



# Monthly Topics for June 2021

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<https://www.molinahealthcare.com/providers/mi/medicaid/comm/Pages/provmailings.aspx>

## **National Alzheimer's and Brain Awareness Month**

June is Alzheimer's and Brain Awareness Month. Everyone who has a brain is at risk of developing **Alzheimer's disease (AD)**. There are 50 million people worldwide living with Alzheimer's and other dementias. Alzheimer's is not part of the normal aging process. It is a fatal disease that kills nerve cells in the brain and affects an individual's memory.

The sixth-leading cause of death and the only leading disease without a prevention, treatment or cure, Alzheimer's kills more Americans every year than breast cancer and prostate cancer combined. For 10 tips on how to love your brain, please reference the link below.

[https://www.alz.org/help-support/brain\\_health/10\\_ways\\_to\\_love\\_your\\_brain](https://www.alz.org/help-support/brain_health/10_ways_to_love_your_brain)

## **Model of Care Provider Training 2021**

Molina Healthcare of Michigan is required to provide annual training regarding our Model of Care program for Medicare enrollees. The Model of Care is the foundation for Molina's care management policy, procedures and operational systems for our Medicare population.

To ensure that Molina remains compliant with Centers for Medicare and Medicaid (CMS) regulatory requirements for Model of Care training, receipt of a completed Attestation Form is due to Molina no later than **June 30, 2021**.

The written training materials on the Molina Healthcare Model of Care can be found on the Molina website at: [www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/common/medicare/model-of-care-Provider-Training.pdf](http://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/common/medicare/model-of-care-Provider-Training.pdf) **Please use Google Chrome to access this link.**

For a copy of the MOC Attestation please visit the Molina Medicare website at: <https://www.molinahealthcare.com/~media/Molina/PublicWebsite/PDF/Providers/common/medicare/model-of-care-mi-2020.pdf>

**If you are completing the training as a group, one MOC Attestation Form should be submitted that applies to all in the group by the individual with authority to sign on behalf of the group. An attendance log MUST also be included with your form. Please return the signed form via email to: [MHMProviderServicesMailbox@MolinaHealthCare.Com](mailto:MHMProviderServicesMailbox@MolinaHealthCare.Com)**

## **Availity**

As a reminder, Molina's Provider Portal has moved to a new platform called the Availity Provider Engagement Portal. Molina went live with Availity on April 17, 2021 and if you are already a registered user with Availity you are ready to use our new provider portal platform. If you are not currently registered with Availity, it is easy and free of charge. All you will need to do is [Click here to register](#) for the new Molina Portal with Availity. After you register, you will receive a prompt that will guide you through onboarding into the new portal.

## **Colorectal Cancer Screening**

The American Cancer Society recommends being aware of the risk factors for colorectal cancer and what you can do to help lower your risk. For instance, appropriate colon cancer screenings.

## **Colorectal Cancer Screening (continued)**

### **Best Practices**

- Discuss the benefits and risks of different screening options and make a plan that offers the best outcomes for your patient.
- For patients who refuse a colonoscopy, discuss options of non-invasive screenings, and have at-home FIT kits readily available to provide patients during visit. \*\*
  - gFOBT/FIT kits require fewer dietary restrictions
- Update and document the patient's history annually including type and date of test.
- Accurately document patients with ileostomies and history of colon cancer.
- Educate patients about the importance of early detections:
  - Colorectal cancer usually starts as growths in the colon or rectum and doesn't typically cause noticeable symptoms.
  - Colorectal cancer can be prevented by removing growths before they turn into cancer.

\*\*If you are interested in ordering a FIT-DNA Test (Cologuard) for home testing for your eligible members, please call 1-844-870-8870 or follow the below URL. **No prior authorization is required.**

<https://www.cologuardhcp.com/resources/how-to-order>

### **Provider Newsletter**

As a valuable partner in Molina Healthcare's provider network, Molina strives to keep open lines of communication, provide important news and updates, and share helpful information with you about the health plan and the health care industry.

Please visit the Molina website at <https://www.molinahealthcare.com/providers/mi/medicaid/comm/newsletter.aspx> to read all our Provider Newsletters and keep up with all of the communications, provider mailings, resources & trainings.

### **Claims Dispute Helpful Information**

Molina strives for timely and accurate claims payment, applying state and national coding standards and requirements.

Here are some tips to dispute a claim and receive a prompt response:

File your dispute within 90 days of remittance advice date.

Molina will respond within 45 days for Medicaid/Marketplace and 60 days for Medicare. Recent statistics show:

- Molina is averaging 98% of claims disputes complete within the given timeframe across all lines of business.
- In some cases, Molina is exceeding the standard turnaround time for review of claims disputes, particularly in the Medicaid line of business.

Please verify your pay to address (billing address from W9). Currently Molina's claims resolution team is mailing response letters to the Pay To address that is on file for the group. If your office has not been receiving our letters, a quick tip would be to verify that the groups pay to address is correct by contacting the provider contact center at (855) 322-4077. Note: No response letter is sent on claims that will be adjusted for payment. If you would like to receive your dispute resolution letter via fax, please include the contact person and provider fax number on the dispute form in the provider information section and include a note in the comments box at the bottom of the form.

### **PCP Change Form Update**

Molina has updated our Provider Request to Change PCP Form, please see submission updates at the bottom of the form. This form can be sent via email or directly mailed to Molina Healthcare.