

“It Matters to Molina” Corner

Information for all network providers

Thank you for the wonderful response to the “It Matters to Molina” question! Our winner is Joell Kopyar Thompson from Tri-County Help Center, Inc.

The April “It Matters to Molina” question answer is “1 and 4.” Molina introduced the MyChoice debit cards for Medicare members to assist them in accessing their supplemental benefits. Members can use their MyChoice debit cards to pay for which two of the following services?

1. Vision
2. Chiropractor
3. Dermatologist
4. Dental

May Question: Corrected claim submissions are not adjustments and should be directed through the original submission process marked as a corrected claim. How should you file an Explanation of Benefits (EOB) or itemized statement that needs to be attached to a claim?

1. Submit a reconsideration
2. Submit as a corrected claim
3. Mail to the Claims P.O. Box

Email your answer to OHProviderBulletin@MolinaHealthcare.com by May 16 to enter the drawing. The correct answer and drawing winner will be announced in the June Provider Bulletin.

In addition to participating in the monthly drawings, we want to hear from you. Please take time to share feedback with us about your experience working with Molina. Your feedback is important, and It Matters to Molina.

Next Generation Medicaid Program Update

Information for Medicaid providers

On April 22, 2022, the Ohio Department of Medicaid (ODM) announced a critical update that the Next Generation Medicaid Program will have a staggered implementation. View the details on the updated start dates to various program elements at [medicaid.ohio.gov](https://www.medicaid.ohio.gov), select “[Ohio Medicaid’s Next Generation program to launch July 1 with OhioRISE.](#)”

Maternal and Infant Support Program

Information for all Medicaid providers

On Jan. 1, 2022, ODM updated the Maternal and Infant Support Program (MISP) that provides additional support to Medicaid members and babies to include the following:

- Group pregnancy services
- Lactation consultants and services, including Durable Medical Equipment (DME) updates
- Nurse home visiting
- 12-month postpartum Medicaid coverage
- Continuation of Ohio Equity Institute Infant Mortality Grants through Managed Care Organizations (MCOs)

Find additional information at [medicaid.ohio.gov](https://www.medicaid.ohio.gov) under “Families & Individuals,” “Programs & Initiatives” and “Maternal and Infant Support.”

In This Issue – May 2022

- [It Matters to Molina Corner](#)
- [Next Generation Medicaid Update](#)
- [Maternal and Infant Support](#)
- [COVID-19 Vaccine Counseling](#)
- [COVID-19 Vaccination Booster](#)
- [Consent Form Requirements](#)
- [Coverage of Apo-Varenicline](#)
- [New Century Health](#)
- [ODM Training Opportunities](#)
- [You Matter to Molina: PS Reps](#)
- [Updated: MCG Auto-Authorization](#)
- [Medicaid ID for EVV](#)
- [Provider Training Sessions](#)
- [Changes to Provider Manual](#)
- [Changes to PA Code List](#)
- [Website Roundup](#)
- [Provider Contract Next Generation](#)
- [Availity Info on Provider Website](#)
- [Medicare Home Health PA Fax](#)
- [Health Care Education](#)
- [Sequestration Reduction](#)
- [COVID-19 Test Kits](#)

Questions and Quick Links

Provider Services – (855) 322-4079
8 a.m. to 5 p.m., Monday to Friday
(MyCare Ohio available until 6 p.m.)

- Email us at OHProviderRelations@MolinaHealthcare.com
- Visit our Provider Website at MolinaHealthcare.com/OhioProviders
 - [Provider Manual](#)
 - [PA Code List](#)
 - [PA Request Form](#)
 - [Provider Bulletin Archive](#)
 - [It Matters to Molina Page](#)
 - [Provider Portal](#)

Connect with Us

www.facebook.com/MolinaHealth
www.twitter.com/MolinaHealth

Join Our Email Distribution List

Get this bulletin via email. Sign up at MolinaHealthcare.com/ProviderEmail.

Provider Training Sessions

It Matters to Molina Forums:

- Cost Recovery: Tues., **May 24, 5 to 6 p.m.**, meeting number 2456 840 7763, password 34UQdmxA9pw
- Pregnancy Related Services and Billing: **Wed., June 22, 3 to 4 p.m.**

General Provider Orientation:

COVID-19 Vaccine Counseling

Information for Medicaid providers

ODM has released codes that became effective Feb. 1, 2022, which allow for COVID-19 (Coronavirus) vaccine counseling visits in which no COVID-19 vaccine is administered. This new vaccine counseling coverage is available for children under age 21 when the counseling occurs as part of an Early and Periodic Screening, Diagnostic and Treatment (EPSDT) covered visit. Find information in the ODM [COVID-19 Vaccine Administration Billing Guidelines](#) at medicaid.ohio.gov/resources-for-providers/covid/covid, including restrictions, code requirements, and code denials.

COVID-19 Vaccination Second Booster

Information for Medicaid providers

The Centers for Medicare & Medicaid Services (CMS), based on guidance from the Food and Drug Administration (FDA), has authorized the use of second COVID-19 booster doses. Find additional information at cms.gov/covidvax-provider.

- Pfizer-BioNTech: All patients 50 years and older and certain immunocompromised patients 12 years and older
- Moderna: All patients 50 years and older and certain immunocompromised patients 18 years and older

Based on this approval, ODM has approved second COVID-19 booster vaccines with no cost-sharing.

Consent Form Requirements

Information for all Medicaid providers

As a reminder, consent forms, including a [Consent to Hysterectomy Form](#), [Consent to Sterilization Form](#), or [Abortion Certification Form](#) is required to be submitted by each provider billing for services.

Find additional guidance in the “[Reference Guide for Supporting Documents for Claims](#)” document on the Provider Website, under “Manual” tab, on the “Quick Reference Guides & FAQs” page.

Coverage of Apo-Varenicline

Information for Medicaid providers

Molina, based on guidance from ODM, began covering Apo-Varenicline under the pharmacy benefit as a preferred drug without requiring a Prior Authorization (PA) in response to the shortage of Chantix® (varenicline tartrate) tablets. Apo-Varenicline, a Canadian version of the drug, is being temporarily imported into the United States market in coordination with the FDA to address the shortage. The following products are covered:

- Apo-Varenicline 0.5 mg
- Apo-Varenicline 1 mg
- Apo-Varenicline 0.5 mg and 1 mg Starter Blister Pack
- Apo-Varenicline 1 mg Continuation Blister Pack

New Century Health

Information for Medicaid and Marketplace providers

As of April 1, 2022, Medicaid and Marketplace participating providers began submitting PA requests for cardiovascular professional services’ review and decisioning for Molina members ages 18 and over to New Century Health. Clarifications are noted below regarding New Century Health/ Molina partnership:

- Tues., **May 3, 5 to 6 p.m.**, meeting number 2456 672 0214, password xfDHMhm5J57
- Tues., **June 7, 12 to 1 p.m.**

Provider Portal Orientation:

- Wed., **May 11, 7 to 8 a.m.**, meeting number 2457 887 9441, password 42KUgrwDEm7

Claims and Billing Orientation:

- Fri., **June 17, 11:30 a.m. to 12:30 p.m.**

Availity Portal Training:

- Contact training@availity.com at any time to receive training on the Availity Portal

To join WebEx, call (404) 397-1516 and follow the instructions. View sessions at [WebEx.com](#); click “Join” and follow the instructions. Meeting passwords are case sensitive. Email Molina if you have trouble connecting to a training and we will assist you.

Note: Molina is moving provider training sessions from WebEx to Microsoft Teams. For all future trainings starting in June, please visit the IMTM page on our Provider Website and click on the desired training to access meeting details.

Notice of Changes to the Provider Manual

Molina posts a new comprehensive Provider Manual to our website semi-annually. However; changes can be made to the manual between updates. Always refer to the manual posted on our website under the “Manual” tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of manual.

Notice of Changes to Prior Authorization (PA) Requirements

Molina posts new comprehensive PA Code Lists to our website quarterly. However; changes can be made to the lists between quarterly comprehensive updates. Always use the lists posted to our website under the Forms tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of Molina’s PA requirements.

Website Roundup

Recently updated documents include:

- [Combined Provider Manual](#)
- [Availity Essentials Overview](#)

- For inpatient service requests, the inpatient status will be approved simultaneously with the approval of the cardiovascular professional service(s) being reviewed. The inpatient admission length of stay will be determined by Inpatient Utilization Management (Concurrent Review) at the time of any needed hospitalization. Providers are to follow Molina's inpatient notification process as you do today, and the continued stay will be reviewed for medical necessity and decisioned at that time. If other services are being performed during the inpatient stay that are unrelated to the cardiac procedures, a separate authorization will need to be completed through Molina's standard prior authorization process for medical necessity determination.
- Please consult the posted PA code list for further guidance on where to submit cardiovascular professional services PA requests. PA requests for members under 18 years of age are to be routed to Molina, and applicable codes are noted as such in the PA code list. PA requests for members 18 years and older from participating providers are to be directed to New Century Health for the Medicaid and Marketplace lines of business. Non-participating provider and/or Medicare/MMP Medicare line of business PA requests should be submitted to Molina for any codes requiring PA; regardless of the age of the member.

Find additional information in the [New Century Health, PA Code List](#) Special Provider Bulletin, located on the Provider Website.

ODM Training Opportunities

Information for all MyCare Ohio and Medicaid providers

Coming soon, as a part of the next generation of Ohio's Medicaid managed care program, the new Provider Network Management (PNM) Module and Centralized Credentialing initiative will include customized user training through a variety of channels including:

- E-Learning and On-Demand Training
- Classroom Instructor-Led Training and Virtual Classrooms
- Desk Reference Guides and Quick Reference Guides
- Post Go-Live Training

Molina will provide additional details as they become available. For information about the PNM Module and Centralized Credentialing visit managedcare.medicaid.ohio.gov/managed-care and select "[PNM & Centralized Credentialing](#)."

You Matter to Molina: Get to Know Your Provider Representatives

Information for all network providers

Our Molina Provider Services team is here to help get your questions answered and connect you with training opportunities. Throughout 2022 we will be introducing you to the members of our team and how to contact us directly for assistance.

Sarah Stevens, Provider Services Behavioral Health (BH) Representative:

- My favorite thing to do is spend time with my family. We love to go to the park, the movies, and travel to places just to try the local cuisine.
- Interesting Fact: I love creating things. From crafting projects to baking desserts to enjoy with friends and family, creating is so much fun!
- **Why I serve our Molina providers:** I serve our Molina providers using my previous experience in a provider's office. I understand the importance of a partnership between health plans and providers. If I can help support providers with open communication, education, and

- [Availity Payer Spaces Single Sign On Features](#)

Provider Contract for Next Generation Medicaid

Information for Medicaid providers

Molina has received provider inquiries regarding what actions they will need to take contractually with Molina in preparation for the Next Generation Medicaid program. No provider action is required at this time. Molina will continue to share information as it becomes available.

Availity Information on Provider Website

Information for all network providers

Molina has published two documents on the "Quick Reference Guides & FAQs" page of our Provider Website to assist providers with features and functionality on the Availity Portal:

- [Availity Essentials Overview Presentation](#)
- [Availity Payer Spaces Single Sign-On \(SSO\) Features Presentation](#) –

Register for an Availity training by logging into the Availity Portal, and under "Help & Training," select "Get Trained." In the training catalog, go the "Sessions" tab and select one of the "Availity Essential Provider Overview for Molina Providers" trainings:

- Wed., May 11 at 11 a.m.
- Thurs., May 26 at 2:30 p.m.

Register for Availity at provider.molinahealthcare.com/provider/login.

Medicare Home Health PA Fax Number

Information for Medicare and MyCare Ohio Home Health providers

Effective May 9, 2022, Home Health Prior Authorization (PA) requests should be faxed to the Molina Medicare Utilization Management (UM) department at (844) 251-1451.

For faster service, request PA via the Provider Portal at provider.molinahealthcare.com/provider/login.

PA requirements have not changed, and providers should consult the posted PA Code List for a complete list of all services requiring PA.

assistance to ensure that members receive the care they need, I want to be a part of that.

Alexandrea Grier, Provider Services Long-Term Services and Support (MLTSS) and Medicaid Ancillary Representative:

- My favorite thing to do is spend weekends with my family going camping, canoeing, and exploring. We recently bought our first pop-up camper and we are looking forward to our upcoming adventures.
- Interesting Fact: My maiden name is Marzetti, just like the salad dressing. My ancestors settled here from Italy and in 1896 they opened a small restaurant in Ohio that made the original Johnny Marzetti casserole. While the company, along with the name, sold many years ago, my Grandma still makes the original Johnny Marzetti recipe.
- **Why I serve our Molina providers:** I find it important that our providers have an advocate, and I take pride in using my gained knowledge to assist and support our providers. I have been with Molina for seven years and have worked in many departments, including authorizations, claims, auditing, and now provider relations. Knowing our providers are doing everything they can for our members makes me want to do everything I can for our providers.

Our Provider Services Representatives are available by email at

- BH: BHProviderServices@MolinaHealthcare.com
- MyCare Ohio LTSS and Medicaid Ancillary: OHMyCareLTSS@MolinaHealthcare.com

Updated: MCG Auto-Authorization

Information for Medicaid and Marketplace providers

Molina is happy to introduce MCG Auto-Authorization, a new self-service method for providers to submit Advanced Imaging PA requests and it is available 24/7 via the provider portal for applicable lines of business.

This method of submission is an alternative to the existing submission process and will provide more efficient processing of authorization requests. The status of an authorization will be available immediately upon completion of the submission. The clinical documentation will be submitted for review by Molina. The MCG Auto-Authorization service is available for:

- Marketplace (live as of Feb. 16, 2022)
- Medicaid (expected on May 4, 2022)

Molina will offer network training opportunities in the near future. To learn more about MCG Auto-Authorization, please visit MCG Website at mcg.com or call (888) 464-4746.

Medicaid ID Number for Electronic Visit Verification

Information for impacted home and community-based service providers who will bill the following codes: G0151, G0152, G0153, G0156, G0299, G0300, S5125, T1000, T1001, T1002, T1003, T1019 and T2025

It is important that the Provider Medicaid Identification (ID) Number on a claim matches the Provider Medicaid ID Number on the Sandata EVV account. If the Medicaid ID Numbers are different, the claim will not match to the EVV visits and the visits will not switch to a "Processed" status.

A provider can check the Medicaid ID Number associated with their Sandata account by scheduling a meeting with a Sandata trainer at go.oncehub.com/ODMEVVHelp1 or by calling the Medicaid Provider Hotline at (800) 686-1516. If a provider is using an alternate EVV vendor, they can check their Provider Medicaid ID in the Sandata Aggregator.

Health Care Education: Improved Outcomes for People with Disabilities

Information for all network providers

Join the Ohio Association of Health Plans, the Ohio Center for Autism and Low Incidence (OCALI) and an amazing lineup of speakers to build your confidence, skill and ability to improve outcomes for people with disabilities.

Find additional information or register for a session at sites.google.com/ocali.org/improving-outcomes-2022.

Updated Sequestration Suspension and Reduction

Information for Medicare and MyCare Ohio providers

Molina, based on guidance from the CMS, has updated the Medicare and MyCare Ohio sequestration for 2022 to include the following:

- 1% payment adjustment April 1 – June 30, 2022
- 2% payment adjustment beginning July 1, 2022

For additional information visit cms.gov, under "Outreach & Education" select "[All Fee-For-Services Providers](#)" under "Provider Type." View the [original](#) and [updated](#) CMS Announcement Provider Bulletin on our Provider Website.

COVID-19 (Coronavirus) Home and Point-of-Care Testing

Information for Medicaid providers

Molina members are eligible for up to eight FDA-authorized COVID-19 diagnostic tests per member/month without a prescription, with no member cost-sharing.

Members can go to any Molina network pharmacy, present their Member ID card at the pharmacy counter, and request COVID-19 diagnostic tests kits without a prescription.

ODM updated the [COVID-19 Vaccine Administration Billing Guidelines](#) on Feb. 22, 2022, find it at medicaid.ohio.gov/resources-for-providers/covid/covid.