



Senior Whole Health
BY MOLINA HEALTHCARE

Welcome AgeWell MLTC Providers to Senior Whole Health!

Date 10/1/2022

Dear Provider

Thank you for making the choice to be a valued part of our Senior Whole Health of New York, a Molina Healthcare company, Provider Network. Effective 10/1/22, as part of our AgeWell acquisition, AgeWell Managed Long Term Care (MLTC) members will automatically become members of our Senior Whole Health MLTC plan unless they select another health plan prior to that date. Our goal is to minimize potential member and provider disruption due to this transition.

This transaction will not interfere with your continued provision of services to AgeWell members after they are enrolled in Senior Whole Health. Your existing Participating Provider Agreement (“Provider Agreement”) will remain in effect.

Here are some Frequently Asked Questions by Providers to assist in the transition.

1. Where can I find Senior Whole Health Policy and Procedure information?

Effective 10/1/22, providers will be required to comply with Senior Whole Health’s MLTC Provider Manual and its policies and procedures for matters such as claims, grievances, quality improvement, utilization management, credentialing, and health education.

Senior Whole Health’s website, including the Provider Manual and additional information, can be found here: <https://www.molinahealthcare.com/providers/ny/swh/home.aspx>

2. When will I be listed in the Senior Whole Health Provider Directory?

SWH will include your name and professional contact information in the Provider Directory once you are loaded into the Senior Whole Health system on or around 10/1/22.

3. Will I need to request new prior authorizations, or will Senior Whole Health follow the continuity of care process?

For existing prior authorizations, providers will not need to make new requests. Open prior authorization requests will be transferred automatically to Senior Whole Health.

Effective 10/1/22, providers should submit new prior authorization requests to Senior Whole Health. Retro authorization requests for Dates of Service prior to 10/1/22 should be routed to AgeWell.

Prior Authorization requests for Dates of Services on or after 10/1/22 can be submitted via:

Online: <https://apps.availity.com> for non-HCBS related authorizations

Fax: 855-818-4871 (OP); 855-818-4875 (IP)

Phone: 877-353-9819

Senior Whole Health’s **Prior Authorization Code List and Guide** is available here:

<https://www.molinahealthcare.com/members/ny/en-us/health-care-professionals/home.aspx>

All services listed in the guide will require a prior authorization for claims to be paid.

Please keep in mind, as always, that a prior authorization is not a guarantee of payment.



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4. What if I have an inquiry, claim, or appeal/dispute related to a Date of Service prior to 10/1/22?

Please continue to route all claims, inquires, and appeals/disputes for Dates of Service prior to 10/1/22 to AgeWell.

5. When should I submit claims to Senior Whole Health and what is the process?

Claims for Dates of Service on or after 10/1/22 should be submitted to Senior Whole Health.

- The Electronic Payer ID for Senior Whole Health of New York is **SWHNY**
- You can submit and view claims information through our Availity provider portal here: <https://apps.availity.com>
- As an alternative, Paper Claims can be submitted here:
Senior Whole Health of New York by Molina
P.O. Box 22637
Long Beach, CA 90801
- The Senior Whole Health standard claim status code sets for rejection responses are found here <https://x12.org/codes/claim-status-codes>
- Additional details related to our Claims process can be found in our Provider Manual.

6. How do I enroll for your provider portal, EFT, and ERA for Dates of Service on or after 10/1/2022?

- To sign up for our Availity Provider Portal, the link is here: <https://apps.availity.com/web/onboarding/portal-entry/#/create-account>. More information regarding the provider portal will be shared in August and trainings will be available in September.
- To setup EFT and view your EOP's, the link to the Provider Net website is here: <https://providernet.adminisource.com/Start.aspx>

7. When will AgeWell MLTC members be notified?

Maximus will send a written notice to applicable members at least 60 days in advance of the transition to Senior Whole Health (i.e., prior to 8/1/2022).

8. Will AgeWell MLTC members receive a new member ID and number?

Yes, AgeWell members will receive Senior Whole Health ID cards with new member ID numbers effective 10/1/22. Please use the member's Senior Whole Health ID number on or after 10/1/22.

If you have any questions or need additional information, please contact the Provider Relations team at SWHNY-ProviderRel-NY@MolinaHealthCare.Com

Sincerely,