



Molina Healthcare / My Choice Medicare Integration Frequently Asked Questions (FAQs)

Updated November 21, 2024

About the Integration

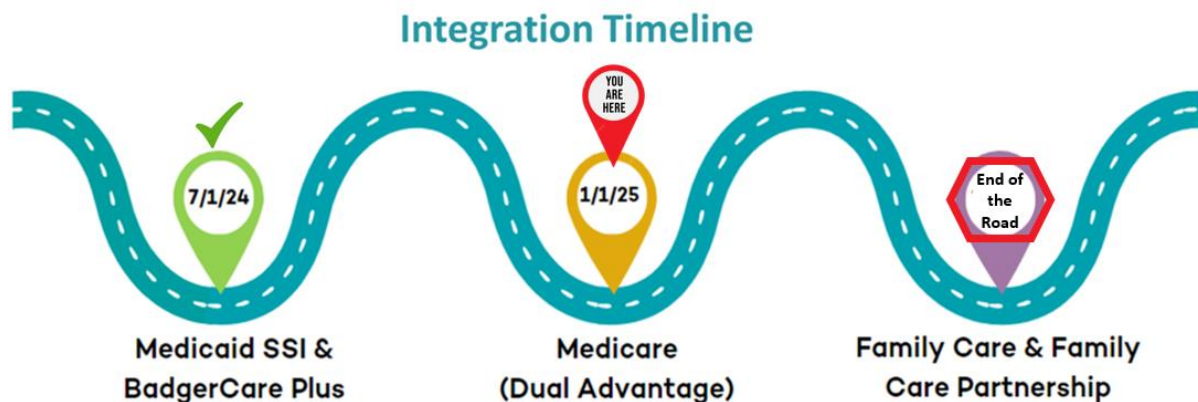
Q: Why did Molina purchase My Choice Wisconsin (My Choice)?

A: Like My Choice, Molina is a mission-driven organization. Molina believes every person, family and community deserves access to high-quality health care regardless of their situation. With the My Choice acquisition, **Molina now offers access to all government-sponsored healthcare programs in Wisconsin***. This allows us to provide even more Wisconsin members with continuity of care at every stage of life. It also allows us to continue My Choice's legacy of community involvement and expand existing, strong relationships with community organizations and providers like you.

**This includes BadgerCare Plus, Medicaid SSI, Marketplace, Medicare, Family Care and Family Care Partnership, and Molina's TMG subsidiary in the IRIS program.*

Q: What is the integration timeline?

A: To minimize the impact to you and your members/patients, our plan is to integrate all My Choice providers and members into the Molina system according to the following staggered timeline:



**Dates are subject to change.*

Q: Will the My Choice Wisconsin brand be retired, and all products be known as Molina?

A: Following the timeline above, our plan is for all My Choice members to eventually fall under the Molina brand. For now, however, the My Choice Wisconsin brand will remain in place for Family Care, Family Care Partnership, and Medicare Dual Advantage (DSNP) plans and be listed as My Choice Wisconsin by Molina Healthcare.



Contracting

Q: What is happening with my contract and all of these integration changes for Medicaid BadgerCare Plus, SSI, and Medicare DSNP?

A: Reference the chart below for expected changes and what to follow when. For more information and details on the processes and administration reference our [integration webpage](#).

	Medicaid BadgerCare Plus & SSI	Medicare DSNP
Legacy Molina agreement only	No changes, continue to follow Molina contract terms and processes.	Molina rates & contract will move to MCW systems for administration; follow MCW processes.
Legacy MCW agreement only	MCW rates & contract moved to Molina systems for administration as of 7/1/2024; follow Molina processes.	No changes, continue to follow MCW contract terms and processes.
Contracted with both Molina & MCW	Molina rates and contract terms took precedence; follow Molina processes and contract terms effective 7/1/2024.	Molina rates and contract terms will take precedence; program will be administered through MCW systems and processes.

Q: Who do I contact with Contracting questions for Medicaid BadgerCare Plus, SSI, or Medicare DSNP?

A: Reach out to our central team at MHWIProviderNetworkManagement@MolinaHealthcare.com. Your request will be reviewed, triaged, and assigned to the appropriate individual for response.

Credentialing

Q: If I am credentialed with Molina or My Choice, do I need to prepare for re-credentialing?

A: **Good news!** Molina and My Choice credentialing functions have been **combined** to reduce the burden on providers contracted with both entities. No action is needed. We will reach out if anything is needed. If you just credentialed within your 3-year credentialing coverage period, you will not have to re-credential with Molina or My Choice until your next period. At your next recredentialing, it will be with Molina.



Operational Changes

Q: When will operational processes change?

A: Changes for the Medicaid BadgerCare Plus and SSI lines line of business have already taken place, effective July 1, 2024. Credentialing processes and changes occurred around that time as well. Changes to the Medicare DSNP plan will be effective January 1, 2025. All Molina Medicare members will become My Choice Wisconsin Members and all activities (authorizations, claim submissions, benefits, care/case management, etc.) will be administered by and follow My Choice guidelines. Medicare members were made aware of this change during Open enrollment.

Q: Which provider portal will we use post-integration?

A: For BadgerCare Plus and Medicaid SSI should use Molina's provider portal partner, [Availity](#). Availity **will not house** information or functionality for Medicare DSNP members under My Choice Wisconsin. You will need to leverage the My Choice Wisconsin resources outlined on the [website](#) for Medicare DSNP, Family Care, and Family Care Partnership activities.

Q: Will my provider data, demographic, billing, and organizational information be shared between Molina and My Choice, or do I need to provide that again?

A: Our goal is to seamlessly share and integrate data between Molina and My Choice systems with minimal impact to providers. We do want to ensure your information is presenting correctly in our Provider Online Directory. If you have any changes, please email MHWPProviderNetworkManagement@MolinaHealthcare.com.

Q: Where do I go for help with provider profile issues (such as incorrect taxonomy # or NPI #, linking clinic locations, etc.)?

A: Our central email of MHWPProviderNetworkManagement@MolinaHealthcare.com is your one stop for provider servicing activities, including demographic and/or provider profile issues! We will triage and get you to the right place to have your issue resolved.

Q: Will provider account representatives be changing from who I currently work with at My Choice Wisconsin?

A: Our goal is to maintain your assigned provider relations representative as much as possible. As the integration process continues, you may see changes in your relationship based on lines of business and where your claims are processing, or additional team members pulled in as we cross-collaborate. If there will be a change of relationship, we will be sure to inform you and make introductions. If you have specific questions about your provider account rep, please reach out anytime to MHWPProviderNetworkManagement@MolinaHealthcare.com, we will get you to the right place.



Claims

Q: Who will process/handle any unresolved Molina Healthcare of Wisconsin Medicare claim issues for dates of service prior to January 1?

A: All claims for Molina Healthcare of Wisconsin Medicare DSNP members with dates of service December 31 and prior will be processed by Molina. All questions and concerns should be directed to Molina via Availity secure message, appeal, or an email to MHWPProviderNetworkManagement@MolinaHealthcare.com.

Q: What Clearinghouse should we be using for EDI transactions?

A: For BadgerCare Plus and Medicaid SSI, you will submit your claims to Molina and can utilize ECHO to view remittance information. Molina's payer ID is **ABRI1**.

For Medicare DSNP, claims should be submitted to TriZetto for processing, payment and remittance. TriZetto's payer ID is **27004**.

Q: For members who moved from one payer source to another, do we need to update our systems?

A: Yes. Effective July 1, 2024 all My Choice Wisconsin members with Medicaid SSI and BadgerCare Plus became Molina members. And on January 1, 2025 all Molina Medicare DSNP members will become My Choice Wisconsin members. Please update your systems, leveraging the member's newest ID card, to ensure you have accurate information for authorizations and reimbursement.

Prior Authorizations

Q: Will there be changes to the prior authorization process?

A: Yes. Effective January 1, My Choice will be following similar prior authorizations guidelines to Molina for the Medicare DSNP and Family Care Partnership lines of business. This is great news! Fewer codes will require prior authorization and there will be smoother functionality in place to check when prior auth is required.

- Molina (BadgerCare Plus and Medicaid SSI) prior auth requests must be submitted via [Availity](#) or fax.
- My Choice Wisconsin (Medicare DSNP, Family Care, Family Care Partnership) prior auth requests must be submitted to My Choice following the outlined [guidelines](#) by service & line of business.
- There are no changes to the prior authorization requirements for long term care; conversations and authorizations should be addressed through the standard care planning channels.

Q: If I submit a prior authorization to Molina Medicare prior to January 1, will I need to resubmit the auth to My Choice Wisconsin or will it carry over?

A: Good news - you will not need to resubmit! All Medicare DSNP prior authorization submissions and approvals that were received prior to January 1 will carry over into My Choice systems.



Member (Patient) Impact

Q: Is communication going out to patients about this change?

A: Yes, Medicare members received communication in early October in alignment with open enrollment.

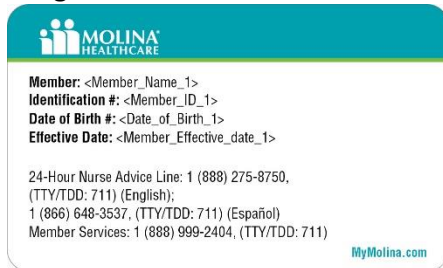
Q: Will member/patient-facing materials and communications be available for us to share?

A: Yes, we have (and will continue to) post all information for you to share on our member-facing website, [here](#). If you are interested in cobranding or receiving print materials to distribute, please email us at WICommunityEngagement@molinahealthcare.com.

Q: So all BadgerCare Plus & SSI members are under Molina and Medicare DSNP members will be My Choice members? How will they present (ID cards, etc.)?

A: In July 2024, Medicaid SSI and BadgerCare Plus My Choice members received Molina ID cards. Members may also still present with ForwardHealth ID cards. Medicare members will receive new My Choice by Molina Healthcare ID cards and will start presenting with them in 2025.

BadgerCare Plus & Medicaid SSI ID Cards



NEW Medicare ID Cards (for 2025 benefit year)



Q: What can I do as a provider to help with a smooth transition for both my office and my patients/members?

A: We ask that you continue to engage actively in the communications and webinars that will be coming your way. Also, please reach out as soon as you see any issues with or variances from the expectations we set. Our goal is to minimize issues with an integration this large and complex by acting quickly to being transparent on the status of resolutions.



Resources/Questions

Q: Where can I find additional information and updates regarding the integration?

A: Please visit our dedicated [Molina/My Choice Integration Updates webpage](#) and [sign up for email updates](#) if you aren't already. You may also continue to direct your questions to your day-to-day Molina or My Choice provider representative or email us at: MHWIProviderNetworkManagement@MolinaHealthcare.com.

Q: Who do I contact regarding any 'routine business issues' while the integration is taking place?

A: Please continue to direct your questions to your day-to-day provider relations representative, or view our [2024 Provider Quick Reference Guide](#) for a comprehensive overview of who to contact when.