

Meet the Molina-Wisconsin Provider Team

August 29, 2024



Agenda

Welcome and Provider Updates

Joe Dietlin, Vice President, Network & Operations

Meet the Team

Provider Relationship Management

Provider Contracting

Health Plan Operations

Provider Quality & Practice Transformation

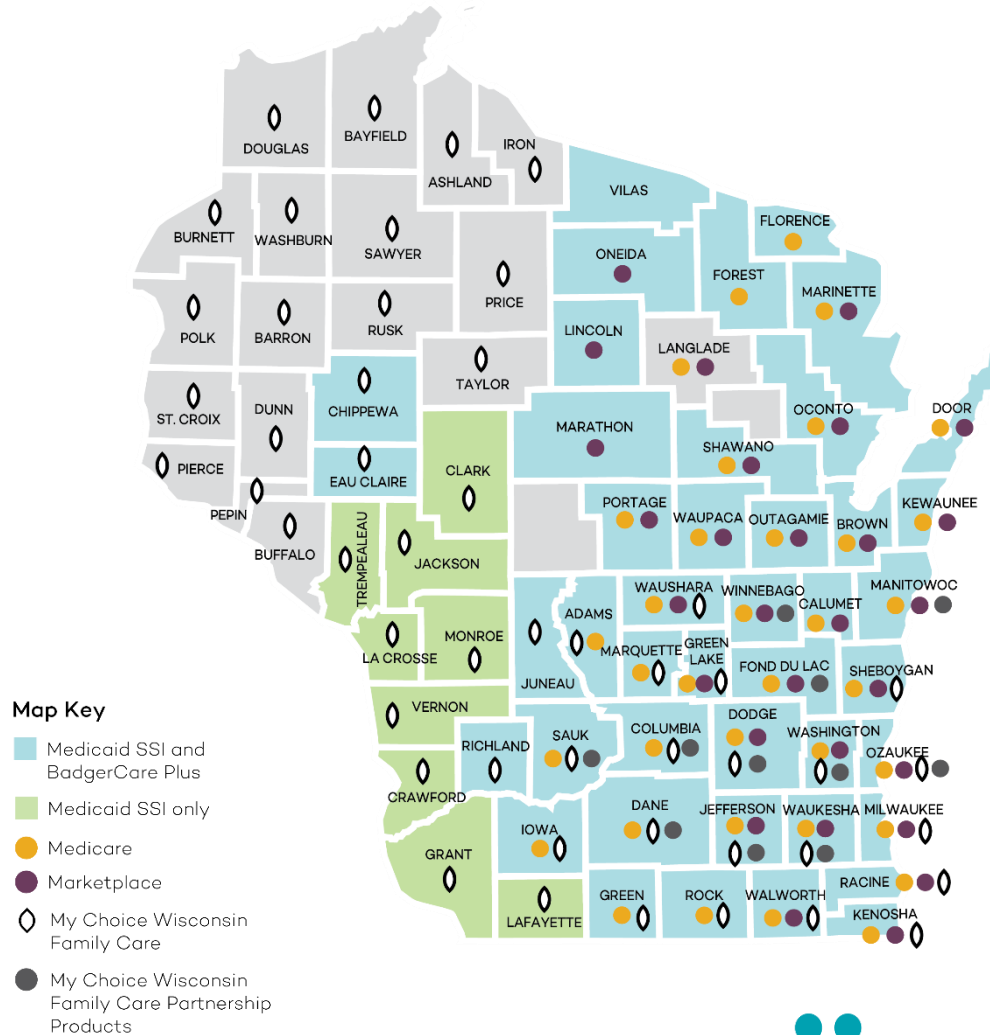
Growth & Community Engagement

Questions



Molina & My Choice Integration Updates

- Molina Healthcare of WI purchased My Choice WI in September 2023.
- Expands our footprint across the State to all government-sponsored programs.
- Medicaid SSI/BC+ transitioned systems in July; Next, Medicare, Family Care, and Partnership



My Choice Wisconsin rebrand

- The My Choice Wisconsin brand identity for Medicare, Family Care and Family Care Partnership is transitioning to My Choice Wisconsin by Molina Healthcare.
- This demonstrates our commitment to a seamless transition for providers and patients/members as we work towards full integration.



Meet the Team



Executive Leadership



Brian Maddy
Plan President



Joe Dietlin
VP, Network & Ops



Betsy Van Heesch
VP, Healthcare Ops



Raymond Zastrow, MD
Chief Medical Officer



Karen Mallak
VP, Healthcare
Services



Julie Utter
AVP, Quality &
Risk Adjustment



Amber Lococo
AVP, Government
Contracts

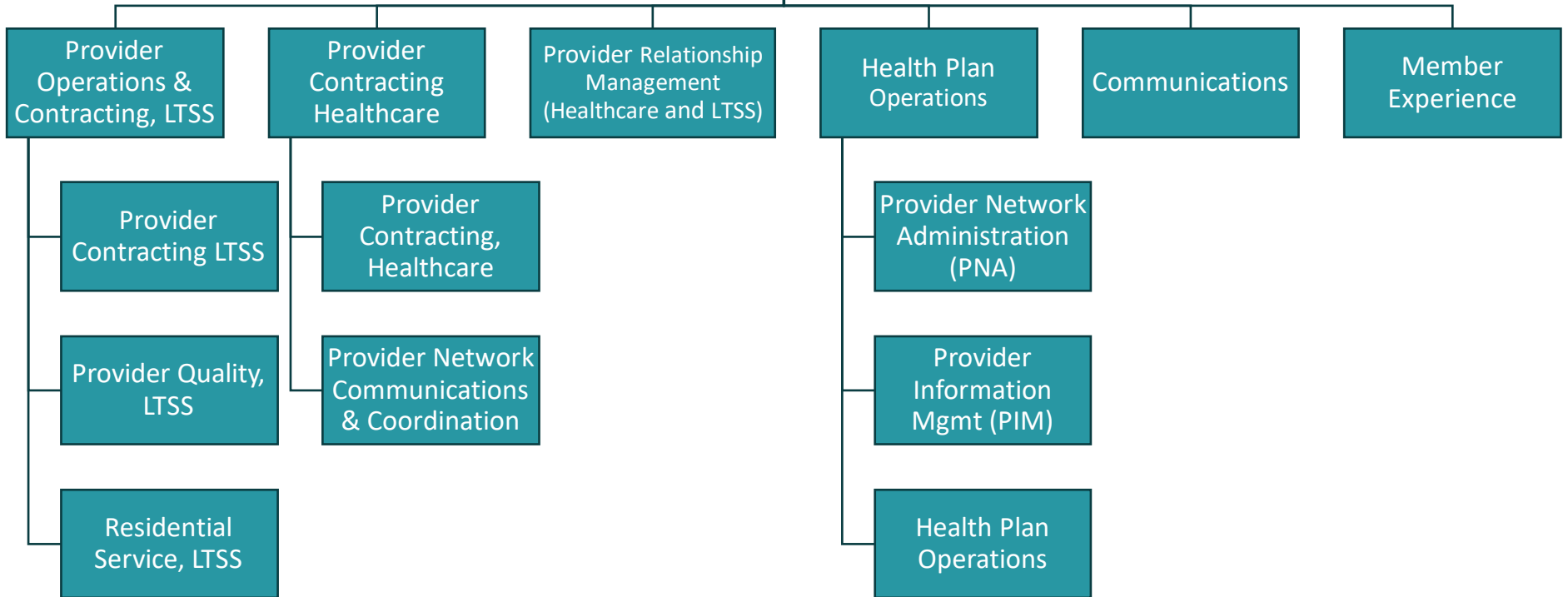


Britt Paulsen
AVP, Growth &
Community Engagement

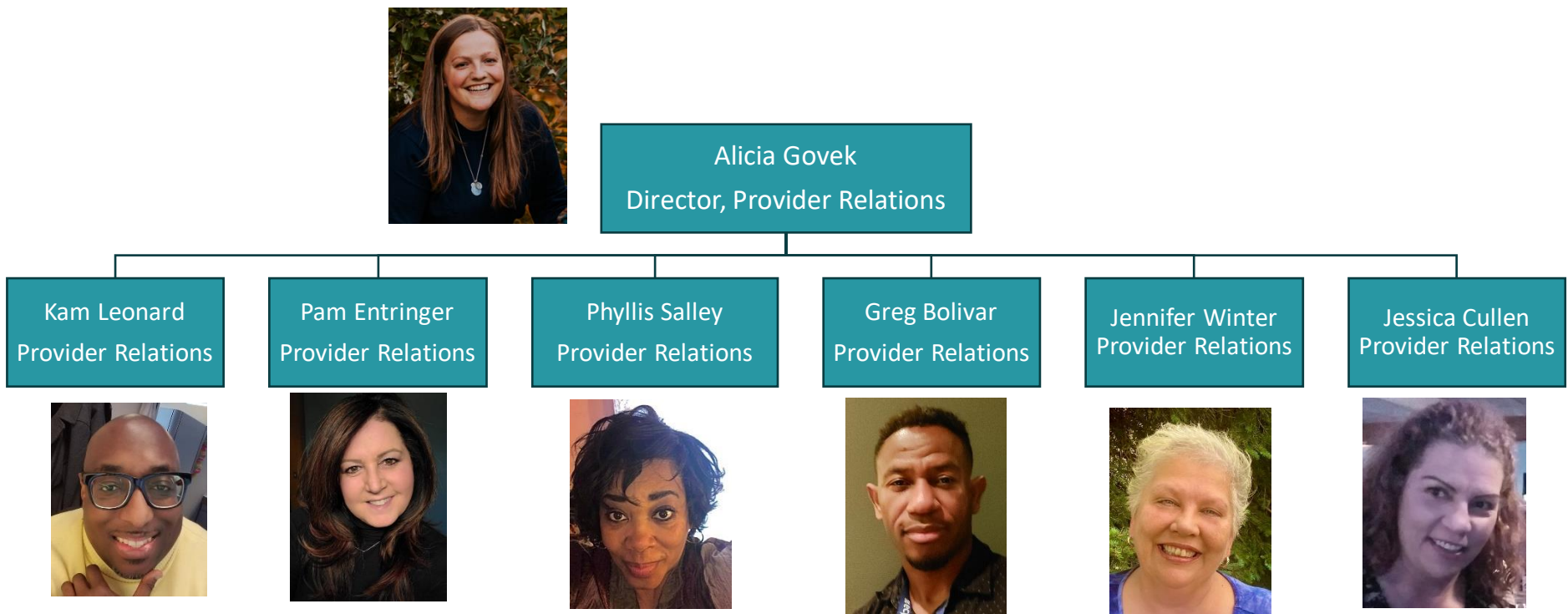
Network and Ops Team



Joe Dietlin, VP Network & Operations



Provider Relationship Management

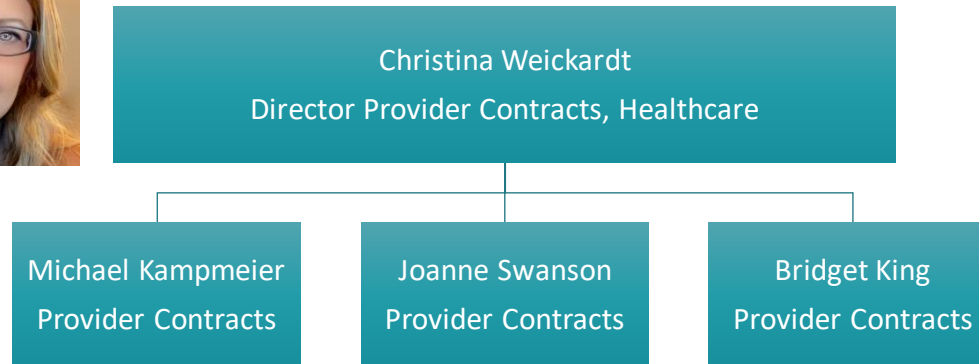


Primary Functions

- Day-to-day relationship building and management for the provider network across all five products: Medicaid, Medicare, Marketplace, Family Care, and Family Care Partnership.
- Act as a bridge between the provider network and everything Molina / My Choice has to offer, including tools, resources, and internal teams.
- Manage communications, education/training, and resource materials to ensure providers know where to go and when.

Primary Contact Method: MHWIProviderNetworkManagement@MolinaHealthcare.com

Provider Contracts, Healthcare

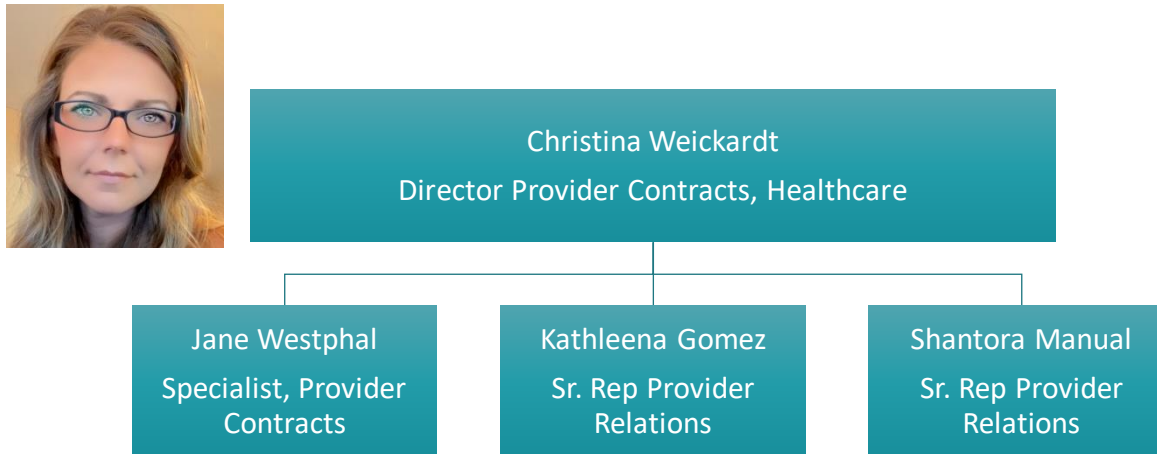


Primary Functions

- Contracting and recontracting initiatives across all lines of business for health care and fee schedule-based providers for both legacy entities.
- Includes:
 - Large hospital systems
 - Independent providers
 - Compliance and regulatory deemers and communication
 - Expansion initiatives

Primary Contact Method: MHWIProviderNetworkManagement@MolinaHealthcare.com

Provider Network Communications & Coordination

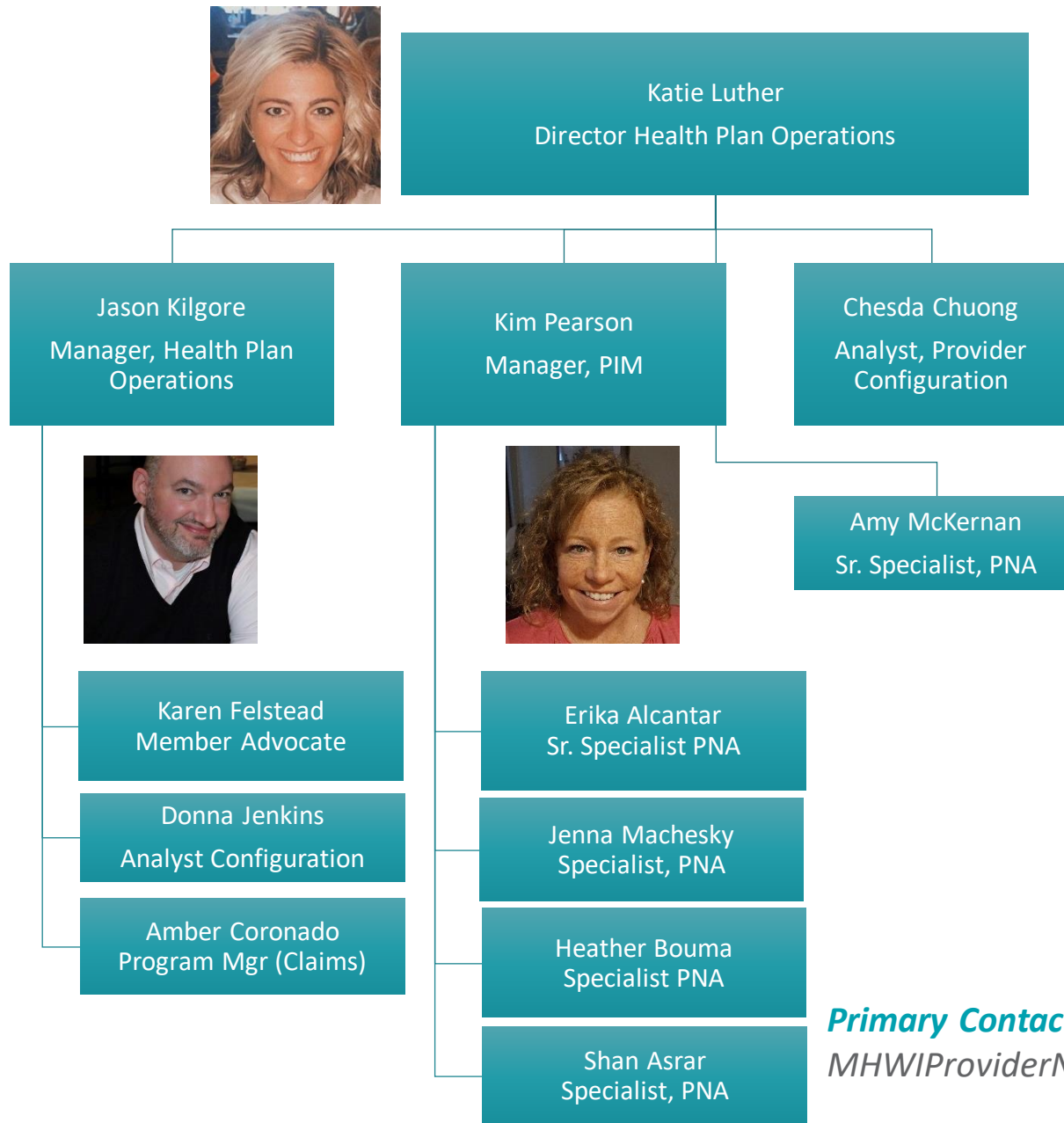


Primary Functions

- Triages and researches all incoming requests, for all lines of business and legacy entities, to the MHWIProviderNetworkManagement@MolinaHealthcare.com inbox.
 - Properly assigns and escalates requests as appropriate.
- Supports all internal operations, conversations, and provider needs based on what comes in to Molina & My Choice from the provider network.

Primary Contact Method: MHWIProviderNetworkManagement@MolinaHealthcare.com

Health Plan Operations



Primary Functions

- Supports operational activities across all lines of business, for both legacy entities.
- Includes:
 - Provider data & demographics
 - Credentialing
 - Network adequacy
 - Claims oversight
 - Encounters
 - Member advocacy

Primary Contact Method:

MHWIProviderNetworkManagement@MolinaHealthcare.com

Provider Operations and Contracting, LTSS



Nicole Pagliaro
Dir, Provider Operations and Contracts LTSS



Celine Unger
Mgr, Provider Contracts
LTSS

Sheri Wojtowicz
Provider Contracts
LTSS

Sadie SanFelippo
Provider Contracts
LTSS

John Jorgenson
Provider Contracts
LTSS

Samantha
Monrial-Garza
Provider Contracts
LTSS

Kelli Macon
Provider Contracts
LTSS

Primary Functions

- Oversees the long-term care and support service contracts across the Family Care & Family Care Partnership lines of business.
- Includes:
 - Home and Community-Based Waiver Services (HCBS) (i.e. Residential, Day Services, Financial Management, etc.)

Primary Contact Method: shfamcontracts@mychoicewi.org

Provider Operations and Contracting, LTSS



Nicole Pagliaro
Dir, Provider Operations and
Contracts LTSS



Luis Carmona Gonzalez
Mgr, Residential Service
LTSS

Danielle Corlette
Sr. Rep Residential
Service

Ashli Konietzka
Dept Admin

Lauren English
Supervisor
Residential Service

Corrine Roe
Specialist
Residential Service

Ann Polenski
Specialist
Residential Service

Grace Harrison
Specialist
Residential Service

Jaclyn Brausen
Specialist
Residential Service

Natalie McHugh
Supervisor
Residential Service

Thomas Fleming
Specialist
Residential Service

Jamieann Braatz
Specialist
Residential Service

Stephanie Pups
Rogers
Specialist
Residential Service

Primary Functions

- Oversees the placement of members in the least restrictive and service level appropriate residential setting in the community.
- Includes:
 - Complex and High Behavioral member needs
 - Memory Care needs
 - Medically complex needs
 - 24/7 service and support needs

Primary Contact Method:

famresidentialteam@mychoicefamilycare.com

Provider Operations and Contracting, LTSS



Nicole Pagliaro
Dir, Provider Operations and Contracts LTSS



Kimberly Rennie
Mgr, Provider Quality
LTSS

Kristine Trotter
Supervisor
Provider Quality

Sonia Mullen
Assoc Specialist
Provider Quality

Elizabeth Zettler
Rep Provider Quality

Kyla Elmer
Rep Provider Quality

Tanya Kaiser
Rep Provider Quality

Jamison Hammer
Rep Provider Quality

Primary Functions

- Oversees the long-term care and support service provider quality requirements and completes 1-2 bed AFH Certifications for the Family Care & Family Care Partnership lines of business.
- Includes:
 - Immediate reportable events
 - Contract language compliance
 - Member dissatisfaction
 - License/Certification compliance

Primary Contact Method:

ProviderQuality@mychoicefamilycare.org

Additional Resources



Provider Quality & Practice Transformation

Primary Functions:

- **Provider Engagement and Support:**
 - Collaborate with providers to enhance practice transformation
 - Offer tools, resources, and guidance aimed at improving patient quality care
- **Quality Improvement Initiatives**
 - Partner with providers on targeted quality improvement projects (CAHPS, HEDIS, etc.)
 - Drive enhanced patient outcomes and performance
- **Close Gaps in Care**
 - Work closely with providers to engage members in completing necessary services
 - Ensure proper documentation to support accurate quality reporting
- **Comprehensive Quality Support**
 - Analyzing data trends,
 - Implements member-facing interventions, and
 - Ensures compliance with regulatory requirements



Julie Utter,
AVP Quality and Risk Adjustment



Michele Merk
Manager, Provider Quality and
Practice Transformation

Melissa Lopez
Specialist, Provider Quality and
Practice Transformation

Vanessa Shaw
Specialist, Provider Quality and
Practice Transformation

Primary Contact:

Michele.Merk@Molinahealthcare.com

Growth & Community Engagement



Brit Paulsen
AVP, Growth & Community Engagement



Daren Allen
Dir, Mem & Community Eng

Allison Navin
Growth/Comm Eng for Madison area

Jenny Chevalier
Growth/Comm Eng for Northeast WI

Shana Brown
Growth/Comm Eng for Milwaukee area

Mary Khang
Growth/Comm Eng for Milwaukee area



Lisa Morse-Heinz
Manager, Medicare Sales & Marketing



Dan Moore,
Account Rep,
Medicare



Laurie Johnson,
Account Rep,
Medicare

Primary Functions

- Fostering the connection between providers, payer, and the community.
- Host member/patient engagement events
- Share health materials and community resources

Primary Contact: WCommunityEngagement@molinahealthcare.com

Know Who to Contact

Reference the Molina and My Choice websites for tons of useful information

- molinahealthcare.com/WI
- mychoicewi.org

Other Helpful Resources

- Molina Provider Manuals:
 - [Medicaid BadgerCare+ & SSI](#)
 - [Marketplace](#)
 - [Medicare](#) (plans administered by Molina)
- [My Choice Wisconsin Provider Handbook](#)
 - Applicable for Medicare Dual Advantage (administered by My Choice), Family Care, Family Care Partnership and Medicaid BC+ & SSI for dates of service prior to 7/1/2024 **only**.



Know Who to Contact

Check out our [Quick Reference Guide](#) (QRG) and [integration website](#) for more information on the integration.

Program	Molina Medicaid <ul style="list-style-type: none"> BadgerCare Plus (BC+) Supplemental Security Income (SSI) 	Molina Medicare <ul style="list-style-type: none"> Molina Medicare Complete Care (HMO D-SNP) Molina Medicare Choice Care (HMO) 	My Choice Wisconsin <ul style="list-style-type: none"> Medicare Dual Advantage Family Care Family Care Partnership
Claim status	provider.MolinaHealthcare.com	provider.MolinaHealthcare.com	MIDAS portal mcfc-midas.com/default.asp
Member Services	(888) 999-2404	(855) 315-5663	(800) 963-0035
Provider Services	<ul style="list-style-type: none"> (855) 326-5059 MHWIPProviderNetworkManagement@MolinaHealthcare.com 	<ul style="list-style-type: none"> (855) 326-5059 MHWIPProviderNetworkManagement@MolinaHealthcare.com 	<ul style="list-style-type: none"> (800) 963-0035 shfamcontracts@MyChoiceWI.org
Website	MolinaHealthcare.com/WI-MedicaidProviders	MolinaHealthcare.com/MedicaidProviders	MyChoiceWI.org/
Provider Manual	Molina- Medicaid Provider Manual: MolinaHealthcare.com/WI-ProviderManual	Molina- Medicare Provider Manual: MolinaHealthcare.com/WI-ProviderManual	My Choice- Provider Handbook: MyChoiceWI.org/ProviderHandbook

Not sure where to go? Reach out to
MHWIPProviderNetworkManagement@molinahealthcare.com
 We'll help get you to the right place.

Questions?

