

# Provider Bulletin

## October 2023

**Enjoy our new bulletin to enhance communications with you – our valued provider partners!**

Molina Healthcare of Michigan is pleased to launch our new monthly provider bulletin to keep our health care provider partners apprised of important information and updates. Below are some FAQs regarding the new bulletin.

**Q. Does the bulletin replace the fax/email notices providers are accustomed to receiving?**

**A.** Not entirely – the bulletin is meant to consolidate several updates that have been communicated via fax/email in the past. The intent is to significantly reduce the number of single-topic notices from Molina. We will continue to send urgent and/or time-sensitive notices via fax, email and via communication from the Molina provider network team.

**Q. What is the difference between the provider bulletin and provider newsletter?**

**A.** Our **provider bulletin** is a monthly communication developed by Molina to communicate general and Michigan-specific information to our provider partners. Our **provider newsletter** is a quarterly publication that communicates information relevant to providers in all states/regions served by Molina. You will notice a new look to our Q3 newsletter, which will be made available soon. The redesign is another way Molina is working to better meet your needs for communicating with us.

**Q. Where can I find copies of provider bulletins?**

**A.** All provider bulletins, newsletters and notices are posted in the provider section of our website. You can visit [MolinaHealthcare.com/providers/mi/medicaid/home](https://MolinaHealthcare.com/providers/mi/medicaid/home), select the “Communications” tab and then select the item you would like to view.

We hope you enjoy our new bulletin and our efforts to better streamline our communications. Please click here to let us know your thoughts on the new bulletin!

### **October is Breast Cancer Awareness Month**

October is Breast Cancer Awareness Month. This is one of the most common cancers among American women and mammograms are the best way to detect it early. Please encourage your patients who are due for breast cancer screenings to get tested as soon as possible.

To learn more about breast cancer symptoms, risk factors, resources and more, please visit: [Cdc.gov/cancer/dcpc/resources/features/breastcancerawareness/](https://Cdc.gov/cancer/dcpc/resources/features/breastcancerawareness/)

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### Updated 2023 Molina PCP Pay for Performance

Molina would first like to thank you for being a valued partner. We are excited to share that the Molina 2023 Pay for Performance program has been updated to greatly enhance Medicare incentives available to PCPs. Effective September 1, 2023, the incentives supports high-quality care services and enhances your current revenue streams. The updated 2023 Pay for Performance Program document can be **retrieved** from Availity Essentials under Payer Spaces/Molina/Resources. Sort by “newest.” The changes include:

- Breast cancer screening - reporting bonus increased from \$25 to \$50
- Colorectal cancer screening - reporting bonus increased from \$25 to \$50
- Diabetes care: Blood sugar controlled - performance bonuses increased to \$50 and \$100 per member for 4- or 5-star performance
- Diabetes care: Eye exam - performance bonuses increased to \$50 and \$100 per member for 4- or 5-star performance
- Controlling blood pressure - performance bonuses increased to \$50 and \$100 per member for 4- or 5-star performance
- Statin therapy for patients with CVD - reporting bonus increased from \$50 to \$100
- Statin therapy for persons with diabetes - reporting bonus increased from \$50 to \$100
- Medication adherence: 90-day prescriptions - **new** report bonus for each of the three (3) medication adherence measure classes of \$75 each

### 2023 Model of Care (MOC) Training notification - action required

Molina is required to provide annual training regarding our Model of Care (MOC) program for SNP enrollees. To ensure Molina remains compliant with CMS regulatory requirements for MOC training, your completed attestation form must be returned to Molina upon completion of the training on or by October 31, 2023. For more information, please refer to the [Quick Reference Guide](#).

Please do the following:

1. Take the Model of Care Training. The written training materials can be found on our website at: [Model of Care training](#)
2. Complete and sign the Model of Care training attestation form - [Model of Care attestation](#)
3. Return the attestation form to [MHMProviderServicesMailbox@MolinaHealthcare.com](mailto:MHMProviderServicesMailbox@MolinaHealthcare.com)

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### **ECHO Health, Inc. improving payment transactions**

Molina has simplified and improved payment transactions for your business, offering more choice in payment methods. It is important that you enroll with ECHO so that you can:

- Access and update Electronic Funds Transfer
- Retrieve explanation of payments/835/payment status
- Locate ECHO draft number
- Combine payments for multiple NPIs

All generated ERAs will be accessible for download from the ECHO provider portal:

[Providerpayments.com](https://Providerpayments.com).

If you have additional questions, please contact your Provider Services representative directly, or you can contact the Provider Services department by phone at (947) 622-1230, by email at [MHMProviderServicesMailbox@MolinaHealthcare.com](mailto:MHMProviderServicesMailbox@MolinaHealthcare.com). **Please include ECHO payment transition in the subject line.**

### **Get automatic approval for advanced imaging prior authorization**

Molina Clinical Services (MCS) advanced imaging continues to enhance our prior authorization process with a more efficient submission process. Molina has partnered with MCG Health to offer Cite AutoAuth (CAA) self-service for high-cost advanced imaging (AI) prior authorization (PA) requests.

### **What is Cite AutoAuth (CAA) and how does it work?**

By attaching the relevant care guidelines to each PA request and sending it directly to Molina, providers receive an expedited, often immediate, response. Through a customized rules engine, Cite AutoAuth matches Molina's specific criteria to the clinical information and attached guidelines to potentially authorize the procedure automatically.

Self-service available in the Cite Auto-Auth tool include, but are not limited to: MRIs, CTs and PET scans. To see the full list of imaging codes which require PA, please refer to the PA Code Look-Up Tool at [Molina - Health Care Professionals](#).

### **How to access and learn more**

Cite AutoAuth can be accessed via the [Molina Provider Portal](#). The portal is available 24 hours a day/7 days a week. Watch [Molina's MCG CAA video](#) for more information.

We strongly encourage portal submission as your primary submission route. You can also submit via fax at (877) 731-7218 or by calling (855) 714-2415.

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### How are we doing?

In an effort to maintain the highest level of service, Molina has created a provider network survey to collect your feedback. We value your input and strive to continuously improve our practices and your overall experience with Molina. The provider network survey is designed to be quick and easy, ensuring your valuable insights can be shared without taking up too much of your time. You also have the option of providing feedback anonymously. The responses to the survey questions are reviewed by our leadership and will remain confidential. Your feedback will play a crucial role in shaping the future of our network, ensuring we address any concerns and provide the best possible support to our valued providers.

Please click the link below, or at the bottom of any provider network team member's email, to join us in building a stronger, more connected network. All provider organizations that provide exceptional feedback will be entered into a raffle to win an iPad! Together, we can! [Click here for the survey.](#)

### Availity Essentials is your exclusive secure provider portal for Molina!

Availity Essentials is now the exclusive, secure provider portal for Molina Healthcare. If you're not already registered, [click here](#) to register. Training sessions can be found by logging into Availity Essentials in the Help and Training section located at the top right of the screen. Select "Get Trained." Once in the training catalog, go to the Sessions tab at the top of the page where you will see the training listed as "Availity Essentials Provider Portal Overview for Molina Providers" – Live Webinar. Note: Michigan is the only state live for prior authorizations within Availity – not through Payor Spaces.

### Medicaid redetermination process continues

MDHHS resumed the redetermination process in June. Molina continues to communicate with our members and provider partners to help ensure that Medicaid-eligible members retain their coverage.

Molina needs your help reminding your Medicaid patients to update their contact information and renew their benefits so they won't lose their coverage. [Click here](#) to find the most current resources and information – including our online provider toolkit. As Molina receives information from MDHHS, Molina will share specific lists of members due for redetermination to the office.

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## October 2023

### **Prior authorization (PA) updates**

Molina's Prior Authorization (PA) Guide and PA Code Matrix are updated with an October 1, 2023, effective date. Click [here](#) to access all of the online provider authorizations tools. The PA Code Matrix makes it simple to find services that require prior authorization.

### **Check out our new extensive “You Matter to Molina” online resources for providers!**

In today's fast-paced world, staying up to date with the ever-evolving health care landscape can be a daunting task. Molina would like to introduce our new [You Matter to Molina](#) website, a comprehensive platform designed to be your one-stop destination for provider updates. The You Matter to Molina website is built with the health care professional in mind. Our goal is to prioritize how we connect with our network and support your efforts to deliver high-quality, patient-centered care to Molina members. It offers a repository of provider bulletins, presentations, resource guides, Availity training documents and a list of our upcoming trainings and virtual webinars. It also offers several mini surveys so that you can provide feedback on your experience with Molina. We strive to resolve your concerns and/or issues and would like input and recommendations from you about ways we can improve our technology, tools and processes. This will help us reduce administrative hurdles and better support you. Your work is extremely important to our members and your feedback is important to Molina. That is why you Matter to Molina. We look forward to hearing from you. [Click here](#) to visit the new website.

### **Update on behavioral health covered services**

Molina is working on an internal project to make sure our behavioral health providers are listed on the appropriate fee schedules. We will also be moving nurse practitioners (NPs) and physician assistants (PAs) to the physician fee schedule, so they will be able to bill both medical and behavioral health codes. All other provider types will remain on their current correct fee schedules. You will receive an updated notice in the mail addressing these changes.

### **Coming soon – new provider pre-enrollment portal**

Molina will be launching a new pre-enrollment portal for all new providers interested in becoming part of the network. This portal is also available to our existing network providers to maintain their current credentials and information and for the addition of new providers to your practice.

As we near the launch of the new portal, please be on the lookout for training sessions. You can also reach out to your provider network lead for more information.

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## October 2023

### October provider orientation session

Molina will be hosting a provider orientation session for all in-network providers on Thursday, October 26, from 9 a.m. –10:30 a.m. This session will explain the resources we have designed to help support you and your patients, our members. These resources include provider services, the provider portal, healthcare and billing services and more. Whether you are a new or longtime provider partner, the sessions will provide useful information for you and your staff.

To register, [click here](#) or scan the QR code below. A registration confirmation will follow shortly after.

