

# Provider Bulletin

Molina Healthcare of California

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September 9, 2024

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- Los Angeles
- Orange
- Sacramento
- San Diego

## Share of Cost (SOC) Calculation Process Improvements

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

### **What you need to know:**

Previously, Share of Cost (SOC) calculations were conducted manually. Upon review, it was identified that claims were processed incorrectly due to manual errors by the examiner.

MHC systems are currently under review and being updated to automate SOC calculations. A comprehensive claims sweep has been conducted to identify potentially impacted claims. These claims are being reviewed to determine if an SOC applies based on the state enrollment file. If an SOC is applicable, recovery will be initiated; otherwise, no further action will be needed.

Additionally, we have observed that providers may expect an SOC deduction based on Value Code 23 on the UB-04 forms.

**Please note:** The MHC process for determining patient liability is strictly based on the state enrollment file. The new automated system will enhance accuracy and efficiency, ensuring such errors are minimized moving forward.

### **When this is happening:**

Molina anticipates having the final results of any potential recovery by 9/30/24.

## Provider Action

No provider action is required.



## **What if you need assistance?**

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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