

Provider Bulletin

August 2024

National Immunization Awareness Month

August is National Immunization Awareness Month (NIAM), an annual observance that highlights the importance of routine vaccinations for people of all ages.

Why it matters

Many patients seek reassurance from their providers that vaccines are safe and effective. A strong, clear recommendation is usually enough, but others may need more information. Listening to their concerns and answering their questions can help them feel confident in getting a vaccine.

Practical strategies for successful conversations

Here are some strategies you can use during NIAM to remind your patients and their parents to stay up to date on routine vaccinations:

- Talk to your patients and their parents about missed vaccines and assess vaccination status at every visit.
- Use plain language when addressing concerns about vaccine safety.
- Show your practice's support of vaccination throughout the month by displaying information on your website and social media.

For more information, please visit the Centers for Disease Control and Prevention (CDC) – Key Strategies for Making Vaccine Recommendations at

www.cdc.gov/vaccines/events/niam/hcp/key-messages.html.

The new Provider Network Management tool is HERE!

Molina Healthcare of Michigan, Inc. has added features for new and current providers to our provider network management portal.

All submissions to join the Molina network or to add, term and/or update requests can now be submitted through the portal. Benefits of the portal include:

- Providers and practice managers will have their own designated login and password.
- Updates, add-ons and all required credentialing documents can be done directly on the portal.
- Council for Affordable Quality Healthcare (CAQH) providers will have pre-populated information – minimizing the time it takes to fill out credentials.
- Delegated groups can upload rosters as needed.
- Non-delegated groups can add providers individually or via roster upload
- Ability to make demographic updates such as:
 - Change in office location, office hours, phone, fax or email
 - Addition or closure of office location
 - Addition or termination of provider
 - Change in taxpayer identification number (TIN) and/or National Provider Identifier (NPI)
 - Open or close practice to new patients

To access our new provider network management portal, please visit

MolinaHealthcare.com/providers/mi/medicaid/comm/Join-Molina-Healthcare-of-Michigan-Network.aspx.

Molina is holding weekly webinars every Thursday through August at noon ET to showcase the new portal and assist in the transition. Join a webinar online at

MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx.

You Matter to Molina

Molina's You Matter to Molina program prioritizes connecting directly with our entire network of providers and supporting your efforts to deliver high-quality and efficient health care for Molina members. The You Matter to Molina program includes a dedicated provider network team to intake and resolve your questions or issues and solicit input and feedback from you — our network providers — and administrative staff about ways Molina can improve our technology, tools and processes to minimize administrative burdens and better support you.

We analyze and apply provider feedback to design new solutions to simplify your engagement with us. Molina is committed to partnering with our network providers to work together to solve problems quickly and efficiently. We want to hear from you — our provider partners! Your feedback is important, because — You Matter to Molina. Visit our You Matter to Molina web page at

MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx.

Provider orientations

Molina hosts a series of provider orientation sessions for all in-network providers. These sessions provide an overview of our resources and materials designed to support you and your patients — our members. These resources include provider services, the provider portal, health care services, billing and more.

To join any of the orientation sessions listed below, please visit

MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx

and use the link provided to join at the beginning of your preferred session.

- Thursday, August 22, 9 a.m. – 10:30 a.m.
- Thursday, September 26, 9 a.m. – 10:30 a.m.
- Thursday, October 24, 9 a.m. – 10:30 a.m.

Useful Availity guides available

Availity is one way you can ensure your office staff reduces the time it takes to get answers regarding Molina members, authorization, claims, etc.

Please visit our website to utilize our helpful Availity guides. The following guides can be found at

MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx:

- How-to Guide for Corrected Claims, Reconsiderations and Appeals
- Claims Correction in Availity
- Entering Multiple Prior Authorization Requests in Availity Payer Spaces

Model of Care provider training 2024

Molina is required to provide annual training regarding our Model of Care (MOC) program for special needs plan (SNP) enrollees. The MOC is the foundation for Molina's care management policy, procedures and operational systems for our SNP population.

To ensure that Molina remains compliant with the Centers for Medicare and Medicaid (CMS) regulatory requirements for MOC, receipt of a completed attestation form is due to Molina no later than October 31, 2024.

What you need to do:

1. Take the MOC training. The Molina's MOC training materials can be found on the Molina website at

MolinaHealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/common/medicare/model-of-care-Provider-Training-QRG.pdf

2. Complete and sign the MOC training attestation form. For a copy of the MOC attestation, please visit the Molina Medicare website at

MolinaHealthcare.com/providers/common/MOC/MI

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Please note: if one (1) attestation form is being returned for a group or clinic, it must be signed by an individual with the authority to sign on behalf of the group/clinic. An attendance roster indicating which providers completed the training must be attached.

A copy of the MOC attestation form is available via a link at the end of the MOC training deck and on the [MolinaHealthcare.com](https://www.molinahealthcare.com) Medicare provider webpage.

3. Return attestation form. To return the attestation form to Molina, please use the automated submit button the form or return the form via email to MHMProviderServicesMailbox@MolinaHealthcare.com.

If you have any questions, please contact your Provider Relations manager directly or Molina Provider Relations via email at MHMProviderServicesMailbox@MolinaHealthcare.com.



Human Immunodeficiency Virus (HIV) information

Last month the United Nations reported that of the nearly 40 million people living with HIV, over 9 million were not receiving any treatment. In Michigan, there are over 17,000 people living with HIV. Molina has developed two resources, included at the end of this bulletin, to support HIV prevention and treatment across the state. The first document is aimed at providers to support with pre-exposure prophylaxis (PrEP) prescribing best practices and resources. The second document is intended to be shared with patients to help them identify providers who could help them with accessing PrEP and additional services available to Molina members. We ask that you share these materials with all primary care, pediatricians, ob-gyns, infectious disease, urgent care, and emergency medicine providers across your organization.

Americans with Disabilities Act (ADA) attestation

The Americans with Disabilities Act (ADA) requires providers to make reasonable access and accommodations for all persons with disabilities. Molina is providing you the opportunity to self-attest to the ADA standards below to verify core elements of ADA compliance. To complete this survey, please visit

MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx

and select the ADA survey from the Surveys menu.

Thank you for your commitment to Molina members!

All Just the Fax publications are available on Molina Healthcare's website via this link

MolinaHealthcare.com/providers/mi/medicaid/comm/Pages/provmailings.aspx

Molina Healthcare of Michigan Provider HIV Resource Guide

Molina developed a resource guide for providers and members that includes information about screening, prevention and treatment, and community-based resources for at-risk populations and people living with HIV.

There are 17,870 people living with HIV in Michigan¹



The CDC recommends that HIV testing and screening are part of routine clinical care in all healthcare settings for patients aged 13–64 years.² All patients should be assessed for HIV risk factors by taking a detailed sexual history and screened frequently based on their level of risk. Screening should be voluntary and undertaken only with the patient’s knowledge and understanding. HIV screening should also be included as a routine component of preconception care.

It is recommended that ALL providers offer HIV screening as needed or requested, and that providers assess all patients for appropriateness of PrEP and offer PrEP to those at risk.



■ **What is PrEP?** Pre-exposure prophylaxis for HIV prevention. Commonly known as PrEP, is a form of antiretroviral therapy used to prevent HIV infection.

■ **What is PEP?** Post-exposure prophylaxis, or PEP, is the use of antiretroviral drugs after a single high-risk event to stop HIV seroconversion. PEP must be started as soon as possible to be effective—and always within 72 hours of a possible exposure.

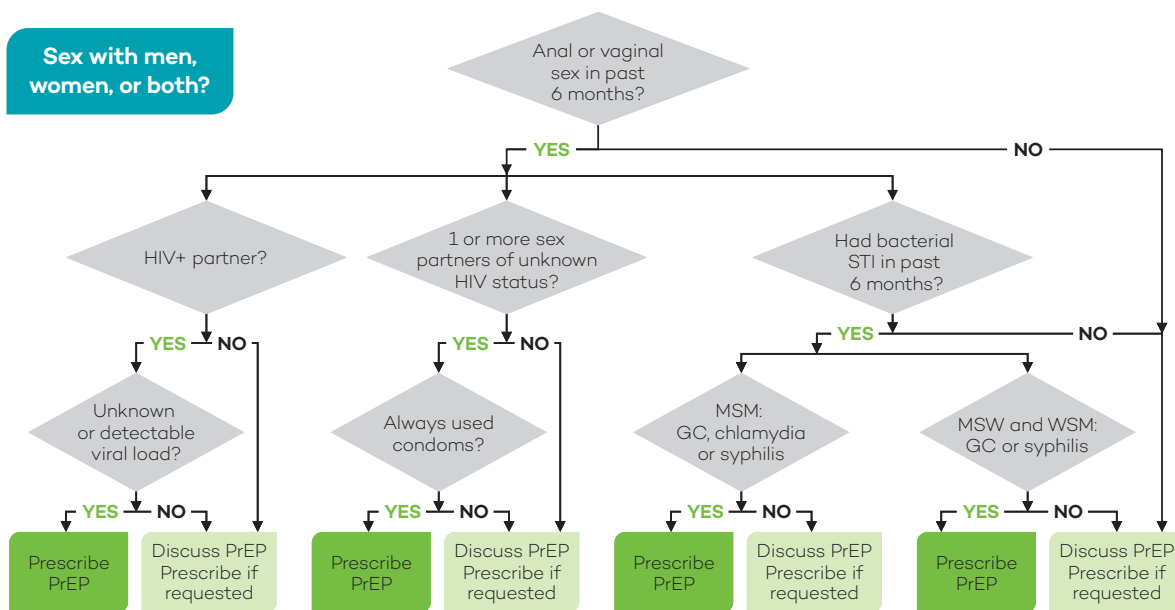
■ All sexually active adult and adolescent patients should receive information about the use of PrEP to reduce the risk of acquiring HIV infection.

PrEP reduces the risk of getting HIV from sex by about 99%³

Of the 1.2 million people in the United States who could benefit from PrEP, only 20% in Michigan were prescribed PrEP in 2021.⁴

Assessing Indications for PrEP in Sexually Active Persons or Persons Who Inject Drugs⁵

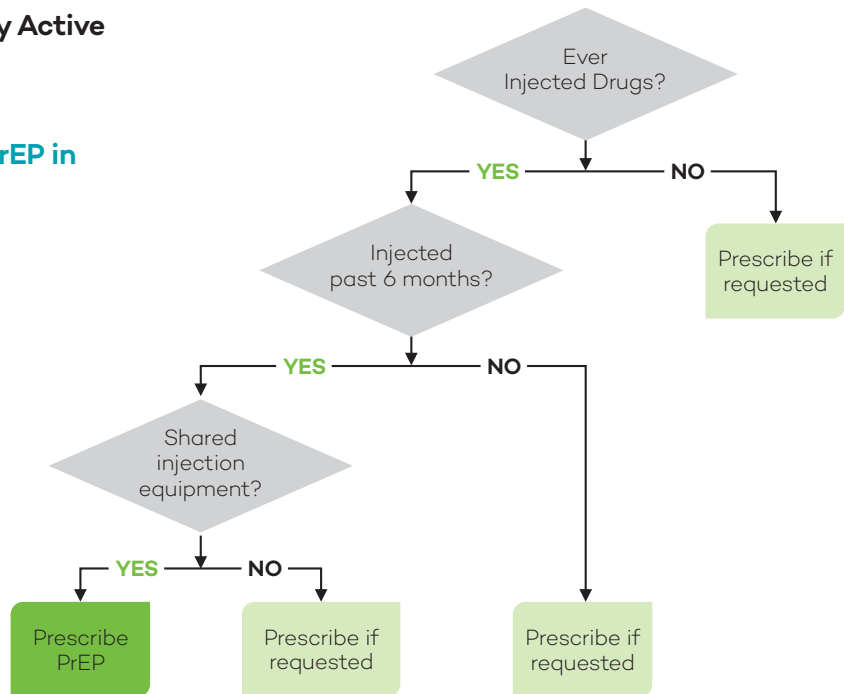
Figure 1 Assessing Indications for PrEP in Sexually Active Persons



Assessing Indications for PrEP in Sexually Active Persons or Persons Who Inject Drugs⁵

Figure 2 Assessing Indications for PrEP in Persons Who Inject Drugs

Assess sexual risk for all PWID



Provider Resources for help with PrEP and PEP prescribing

- UCSF National Clinical Consultation Center, nccc.ucsf.edu/clinician-consultation/prep-pre-exposure-prophylaxis/, Phone: (855) 448-7737 or (855) HIV-PrEP
- Midwest AIDS Training Education Center, matec.info/Michigan-2/, Phone: (313) 962-2000,
- Cdc.gov/hivnexus
- TheBodyPro.com

Patient Resources for PrEP and PEP:

- Pleaseprepme.org/find-a-provider
- Preplocator.org

Coverage for PrEP for underinsured patients:

- Readyssetprep.hiv.gov

As the U.S. reference and referral service for information on HIV/AIDS, viral hepatitis, STDs, and TB, the CDC National Prevention Information Network (NPIN) collects information to maintain a national, searchable database of organizations and facilities that provide HIV/STD/TB/hepatitis testing, prevention, capacity building, treatment, care, and support services. This database powers tools, such as GetTested and the PrEP locator. To add your organization to the NPIN database, submit a registration form for consideration here: npin.cdc.gov/organization/submit

Molina Member Resources and Supports

- If you would like to refer a patient to **Molina Case Management**, please contact CMescalationMI@MolinaHealthcare.com. Our Case Managers can support with providing behavioral health coordination, chronic condition management, connection to community-based organizations, and support with health-related social needs.
- **Non-emergency medical transportation** is available to Molina members who do not have a way to get to medical appointments. Members can call Member Services at (888) 898-7969 three days in advance of an appointment to schedule transportation.
- **Corktown Health** is a nonprofit medical center in Detroit focused on the needs of the LGBTQ+ community and offers comprehensive health care. At-home HIV testing and custom safer sex kits can be requested here: corktownhealth.org/services/hiv-prevention/
- **The Ryan White HIV/AIDS Program** provides a comprehensive system of care that includes medical care and support services for people with HIV who are uninsured or underinsured, including people with a Molina Healthcare plan. A comprehensive list of Ryan White Programs across Michigan can be found by scanning the QR code.

Ryan White HIV Program Brochure



¹Michigan Department of Health and Human Services Medicaid Data as of January 1, 2022

²CDC <https://www.cdc.gov/hiv/risk/prep/index.html>

³CDC <https://www.cdc.gov/hiv/clinicians/screening/index.html>

⁴Department of Health and Human Services, CDC, Preexposure Prophylaxis for the Prevention of HIV Infection in the United States – 2021 Update Clinical Practice Guideline

⁵CDC <https://www.cdc.gov/hiv/data-research/facts-stats/index.html>

Molina Healthcare of Michigan Member HIV Resource Guide

Understanding HIV: HIV stands for Human Immunodeficiency Virus. It's a virus that weakens certain cells in your body's immune system. When HIV damages your immune system, it is easier to get sick from infections that your body could normally fight off. Without treatment, HIV can lead to Acquired Immunodeficiency Syndrome (AIDS) which can result in severe illness or death. With medicine, people with HIV can live long, healthy lives and prevent spreading HIV to others.



Getting tested for HIV: The only way to know if you have HIV is by getting tested. Testing is recommended for all adults and teens, ages 13-64 years old, including all pregnant people. HIV tests are quick, painless, and covered by insurance. You can get tested at your doctor's office or use an at-home HIV testing kit. You can request an at-home HIV testing kit at no charge to you here: corktownhealth.org/services/hiv-prevention/

There are 17,870 people living with HIV in Michigan¹

Prevention

- **What is PrEP?** Pre-exposure prophylaxis (PrEP) for HIV prevention, commonly known as PrEP, is a medicine that you can take to prevent being infected by HIV through sex with individuals whose HIV status you do not know. Your doctor can help you decide if PrEP is right for you.
- **What is PEP?** Post-exposure prophylaxis, or PEP, is a short-term treatment for people who have been exposed to HIV within the past 72 hours. It lowers your chance of getting HIV if started within three days of unprotected sexual activity.

• Who should consider PrEP?

- Individuals not currently living with HIV; and
- Have had anal or vaginal sex in the last 6 months, and;
- Have had a sexual partner with HIV, or;
- Have not consistently used a condom during sex, or;
- Have been diagnosed with a Sexually Transmitted Infection (STI) in the past 6 months
- PrEP is also recommended for people who inject drugs and share needles, syringes, or other equipment to inject drugs
- PrEP should also be considered for people who have been prescribed PEP



Using PrEP reduces the risk of getting HIV from sex by about 99%²



Finding PrEP and PEP Services

- [PleasePrEPme.org/find-a-provider](https://www.PleasePrEPme.org/find-a-provider) and [prelocator.org](https://www.prelocator.org) allows you to search for a doctor in your area who can offer PrEP and PEP medication.
- **The Ready, Set, PreP program** provides free HIV-prevention medications to thousands of people living in the United States who qualify. For more information, visit: [readysetprep.hiv.gov](https://www.readysetprep.hiv.gov)
- **The Centers for Disease Control and Prevention's (CDC) hotline** can help you find a doctor near you who specializes in treating HIV: 1-800-CDC-INFO

Molina Member Resources and Supports

Are you a Molina member who needs support managing your medications, your health care needs, or a non-health related issue? There is support available free of cost. Please call our Health Management Department at (866) 891-2320

Non-emergency medical transportation is available to Molina members who do not have a way to get to medical appointments. Members can call Member Services at (888) 898-7969 three days in advance of an appointment to schedule transportation.

Molina Healthcare of Michigan (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-898-7969 (TTY: 711).

Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-898-7969 (TTY: 711).

Arabic ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-898-7969 (رقم هاتف الصم والبكم: 711).

¹Michigan Department of Health and Human Services Medicaid Data as of January 1, 2022

²CDC <https://www.cdc.gov/hiv/risk/prep/index.html>