Ohio Members). ODM selected Gainwell Technologies to serve as the SPBM. An additional integral component to the new pharmacy model is the Pharmacy Pricing and Audit Consultant (PPAC), which conducts Ohio actual acquisition cost surveys, cost of dispensing surveys and performs oversight and auditing of the SPBM. ODM selected Myers and Stauffer, LC to serve as the PPAC.

The SPBM consolidates the processing of pharmacy benefits and maintains a pharmacy Claims system that integrates with the Ohio Medicaid Enterprise System (OMES), Molina, pharmacies and prescribers. The SPBM also works with pharmacies to ensure Member access to medications, supporting ODM's goals of providing more pharmacy choices, fewer out-of-network restrictions, and consistent pharmacy benefits for all managed care Members. SPBM also reduces Provider and prescriber administrative burden by using a single set of clinical policies and Prior Authorization procedures, as well as a single pharmacy program point of contact for all Members.

All Medicaid managed care Members are automatically enrolled with the SPBM under a 1915(b) waiver. Additionally, Gainwell Technologies is required to contract with all enrolled pharmacy Providers who are willing to accept the SPBM contract terms, resulting in a broad pharmacy network that will ensure access for all Members statewide.

SPBM provides coverage for medications dispensed from contracted pharmacy Providers. Provider-administered medications supplied by non-pharmacy Providers (such as hospitals, clinics and physician practices) will continue to be covered by Molina or the OhioRISE plan, as applicable.

For more information about the SPBM or PPAC initiatives, please email MedicaidSPBM@medicaid.ohio.gov or visit spbm.medicaid.ohio.gov/.

XII. Member Enrollment, Eligibility, Disenrollment

A. Enrollment

Enrollment in Medicaid Programs

Medicaid is funded by both the federal government and the State of Ohio and is administered by the Ohio Department of Medicaid (ODM).

ODM contracts with managed care organizations (MCOs) to provide health care to Ohio Medicaid consumers. Ohio is divided into three Medicaid managed care service areas. Molina is contracted with ODM to serve the Medicaid population across Ohio.

A person must qualify for Medicaid benefits before they can enroll with an MCO. Each CDJFS accepts applications and makes eligibility determinations. Applications are accepted online, in person and by mail.

To qualify for Medicaid, a person must meet basic requirements:

- Be a U.S. citizen or meet Medicaid citizenship requirements.
- Be an Ohio resident.
- Have or get a social security number.
- Meet financial requirements.

No eligible Member shall be refused enrollment or re-enrollment, have their enrollment terminated, or be discriminated against in any way because of their health status, pre-existing physical or mental condition, including pregnancy, hospitalization, or the need for frequent or high-cost care.

Ohio has Medicaid programs for these different populations:

- Healthy Families Covered Families and Children (CFC)
  - Children up to age 19
  - Pregnant Member
  - Families with children under the age of 19
- Aged, Blind, or Disabled (ABD)
  - Age 65 or older
  - Legally blind
  - Disabled (as classified by the Social Security Administration)
- Adult Extension (AEP)
  - Adults between the ages of 19 to 64 who are between 0 to 138 percent of the Federal Poverty Level (FPL)
  - Are not eligible under another category of Medicaid
  - Parents who are between 91 to 138 percent of the Federal Poverty Level (FPL) are eligible

Medicaid managed care is mandatory in the State of Ohio for all but a few exempt populations. Medicaid consumers are notified that they are required to choose an MCO when they receive their eligibility notice from ODM.

- To enroll in the MCO of their choice, consumers must call the Medicaid Consumer Hotline at (800) 324-8680, TTY (800) 292-3572, or visit the Medicaid Consumer Hotline website at ohiomh.com.
- Consumers who do not make a selection will be automatically enrolled in an MCO.

- Consumers may change their MCO for any reason within the first three months of their initial selection.

After the first three months, consumers must wait until the Open Enrollment Period to change MCOs. A Just Cause request can be filed at any time to change MCOs. The Ohio Department of Medicaid will review the circumstances and approve or deny the Just Cause request.

Managed Care Organization Exclusions

Managed care organization (MCO) membership is not required for certain Ohio Medicaid consumers.

A Member has the option not to participate in a MCO if:
- The Member is part of a federally recognized Indian tribe, regardless of age.
- The Member receives home and community-based waiver services through the Ohio Department of Developmental Disabilities.

Exclusions - Individuals that are not permitted to join a Medicaid MCO:
- Dually eligible under both the Medicaid and Medicare programs (MyCare Ohio eligible Members must enroll in a MyCare Ohio Plan).
- Institutionalized (in a nursing home and are not eligible under the Adult Extension category, long-term care facility, Intermediate Care Facilities for Individuals with Developmental Disabilities [ICF-MR], or some other kind of institution).
- Receiving Medicaid Waiver services and are not eligible under the Adult Extension category.

Note: A Member who is eligible for Medicaid under the Adult Extension category will receive nursing home services through the MCO. Additionally, Adult Extension Members approved for waiver services will remain in the MCO.

Member Toll-Free Telephone Numbers

Members may call our Member Services Department toll-free at:
- Medicaid: (800) 642-4168 from 7 a.m. to 8 p.m., Monday to Friday, TTY/TDD 711, for persons with hearing impairments.

Effective Date of Enrollment

The Member effective date is determined by ODM and passed to Molina on the ODM eligibility file.

Newborn Coverage for Medicaid

Newborns are eligible for Molina membership from their date of birth if the newborn's mother has active Medicaid coverage in one of the below categories upon the birth date of the baby:

- Healthy Families Covered Families and Children (CFC)
- Adult Expansion (AEP)
- Aged, Blind and Disabled (ABD)

Exceptions are Members who are in the MyCare Ohio Program, in the custody of a Protective Children's Services Agency (PCSA), or who are receiving an adoption assistance subsidy. These three exceptions are excluded from this process.

Inpatient at Time of Enrollment

Regardless of what program or health plan the Member is enrolled in at discharge, the program or plan the Member was enrolled with on the date of admission shall be responsible for payment of all covered inpatient facility services provided from the date of admission until the date the Member is no longer confined to an acute care hospital. Professional service fees will be the responsibility of the MCO the Member is enrolled with at the time. If a Member loses Medicaid coverage during inpatient status, the program or plan the Member was enrolled with on the date of admission shall only be responsible for payment of all covered inpatient facility services until the Member's termination date.

Eligibility Verification

The State of Ohio determines eligibility for the Medicaid program. Payment for services rendered is based on eligibility and benefit entitlement. The contractual agreement between Providers and Molina places the responsibility for eligibility verification on the Provider of services.

To ensure payment, Molina strongly encourages Providers to verify eligibility at every visit and especially prior to providing services that require authorization. Possession of the ID card does not guarantee Member eligibility or coverage. It is the responsibility of the Provider to verify the eligibility of the cardholder.

Eligibility Listing for Medicaid Programs

Providers who contract with Molina may verify a Member's eligibility and/or confirm PCP assignment by checking the following:

- Log in to the ODM PNM system.
- Log on to MolinaHealthcare.com/OhioProviders and log in to the Availity Essentials Portal.
- Call Provider Services at (855) 322-4079, Monday through Friday from 7 a.m. to 8 p.m.
- Check your current eligibility roster.

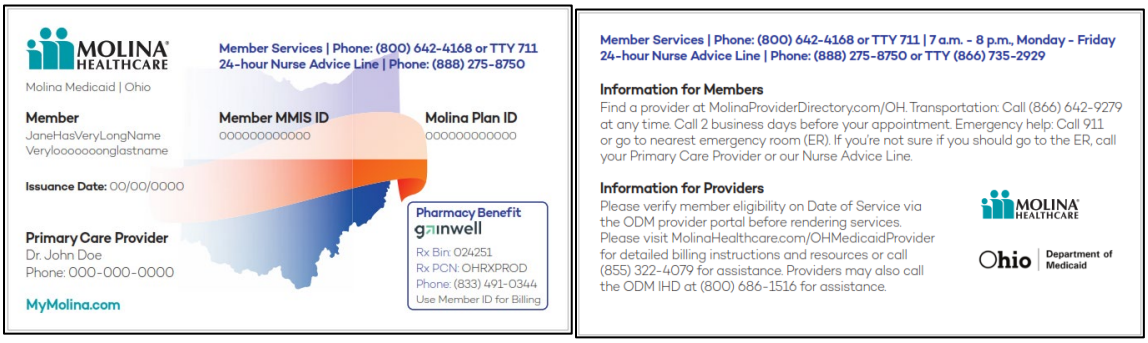
- Call the ODM Interactive Voice Response (IVR) System 24 hours a day, seven days a week, 365 days a year to confirm eligibility for MCO or Fee-for-Service Medicaid consumers. Providers must have a PIN number to access this information.

Possession of a Medicaid ID Card does not mean an individual is eligible for Medicaid services. A Provider should verify a recipient's eligibility each time the recipient receives services. The verification sources can be used to verify a recipient's enrollment in a MCO. The name and telephone number of the MCO are given along with other eligibility information.

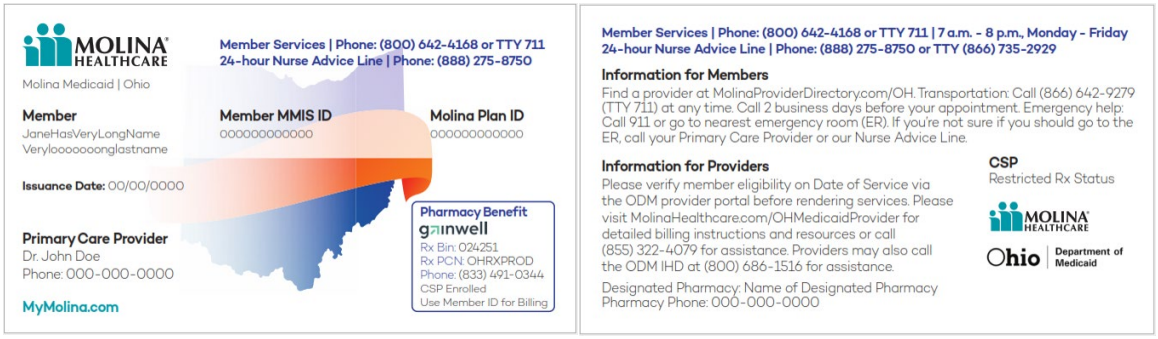
B. Identification Card

Molina Sample Member ID Card

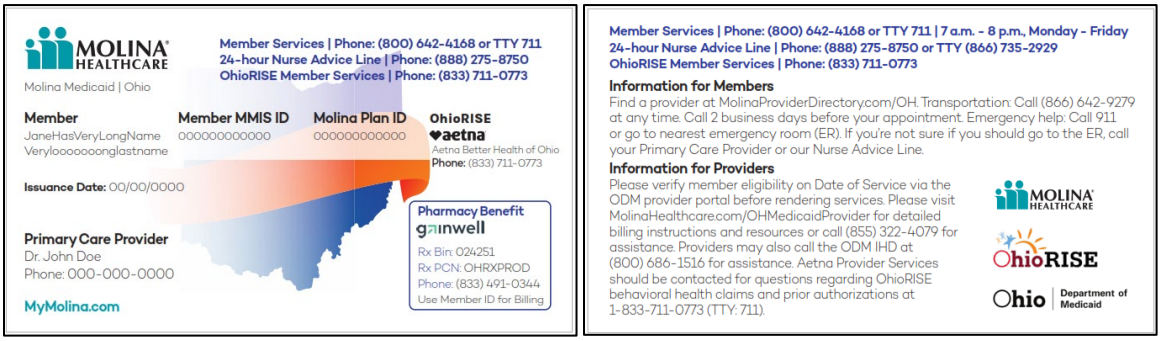
Molina Healthcare Medicaid Standard Member ID Card



Molina Healthcare Medicaid CSP Member ID Card



Molina Healthcare Medicaid OhioRISE Member ID Card



Molina Healthcare Medicaid OhioRISE CSP Member ID Card

Members are reminded in their Member Handbooks to carry their Molina ID card with them when requesting medical or pharmacy services. It is the Provider's responsibility to ensure Molina Members are eligible for benefits prior to rendering services. Unless an emergency medical condition exists, Providers may refuse service if the Member cannot produce the proper identification and eligibility cards.

C. Disenrollment

Voluntary Disenrollment

Members may end their membership with Molina by contacting the Ohio Medicaid Consumer Hotline at (800) 324-8680 or TTY at (800) 292-3572 or 711. Generally, if the Member calls before the last 10 days of the month, their Molina membership will end the first day of the next month. If the call is made in the last 10 days of the month, the membership will not end until the first day of the following month. ODM will send a notice to a Member in the mail to inform them of the day membership ends. The Member must continue to use Molina Providers until the date of disenrollment.

Voluntary disenrollment does not preclude Members from filing a grievance with Molina for incidents occurring during the time they were covered.

Members may request a Just Cause termination at any time. ODM will review the request to end membership for Just Cause and decide if it meets the criteria.

Providers or Members may contact our Member Services Department to discuss enrollment and disenrollment processes and options.

D. Primary Care Provider (PCP) Assignment

Molina Members are encouraged to choose their own PCPs upon enrollment. If the Member or their designated representative does not choose a PCP, one will be assigned to the Member based on reasonable proximity to the home address.

PCP Changes (ABD/CFC/AEP)

Molina provides a panel of PCPs to care for its Members. Providers in the specialties of Family Medicine, Internal Medicine, and Obstetrics and Gynecology are eligible to serve as PCPs.

If for any reason a Member wants to change PCPs, they must call Member Services to ask for the change. PCP changes are permitted every 30 days if needed. If Molina assigned the Member to the PCP and the Member calls within the first month of membership with Molina, the change would be effective the day of the call. Molina will send the Member something in writing that says who the PCP is by the date of the change. PCP changes will have a start date of the first day of the following month. A new ID card is sent to the Member when a PCP change is made.

XIII. Quality

A. Maintaining Quality Improvement Processes and Programs

Molina works with Members and Providers to maintain a comprehensive Quality Improvement Program. You can contact the Molina Quality Department toll-free at (855) 322-4079.

The address for mail requests is:

Molina Healthcare of Ohio, Inc.
Quality Department
3000 Corporate Exchange Drive
Columbus, OH 43231

This Provider Manual contains excerpts from the Molina Quality Improvement Program. For a complete copy of Molina's Quality Improvement Program, you can contact your Provider Relations Team or call the telephone number above to receive a written copy.

Molina has established a Quality Improvement Program that complies with regulatory requirements and accreditation standards. The Quality Improvement Program provides structure and outlines specific activities designed to improve the care, service and health of our Members. In our quality program description, we describe our program governance, scope, goals, measurable objectives, structure and responsibilities.

Molina does not delegate Quality Improvement activities to Medical Groups/IPAs. However, Molina requires contracted Medical Groups/IPAs to comply with the following core elements and standards of care. Molina Medical Groups/IPAs must:

- Have a Quality Improvement Program in place.
- Comply with and participate in Molina's Quality Improvement Program, including reporting of Access and Availability survey and activity results and provision of medical records as part of the HEDIS® review process and during the potential quality of care and/or critical incident investigations.
- Cooperate with Molina's quality improvement activities that are designed to improve the quality of care and services, and Member experience.
- Allow Molina to collect, use and evaluate data related to Provider performance for quality improvement activities, including but not limited to focus areas, such as clinical care, care coordination and management, services, and access and availability.
- Allow access to Molina Quality personnel for the site and medical record review processes.

Quality Improvement Activities and Programs

Molina maintains an active Quality Improvement Program. The Quality Improvement Program provides structure and key processes to carry out our ongoing commitment to the improvement of care and service. The goals identified are based on an evaluation of programs and services, regulatory, contractual, and accreditation requirements, needs assessments, and strategic planning initiatives.

Patient Safety Program

Molina's Patient Safety Program identifies appropriate safety projects and error avoidance for Molina Members in collaboration with their PCPs. Molina continues to support safe health practices for our Members through our Safety Program, Pharmaceutical Management, and Care Management/Health Management Programs and education. Molina monitors nationally recognized quality index ratings for facilities, including adverse events and hospital-acquired conditions, as part of a national strategy to improve health care quality mandated by the Patient Protection and

Affordable Care Act (ACA), Health and Human Services (HHS) to identify areas that have the potential for improving health care quality to reduce the incidence of events.

B. Quality of Care

Molina has established a systematic process to identify, investigate, review and report any Quality of Care, Adverse Event/Never Event, Critical Incident (as applicable), and/or service issues affecting Member care. Molina will research, resolve, track and trend issues. Confirmed Adverse Events/Never Events are reportable when related to an error in medical care that is clearly identifiable, preventable, and/or found to have caused serious injury or death to a patient. Some examples of Never Events include:

- Surgery on the wrong body part.
- Surgery on the wrong patient.
- Wrong surgery on a patient.

Molina is not required to pay for inpatient care related to "never events."

Improving the Coordination and Continuity of Member Health Care

Molina investigates and resolves all potential quality of care issues specific to the coordination of care, involving appropriate practitioners and Providers as needed.

A focused medical record audit for evidence of coordination of care is conducted annually, and deficient offices may receive a Corrective Action Plan (CAP) request based on this review. In order to ensure continuity and coordination of care, a follow-up review of medical records will be conducted for offices that have been issued CAPs.

Molina conducts a Provider Satisfaction Survey, including an assessment of Providers' satisfaction with coordination of care between settings.

Molina promotes enhanced communication between primary care Providers (PCPs) and specialty care practitioners by requiring specialty care practitioners to provide treatment notes to the PCP.

Molina conducts the Consumer Assessment of Health Plan Survey (CAHPS®) to improve Member satisfaction.

Quality of Provider Office Sites

Molina Providers are to maintain office-site and medical record-keeping practices standards. Molina continually monitors Member appeals and complaints/grievances for all office sites to determine the need for an office site visit and will conduct office site visits as needed. Molina assesses the quality, safety and accessibility of office sites where care is delivered against standards and thresholds. A standard survey form is completed at the time of each visit. This includes an assessment of:

- Physical Accessibility.
- Physical Appearance.
- Adequacy of Waiting and Examining Room Space.

Physical Accessibility

Molina evaluates office sites as applicable to ensure that Members have safe and appropriate access to the office. This includes but is not limited to ease of entry into the building, accessibility of space within the office, and ease of access for patients with physical disabilities.

Physical Appearance

The site visits include but are not limited to an evaluation of office site cleanliness, appropriateness of lighting, and patient safety as needed.

Adequacy of Waiting and Examining Room Space

During the site visit, as required, Molina assesses waiting and examination room spaces to ensure that the office offers appropriate accommodations to Members. The evaluation includes but is not limited to, appropriate seating in the waiting room areas and the availability of exam tables in exam rooms.

Administration and Confidentiality of Facilities

Facilities contracted with Molina must demonstrate overall compliance with the guidelines listed below:

- Office appearance demonstrates that housekeeping and maintenance are performed appropriately on a regular basis, the waiting room is well-lit, office hours are posted, and the parking area and walkways demonstrate appropriate maintenance.
- Accessible parking is available, the building and exam rooms are accessible with an incline ramp or flat entryway, and the restroom is accessible with a bathroom grab bar.
- Adequate seating includes space for an average number of patients in an hour, and there is a minimum of two office exam rooms per Provider.
- Basic emergency equipment is located in an easily accessible area. This includes a pocket mask and Epinephrine, plus any other medications appropriate to the practice.
- At least one CPR-certified employee is available.
- Yearly OSHA training (Fire, Safety, Bloodborne Pathogens, etc.) is documented for offices with 10 or more employees.
- A container for sharps is located in each room where injections are given.
- Labeled containers, policies, and contracts evidence of a hazardous waste management system in place.

- Patient check-in systems are confidential. Signatures on fee slips, separate forms, stickers, or labels are possible alternative methods.
- Confidential information is discussed away from patients. When reception areas are unprotected by sound barriers, scheduling and triage phones are best placed at another location.
- Medical records are stored away from patient areas. Record rooms and/or file cabinets are preferably locked.
- A CLIA waiver is displayed when the appropriate lab work is run in the office.
- Prescription pads are not kept in exam rooms.
- Narcotics are locked, preferably double-locked. Medication and sample access are restricted.
- System in place to ensure expired sample medications are not dispensed and injectables and emergency medication are checked monthly for outdated.
- Drug refrigerator temperatures are documented daily.

C. Monitoring for Compliance with Standards

Molina monitors compliance with the established performance standards as outlined above at least annually. Performance below Molina's standards may result in a Corrective Action Plan (CAP) with a request the Provider submit a written corrective action plan to Molina within 30 calendar days. Follow-ups to ensure resolution is conducted at regular intervals until compliance is achieved. The information and any response made by the Provider are included in the Provider's permanent credentials file. If compliance is not attained at follow-up, an updated CAP will be required. Providers who do not submit a CAP may be terminated from network participation or closed to new Members.

D. Access to Care

Molina maintains access to care standards and processes for ongoing monitoring of access to health care (including behavioral health care) provided by contracted PCPs (family/general practice, internal medicine and pediatric) and participating specialists (to include OB/GYN, behavioral health Providers, and high volume and high impact specialists as referenced in the grid below). Providers are required to conform to the Access to Care appointment standards listed below to ensure that health care services are provided in a timely manner. Molina's ongoing monitoring shall also include ODM standards and guidance, as applicable. The PCP or their designee must be available 24 hours a day, seven days a week to Members.

Providers must offer hours to Molina Members that are comparable to commercial plans or Medicaid Fee-For-Service.

Appointment Access

All Providers who oversee the Member's health care are responsible for providing the following appointments to Molina Members in the timeframes noted:

Medical Appointment:

Type of Visit	Description	Minimum Standard
Emergency Service	Services that are needed to evaluate, treat, or stabilize an emergency medical condition.	24 hours, 7 days/week
Urgent Care (includes medical, behavioral health and dental services)	Care that is provided for a non-emergent illness or injury with acute symptoms that require immediate care; examples include but are not limited to sprains, flu symptoms, minor cuts and wounds, sudden onset of stomach pain, and severe, non-resolving headache. Acute illness or substance dependence impacts the ability to function but does not present an imminent danger.	24 hours, 7 days/week within 48 hours of request
Behavioral Health Non-Life-Threatening Emergency	A non-life-threatening situation in which a Member is exhibiting extreme emotional disturbance or behavioral distress, has a compromised ability to function or is otherwise agitated and unable to be calmed.	Within 6 hours
Behavioral Health Routine Care	Requests for routine mental health or substance abuse treatment from behavioral health Providers.	Within 10 business days or 14 calendar days, whichever is earlier

Type of Visit	Description	Minimum Standard
Child and Adolescent Needs and Strengths (CANS) Initial Assessment	Assessment for the purposes of determining OhioRISE eligibility	Initial CANS assessment for OhioRISE eligibility must be scheduled within 72 hours of referral
		CANS assessment must be completed within 10 business days after scheduling. If it's in the best interest of the Member to allow for more than 10 business days to complete the CANS, Molina shall assist in facilitating the assessment as expeditiously as possible.
Mobile Response and Stabilization Service (MRSS)	Crisis Mobile Response	Initial response within 60 minutes from the time of dispatch, or within 48 hours timeframe if the caller requests a mobile response later than 60 minutes.
	Follow-Up Services	Conduct Brief CANS assessment during 72-hour period of mobile response de-escalation services.
	Stabilization Services	Notification to Molina at OHBehavioralHealthReferrals@MolinaHealthcare.com within three business days of initiation, termination and transition of stabilization services
ASAM Residential/Inpatient Services – 3: 3.1, 3.5, 3.7	Initial screening, assessment and referral to treatment.	Within 48 hours of request
ASAM Medically Managed Intensive Inpatient Services – 4	Services that are needed to treat and stabilize a Member's behavioral health condition.	24 hours, 7 days/week
Primary Care Appointment	Care provided to prevent illness or injury; examples include but are not	Within 6 weeks

Type of Visit	Description	Minimum Standard
	limited to routine physical examinations, immunizations, mammograms and pap smears.	
Non-Urgent Sick Primary Care	Care provided for a non-urgent illness or injury with current symptoms.	Within 3 calendar days
Prenatal Care – First or Second Trimester	Care that is provided to a Member while the Member is pregnant to help keep Member and future baby healthy, such as checkups and prenatal testing.	The first appointment in 7 calendar days; follow-up appointments no more than 14 calendar days after the request
Prenatal Care – Third Trimester or High-Risk Pregnancy		Within 3 calendar days
Specialty Care Appointment	Care provided for a non-emergent/non-urgent illness or injury requiring consultation, diagnosis, and/or treatment from a specialist.	Within 6 weeks
Dental Appointment	Non-emergent/non-urgent dental services, including routine and preventive care.	Within 6 weeks of request

Note: Ohio Comprehensive Primary Care Program (CPC) Access to Care Standards – Ohio CPC practices should consult their contractual agreements for additional requirements.

Additional information on appointment access standards is available from the Molina Quality Department at (855) 322-4079.

Office Wait Time

For scheduled appointments, the wait time in offices should not exceed 30 minutes. All PCPs are required to monitor waiting times and adhere to this standard.

After Hours

All Providers must have backup (on-call) coverage after hours or during the Provider's absence or unavailability. Molina requires Providers to maintain a 24-hour telephone

service, 7 days a week. This access may be through an answering service or a recorded message after office hours. The service or recorded message should instruct Members with an emergency to hang up and call 911 or go immediately to the nearest emergency room. Voicemail alone after hours is not acceptable.

Member's Obstetric and Gynecological Health Access

Molina allows Members the option to seek obstetric and gynecological care from an in-network obstetrician or gynecologist or directly from a participating PCP designated by Molina as providing obstetrical and gynecological services. Member access to obstetric and gynecological services is monitored to ensure Members have direct access to participating Providers for obstetric and gynecological services. Gynecological services must be provided when requested regardless of the gender status of the Member.

Ohio regulations require that a Member be permitted direct access to contracted obstetric and gynecological health care Providers without a referral or Prior Authorization. Member's obstetric and gynecological health services must be obtained from a Molina network Provider or a Qualified Family Planning Provider (QFPP). Members may seek direct care from any participating obstetric and gynecological health care Provider or QFPP for any of the following types of service:

- Maternity
- Gynecological
- Preventive care
- Other health problems discovered and treated during the course of the visit which is within the Provider's scope of practice

Additional information on access to care is available from your local Molina Quality Department.

Monitoring Access for Compliance with Standards

Access to care standards are reviewed, revised as necessary, and approved by the Quality Improvement and Health Equity Transformation Committee on an annual basis.

Provider network adherence to access standards is monitored via one or more of the following mechanisms:

1. Provider access studies – Provider office assessment of appointment availability and after-hours access, Provider ratios and geographic access.
2. Member complaint data – assessment of Member complaints related to access and availability of care.
3. Member satisfaction survey – evaluation of Members' self-reported satisfaction with appointment and after-hours access.

Analysis of access data includes assessment of performance against established standards, review of trends over time and identification of barriers. Results of the

analysis are reported to the Quality Improvement and Health Equity Transformation Committee at least annually for review and determination of opportunities for improvement. Corrective actions are initiated when performance goals are not met and for identified Provider-specific and/or organizational trends. Performance goals are reviewed and approved annually by the Quality Improvement Committee.

E. Advance Directives (Patient Self-Determination Act)

Molina complies with the Advance Directive requirements of the states in which the organization provides services. Responsibilities include ensuring Members receive information regarding advance directives and that contracted Providers and facilities uphold executed documents.

Advance Directives are a written choice for health care. There are four types of Advance Directives in Ohio:

- **Durable Power of Attorney for Health Care:** allows an agent to be appointed to carry out health care decisions.
- **Living Will:** allows choices about withholding or withdrawing life support and accepting or refusing nutrition and/or hydration.
- **Guardian Appointment:** allows one to nominate someone to be appointed as Guardian if a court determines that a guardian is necessary.
- **Declaration for Mental Health Treatment:** allows a Member to appoint a representative to make decisions while they lack the capacity to do so.

When There Is No Advance Directive: The Member's family and Provider will work together to decide on the best care for the Member based on information they may know about the Member's end-of-life plans.

Providers must inform adult Molina Members, 18 years old and up, of their right to make health care decisions and execute Advance Directives. It is important that Members are informed about Advance Directives.

New adult Members or their identified personal representatives will receive educational information and instructions on how to access advance directives forms in their Member Handbook and other Member communications such as newsletters and the Molina website. If a Member is incapacitated at the time of enrollment, Molina will provide advance directive information to the Member's family or representative and will follow up with information to the Member at the appropriate time. All current Members will receive an annual notice explaining this information, in addition to newsletter information.

Members who would like more information are instructed to contact Member Services or visit CaringInfo website at caringinfo.org/planning/advance-directives/by-state/ohio/ as a resource and to access forms for download. Additionally, the Molina

website offers information to both Providers and Members regarding Advance Directives, with a link to forms that can be downloaded and printed.

PCPs must discuss Advance Directives with a Member and provide appropriate medical advice if the Member desires guidance or assistance.

Molina network Providers and facilities are expected to communicate any objections they may have to a Member directive prior to service when possible. Members may select a new PCP if the assigned Provider has an objection to the Member's desired decision. Molina will facilitate finding a new PCP or specialist as needed.

In no event may any Provider refuse to treat a Member or otherwise discriminate against a Member because the Member has completed an Advance Directive. CMS regulations give Members the right to file a complaint with Molina or the state survey and certification agency if the Member is dissatisfied with Molina's handling of Advance Directives and/or if a Provider fails to comply with Advance Directives instructions.

Ohio law includes a conscience clause. If a Provider cannot follow an Advance Directive because it goes against their conscience, they must assist the patient in finding another Provider who will carry out the patient's wishes. Under Ohio law, patients have the right to file a complaint related to Advance Directives with the Ohio Department of Health.

Molina will notify the Provider of an individual Member's Advance Directives identified through Care Management, Care Coordination, or Case Management. Providers are instructed to document the presence of an Advance Directive in a prominent location of the Medical Record. Advance Directives forms are state specific to meet state regulations.

Molina expects that there will be documented evidence of the discussion between the Provider and the Member during routine Medical Record reviews.

F. Clinical Practice and Preventive Health Guidelines

Clinical Practice Guidelines

Molina adopts and disseminates Clinical Practice Guidelines (CPGs) to reduce inter-Provider variation in diagnosis and treatment. CPG adherence is measured at least annually. All guidelines are based on scientific evidence, review of medical literature and/or appropriately established authority.

Molina Clinical Practice Guidelines include the following:

- Acute Stress and Post-Traumatic Stress Disorder (PTSD)
- Anxiety/Panic Disorder
- Asthma

- Attention Deficit Hyperactivity Disorder (ADHD)
- Bipolar Disorder
- Children with Special Health Care Needs
- Chronic Kidney Disease
- Chronic Obstructive Pulmonary Disease (COPD)
- Depression
- Diabetes
- Heart Failure in Adults
- Hypertension
- Obesity
- Opioid Management
- Perinatal Care
- Pregnancy Management
- Schizophrenia
- Sickle Cell Disease
- Substance Abuse Treatment
- Suicide Risk
- Trauma-Informed Primary Care

All clinical practice guidelines are updated at least annually and more frequently, as needed when clinical evidence changes, and are approved by the Quality Improvement and Health Equity Transformation Committee. In fact, a review is conducted at least monthly to identify new additions or modifications. On an annual basis, clinical practice guidelines are distributed to Providers on the Clinical Practice Guidelines page (or when changes are made during the year) and the Provider Manual. Notification of the availability of the clinical practice guidelines is published in the Molina Provider Newsletter.

Preventive Health Guidelines

Molina provides coverage of diagnostic preventive procedures based on recommendations published by the U.S. Preventive Services Task Force (USPSTF), Bright Futures/American Academy of Pediatrics and the Centers for Disease Control and Prevention (CDC), in accordance with the Centers for Medicare & Medicaid Services (CMS) guidelines. Diagnostic preventive procedures include, but are not limited to:

- Adult Preventive Services Recommendations (U.S. Preventive Services Task Force).
- Recommendations for Preventive Pediatric Health Care (Bright Futures/American Academy of Pediatrics).
- Recommended Adult Immunization Schedule for ages 19 Years or Older, United States. These recommendations are revised every year by the Centers for Disease Control and Prevention.

- Recommended Child and Adolescent Immunization Schedule for ages 18 years or younger, United States. These recommendations are revised every year by the Centers for Disease Control and Prevention.

All preventive health guidelines are updated at least annually and more frequently as needed when clinical evidence changes and are approved by the Quality Improvement and Health Equity Transformation Committee. In fact, a review is conducted at least monthly to identify new additions or modifications. On an annual basis, Preventive Health Guidelines are distributed to Providers at MolinaHealthcare.com/OhioProviders (or when changes are made during the year) and the Provider Manual. Notification of the availability of the Preventive Health Guidelines is published in the Molina Provider Newsletter.

Health Management and Care Management

The Molina Health Management and Care Management Programs provide for the identification, assessment, stratification and implementation of appropriate interventions for Members with chronic diseases.

For additional information, please refer to the VII. Utilization Management and IX. Care Coordination/Care Management section of this Provider Manual.

G. Measurement of Clinical and Service Quality

Molina monitors and evaluates the quality of care and services provided to Members through the following mechanisms:

- Healthcare Effectiveness Data and Information Set (HEDIS®)
- Consumer Assessment of Healthcare Providers and Systems (CAHPS®)
- Behavioral Health Satisfaction Assessment
- Provider Satisfaction Survey
- Effectiveness of Quality Improvement Activities

Molina evaluates continuous performance according to, or in comparison with, objectives, measurable performance standards and benchmarks at the national, regional, and/or the local/health plan level.

Contracted Providers and facilities must allow Molina to use its performance data collected in accordance with the Provider's or facility's contract. The use of performance data may include but is not limited to, the following: (1) development of Quality Improvement activities; (2) public reporting to consumers; (3) preferred status designation in the network; (4) and/or reduced Member cost-sharing (if applicable).

Molina's most recent results can be obtained from your local Molina Quality Department or by visiting our website at MolinaHealthcare.com.

Healthcare Effectiveness Data and Information Set (HEDIS®)

Molina utilizes the NCQA HEDIS® as a measurement tool to provide a fair and accurate assessment of specific aspects of managed care organization performance. HEDIS® is an annual activity conducted in the spring. The data comes from on-site medical record reviews and available administrative data. All reported measures must follow rigorous specifications and are externally audited to assure continuity and comparability of results. The HEDIS® measurement set currently includes a variety of health care aspects, including immunizations, obstetric and gynecological health screening, diabetes care, well check-ups, medication use and cardiovascular disease.

HEDIS® results are used in a variety of ways. The results are used to evaluate the effectiveness of multiple quality improvement activities and clinical programs. The standards are based on established clinical guidelines and protocols, providing a firm foundation to measure the effectiveness of these programs.

Selected HEDIS® results are provided to federal and state regulatory agencies and accreditation organizations. The data is also used to compare against established health plan performance benchmarks.

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

CAHPS® is the tool used by Molina to summarize Member satisfaction with Providers, health care and service they receive. CAHPS® examines specific measures, including Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Coordination of Care, Customer Service, Rating of Health Care, and Getting Needed Prescription Drugs (for Medicare). The CAHPS® survey is administered annually in the spring to randomly selected Members by an NCQA-certified vendor.

CAHPS® results are used in much the same way as HEDIS® results; only the focus is on the service aspect of care rather than clinical activities. They form the basis for several of Molina's quality improvement activities and are used by external agencies to help ascertain the quality of services being delivered.

Behavioral Health Satisfaction Assessment

Molina obtains feedback from Members about their experience, needs and perceptions of accessing behavioral health care services. This feedback is collected at least annually to understand how our Members rate their experiences in getting treatment, communicating with their clinicians, receiving treatment and information from the plan, among other areas.

Provider Satisfaction Survey

Recognizing that HEDIS® and CAHPS®/Qualified health plan Enrollee Experience Survey both focus on Member experience with health care Providers and health plans, Molina

conducts a Provider Satisfaction Survey annually. The results from this survey are very important to Molina, as this is one of the primary methods used to identify improvement areas pertaining to the Molina Provider network. The survey results have helped establish improvement activities relating to Molina's specialty network, inter-Provider communications and pharmacy authorizations. This survey is fielded to a random sample of Providers each year. If your office is selected to participate, please take a few minutes to complete and return the survey.

Effectiveness of Quality Improvement Initiatives

Molina monitors the effectiveness of clinical and service activities through metrics selected to demonstrate clinical outcomes and service levels. The plan's performance is compared to that of available national benchmarks indicating "best practices." The evaluation includes an assessment of clinical and service improvements on an ongoing basis. Results of these measurements guide activities for the successive periods.

In addition to the methods described above, Molina also compiles complaint and appeals data as well as requests for out-of-network services to determine opportunities for service improvements.

What Can Providers Do?

- Ensure patients are up to date with their annual physical exam and preventive health screenings, including related lab orders and referrals to specialists, such as ophthalmology.
- Review the HEDIS® preventive care listing of measures for each patient to determine if anything applicable to your patient's age and/or condition has been missed.
- Check that staff are properly coding all services provided.
- Be sure patients understand what they need to do.

Molina has additional resources to assist Providers and their patients. For access to tools that can assist, please visit the Availity Essentials portal. There are a variety of resources, including HEDIS® CPT/CMS-approved diagnostic and procedural code sheets. To obtain a current list of HEDIS® and CAHPS® Star Rating measures, contact your local Molina Quality Department.

HEDIS® and CAHPS® are both registered trademarks of the National Committee for Quality Assurance (NCQA).

Cultural and Linguistic Appropriate Services

Molina works to ensure all Members receive culturally competent care across the service continuum to reduce health disparities and improve health outcomes. For additional information about Molina's program and services, please see the IV. Provider

Responsibilities, D. Cultural Competency and Linguistics Services section of this Provider Manual.

XIV. Compliance

A. Fraud, Waste and Abuse

Introduction

Molina is dedicated to the detection, prevention, investigation and reporting of potential health care fraud, waste and abuse. As such, Molina's Compliance Department maintains a comprehensive plan which addresses how Molina will uphold and follow state and federal statutes and regulations pertaining to fraud, waste and abuse. The plan also addresses fraud, waste and abuse prevention and detection, along with the education of appropriate employees, vendors, Providers and associates doing business with Molina.

Molina's Special Investigation Unit (SIU) supports Compliance in its efforts to detect, deter and prevent fraud, waste and abuse by conducting investigations aimed at identifying suspect activity and reporting these findings to the appropriate regulatory and/or law enforcement agency.

Mission Statement

Molina regards health care fraud, waste and abuse as unacceptable, unlawful and harmful to the provision of quality health care in an efficient and affordable manner. Molina has, therefore, implemented a plan to detect, prevent, investigate and report suspected health care fraud, waste and abuse in order to reduce healthcare costs and promote quality health care.

Regulatory Requirements

- Federal False Claims Act

  The False Claims Act is a federal statute that covers fraud involving any federally funded contract or program. The act establishes liability for any person who knowingly presents or causes to be presented a false or fraudulent Claim to the U.S. Government for payment.

  The term "knowing" is defined to mean that a person with respect to information:
  - Has actual knowledge of the falsity of information in the Claim;
  - Acts in deliberate ignorance of the truth or falsity of the information in a Claim; or,
  - Acts in reckless disregard of the truth or falsity of the information in a Claim.

The act does not require proof of a specific intent to defraud the U.S. government. Instead, health care Providers can be prosecuted for a wide variety of conduct that leads to the submission of fraudulent Claims to the government, such as knowingly making false statements, falsifying records, double-billing for items or services, submitting bills for services never performed or items never furnished or otherwise causing a false Claim to be submitted.

- Deficit Reduction Act

  The Deficit Reduction Act (DRA) aims to cut fraud, waste and abuse from the Medicare and Medicaid programs.

  As a contractor doing business with Molina, Providers and their staff have the same obligation to report any actual or suspected violation of fraud, waste, or abuse. Entities must have written policies that inform employees, contractors and agents of the following:
  - The Federal False Claims Act and state laws pertaining to submitting false Claims
  - How Providers will detect and prevent fraud, waste and abuse
  - Employee protection rights as whistleblowers

  These provisions encourage employees (current or former) and others to report instances of fraud, waste, or abuse to the government. The government may then proceed to file a lawsuit against the organization/individual accused of violating the False Claims Act. The whistleblower may also file a lawsuit independently. Cases found in favor of the government will result in the whistleblower receiving a portion of the amount awarded to the government.

  Whistleblower protections state that employees who have been discharged, demoted, suspended, threatened, harassed, or otherwise discriminated against due to their role in disclosing or reporting a false Claim are entitled to all relief necessary to make the employee whole, including:
  - Employment reinstatement at the same level of seniority.
  - Two times the amount of back pay plus interest.
  - Compensation for special damages incurred by the employee as a result of the employer's inappropriate actions.

  Affected entities who fail to comply with the law will be at risk of forfeiting all payments until compliance is met. Molina will take steps to monitor Molina contracted Providers to ensure compliance with the law.

- Anti-Kickback Statute – ("AKS") is a criminal law that prohibits the knowing and willful payment of "remuneration" to induce or reward patient referrals or the generation of business involving any item or service payable by the Federal health care programs (e.g., drugs, supplies, or health care services for Medicare or Medicaid

patients). In some industries, it is acceptable to reward those who refer business to you. However, in the Federal health care programs, paying for referrals is a crime. The statute covers the payers of kickbacks-those who offer or pay remuneration-as well as the recipients of kickbacks-those who solicit or receive remuneration. Molina conducts all business in compliance with Federal and State Anti-Kickback Statutes (AKS) statutes and regulations and Federal and State marketing regulations. Providers are prohibited from engaging in any activities covered under this statute.

What is AKS?

AKS statutes and regulations prohibit paying or receiving anything of value to induce or reward patient referrals or the generation of business involving any item or service payable by Federal and State health care programs. The phrase "anything of value" can mean cash, discounts, gifts, excessive compensation, contracts not at fair market value, etc. **Examples** of prohibited AKS actions include a health care Provider who is compensated based on patient volume or a Provider who offers remuneration to patients to influence them to use their services.

Under **Molina's policies**, Providers may not offer, solicit an offer, provide, or receive items of value of any kind that are intended to induce referrals of Federal health care program business. Providers must not, directly or indirectly, make or offer items of value to any third party for the purpose of obtaining, retaining, or directing our business. This includes giving favors, preferential hiring or anything of value to any government official.

Marketing Guidelines and Requirements

Providers must conduct all marketing activities in accordance with the relevant contractual requirements and marketing statutes and regulations – both State and Federal.

Under **Molina's policies**, Marketing means any communication to a beneficiary who is not enrolled with Molina that can reasonably be interpreted as intended to influence the beneficiary to enroll with Molina's Medicaid, Marketplace, or Medicare products. This also includes communications that can be interpreted to influence a beneficiary to not enroll in or to disenroll from another Health Plan's products.

Restricted marketing activities vary from state-to-state but generally relate to the types and forms of communications that health plans, Providers and others can have with Members and prospective Members. Examples of such communications include those related to enrolling Members, Member outreach and other types of communications.

- Stark Statute –The Physicians Self-Referral Law (Stark Law) prohibits physicians from referring patients to receive "designated health services" payable by Medicare or Medicaid from entities with which the physician or an immediate family member has a financial relationship, unless an exception applies. Financial relationships include both ownership/investment interests and compensation arrangements. The Stark law prohibits the submission, or causing the submission, of Claims in violation of the law's restrictions on referrals. "Designated health services" are identified in the Physician Self-Referral Law [42 U.S.C. § 1395nn].

- Sarbanes-Oxley Act of 2002 – Requires certification of financial statements by both the Chief Executive Officer and the Chief Financial Officer. The Act states that a corporation must assess the effectiveness of its internal controls and report this assessment annually to the Securities and Exchange Commission.

Definitions

Fraud: means an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to themselves or some other person. It includes any act that constitutes fraud under applicable federal or state law. (42 CFR § 455.2)

Waste: means health care spending that can be eliminated without reducing the quality of care. Quality waste includes overuse, underuse and ineffective use. Inefficiency waste includes redundancy, delays and unnecessary process complexity. An example would be the attempt to obtain reimbursement for items or services where there was no intent to deceive or misrepresent; however, the outcome results in poor or inefficient billing methods (e.g., coding), causing unnecessary costs to state and federal health care programs.

Abuse: means Provider practices that are inconsistent with sound fiscal, business, or medical practices and result in unnecessary costs to state and federal health care programs or in reimbursement for services that are not Medically Necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary costs to state and federal health care programs. (42 CFR § 455.2)

Examples of Fraud, Waste and Abuse by a Provider

The types of questionable Provider schemes investigated by Molina include but are not limited to the following:

- A Provider knowingly and willfully refers a Member to health care facilities in which or with which the Provider has a financial relationship.
- Altering Claims and/or medical record documentation in order to get a higher level of reimbursement.

- Balance billing a Molina Member for Covered Services. This includes asking the Member to pay the difference between the discounted and negotiated fees and the Provider's usual and customary fees.
- Billing and providing services to Members that are not Medically Necessary.
- Billing for services, procedures and/or supplies that have not been rendered.
- Billing under an invalid place of service in order to receive or maximize reimbursement.
- Completing certificates of Medical Necessity for Members not personally and professionally known by the Provider.
- Concealing a Member's misuse of a Molina identification card.
- Failing to report a Member's forgery or alteration of a prescription or other medical document.
- False coding in order to receive or maximize reimbursement.
- Inappropriate billing of modifiers in order to receive or maximize reimbursement.
- Inappropriately billing a procedure that does not match the diagnosis in order to receive or maximize reimbursement.
- Knowingly and willfully soliciting or receiving payment of kickbacks or bribes in exchange for referring patients.
- Not following an incident to billing guidelines in order to receive or maximize reimbursement.
- Overutilization.
- Participating in schemes that involve collusion between a Provider and a Member that result in higher costs or charges.
- Questionable prescribing practices.
- Unbundling services in order to get more reimbursement, which involves separating a procedure into parts and charging for each part rather than using a single global code.
- Underutilization: means failing to provide services that are Medically Necessary.
- Upcoding: when a Provider does not bill the correct code for the service rendered and instead uses a code for a like service that costs more.
- Using the adjustment payment process to generate fraudulent payments.

Examples of Fraud, Waste and Abuse by a Member

The types of questionable Member schemes investigated by Molina include, but are not limited to, the following:

- Benefit sharing with persons not entitled to the Member's benefits
- Conspiracy to defraud state and federal health care programs
- Doctor shopping: occurs when a Member consults a number of Providers for the purpose of inappropriately obtaining services
- Falsifying documentation in order to get services approved
- Forgery related to health care

- Prescription diversion: occurs when a Member obtains a prescription from a Provider for a condition that they do not suffer from, and the Member sells the medication to someone else

Review of Provider Claims and Claims System

Molina Claims Examiners are trained to recognize unusual billing practices and to detect fraud, waste and abuse. If the Claims Examiner suspects fraudulent, abusive, or wasteful billing practices, the billing practice is documented and reported to the Compliance Department.

The Claims payment system utilizes system edits and flags to validate those elements of Claims that are billed in accordance with standardized billing practices, ensure that Claims are processed accurately, and ensure that payments reflect the service performed as authorized.

Molina performs auditing to ensure the accuracy of data input into the Claims system. The Claims Department conducts regular audits to identify system issues or errors. If errors are identified, they are corrected, and a thorough review of system edits is conducted to detect and locate the source of the errors.

Prepayment Fraud, Waste and Abuse Detection Activities

Through the implementation of Claims edits, Molina's Claims payment system is designed to audit Claims concurrently in order to detect and prevent paying Claims that are inappropriate.

Molina has a pre-payment Claims auditing process that identifies frequent correct coding billing errors, ensuring that Claims are coded appropriately according to state and federal coding guidelines. Code edit relationships and edits are based on guidelines from specific State Medicaid Guidelines, Centers for Medicare & Medicaid Services (CMS), Federal CMS guidelines, AMA and published specialty-specific coding rules. Code Edit Rules are based on information received from the National Physician Fee Schedule Relative File (NPFS), the Medically Unlikely Edit (MUE) table, the National Correct Coding Initiative (NCCI) files, Local Coverage Determination/National Coverage Determination (LCD/NCD) and state-specific policy manuals and guidelines as specified by a defined set of indicators in the Medicare Physician Fee Schedule Data Base (MPFSDB).

Additionally, Molina may, at the request of a state program or at its own discretion, subject a Provider to prepayment reviews, whereupon Provider is required to submit supporting source documents that justify an amount charged. Where no supporting documents are provided or insufficient information is provided to substantiate a charge, the Claim will be denied until such time that the Provider can provide sufficient accurate support.

Post-payment Recovery Activities

The terms expressed in this section of this Provider Manual are incorporated into the Provider Agreement and are intended to supplement, rather than diminish, any and all other rights and remedies that may be available to Molina under the Provider Agreement or at law or equity.

In the event of any inconsistency between the terms expressed here and any terms expressed in the Provider Agreement, the parties agree that Molina shall, in its sole discretion, exercise the terms that are expressed in the Provider Agreement, the terms that are expressed here, its rights under law and equity, or some combination thereof.

The Provider will provide Molina, governmental agencies and their representatives or agents access to examine, audit, and copy any and all records deemed by Molina, in Molina's sole discretion, necessary to determine compliance with the terms of the Provider Agreement, including for the purpose of investigating potential fraud, waste and abuse. Documents and records must be readily accessible at the location where Provider provides services to any Molina Members. Auditable documents and records include, but are not limited to, medical charts, patient charts, billing records and coordination of benefits information. Production of auditable documents and records must be provided in a timely manner, as requested by Molina, and without charge to Molina. In the event Molina identifies fraud, waste, or abuse, the Provider agrees to repay funds, or Molina may seek recoupment.

If a Molina auditor is denied access to Provider's records, all of the Claims for which the Provider received payment from Molina are immediately due and owing. If the Provider fails to provide all requested documentation for any Claim, the entire amount of the paid Claim is immediately due and owing. Molina may offset such amounts against any amounts owed by Molina to Provider. The Provider must comply with all requests for documentation and records timely (as reasonably requested by Molina) and without charge to Molina. Claims for which the Provider fails to furnish supporting documentation during the audit process are not reimbursable and are subject to chargeback.

Provider acknowledges that HIPAA specifically permits a covered entity, such as Provider, to disclose protected health information for its own payment purposes (see 45 CFR 164.502 and 45 CFR 164.501). Provider further acknowledges that in order to receive payment from Molina, Provider is required to allow Molina to conduct audits of its pertinent records to verify the services performed and the payment claimed and that such audits are permitted as a payment activity of Provider under HIPAA and other applicable privacy laws.

Reporting Fraud, Waste and Abuse

If you suspect cases of fraud, waste, or abuse, you must report it by contacting the Molina AlertLine. AlertLine is an external telephone and web-based reporting system hosted by NAVEX Global, a leading Provider of compliance and ethics hotline services. AlertLine telephone and web-based reporting are available 24 hours a day, seven days a week, 365 days a year.

When you make a report, you can choose to remain confidential or anonymous. If you choose to call AlertLine, a trained professional at NAVEX Global will note your concerns and provide them to the Molina Compliance Department for follow-up. If you elect to use the web-based reporting process, you will be asked a series of questions concluding with the submission of your report. Reports to AlertLine can be made from anywhere within the United States with telephone or Internet access.

Molina AlertLine can be reached toll-free at (866) 606-3889, or you may use the service's website to make a report at any time at MolinaHealthcare.Alertline.com.

You may also report cases of fraud, waste, or abuse to Molina's Compliance Department. You have the right to have your concerns reported anonymously without fear of retaliation.

Molina Healthcare of Ohio
Attn: Compliance
PO Box 349020
3000 Corporate Exchange Drive
Columbus, OH 43234

Remember to include the following information when reporting:

- Nature of complaint.
- The names of individuals and/or entities involved in suspected fraud and/or abuse, including address, phone number, Molina Member ID number and any other identifying information.

Medicaid Fraud, Waste and Abuse:

Suspected fraud, waste and abuse may also be reported directly to the state. If you suspect that a Medicaid recipient has committed fraud or abuse and would like to report it, please contact the CDJFS in which the beneficiary resides. The number can be found in the CDJFS directory at jfs.ohio.gov/county/ county_directory.pdf or in the telephone book under "County Government." If you are unable to locate the number, please call the Ohio Department of Job and Family Services General Information Customer Service number at (877) 852-0010 for assistance.

Additional reporting may be made to the following state entities:

Ohio Department of Medicaid (ODM) (614) 466-0722 or at

medicaid.ohio.gov/RESOURCES/HelpfulLinks/ReportingSuspectedMedicaidFraud.aspx

Office of the Ohio Attorney General, Medicaid Fraud Control Unit (MFCU) (800) 642-2873 or at ohioattorneygeneral.gov/Individuals-and-Families/Victims/Submit-a-Tip/Report-Medicaid-Fraud

Ohio Department of Job and Family Services (614) 752-3222 or at jfs.ohio.gov/fraud/index.stm

The Ohio Auditor of State (AOS) (866) FRAUD-OH or by email at fraudohio@ohioauditor.gov

If you suspect a Provider to have committed fraud or abuse of the Medicaid program or have specific knowledge of corrupt or deceptive practices by a Provider, you should contact the Ohio Attorney General's Medicaid Fraud Control Unit at (614) 466-0722 or the Attorney General's Help Center at (800) 282-0515.

B. Claim Auditing

Molina shall use established industry Claims adjudication and/or clinical practices, state and federal guidelines and/or Molina's policies and data to determine the appropriateness of the billing, coding and payment.

Provider acknowledges Molina's right to conduct pre and post-payment billing audits. Provider shall cooperate with Molina's Special Investigations Unit and any audits of Claims and payments by providing access at reasonable times to requested Claims information, Provider's charging policies and other related data as deemed relevant to support the transactions billed. Additionally, Providers are required, by contract and in accordance with the Provider Manual, to submit all supporting medical records/documentation as requested. Failure to do so in a timely manner may result in an audit failure and/or denial, resulting in an overpayment.

In reviewing medical records for a procedure, Molina reserves the right and where unprohibited by regulation, to select a statistically valid random sample or a smaller subset of the statistically valid random sample. This gives an estimate of the proportion of Claims that Molina paid in error. The estimated proportion, or error rate, may be extrapolated across all Claims to determine the amount of overpayment.

Provider audits may be telephonic, an on-site visit, internal Claims review, client-directed/regulatory investigation and/or compliance reviews and may be vendor assisted. Molina asks that you provide Molina, or Molina's designee, during normal business hours, access to examine, audit, scan and copy any and all records necessary to determine compliance and accuracy of billing.

If Molina's Special Investigations Unit suspects that there is fraudulent or abusive activity, Molina may conduct an on-site audit without notice. Should you refuse to allow access to your facilities, Molina reserves the right to recover the full amount paid or due to you.

Provider Education

When Molina identifies through an audit or other means a situation with a Provider (e.g., coding, billing) that is either inappropriate or deficient, Molina may determine that a Provider education visit is appropriate.

Molina will notify the Provider of the deficiency and will take steps to educate the Provider, which may include the Provider submitting a corrective action plan (CAP) to Molina addressing the issues identified and how it will cure these issues moving forward.

XV. Members' Rights and Responsibilities

A. Rights and Responsibilities

Providers must cooperate with the rights and responsibilities of Molina Members as outlined in the Molina Member Handbook and on the Molina website.

The Member Handbook is provided to Members annually and is hereby incorporated into this Provider Manual. The most current Member Handbook can be found on the Member pages of Molina's website.

The most current Member Rights and Responsibilities can be found on the Member pages of Molina's Member website..

State and federal law require that health care Providers and health care facilities recognize Member rights while the Members are receiving medical care and that Members respect the health care Provider's or health care facility's right to expect certain behavior on the part of the Members.

For additional information, please contact Molina at (855) 322-4079, Monday through Friday, from 7 a.m. to 8 p.m. EST. TTY users, please call 711.

Second Opinions

If Members do not agree with their Providers' plan of care, they have the right to a second opinion from another Provider. Members should call Member Services to find out how to get a second opinion. Second opinions may require Prior Authorization.

B. Open Access Health Care Services

Members must receive services covered by Molina from facilities and/or Providers on Molina's panel. Members may use Providers that are not on Molina's panel for the following services:

- Federally qualified health centers/rural health clinics
- Qualified family planning Providers
- Community mental health centers
- Ohio Department of Mental Health and Addiction Services (ODMHAS) facilities which are Medicaid Providers
- Emergency Services
- Services prior authorized by Molina

XVI. Pharmacy

Please refer to Section IV. Provider Responsibilities for more information on the SPBM program.

A. Drug Formulary

Please reference Section XI. Next Generation Managed Care Program of this Provider Manual for more information about the SPBM Program or visit the Gainwell website at spbm.medicaid.ohio.gov. The Unified Preferred Drug List is available online at medicaid.ohio.gov/stakeholders-and-partners/phm/unified-pdl.

B. Carved Out Drugs

Certain covered injectable drugs and biological products are carved out from Managed Care Organization (MCO) coverage. They are reimbursed as part of the Fee-for-Service (FFS) medical benefit for all FFS and MCO enrollees. To learn more visit the ODM Carved Out Drugs page.

XVII. Risk Adjustment Management Program

What is Risk Adjustment?

The Centers for Medicare & Medicaid Services (CMS) defines Risk Adjustment as a process that helps accurately measure the health status of a plan's membership based on medical conditions and demographic information.

This process helps ensure health plans receive accurate payment for services provided to Molina Members and prepares for resources that may be needed in the future to treat Members who have multiple clinical conditions.

Why is Risk Adjustment Important?

Molina relies on our Provider Network to care for our Members based on their health care needs. Risk Adjustment considers numerous clinical data elements of a Member's health profile to determine documentation gaps from past visits and identifies opportunities for gap closure for future visits. In addition, Risk Adjustment allows us to:

- Focus on quality and efficiency.
- Recognize and address current and potential health conditions.
- Identify Members for Care Management referral.
- Ensure adequate resources for the acuity levels of Molina Members.
- Have the resources to deliver the highest quality of care to Molina Members.

Interoperability

The Provider agrees to deliver relevant clinical documents (Clinical Document Architecture (CDA) or Continuity of Care Document (CCD) format) at encounter close for Molina Members by using one of the automated methods available and supported by Provider's Electronic Medical Records (EMR), including, but not limited to, Epic Payer Platform, Direct Protocol, Secure File Transfer Protocol (sFTP), query or Web service interfaces such as Simple Object Access Protocol (External Data Representation) or Representational State Transfer (Fast Healthcare Interoperability Resource). The CDA or CCD documents should include signed clinical notes or conform with the United States Core Data for Interoperability (USCDI) common data set and Health Level 7 (HL7) Consolidated Clinical Data Architecture (CCDA) standard.

The Provider will also enable the HL7 v2 Admission/Discharge/Transfer (ADT) feed for all patient events for Molina Members to the interoperability vendor designated by Molina.

The Provider will participate in Molina's program to communicate Clinical Information using the Direct Protocol. Direct Protocol is the Health Insurance Portability and Accountability Act (HIPAA) compliant mechanism for exchanging health care information that is approved by the Office of the National Coordinator for Health Information Technology (ONC).

- If the Provider does not have a Direct Address, the Provider will work with its EMR vendor to set up a Direct Account, which also supports the Centers for Medicare & Medicaid Services (CMS) requirement of having the Provider's Digital Contact Information added in the National Plan and Provider Enumeration System (NPPES).
- If Provider's EMR does not support the Direct Protocol, the Provider will work with Molina's established interoperability partner to get an account established.

The Provider's Role

As a Provider, complete and accurate documentation in a medical record is critical to a Member's quality of care. We encourage Providers to record all diagnoses to the

highest specificity. This will ensure Molina receives adequate resources to provide quality programs to you and our Members.

For a complete and accurate medical record, all Provider documentation must:

- Address clinical data elements (e.g., a diabetic patient needs an eye exam or multiple comorbid conditions) provided by Molina and reviewed with the Member.
- Be compliant with the CMS National Correct Coding Initiative (NCCI).
- Use the correct ICD-10 code by documenting the condition to the highest level of specificity.
- Only use diagnosis codes confirmed during a Provider visit with the Member. The visit may be face-to-face or telehealth, depending on the state or CMS requirements.
- Contain a treatment plan and progress notes.
- Contain the Member's name and date of service.
- Have the physician's signature and credentials.

Contact Information

For questions about Molina's Risk Adjustment Programs, please contact your Molina Provider Relations Team.

XVIII. Delegation

Delegation is a process that gives another entity the ability to perform specific functions on behalf of Molina. Molina may delegate:

- Utilization Management
- Credentialing and Recredentialing (Medicaid and MyCare Ohio lines of business are excluded)
- Sanction Monitoring for employees and contracted staff at all levels
- Claims Administration
- Complex Case Management
- Other clinical and administrative functions

When Molina delegates any clinical or administrative functions, Molina remains responsible to external regulatory agencies and other entities for the performance of the delegated activities, including functions that may be sub-delegated. To become a delegate, the Provider/Accountable Care Organization (ACO)/vendor must be in compliance with Molina's established delegation criteria and standards. Molina's Delegation Oversight Committee (DOC) or other designated committee must approve all delegation and sub-delegation arrangements. To remain a delegate, the Provider/ACO/vendor must maintain compliance with Molina's standards and best practices.

Delegation Reporting Requirements

Delegated entities contracted with Molina must submit monthly and quarterly reports. Such reports will be determined by the function(s) delegated and reviewed by Molina Delegation Oversight staff for compliance with performance expectations within the timeline indicated by Molina.

Corrective Action Plans and Revocation of Delegated Activities

If it is determined that the delegate is out of compliance with Molina's guidelines or regulatory requirements, Molina may require the delegate to develop a corrective action plan designed to bring the delegate into compliance. Molina may also revoke delegated activities if it is determined that the delegate cannot achieve compliance or if Molina determines that is the best course of action.

If you have additional questions related to delegated functions, please contact your Molina Contract Manager.