



Monthly Topics for May 2021

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

Melanoma Skin Cancer Detection and Prevention Month

Melanoma is a type of skin cancer that develops when melanocytes (the cells that give the skin its tan or brown color) start to grow out of control. Melanoma is much less common than some other types of skin cancers, however melanoma is more dangerous because it's much more likely to spread to other parts of the body if not caught and treated early. Catching cancer early often allows for more treatment options. Some early cancers may have signs and symptoms that can be noticed, but that is not always the case. Melanoma can often be found early, when it is most likely to be cured. Some people have a higher risk of getting melanoma than others, but it's important to know that *anyone* can get melanoma.

Although Melanoma is not preventable, The American Cancer Society recommends "knowing your own skin" as it is important to detecting skin cancer early. For more information on Melanoma please reference the link below.

<https://www.cancer.org/cancer/melanoma-skin-cancer/detection-diagnosis-staging.html>

Molina Marketplace Changes

Starting April 26, 2021, Molina is Going Green! Molina Marketplace members can just choose paperless billing through their MyMolina account. Monthly premium invoices and other payment communications will have a streamlined new look. Beginning with their May payment for June coverage and thereafter, premium payments will be due on the last calendar day of the month. Payments received after that will be considered past due.

Signing up for automatic premium payments through AutoPay will be easier than ever! The AutoPay processing date will now be the last calendar day of the month, or the next business day if the last day falls on a weekend or holiday. Members that have automatic payments will receive updated Terms and Conditions in the mail.

Address for Mailed-in Payments - A new address will be on the coupon attached to their premium bill starting in May 2021.

Pay My Bill page on MyMolina – The new look will make it easier to find the information you need! Phone Self-Service – Listen for updated menu options.

The AutoPay processing date will now be the last calendar day of the month, or the next business day if the last day falls on a weekend or holiday. Members that have automatic payments will receive updated Terms and Conditions in the mail. These updates will take place from April 14-25. During this time, enrollment changes and payments can be made, but members won't see or hear updates to their online account or on our automated phone system until after April 25.

MMP Sequester Reduction Update

On Tuesday April 13, 2021 Congress passed a bill to continue the 2% sequester reduction suspension to Medicare payments until December 31, 2021.

Molina is releasing and processing all impacted Medicare and MMP claims with dates of service on or after April 1, 2021.

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.

ClaimsDisputeHelpfulInformation

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 the 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