In Person Office Visit Protocols Survey

Molina would like to know the protocol you have established for in office visits. Do you allow waiting in your waiting room or do you ask that your patients wait in their vehicle and call upon arrival? What do you do if the patient doesn't have a vehicle?

Single Preferred Drug List

Effective October 1, 2020, the Michigan Department of Health and Human Services (MDHHS) will implement a Single Pharmacy Drug List (PDL) for all Michigan Medicaid Health Plans for Medicaid members. This change does not apply to Molina Medicare Complete Care, Molina Dual Options MI Health Link (MMP), or Molina Marketplace members. All Michigan Medicaid Health Plans and Michigan FFS will prefer the same medications and use the same prior authorization criteria for most drug categories. Molina will begin sending letters to our Medicaid members affected by this change beginning August 1, 2020. A fax blast with specific details was sent to your office on July 31, 2020.

Prescribers may need to transition certain patients from their current medication(s) or complete a new prior authorization for the patient to stay on his/her current medication(s). Current prior authorization will expire and will need to be re-requested. Major drug classes include insulin, antidiabetics, respiratory, multiple sclerosis, and biologics. Selected drugs and classes remain carved out from the managed care plan coverage and are paid directly to a pharmacy by the MDHHS fee-for service program. This list is available at https://michigan.fhsc.com/Providers/DrugInfo.asp.

Model of Care Attestation

Molina Healthcare of Michigan is required to provide annual training to our entire Medicare contracted provider network, regarding its MOC program for dual eligible enrollees. To ensure Molina Healthcare remains compliant with CMS regulatory requirements for MOC training, receipt of a completed Attestation Form is due to Molina Healthcare no later than **October 31, 2020.**

Provider Training material can be found on the Molina Medicare website under Molina Healthcare Model of Care or through the following link:
https://www.molinahealthcare.com/providers/common/medicare/~/media/Molina/PublicWebsite/PDF/Providers/common/medicare/2020-MOC-Provider-Training.pdf

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

Important Reminder on Updating Provider Information

It is important for Molina Healthcare of Michigan (Molina Healthcare) to keep our provider network information up to date. Up to date provider information allows Molina Healthcare to accurately generate provider directories, process claims and communicate with our network of providers. Providers must notify Molina Healthcare in writing at least sixty (60) days in advance when possible of changes, such as:

- Change in practice ownership or Federal Tax ID number
- Billing NPI
- Practice name change
- A change in practice address, phone or fax numbers
- Change in practice office hours
- New office site location
- When a provider joins or leaves the practice

Changes should be submitted on the Provider Change Form located on the Molina Healthcare website at www.MolinaHealthcare.com under the Provider Forms section. https://www.molinahealthcare.com/providers/mi/medicaid/forms/~/media/Molina/PublicWebsite/PDF/providers/mi/medicaid/forms/forms_MI_ProviderChangeForm.pdf

Quarter 3 Prior Authorization Guide and Matrix

Reminder, Molina's Prior Authorization Guides and Matrix are updated quarterly. The Third Quarter 2020 Guide and Matrix was effective July 1st and is on Molina Healthcare's website via this link: https://www.molinahealthcare.com/providers/mi/medicaid/forms/Pages/fuf.aspx.
**Please note, Ultrasounds have been removed for all lines of business.

Telehealth

Gov. Gretchen Whitmer has signed a package of bills expanding access to telemedicine, the package makes **permanent** an executive order issued in response to the Covid-19 pandemic that requires the state's Medicaid and Healthy Michigan programs to cover the cost of a telemedicine session at a patient's home or school, this law takes effect with the state's next fiscal year that begins October 1st 2020.

As a reminder, telehealth visits qualify toward your access to care measure.

Provider Satisfaction Survey-Will be coming out in September

To improve the quality of service to our provider partners and their staff, MHM is in the process of conducting its annual Provider Satisfaction Survey. Your office may be randomly selected to participate in this survey. The survey gives your office the opportunity to share your opinions about the care and service we provide at MHM and help us learn more about provider satisfaction. Each completed survey is reviewed and analyzed. We use this information to find out how we can better serve you, and more importantly, to find out how we can better work with you to serve Molina members. We ask that you please complete the survey and mail it back in the postage-paid envelope or complete it online as noted on the instructions with the survey. Thank you for taking the time to share your opinions and thoughts with us and for your commitment to Molina members.

Molina is available for your questions or concerns. You may contact your Molina representative by calling our Provider Customer Service line at 855-322-4077, or email MHMProviderServicesMailbox@MolinaHealthCare.Com