

# Molina Healthcare of Wisconsin, Inc. & My Choice Wisconsin Integration Updates

---

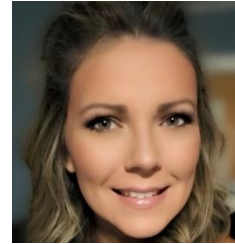
June 20, 2024



# Welcome & Agenda

---

- **Welcome**
- **Integration Status Update**
- **Provider Changes & Resources**
- **Toolkit for Integration Success**
- **Questions**



**Christina Weickardt**  
Director, Provider Contracts



**Nicole Pagliaro**  
Director, Provider Services



**Allie Govek**  
Manager, Provider Relations

# Integration Status Update

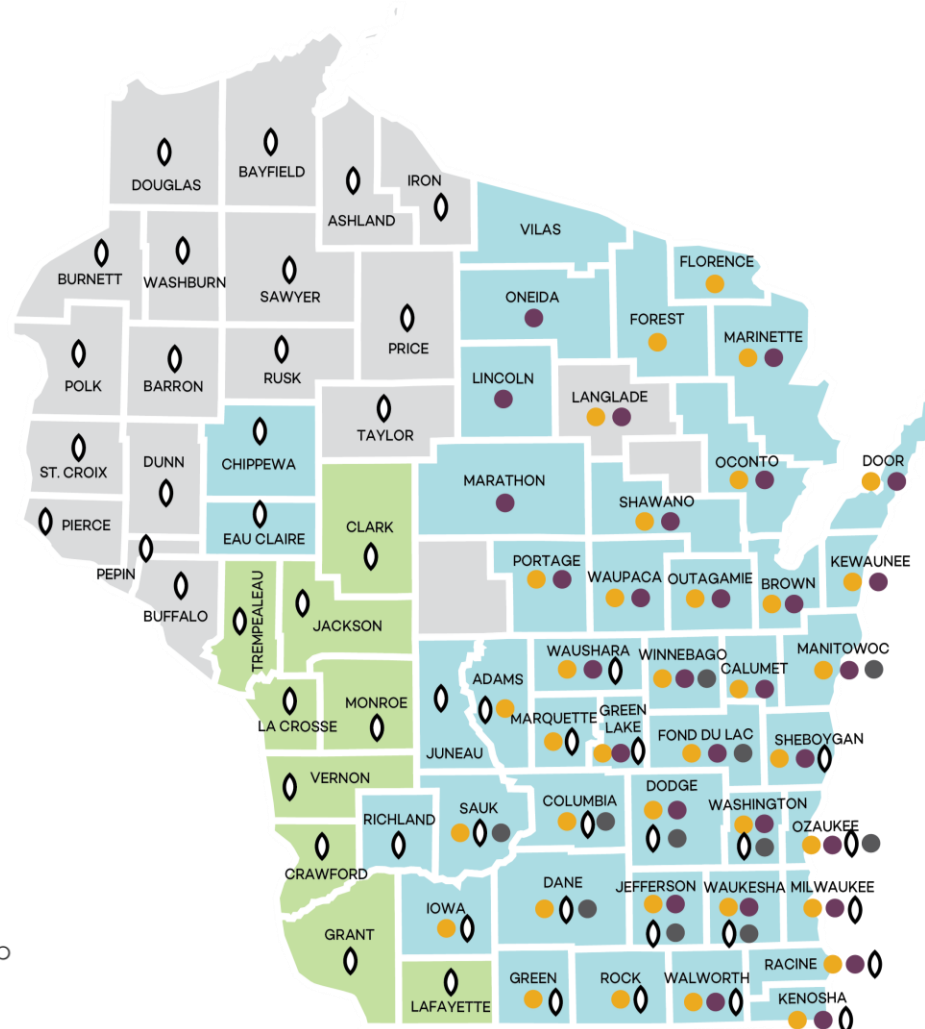


# Molina & My Choice Integration Updates

- Molina Healthcare of WI purchased My Choice WI in September 2023.
- Expands our footprint across the State to all government-sponsored programs.
- Goals are to minimize provider impact and maintain proactive transparency

## Map Key

- Medicaid SSI and BadgerCare Plus
- Medicaid SSI only
- Medicare
- Marketplace
- ◊ My Choice Wisconsin Family Care
- My Choice Wisconsin Family Care Partnership Products



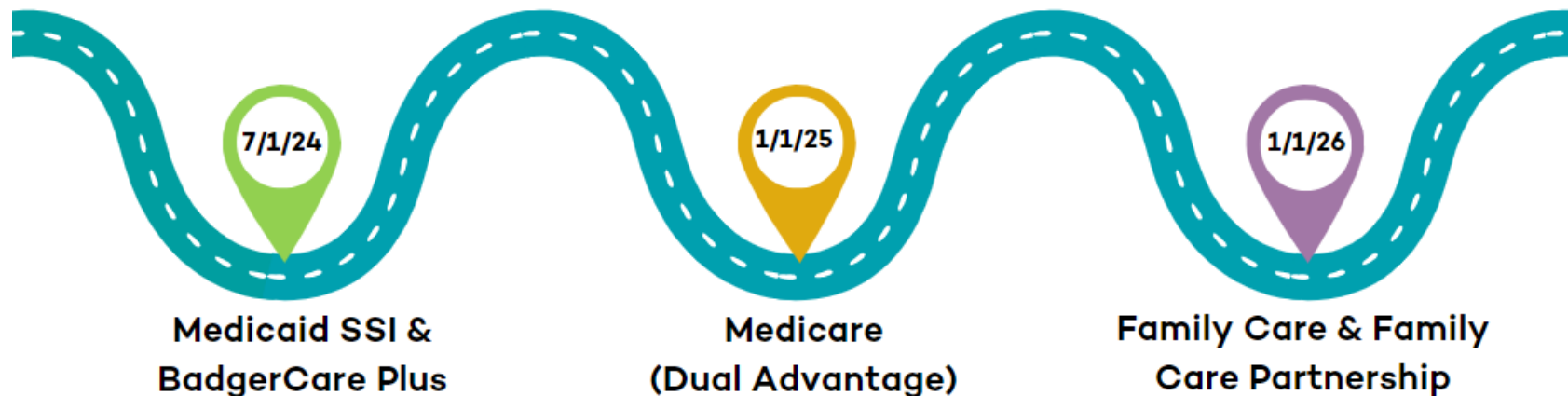
# Integration Timeline & Key Changes

## Current focus: Medicaid SSI and BadgerCare Plus integration (July 1 2024)

- My Choice data transferring to Molina's systems to ensure accurate Provider Online Directory
- Providers will begin using Molina's **Availity** portal for SSI/BC+ after July 1.
  - General Training Available [6/26](#), [7/2](#); Appeals Training [7/8](#)

## Future focus: Medicare/Family Care/Family Care Partnership integration (2025 and 2026)

### Timeline

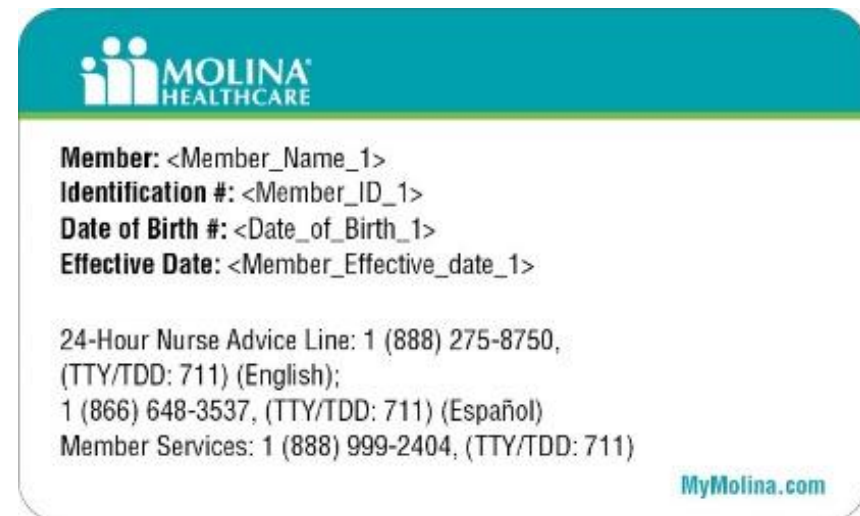


*\*Integration dates for Medicare, Family Care, and Family Care Partnership are subject to change. Molina will provide updated timelines as they become available.*

# ID Cards and Member Eligibility

Effective July 1, ForwardHealth will show Molina as insurer for Medicaid SSI and BC+.

- Make sure to update eligibility in your systems.
- Members may present with Molina-issued ID card or ForwardHealth ID cards.



# Other Operational Changes

- **Provider Online Directory:** All participating providers will be listed in Molina's provider online directory (POD) for BC+ & SSI effective 6/30.
- **Molina Case/Care Management** will assume responsibility and oversight for all Medicaid BC+ & SSI members, including those moving over from My Choice.
- **Primary Care Provider (PCP) Assignment:** Existing My Choice member PCPs will carry over where possible.
  - You may see an increase in members assigned to your group/clinic.
  - Members can see any in-network provider regardless of their PCP assignment.
  - Members can change their PCP assignment at any time by calling Molina.
- **Vision and dental vendor changes – BC+ and SSI only**
  - Herslof (Vision)
  - Skygen (Dental)

# Provider Changes & Resources





# Contracting Processes

- No action is needed for providers already contracted with Molina or legacy My Choice for Medicaid BC+ & SSI.
- If adjustments to legacy My Choice contracts are required, the Molina contracting team has or will contact you.

## Contracted with both **Molina** and **Trilogy/My Choice**?

Molina contracts will be maintained as they currently exist to minimize changes to the claims payment process and reduce integration issues.

## Contracted with **Trilogy (BC+)** or **My Choice only**?

No action is typically necessary. Should any contract terms with Trilogy/My Choice conflict with Molina claims system (QNXT), we will reach out.

## Contracted with **Molina only**?

No action needed.

**NOTE: This applies to Trilogy providers for BadgerCare Plus only.**

# Provider Credentialing

## Existing Providers

- **Credentialing:** We have combined functions to reduce provider burden.
  - If you've been credentialed with My Choice within the past 3 years, no action is needed unless you've already been contacted.
  - Providers must be Medicaid-certified and credentialed before rendering services.
- **Recredentialing:** At the next recredentialing cycle, providers will recredential with Molina.

## Adding New Providers or Facilities – *New Process*

- Molina has resumed responsibility for all credentialing activities, meaning for any new providers or facilities, you only need to complete one application and return it to [MHWIPProviderNetworkManagement@MolinaHealthcare.com](mailto:MHWIPProviderNetworkManagement@MolinaHealthcare.com).
  - [Facility Application](#)
    - *Note: Additional info required for LTSS & LTC facilities*
  - [Practitioner Application](#)
  - [CAQH Checklist – Practitioners](#)

NEW! One process for all Molina & My Choice credentialing for all lines (SSI, BC+, Medicare, Family Care and Family Care Partnership)!

## How to Get Credentialed

Complete a credentialing application for the [provider](#) or [facility](#) and return it to Molina.

If participating in CAQH, complete the [CAQH checklist](#) in place of a credentialing application and email it to [MHWIPProviderNetworkManagement@MolinaHealthcare.com](mailto:MHWIPProviderNetworkManagement@MolinaHealthcare.com).

Participate in a Delegated Services Agreement (DSA) – executed at the time of contracting.

Providers will be notified of the credentialing outcome as soon as the process has been completed.

# Prior Authorizations, Claims & Billing

## Authorizations

- All authorizations spanning the 7/1 integration will be integrated into Molina's system.
  - Providers do not have to resubmit an open authorization.
- Effective 7/1 and after, Molina prior auth guidelines must be followed for Medicaid SSI/BC+.
  - Auths can be submitted to Molina via Availity or fax.
- Visit our website for a [Prior Auth Guide](#) (with our UM #) and [Auth Code Look Up Tool](#).

## Claims & Billing

To be reimbursed for dates of service on 7/1 and after:

- Send all Medicaid BC+ & SSI claims to **Molina**.
- Submit **properly-coded, clean** claims.
  - *Molina follows DHS ForwardHealth billing and coding guidelines for Medicaid.*
- Submit claims through **EDI, Availity, or paper postal mail** channels.
  - *Molina uses SSI ClaimsNet LLC as our primary Clearinghouse.*
- For dual enrollees between Molina and My Choice, claims will automatically cross over internally, you do not need to resubmit.



EDI / EFT  
Payer ID  
**ABRI1**

# Toolkit for Integration Success



# Medicaid Integration Summary

## Dates of Service 6/30 & Before

**My Choice manages operations** for My Choice BC+, SSI, Medicare, Family Care & Family Care Partnership.

**Molina manages operations** for Molina BC+, SSI, Marketplace, and Medicare.

### On 7/1

**Forward Health eligibility will change** for My Choice Medicaid SSI/BC+ members from My Choice to Molina.

**Open auths for My Choice SSI/BC+ members will move over to Molina systems** for further processing and maintenance. No provider action needed.

## Dates of Service 7/1 & After

**Molina facilitates all Medicaid BC+ & SSI activities, including legacy My Choice.** All new auths, claims processing, appeals, etc. should be sent to Molina for Medicaid SSI/BC+ members for dates of service 7/1 and after.

**My Choice Medicare, Family Care, and Family Care Partnership processes stay in place.** No changes.

**My Choice will continue to process legacy SSI/BC+ claims/appeals/etc.** for dates of service 6/30 and prior.

# Training & Onboarding Opportunities

- Molina and My Choice are here to support you throughout this transition!
- Check out our integration [website](#) to sign up and mark your calendar.

## Got a question about the integration?

Drop in - we're here to help!

If you have any questions/concerns related to the upcoming July 1, 2024 integration, please feel free to drop-in to these meetings. Our friendly Provider Relations team will be happy to help!

- [Monday, June 24, 8:30–9:30 a.m.](#)
- [Friday, June 28, 12–1 p.m.](#)
- [Monday, July 1, 9-10 a.m.](#)
- [Wednesday, July 3, 2–3 p.m.](#)
- [Friday, July 5, 10:30–11:30 a.m.](#)
- [Tuesday, July 9, 4–5 p.m.](#)
- [Thursday, July 11, 9:30–10:30 a.m.](#)
- [Monday, July 15, 12–1 p.m.](#)
- [Thursday, July 18, 2:30–3:30 p.m.](#)
- [Monday, July 22, 8:30–9:30 a.m.](#)
- [Friday, July 26, 3–4 p.m.](#)
- [Monday, July 29, 11:30–12:30 p.m.](#)

## Provider Orientation

Join us for a provider orientation and onboarding session, including a high-level overview of Molina, important resources, and more!

- [Friday, June 21, 2–3 p.m.](#)
- [Tuesday, June 25, 3:30–4:30 p.m.](#)
- [Thursday, June 27, 10–11 a.m.](#)
- [Wednesday, July 3, 9-10 a.m.](#)
- [Friday, July 12, 8:30–9:30 a.m.](#)
- [Tuesday, July 16, 4–5 p.m.](#)
- [Wednesday, July 24, 11 a.m. –12 p.m.](#)

## Availity trainings

Molina's provider portal

Availity Essentials Overview:

- [Wednesday, June 26, 12-1 p.m](#)
- [Tuesday, July 2, 1-2 p.m.](#)

Appeals Overview

- [Monday, July 8, 1-2 p.m.](#)

# Provider Resources & Support

## Contact Information:

- For all Medicaid SSI, BC+, and Molina Medicare questions, email us at: [MHWIProviderNetworkManagement@Molinahealthcare.com](mailto:MHWIProviderNetworkManagement@Molinahealthcare.com)
- For all My Choice Medicare, Family Care, and Family Care Partnership questions, email us at: [Shfamcontracts@mychoicewi.org](mailto:Shfamcontracts@mychoicewi.org)
- Provider Contact Center: (855) 326-5059
- Provider Portal: [Availity Provider Portal](#)

## Resources:

- Visit our [Molina/My Choice Wisconsin Integration Updates page](#).
- Provider manuals, forms, clinical policies, and more on Molina's [website](#).
- [EFT/ERA Enrollment Information](#) through ECHO Health
  - We highly recommend setting up your payment preferences prior to 7/1
- [Sign up for email updates](#).

# Know Who to Contact

We've created a [Quick Reference Guide](#) (QRG) to help you know where to go and when based on the line of business.

Program	<b>Molina Medicaid</b>	<b>Molina Medicare</b>	<b>My Choice Wisconsin</b>
	<ul style="list-style-type: none"> <li>• BadgerCare Plus (BC+)</li> <li>• Supplemental Security Income (SSI)</li> </ul>	<ul style="list-style-type: none"> <li>• Molina Medicare Complete Care (HMO D-SNP)</li> <li>• Molina Medicare Choice Care (HMO)</li> </ul>	<ul style="list-style-type: none"> <li>• Medicare Dual Advantage</li> <li>• Family Care</li> <li>• Family Care Partnership</li> </ul>
Claim status	<a href="http://provider.MolinaHealthcare.com">provider.MolinaHealthcare.com</a>	<a href="http://provider.MolinaHealthcare.com">provider.MolinaHealthcare.com</a>	MIDAS portal <a href="http://mfc-midas.com/default.asp">mfc-midas.com/default.asp</a>
Member Services	(888) 999-2404	(855) 315-5663	(800) 963-0035
Provider Services	<ul style="list-style-type: none"> <li>• (855) 326-5059</li> <li>• <a href="mailto:MHWIProviderNetworkManagement@MolinaHealthcare.com">MHWIProviderNetworkManagement@MolinaHealthcare.com</a></li> </ul>	<ul style="list-style-type: none"> <li>• (855) 326-5059</li> <li>• <a href="mailto:MHWIProviderNetworkManagement@MolinaHealthcare.com">MHWIProviderNetworkManagement@MolinaHealthcare.com</a></li> </ul>	<ul style="list-style-type: none"> <li>• (800) 963-0035</li> <li>• <a href="mailto:shfamcontracts@MyChoiceWI.org">shfamcontracts@MyChoiceWI.org</a></li> </ul>
Website	<a href="http://MolinaHealthcare.com/WI-MedicaidProviders">MolinaHealthcare.com/WI-MedicaidProviders</a>	<a href="http://MolinaHealthcare.com/MedicaidProviders">MolinaHealthcare.com/MedicaidProviders</a>	<a href="http://MyChoiceWI.org/">MyChoiceWI.org/</a>
Provider Manual	Molina- Medicaid Provider Manual: <a href="http://MolinaHealthcare.com/WI-ProviderManual">MolinaHealthcare.com/WI-ProviderManual</a>	Molina- Medicare Provider Manual: <a href="http://MolinaHealthcare.com/WI-ProviderManual">MolinaHealthcare.com/WI-ProviderManual</a>	My Choice- Provider Handbook: <a href="http://MyChoiceWI.org/ProviderHandbook">MyChoiceWI.org/ProviderHandbook</a>

Find this QRG and other useful integration resources on our [integration webpage](#).



# Questions?

