



## Provider Bulletin

### Provider Memorandum

#### Claims Processing Updates

Molina Healthcare of Wisconsin (Molina) was recently made aware of some systemic claims processing issues and wanted to make you aware.

- **Evaluation and Management (E&M):** Medicaid E&M codes were updated by ForwardHealth, effective 1/1/2024. While Molina is updating our system to include the updates and adjusted rates, claims may have denied and/or been paid at the wrong amount. Molina will adjust all impacted claims; no action is needed on your end.
- **Electronic Visit Verification (EVV) Rounding:** Molina identified rounding inconsistencies relating to EVV visits and utilization for 2023 dates of service. We are working on updating our system to effectively follow ForwardHealth rounding rules and will reprocess all impacted claims. Molina will adjust all impacted claims; no action is needed on your end.

#### Questions?

We're here to help. Contact your Provider Relations Manager or email the Provider Network team at [MHWIProviderNetworkManagement@MolinaHealthcare.com](mailto:MHWIProviderNetworkManagement@MolinaHealthcare.com) or visit [MolinaHealthcare.com](https://MolinaHealthcare.com).

#### Availity Essentials - Molina's Provider Portal

Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more at [availability.com/molinahealthcare](https://availability.com/molinahealthcare).