



Monthly Topics for March 2021

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

March is National Colorectal Cancer Awareness Month

Colorectal Cancer is the third most diagnosed cancer in both men and women and the second leading cause of cancer death in men and women combined in the United States.

The American Cancer Society recommends the following to help lower the risk of colorectal cancer

- Getting screened for colorectal cancer
- Changing lifestyle habits of diet, weight, and exercise may help to lower the risk.

Encourage patients resistant to a colonoscopy to have a stool test that can be completed at home and which has fewer dietary restrictions (i.e. FOBT and FIT DNA).

For information about best practices for colorectal cancer contact your Molina Health Plan Provider Services /Provider Engagement representative.

Tobacco Cessation Program – QuitLogix

Molina understand the risks associated with tobacco use and the benefits of quitting. That's why we are providing information to you about the Michigan QuitLine 800.QUIT.NOW. 800-784-8669 tobacco cessation program. The program provides counseling and pharmacological support to all Molina members who enroll.

CAHPS Member Satisfaction Survey

A sample of members from all lines of business will receive mailed surveys and telephone reminders from February to June to this year. The survey asks members how they feel about their doctor, their overall health, and their health plan.

Molina asks providers to encourage their patients to complete the survey. A few other topics covered by the survey include getting needed care, getting care quickly and how well doctors communicate.

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:

(For a complete list- please review the Claims Dispute Helpful Information attachment)

- 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.

Michigan residents COVID-19 Vaccine

Michigan residents 65 years and older are now eligible to receive the COVID-19 vaccine. Michigan Department of Health and Human Services (MDHHS) has prioritized the vaccine distribution in the following order:

1. Health care workers, long-term care workers and residents, and essential workers not in Healthcare
2. People 65 and older
3. Adults 18-64 with high-risk medical conditions
4. Anyone 16 or older who was not covered in the previous groups

While experts learn more about the protection that COVID-19 vaccines provide, it will be important for everyone to continue using all the tools available to help stop this pandemic. It will take several months for vaccine supply to become widely available to all the population and it is important to continue to maintain proper preventative measures to control spread.

The CDC recommends everyday preventive actions to help prevent the spread of respiratory diseases. They include:

- Wash your hands often with plain soap and water for at least 20 seconds.

If soap and water are not available, the CDC recommends using an alcohol-based hand sanitizer that contains at least 60 percent alcohol. Learn more about safely using hand sanitizer.

- Cover your mouth and nose with a cloth face covering or non-surgical mask when around others. Find more information about how to select, wear, and clean your mask.

- Avoid crowds and practice social distancing by staying at least 6 feet apart from others

For more information about the vaccine and vaccine locations, please visit www.michigan.gov/COVIDVaccine