PROVIDER NEWSLETTER

A Newsletter for Molina Healthcare Providers Networks

First Quarter 2023

Claim Submission
Information for all network providers

Molina Healthcare strongly encourages providers to submit claims electronically, including secondary claims. Electronic claims submission provides significant benefits to the provider, including:

- Helps to reduce operating costs associated with paper claims (printing, postage, etc.)
- Increases accuracy of data and efficient information delivery
- Reduces claim delays since errors can be corrected and resubmitted electronically
- Eliminates mailing time and claims reach Molina faster

Molina offers the following electronic claims submission options:
- Submit claims directly to Molina via the Availity Essentials Portal
- Submit claims to Molina via your regular Electronic Data Interchange (EDI) clearinghouse

If electronic claim submission is not possible, please submit paper claims to the following address:
- Medicare and Molina Dual Options MyCare Ohio: PO Box 22664, Long Beach, CA 90801
- Marketplace: PO Box 22712, Long Beach, CA 90801
- Medicaid: Paper claims are not accepted as of the Feb. 1, 2023, launch of the Next Generation Medicaid Program

The Provider Newsletter is available to all network providers serving Molina Healthcare Members.

When submitting paper claims:

- Paper claim submissions are not considered to be "accepted" until received at the appropriate Claims PO Box
- Claims received outside of the designated PO Box will be returned for appropriate submission
- Paper claims are required to be submitted on original red and white CMS-1500 and CMS-1450 (UB-04) claim forms
- Paper claims not submitted on the required forms will be rejected and returned
  - This includes black and white forms, copied forms, and any altering, including handwritten claims
- Claims must be typed with either 10 or 12-point Times New Roman font, using black ink

For more information, please see the Centers for Medicare & Medicaid Services (CMS) claims submission guidance at cms.gov/Medicare/Billing/ElectronicBillingEDITrans/1500.

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)/Marketplace Qualified Health Plan (QHP) Enrollee Experience Survey

Information for all network providers

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®)/Marketplace Qualified Health Plan (QHP) Enrollee Experience Survey is an industry-standard survey tool used to evaluate patient satisfaction. Improving patient satisfaction has many benefits, as noted below. The next article provides additional details on the 2022 CAHPS® results. Patient satisfaction not only helps to increase patient retention but can also help increase compliance with physician recommendations and improve patient outcomes.

Focusing together on a positive patient experience will have many important benefits to your practice including:

- Increase patient retention
- Increase compliance with physician clinical recommendations
- Improve patient's overall wellness and health outcomes
- Ensure preventive care needs are addressed more timely
- Reduce no-show rates

Additional resources are available for office staff and patients:

- For additional after-hours coverage, Molina members can call the 24-Hour Nurse Advice Line
  - Medicaid, Medicare, and Marketplace: English Phone: (888) 275-8750, Spanish Phone: (866) 648-3537
  - MyCare Ohio Dual Options Medicare-Medicaid Plan and MyCare Ohio Medicaid Only: (855) 895-9986
  - TTY 711 Ohio Relay
- Molina members can access Interpreter Services at no cost by calling Member Services
  - Medicaid: (800) 642-4168
  - MyCare Ohio Dual Options Medicare-Medicaid Plan: (855) 665-4623
  - MyCare Ohio Medicaid Only: (855) 687-7862
  - Medicare: (866) 472-4584
  - Marketplace: (888) 296-7677
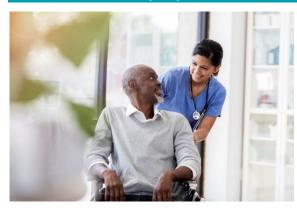 - TTY 711 Ohio Relay

Providers can access the Availity Essentials Portal at provider.molinahealthcare.com to:

- Search for patients and check member eligibility
- Submit service request authorizations and/or claims and check status
- Review Patient Care Plan
- Obtain CAHPS® Tip Sheets
- Obtain online Cultural Competency training (also available at MolinaHealthcare.com)

Please encourage your patients who have received the CAHPS®/QHP survey to participate. Listed below are several questions asked in the survey regarding patient care:

- When you needed care right away, how often did you get care as soon as you needed?
- When you made an appointment for a check-up or routine care at a doctor's office or clinic, how often did you get an appointment as soon as you needed?
- How often was it easy to get the care, tests, and treatment you needed?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor spend enough time with you?
- How often did your personal doctor explain things in a way that was easy for you to understand?
- How often did you and your personal doctor talk about all the prescription medicines you were taking?
- How would you rate your personal doctor?

Molina's 2022 Quality Improvement Results

Information for all network providers

Molina conducts an annual program evaluation to assess how well we meet the performance goals and objectives for improving the quality and safety of clinical care and services specified within the Quality Improvement Program Description and annual Work Plan. Below are highlights from the annual evaluation.

CAHPS®/QHP Enrollee Experience Survey

The CAHPS®/Marketplace QHP Enrollee Experience Survey assesses Molina members' satisfaction with their health care. It allows us to better serve our members.

Molina has received the 2022 CAHPS®/QHP results of how our members rated our providers and our services.

Medicaid: In 2022, Molina improved in:
- Customer Service
- Coordination of Care
- Rating of Health Plan

Marketplace: In 2022, Molina improved in:
- Rating of Health Plan
- Rating of Health Care
- Rating of Specialist
- Access to Information
- Cultural Competence
- Care Coordination

- Enrollee Experience with Cost

Molina needs to make improvements in:
- Rating of Personal Doctor
- Access to Care, Plan Administration
- How Well Doctors Communicate
- Annual Flu Vaccinations
- Medical Assistance with Smoking/Tobacco Use Cessation
- Getting Care Quickly
- Getting Needed Care

Medicare: In 2022, Molina highest rated measure was Doctors Who Communicate Well, followed by Rating of Personal Doctor. The lowest-rated measure was Annual Flu Vaccine, followed by Getting Care Quickly.

Molina Dual Options MyCare Ohio Plan (MMP): In 2022, Molina improved in:
- Getting Needed Care
- Getting Care Quickly
- Customer Service
- Care Coordination
- Rating of Health Care Quality
- Rating of Health Plan

Molina needs to make improvements in:
- Doctors Who Communicate Well
- Rating of Personal Doctor
- Rating of Specialist Seen Most Often
- Annual Flu Vaccine
- Overall Rating of Drug Plan

HEDIS®

Another tool used to improve member care is the Healthcare Effectiveness Data and Information Set or HEDIS®. HEDIS® scores allow Molina to monitor how many members are receiving the services they need. Measures include immunizations, well-child exams, Pap tests, and mammograms. There are also scores for diabetes care and prenatal and after-delivery care.

Medicaid: In 2022, Molina improved in:
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - BMI Percentile
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - Counseling for Nutrition
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - Counseling for Physical Activity
- Childhood Immunization Status (CIS) - Combination #10, Chlamydia Screening in Women (CHL) - Total, Comprehensive Diabetes Care (CDC) - HbA1c Control (<8.0%)
- Comprehensive Diabetes Care (CDC) - Blood Pressure Control (<140/90 mm Hg)
- Appropriate Treatment for Upper Respiratory Infection (URI) - Total, Prenatal
- Postpartum Care (PPC) - Postpartum Care

Molina needs to make improvements in:

- Lead Screening in Children (LSC)
- Breast Cancer Screening (BCS)
- Cervical Cancer Screening (CCS),
- Appropriate Testing for Pharyngitis (CWP) - Total
- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetes Care (CDC) - Eye Exam (Retinal) Performed
- Follow-Up Care for Children Prescribed ADHD Medication (ADD) - Initiation Phase
- Follow-Up Care for Children Prescribed ADHD Medication (ADD) - Continuation
- Maintenance (C&M) Phase and Prenatal and Postpartum Care (PPC) - Timeliness of Prenatal Care

Marketplace: In 2022, Molina improved in:
- Cervical Cancer Screening (CCS)
- Comprehensive Diabetes Care (CDC) - HbA1c Control (<8.0%)
- Appropriate Treatment for Upper Respiratory Infection (URI) – Total

Molina needs to make improvements in:
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - BMI Percentile
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - Counseling for Nutrition
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - Counseling for Physical Activity
- Immunizations for Adolescents (IMA) - Combination #2, Breast Cancer Screening (BCS)
- Colorectal Cancer Screening (COL)
- Chlamydia Screening in Women (CHL) - Total, Appropriate Testing for Pharyngitis (CWP)
- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetes Care (CDC) - Eye Exam (Retinal) Performed
- Prenatal and Postpartum Care (PPC) - Timeliness of Prenatal Care and Prenatal
- Postpartum Care (PPC) - Postpartum Care

Medicare: In 2022, Molina improved in:
- Breast Cancer Screening (BCS)
- Statin Therapy for Patients With Cardiovascular Disease (SPC) - Total Received Statin Therapy
- Comprehensive Diabetes Care (CDC) - Medical Attention for Nephropathy

Molina needs to make improvements in:
- Comprehensive Diabetes Care (CDC) - Eye Exam (Retinal) Performed

MMP: In 2022, Molina improved in:
- Colorectal Cancer Screening (COL)
- Care for Older Adults (COA) - Medication Review
- Care for Older Adults (COA) - Functional Status Assessment, Controlling High Blood Pressure (CBP)
- Antidepressant Medication Management (AMM) - Effective Acute Phase Treatment
- Antidepressant Medication Management (AMM) - Effective Continuation Phase Treatment

Molina needs to make improvements in:
- Care for Older Adults (COA) - Pain Assessment

For More Information:

The progress related to the goals that Molina has set for the annual CAHPS®/QHP survey results and the annual HEDIS measures can be viewed in more detail on the Molina Provider Website. Providers can also view and print information about the Quality Improvement Program from the Provider Website.

- **Medicaid and MMP:** Please visit Molina's website at MolinaHealthcare.com, select Health Care Professionals, the line of business, and the "Health Resources" tab to access this information.
- **Marketplace:** Please visit Molina's website at MolinaMarketplace.com, select Providers, and the "Health Resources" tab to access this information.

Culturally and Linguistically Appropriate Services/Disability Resources

Molina also assesses the cultural, ethnic, racial, and linguistic needs and preferences of members on an ongoing basis. Information gathered during regular monitoring, and annual network assessment is used to identify and eliminate cultural and/or linguistic barriers to care through the implementation of programs and interventions.

Medicaid: Spanish was the most requested language through Molina's interpreter services among Medicaid members whose preferred language is not English, followed by Nepali and Somali.

Marketplace: According to internal databases, most Marketplace members do not indicate a preferred language. Among Marketplace members, Spanish was the most requested language through Molina's interpreter services, followed by Mandarin and Arabic.

Medicare: The majority of Medicare members speak English as their preferred language. Spanish was the most requested language among Medicare members through Molina's interpreter services, followed by Somali and Russian.

MMP: The majority of MMP members speak English as their preferred language. Spanish was the most requested language among MMP members through Molina's interpreter services, followed by Arabic and Vietnamese.

Overall, Molina found that the current Culturally and Linguistically Appropriate Services program resources, structure, and practitioner and community participation are sufficiently based on member needs. Additionally, Molina has a series of short Culturally Competency training videos (Health Disparities, LGBTQ+, Immigrants/Refugees, etc.) available on the provider.molinahealthcare.com and at MolinaHealthcare.com on the Culturally and Linguistically Appropriate Resources/Disability Resources page listed under Health Resources. Disability resources are also available at this location under Molina Provider Education Series: Americans with Disability Act (ADA), Members who are Blind or have Low Vision, Service Animals, and Tips for Communicating with People with Disabilities & Seniors.

Requirements for Submitting Prior Authorization

Information for all network providers

Molina has partnered with MCG Health to offer Cite Auto-Authorization (AutoAuth) self-service for advanced imaging prior authorization (PA) requests.

What is Cite AutoAuth, and how does it work?

By attaching the relevant care guideline content to each PA request and sending it directly to Molina, healthcare providers receive an expedited, often immediate, response. Through a customized rules engine, Cite AutoAuth compares Molina's specific criteria to the clinical information and attached guideline content to the procedure to determine the potential for auto authorization.

Self-services available in the Cite AutoAuth tool include, but are not limited to, MRIs, CTs, and PET scans. To see the full list of imaging codes that require PA, refer to the PA Code LookUp Tool at MolinaHealthcare.com.

How to Access and Learn More

Cite AutoAuth can be accessed via the provider.molinahealthcare.com website in Molina's Payer Spaces. It is available 24 hours per day/7 days per week.

This method of submission is strongly encouraged as your primary submission route. Existing submission processes are still available.

Note: MCG AutoAuth for Medicaid is to-be-determined as Molina works with the Ohio Department of Medicaid (ODM) on the Medicaid Next Generation program's processes.

Molina's Portal Access

Information for all network providers

Availity Essentials is now the official, secure provider portal for Molina providers. The Molina Legacy Provider Portal will sunset soon. Molina encourages all providers to begin using Availity and help limit the risk of issues when direct login access to the Molina Legacy Provider Portal is removed.

Within the Availity Essentials Portal, providers have access to these helpful tools and time-savers:

Claim Status	Expanded search options include member name, service dates, claim history, or the 276 HIPAA standard. Adjustment and remittance codes, along with their descriptions, at the claim and line level.
Smart Claims	A simplified claim entry tool with only the essential fields needed. Use data from prior eligibility and benefits submissions to autofill the claim.
Eligibility and Benefits	Use data from prior eligibility and benefits submissions to search for patients and autofill the claim.
Attachments	Upload supporting documentation with the claims using the Send Attachments feature. Providers can transmit up to 10 attachments (128 MB total file size) with a claim submission.
Features coming	
Accumulators	Each member/plan submitted returns the Molina plan/dollar and benefit/count accumulated toward the limit.
Prior Authorizations	Manage Molina PAs on Availity and use the Auth/Referral Dashboard to follow up on the status of a PA.

If your organization is not yet registered for Availity Essentials and you're responsible for the registration, please visit Availity.com/Molinahealthcare and click the Register button. For registration issues, call Availity Client Services at (800) AVAILITY (282-4548). Assistance is available Monday – Friday, 8 a.m. – 8 p.m.

For a comprehensive list of tools and features available on the Availity Essentials Portal, log in and click on the Help and Training drop-down menu. As a registered Availity Essentials provider, you can also take advantage of our live webinar, "Availity Essentials Provider Portal Overview for Molina Providers." Read the "Provider Training Sessions" article in our monthly Provider Bulletin for upcoming dates and times.

Once you have your Availity Essentials account, you can learn more about the features and functionality offered for Molina providers. Simply log in and go to Help & Training > Get Trained to register for a webinar.

Keep an eye out for information and updates about the Molina provider portal sunset within the provider.molinahealthcare.com and at MolinaHealthcare.com.
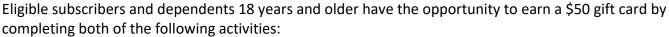
Encourage your Patients to use My Health Perks!
Information for Marketplace providers

My Health Perks is the Molina Member Wellness platform providing free educational content on topics like:
- Smoking cessation
- Diabetes management
- High blood pressure
- Managing depression
- Asthma management
- Healthy eating, nutrition, and exercise library

Gift card incentive program:
Eligible subscribers and dependents 18 years and older have the opportunity to earn a $50 gift card by completing both of the following activities:
- Complete a preventive wellness examination with their Primary Care Provider; and,
- Complete the designated Health Risk Assessment via the My Wellness tab on the My Molina member portal.

Members who complete both incentivized activities will be eligible for either a physical or digital gift card of their choosing. Members are permitted to use the gift cards at retailers who accept them.

Please encourage members to learn more about the "My Health Perks" program online via the My Wellness tab on the My Molina portal. Members can also contact Customer Support for additional information.

MolinaMarketplace.com/marketplace/oh/en-us/Members/Members%20Resources/My-Health-Perks

Molina's 2023 Medicare Advantage Products Designed to Meet Member Needs
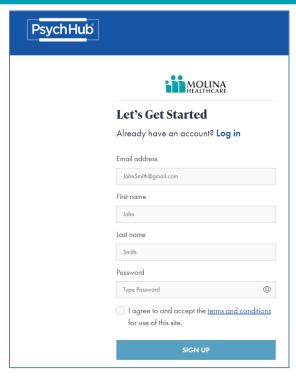*Information for Medicare providers*

Molina is always working to meet the needs of our members through our diverse Medicare Advantage products offered each year. To learn more about the specific products being offered in Ohio in 2023, we have created a handy summary showing our service areas and highlighting the supplemental benefits for each product offered. Check it out here: 2023 Medicare Fact Sheet Ohio

Our Gift to Network Providers: PsychHub Subscription
Information for all network providers

To provide our valued network providers with the most up-to-date behavioral health resources and education, Molina has partnered with PsychHub to offer a subscription to the PsychHub platform at no cost.

PsychHub is an online platform for digital behavioral health education. Molina Providers can access PsychHub's online learning courses. Some of these courses offer continuing education opportunities for select licensures. There are various learning courses, including the Mental Health Ally Certification Program, which may be beneficial for office staff or providers who are interested in learning more about working with the behavioral health population.

Ready to get started? Molina network providers can access this and other courses that offer continuing education units (CEUs) on the PsychHub platform by clicking the following link and simply creating an account: app.psychhub.com/signup/molina-mhp/

To set up an overview of the PsychHub platform and the resources they offer, contact your Provider Services Team.

Clinical Policy Updates Highlights from Fourth Quarter 2022

Information for all network providers

Medicare, MyCare Ohio, and Marketplace Molina Clinical Policies (MCPs) are located at molinaclinicalpolicy.com. These policies are used by providers as well as medical directors and internal reviewers to make medical necessity determinations. MCPs are reviewed annually and approved bimonthly by the Molina Clinical Policy Committee (MCPC). The fourth quarter 2022 updates are noted below.

The following new policies were approved:
- MCP-422: Neuromuscular Electrical Training for the Treatment of Obstructive Sleep Apnea or Snoring (eXciteOSA)
- MCP-421: Intradialytic Parenteral Nutrition (IDPN) and Intraperitoneal Parenteral Nutrition (IPN)
- MCP-419: Remote Patient Monitoring
- MCP-424: Skysona (elivaldogene autotemcel)

The following policies were revised:
- MCP-347: Autologous Chondrocyte Implantation Knee
  - Clarified Coverage Policy section regarding inadequate response to a prior arthroscopic or other surgical repair procedure; added statement regarding cooperation of member with post-operative weight bearing restrictions and completion of post-operative rehabilitation.
  - Contraindications were added to the Limitations and Exclusions (per MACI labeling).
  - Osteochondritis dissecans (OCD) was added as Experimental, Investigational, and Unproven.

- MCP-363: Hypoglossal Nerve Stimulation for OSA
  - Addition to Coverage Policy section noting FDA approval and requirements for provider performing the procedure.
  - DISE and SDM criteria were moved from the Exclusions and Limitations to Additional Required Documentation.

- MCP-301: Iluvien (fluocinolone acetonide) intravitreal implant
  - Revised Criteria #3a to note "Triamcinolone acetonide, intravitreal injection OR a previous course of corticosteroid." (Previously read as "Triamcinolone acetonide, intravitreal injection").

- MCP-343: Intervertebral Stabilization Devices
  - Updated Summary of Medical Evidence section with current studies and guidelines.
  - Added Related Policies section and two additional intervertebral body fusion devices that received FDA 510(k) clearance in 2021 (IO™ Expandable Lumbar Interbody Fusion System and aprevo™ Transforaminal IBF).

- MCP-235: Measurement of Carotid Artery Intima Thickness
  - Updated Overview and References sections; included current studies and guidelines to the Summary of Medical Evidence section.

- MCP-244: Powered Exoskeleton for Ambulation in Patients with Lower Limb Disabilities (ReWalk)
  - Previously named *Lower-Limb Robotic Exoskeleton (ReWalk-P [Personal]) for Paraplegia in Spinal Cord Injury*
  - Included FDA-approved powered exoskeletons, in addition to ReWalk.
  - Expanded from paraplegia in spinal cord injury to include patients with lower-limb disabilities.
  - Included current clinical studies and guidelines in the Summary of Medical Evidence section.

The following policies have been retired and are no longer available on the website:
- MCP-346: Bioness Foot Drop System (defer to MCG Criteria)
- MCP-259: Xiaflex_Dupuytrens Contracture (defer to Pharmacy PA Criteria)
- MCP-279: Xiaflex_Peyronie Disease (defer to Pharmacy PA Criteria)
- MCP-349: Zilretta (triamcinolone acetonide ER injection) (defer to Pharmacy PA Criteria)

Medicaid Only: Molina of Ohio has posted Medicaid-specific clinical policies on our Medicaid Provider Website, on the [Molina Ohio Clinical Policy](#) page, under the "Policies" tab.

The Molina Clinical Policies accessible on the page are specific to Molina Healthcare of Ohio Medicaid only and can be used as a tool to guide providers in their medical decisions.

Molina has established Molina Clinical Policies that function as one of the sets of guidelines for coverage decisions or determinations. Please know that these Molina Clinical Policies do not constitute plan authorization, nor are they an explanation of benefits.