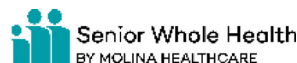


# Molina Healthcare Payer Space Functions

Presented by: Molina Digital Channel Experience

29<sup>th</sup> July 2024



## Legacy Portal Sunset Reminder

Direct Access to the legacy Molina Provider Portal was removed for most of the states

### Availity Essentials is now Molina Healthcare's exclusive provider portal

Availity Essentials is now Molina Healthcare's official secure provider portal for traditional (non-atypical) providers. After the Molina legacy provider portal is sunset, the following tools will be accessible **only** via Availity Essentials: eligibility and benefits, claims inquiry, claims submission, saved claims, claims template portal and member search.

Atypical or non-healthcare providers (i.e., personal care, adult day care, taxi-services, or offer home modifications) will be permitted direct access to the Molina Provider Portal until further notice.

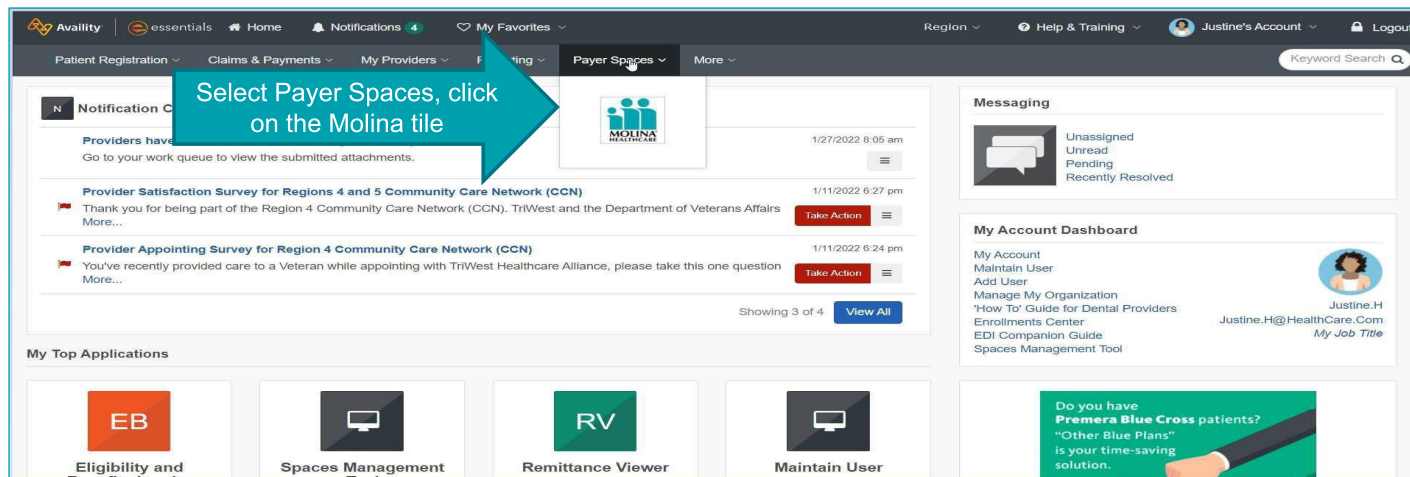
## Agenda

- Payer Spaces and the SSO Process
  - Prior Authorizations – SSO to legacy
  - Patient Care Portlet
  - Reports – SSO to legacy
  - HEDIS Profile
  - Coming Soon
    - Care Coordination Portal
    - New Applications!
- Reporting Portal Issues
- Contacting your Molina Provider Services Team

# Payer Spaces and the SSO Process

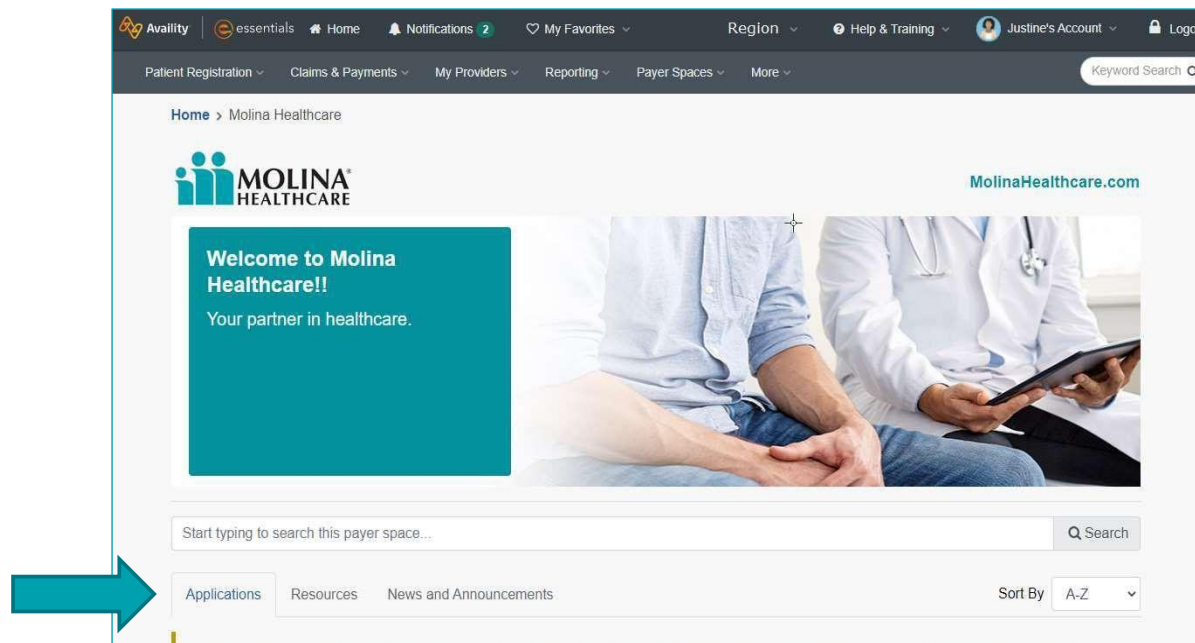
# Payer Spaces (1 of 7)

A Payer Space contains links to payer-specific Applications, Resources and News and Announcements. Molina's Payer Space is accessed via the Single Sign On process through Availity Essentials.



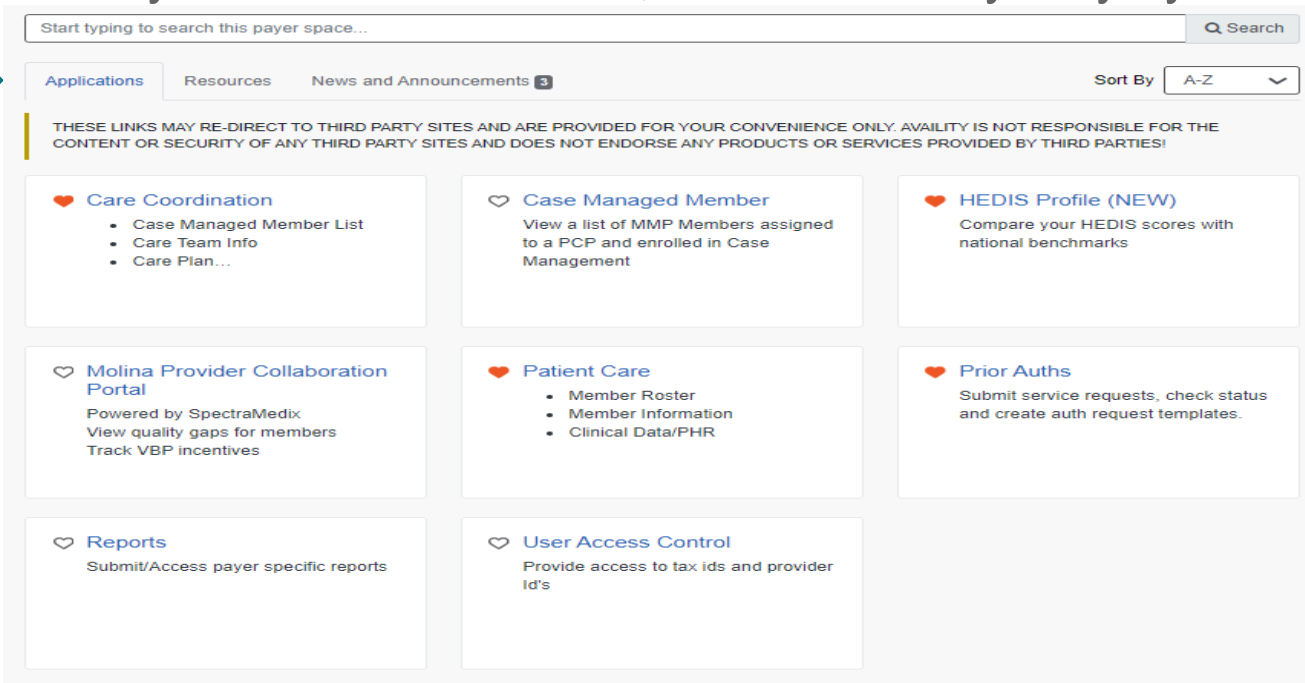
## Payer Spaces (2 of 7)

After clicking on the Molina Payer Space tile, the Payer Space landing page will appear.



# Payer Spaces (3 of 7)

The Applications tab contains various tiles that will direct users to additional functionality offered by Molina. Please note, these tiles may vary by state!



Start typing to search this payer space...

Applications Resources News and Announcements 3 Sort By A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

- Care Coordination**
  - Case Managed Member List
  - Care Team Info
  - Care Plan...
- Case Managed Member**

View a list of MMP Members assigned to a PCP and enrolled in Case Management
- HEDIS Profile (NEW)**

Compare your HEDIS scores with national benchmarks
- Molina Provider Collaboration Portal**

Powered by SpectraMedix  
View quality gaps for members  
Track VBP incentives
- Patient Care**
  - Member Roster
  - Member Information
  - Clinical Data/PHR
- Prior Auths**

Submit service requests, check status and create auth request templates.
- Reports**

Submit/Access payer specific reports
- User Access Control**

Provide access to tax ids and provider Id's

# Payer Spaces (4 of 7)

The Resources tab contains links to useful Health Plan specific resources.

Start typing to search this payer space... Q Search

**Resources** News and Announcements Sort By Newest

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

**Filter By Category**  
Changes are applied immediately on selection.

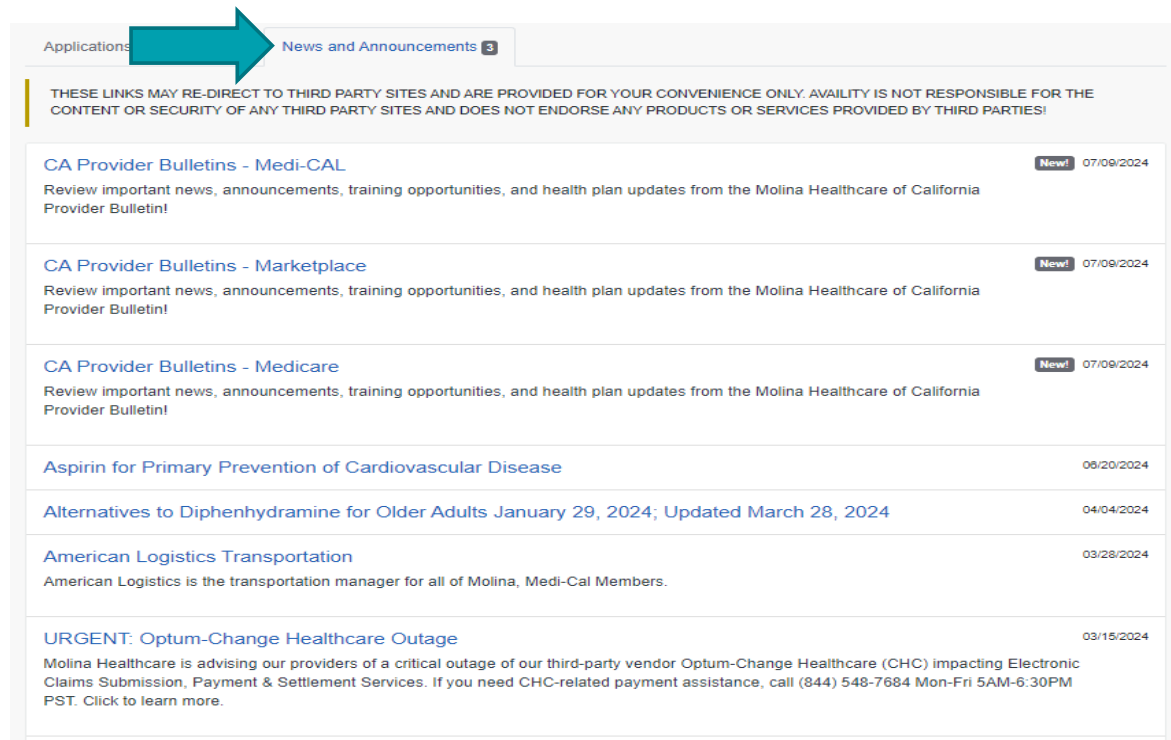
- HEDIS (60)
- Other (35)
- Marketplace (5)
- Medicare (4)
- Medicaid (3)
- Prior Authorizations (3)
- Care Coordination (2)
- Payer Spaces (2)
- Miscellaneous (1)
- Scheduler (1)

<a href="#">Manage Finalized Molina claims via Availity essentials</a>	<b>New!</b> 07/09/2024
<a href="#">NM Comprehensive Care Plan</a>	08/24/2024
<a href="#">NM Comprehensive Needs Assessment Form</a>	08/24/2024
<a href="#">NM P2P Scheduling Tool</a> Ability to submit scheduler form	08/07/2024
<a href="#">Molina Clinical Policies</a> Making clinical policies available to providers	08/05/2024
<a href="#">NM Long Term Care Nursing Facilities Information</a> describes the intended use of the forms and presentations listed in the level of care website.	08/04/2024
<a href="#">Provider Data Management</a> Keep your demographics updated by using the CAQH portal	04/29/2024
<a href="#">Medicare Inflation Reduction Act</a> The Inflation Reduction Act expands Medicare benefits, lowers drug costs, stabilizes prescription drug premiums, and strengthens the Medicare program.	04/29/2024
<a href="#">Molina Help Finder</a>	04/29/2024



# Payer Spaces (5 of 7)

The News and Announcements tab contains Health Plan specific communications.



Applications **News and Announcements**

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

<a href="#">CA Provider Bulletins - Medi-CAL</a>	New! 07/09/2024
Review important news, announcements, training opportunities, and health plan updates from the Molina Healthcare of California Provider Bulletin!	
<a href="#">CA Provider Bulletins - Marketplace</a>	New! 07/09/2024
Review important news, announcements, training opportunities, and health plan updates from the Molina Healthcare of California Provider Bulletin!	
<a href="#">CA Provider Bulletins - Medicare</a>	New! 07/09/2024
Review important news, announcements, training opportunities, and health plan updates from the Molina Healthcare of California Provider Bulletin!	
<a href="#">Aspirin for Primary Prevention of Cardiovascular Disease</a>	09/20/2024
<a href="#">Alternatives to Diphenhydramine for Older Adults January 29, 2024; Updated March 28, 2024</a>	04/04/2024
<a href="#">American Logistics Transportation</a>	03/28/2024
American Logistics is the transportation manager for all of Molina, Medi-Cal Members.	
<a href="#">URGENT: Optum-Change Healthcare Outage</a>	03/15/2024
Molina Healthcare is advising our providers of a critical outage of our third-party vendor Optum-Change Healthcare (CHC) impacting Electronic Claims Submission, Payment & Settlement Services. If you need CHC-related payment assistance, call (844) 548-7684 Mon-Fri 5AM-6:30PM PST. Click to learn more.	

# Payer Spaces (6 of 7)

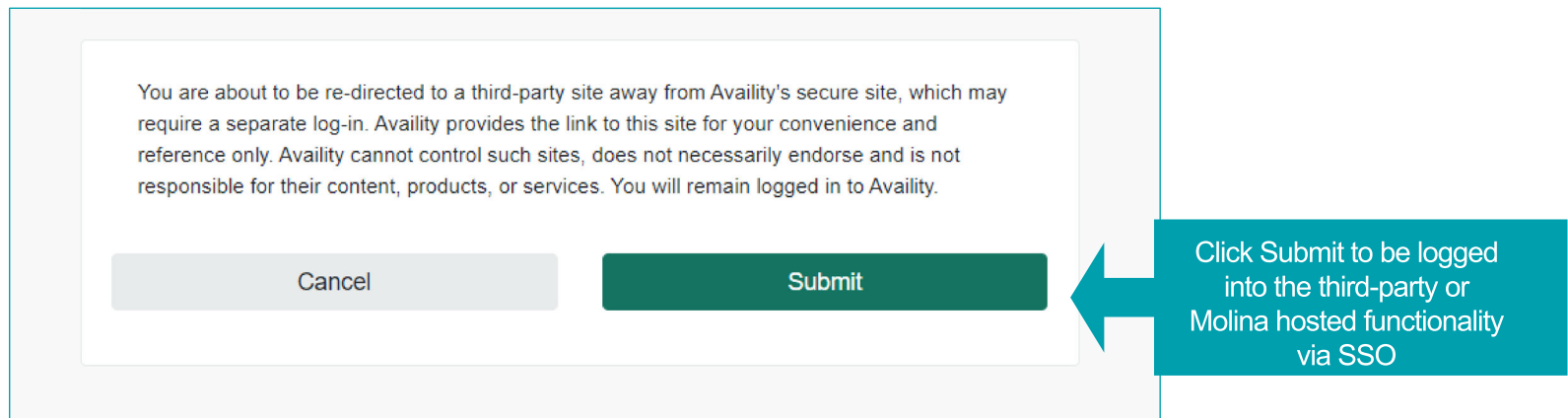
Most application tiles will prompt users to enter provider-specific information.

The screenshot shows a web form titled "HEDIS Profile" with the Molina Healthcare logo and a "Give Feedback" button. The form includes several input fields: "View Provider HEDIS Scorecard by Tax ID (Group)", "Organization\*" (Molina Healthcare Inc), "Tax ID" (Select TIN...), "PayTo Group NPI (optional)" (Enter NPI...), and "State\*" (California). A blue "Continue" button is at the bottom. Annotations include a teal box pointing to the Tax ID field with the text "Your Tax ID is required to Continue for all Applications", and another teal box pointing to the Continue button with the text "Click Continue upon entering required information".

Some tiles may require additional or different information!

## Payer Spaces (7 of 7)

The below window will appear informing users they are being re-directed to a third-party site including SSO to Molina legacy provider portals plug ins!



# Prior Authorizations

## Prior Authorizations

In few states i.e., MI, IA, NE Providers can submit prior authorizations directly in Availity.

Molina has a roadmap to extend this feature to all our state health plans in near future.

This shall eliminate need to go through Payer Spaces SSO tile for submission of Authorizations and status inquiry on the same.

Check out the recorded demo in the Availity Learning Center for more information:

<https://availitylearning.learnupon.com/catalog/courses/2874184>

## Prior Authorizations (1 of 6) – SSO tile

The Prior Auths tile has 4 functionalities:

- Service Request/Authorizations Status Inquiry
- Create Service Requests/Authorizations
- Open Incomplete Service Requests/Authorizations
- Create Service Request/Authorization Template

♡ Prior Auths

Submit service requests, check status  
and create auth request templates.

## Prior Authorizations (2 of 6)

To ensure the prior authorization request is submitted successful the listed elements are required. Please note, some of these elements are auto-populated for you.

Section	Description
Member Search	Enter Molina Healthcare Member ID or enter First Name, Last Name and Date of Birth to search for Member. Searches Member's eligibility as of today.
Patient Information	This section will automatically populate with a successful Member Search
Service Information	Enter Type of Service, Place of Service, and Proposed Start Date (Required fields will be enabled based on your selection). Enter Diagnosis Code, Procedure Code and Number of Units requested to complete this section.
Provider Information	Requester and Contact information will automatically populate based on the User ID. Manually enter any other necessary information to complete this section.
Referring Provider Information	Select a Referring Provider from drop down menu and the information will automatically populate.
Referred to Provider Information	To locate a Provider, enter the Provider NPI. The information will automatically populate. If the Provider is not found, you can enter the information manually.
Additional Provider Access	PCP automatically populates. (This is not a required field.)
Refer to Facility Information	If you are choosing a facility, enter the Facility NPI and move to the next field to search or use Find Facility link to search and select a Provider. If the Provider is not found, you can enter the information manually by clicking cancel on the search window.
Supporting Information	Use this section for adding attachments and clinical notes/comments to support the request.

# Prior Authorizations (3 of 6)

The Service Request/Authorization Form is available for inpatient and outpatient service requests.

The screenshot shows the 'Service Request/Authorization Form' in the Molina Healthcare Provider Self Services portal. The page includes a header with the Molina logo, 'Provider Self Services', and user information. The form is divided into several sections: Member Search, Patient Information, and Service Information. The Member Search section has fields for Member ID, Last Name, First Name, and Date of Birth. The Patient Information section contains fields for Last Name, First Name, Middle Initial, Date of Birth, Sex, Address, City, State, Zip Code, Phone # (Home), Phone # (Mobile), and PCP Name. The Service Information section includes dropdowns for Type of Service and Place of Service, date fields for Proposed Start Date, Admission Date, and Discharge Date, and a Care Type selection. Below these are two tables for adding diagnosis and procedure codes.

**Service Request/Authorization Form**

\* - Required Field

**Member Search**

Member ID:  [Advanced Search](#) Eligibility information is current as of Mar 14 2020 12:52:55 AM PST ?

or

Last Name:  First Name:  Date Of Birth:  mmddyyyy

**Patient Information**

This section will automatically populate when you enter valid information for Member Search.

Last Name  First Name  Middle Initial  Date of Birth  Sex

Address  City  State  Zip Code

Phone # (Home)  Phone # (Mobile)  PCP Name

**Service Information**

Enter Required Information\*

Type of Service:  Select  Submit Date: 07/01/2020

Place of Service:  Select

Proposed Start Date:  mmddyyyy Admission Date:  mmddyyyy Discharge Date:  mmddyyyy

Care Type:  Routine/Elective  Urgent/Expedite Within 72 Hours

[Remove]	Diagnosis Code *	Diagnosis Description
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

(Add more diagnoses)

[Remove]	Procedure Code	Procedure Description	Number of Units	Procedure Modifier
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



# Prior Authorizations (4 of 6)

Auth Search options:

- Member Number
- Member Name/DOB
- Service Request Number
- Refer to Provider
- Refer from Provider/Facility

The screenshot shows the Molina Healthcare web interface for a Service Request/Authorization Inquiry. At the top left is the Molina Healthcare logo. At the top right, it says "Welcome, All Access User: aka769" with a "Log Out" button, and the date/time "Feb 08 2022 1:00:48 PM" with links for "FAQ", "Training", and "Contact Molina". The main heading is "Service Request/Authorization Inquiry". Below this is a search form with a "Search Options:" dropdown menu currently set to "Member Number", and a "Member Number:" text input field. Below these are two date selection sections: "Service Request Date" and "Submission Date", each with "From:" and "To:" fields and calendar icons. The "Submission Date" "To:" field is pre-filled with "02/08/2022". To the right of these date fields is an "Optional Search Criteria" section with three dropdown menus: "Gender:", "Refer from Provider/Facility:", and "Service Request Status:", each with a "Select" option. At the bottom right of the form are three buttons: "Search", "Clear", and "Cancel". A teal callout box with a downward-pointing arrow highlights the "Search Options:" dropdown menu.

# Prior Authorizations (5 of 6)

For services submitted regularly, users can copy from the Inquiry screen to a New Request or as a Template for future submission using the Copy to Template or Copy to New Buttons.

**Service Request/Authorization Details**

---

**General Information**

Member Name: DOE, JOE	Service Request/Auth Number: 1234567890
Service Request/Auth Type: Outpatient	Referred To Provider: REFER TO PROVIDER
Requesting Provider: MOLINA PROVIDER	Referred To Provider NPI: 1234567890
Requesting Provider NPI: 1234567890	Service Request Date To: 06/18/2020
Service Request Date From: 06/18/2020	Request Receipt Date: 08/07/2020
Service Request Description: Outpatient Medical Visits	

---

Diagnosis Code	Description	Diagnosis Type
D75.1	Secondary polycythemia	Primary
M43.12	SPONDYLOLISTHESIS, CERVICAL REGION	Secondary
R59.1	Generalized enlarged lymph nodes	Secondary

---

Service Line Items				
Service Code	Service Description	Service Request Status	Reason	Total Number of Units
99214	OFFICE/OUTPATIENT ESTABLISHED MOD MDM 30-39 MIN	Denied		1

---

**General Status**

Description

Denied

If you have received pre-certification, but have not yet notified Molina of the actual dates of service, please refer to the hard copy documentation for more information.

If the member is currently inpatient and subject to concurrent review, the general status will be Pending or N/A and the number of days may continue to change until the case is finalized.

Copy to Template
Copy to New

## Prior Authorizations (6 of 6)

When submitting multiple prior authorization requests, you no longer need to start the SSO process all over again for each submission. Simply click on the Submit New SRA button at the bottom of the page to begin a new request!

Please use the Upload option below to attach required documents that may include but not limited to -

- Current (up to six months), adequate patient history related to the requested services
- Relevant physical examination that addresses the problem
- Relevant lab or radiology results to support the request (including previous MRI, CT Lab or X-Ray report/results)
- Relevant specialty consultation notes
- Any other information or data specific to the request

**Attachments**

Select Attachment Type for each file

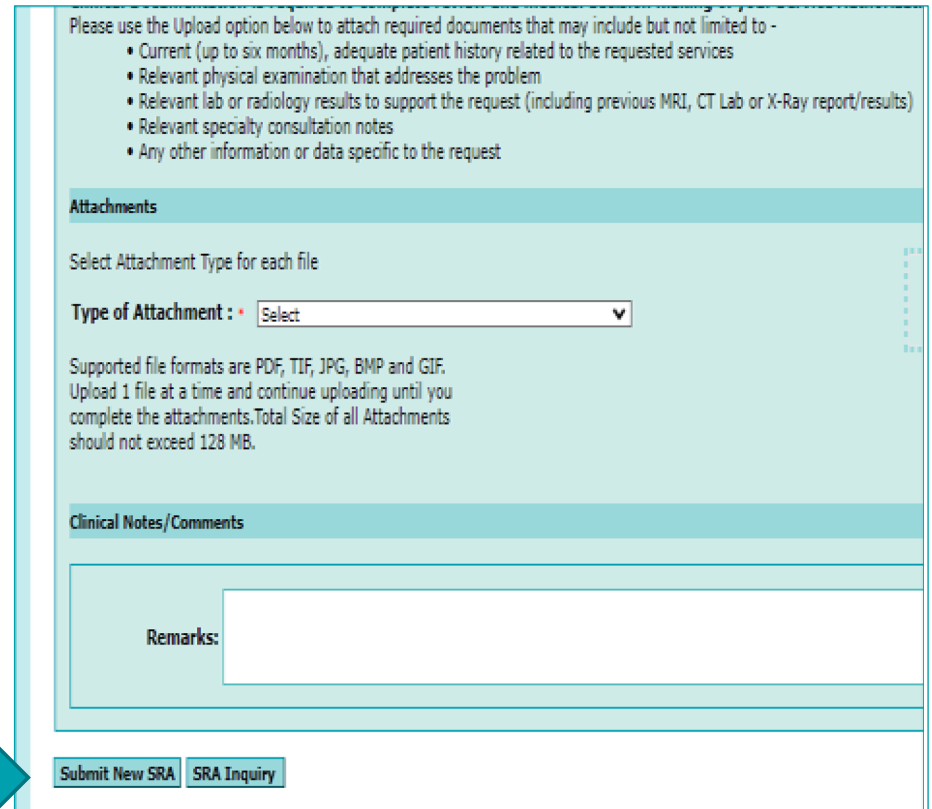
Type of Attachment :

Supported file formats are PDF, TIF, JPG, BMP and GIF.  
Upload 1 file at a time and continue uploading until you complete the attachments. Total Size of all Attachments should not exceed 128 MB.

**Clinical Notes/Comments**

Remarks:

[Submit New SRA](#) [SRA Inquiry](#)



# Patient Care

## Patient Care (1 of 5)

The Patient Care portlet contains valuable information such as:

- Member rosters
- Member information
- Clinical Data/PHR
- Alerts
- Assessments
- Redetermination Date

### ♥ Patient Care

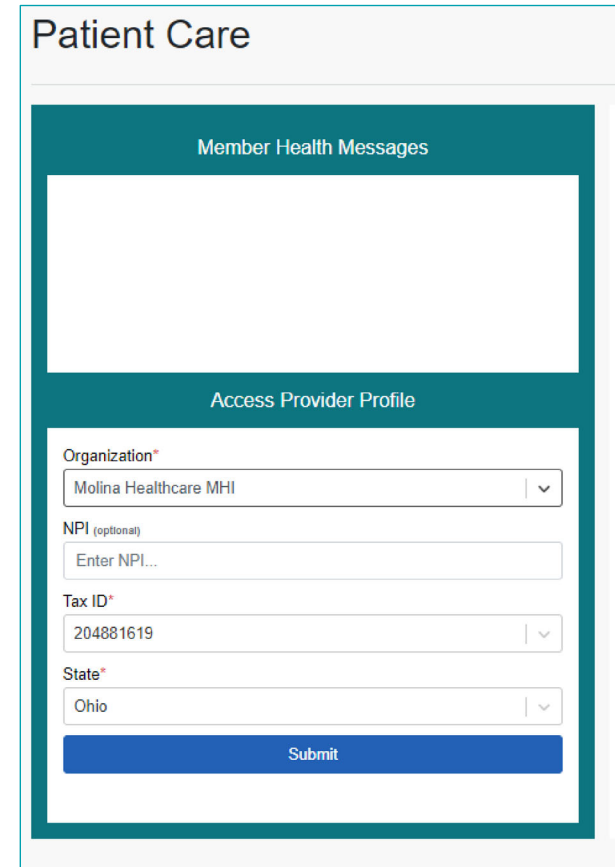
- Member Roster
- Member Information
- Clinical Data/PHR

## Patient Care (2 of 5)

To access the provider profile under Patient Care, enter:

- Organization
- Tax ID
- State

NPI is optional but helpful to enter for large TINs to perform an optimal query.




The screenshot displays a web interface titled "Patient Care". It features a teal header with the text "Member Health Messages" above a large empty white box. Below this is another teal header labeled "Access Provider Profile". Underneath, there is a form with the following fields: "Organization\*" (a dropdown menu with "Molina Healthcare MHI" selected), "NPI (optional)" (a text input field with the placeholder "Enter NPI..."), "Tax ID\*" (a dropdown menu with "204881619" selected), and "State\*" (a dropdown menu with "Ohio" selected). A blue "Submit" button is located at the bottom of the form.

## Patient Care (3 of 5)

A list of provider groups associated with the information entered will appear. Select the proper radio button for the group you wish to obtain information for.

Patient Care

Give Feedback 

Member Health Messages

Access Provider Profile

Organization\*  
Molina Healthcare MHI

NPI (optional)  
Enter NPI...

Tax ID\*  
204881619

State\*  
Ohio

Submit

Select Provider

Select	NPI	TIN	Provider ID	Provider Name	Prov Service Location
<input type="radio"/>					CLEVELAND

Next

Select the proper radio button here

# Patient Care (4 of 5)

Search by specific criteria

Search By : Last Name, First Name, Member ID, Line of Business, Status

Select a Primary Care Provider : All Providers who are greyed out on the list do not have members assigned to them.

Select a letter to find a Member by Last Name

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click on a column header to sort or hover over a ? for help with that column.

Last Name	First Name	Date of Birth	Member ID	Line of Business	Status	PCP Effective Date
QUINN			1	OHIO HEALTHY FAMILIES	[Blank]	07/02/2021

Print Export

Select a specific Primary Care Provider within the group to narrow results

Click the members last name to open their Patient Care Profile

Print the member roster or export to Excel

Find members by the first letter of their last name



# Patient Care (5 of 5)

The screenshot displays a patient care interface with the following fields and tabs:

- Member ID:** [Redacted]
- Member Name:** [Redacted]
- Enrollment Plan:** MHKY MEDICA
- Enrollment Eff. Date:** 01/01/2021
- Enrollment Date:** 2078
- Redet Date:** N/A

The interface includes a navigation bar with the following tabs: **Member Information**, **Clinical/PHR**, **Alerts**, and **Assessments**.

Callouts provide the following information:

- Member information tab:** contains contact info, effective dates, member ID, and current PCP.
- Alerts tab:** shows care gap information.
- Assessments:** contains uploaded completed assessments for the member.
- Clinical/PHR tab:** contains information such as Care Team Info, Service Authorizations, Inpatient Admissions and ED Visits.

Other interface elements include a **Member Health Messages** section on the left and a list of expandable sections on the right: **Member Profile**, **Enrollment**, **Primary C**, and **IPA/Group Information**.

# Reports

## Reports (1 of 4)

The Reports tile has 2 functionalities:

- Claim Report Request: allows users to pull claim reports using specific date spans.
- View Reports: where reports are housed once they have been requested and/or uploaded. Affiliation lists are housed within View Reports and, for some Health Plans, this is also where annual paid claim listings (PCL) are stored.

♥ Reports

Submit/Access payer specific reports

## Reports – Claims Reports (2 of 4)

The Reports tile will ask for additional information prior to the SSO process. Below outlines the Report Option field:

Organization  
Molina Healthcare Inc

NPI (Optional)  
Enter NPI...

Tax ID ?  
Select TIN...

State  
Kentucky

Provider ID ?  
Enter required fields first

Reports Option  
Select...

Claims Report Request

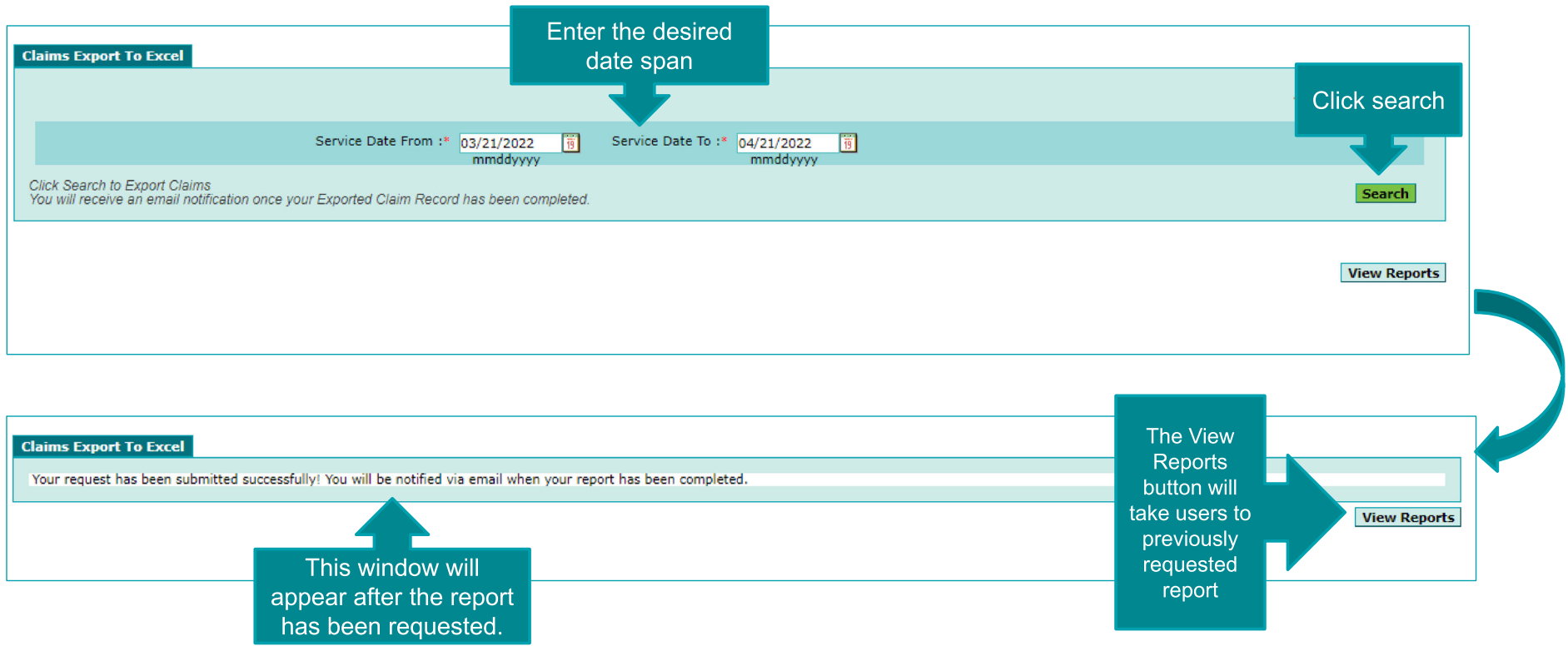
View Reports

Continue

Click to request a new claim report

Click to access previously requested claim reports, access Affiliation List or view Paid Claim Listings\*

# Reports – Claims Reports (3 of 4)



# Reports – View Reports (4 of 4)

**Downloadable Claims Reports**

File Name	Service From Date	Service To Date	Generated Date
*****8277_03-21-2022_04-21-2022	03/21/2022	04/21/2022	04/21/2022
*****8277_03-23-2021_03-23-2022	03/23/2021	03/23/2022	03/23/2022

[View more Claim files](#)

\* Displays the last 30 days' most recent 5 Claim files based on Date of Service

Downloadable Claims Reports provides a list of previously ran reports

**Nurse Advice Reports**

You have no Nurse Advice Reports in last 30 days.

[View more Nurse Advice Reports](#)

**Paid Claims Listing (PCL)**

You have no Paid Claims Listing (PCL) files in last 60 days.

[View more PCL Reports](#)

Paid Claims Listing (PCL) houses annual PCLs\*

**Affiliation List**

[Affiliation List - PDF](#)  
[Affiliation List - EXCEL](#)

Affiliation List offers a list of providers affiliated with the specific provider chosen during the SSO process\*\*

\*Varies by Health Plan

\*\*To update provider information please submit an information change request to the Health Plan.

# HEDIS® Profile\*

\*For Primary Care Providers and PayTo/Group Providers only.

## HEDIS® Profile (1 of 3)

The Healthcare Effectiveness Data and Information Set (HEDIS®) Profile is used to measure performance on significant dimensions of care and service.

HEDIS® Profile functionality includes:

- View HEDIS® scores and compare performance against peers and national benchmarks
- Search/filter for members who need HEDIS® services and export listings
- Submit HEDIS® chart documentation for completed services

! The HEDIS® Profile is updated the final week of every month and reflects all processed data received the prior month.

♡ HEDIS Profile

Compare your HEDIS scores with national benchmarks



# HEDIS® Profile (2 of 3)

My Rates tab

Measures will appear alongside current measurement year performance within the My Rates tab. The ‘% of Patients who Received Services’ column will change color based on the national benchmark.

### Medicaid and Marketplace NCQA Nat'l Percentiles:

- Green** = Your rate is at or above 90% NCQA benchmark
- Yellow** = Your rate is at or above 75% NCQA benchmark
- Red** = Your rate is below the 75% NCQA benchmark

### Medicare/Duals Star Ratings:

- Green** = Your rate is at or above the 5 star rating
- Yellow** = Your rate is at or above the 4 star rating
- Red** = Your rate is below the 4 star ratings

The performance rates are based on claims/encounters data received as of 05/31/2016

Group Name: MOLINA MEDICAL CENTER

Select a Provider: All

Select a Service location: All

Show Data For: All Members

Coverage: Medicaid

Medicaid measures	Your Current 2016 Measurement Year Performance				2015 Measurement Year Performance		2015 NCQA Nat'l Percentiles <sup>3</sup>			
	Total # Patients in Measure	# Patients Completed Services	# Patients Still Needing Services	% of Patients who Received Services	Your Performance	Health Plan Performance <sup>2</sup>	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Adolescent Well Care Visit - All (AVC)	413	64	329	80.0%	0.00%	52.96%	41.76%	49.15%	59.85%	68.58%
Adult Access to Preventive/Ambulatory Health Services - All years (AAP)	564	202	362	35.8%	0.00%	78.87%	79.59%	83.84%	86.91%	88.75%
Adult Bill Assessment - All (ABA)	1	0	1	0.0%	0.00%	80.57%	75.47%	83.45%	89.62%	92.94%
Annual Dentist Visit 2-21 Years - Total (ADV)	1468	256	1212	17.4%	0.00%	0.00%	40.24%	54.69%	60.31%	66.64%
Antidepressant Medication Management - Effective: Acute Phase (AMM)	3	3	0	100.0%	0.00%	53.73%	46.70%	50.50%	56.20%	62.60%
Appropriate Testing for Children with Pharyngitis 2 to 18 years (CWP)	17	17	0	100.0%	0.00%	75.14%	62.98%	71.48%	79.63%	85.25%
Appropriate Treatment for Children with Upper Respiratory Infection Age 2-18 (URI)	36	1	35	2.8%	100.00%	88.14%	84.24%	88.00%	92.51%	95.17%
Cervical Cancer Screening - All (CCS)	302	117	185	38.7%	0.00%	54.12%	54.33%	61.25%	67.88%	73.08%
Childhood Immunizations * (CIS) Chicken Pox Immunization	5	5	0	100.0%	0.00%	86.98%	87.59%	91.17%	92.76%	94.81%
Childhood Immunizations * (CIS) COT10	5	1	4	20.0%	0.00%	17.22%	28.70%	35.88%	42.13%	49.63%

Showing 1-10 of 39

Print Export

<sup>1</sup> Health Plan Performance: Includes data from claims/encounters as well as medical records for sampled members in particular measures.  
<sup>2</sup> A 0% that is present in the Health Plan Performance column indicates that the denominator was too low to report or the Plan did not report the measure.  
<sup>3</sup> The most current (2015) NCQA National Percentiles are displayed. The data are updated annually with the NCQA audited benchmarks in July/August.

# HEDIS® Profile (2 of 3)

HEDIS® Needed Services List will show members who have outstanding HEDIS® services within the Members tab. This list can be printed or exported for convenience.

Members tab

The screenshot shows the 'Members' tab in the HEDIS Profile interface. A teal arrow points to the 'Members' tab. The page title is 'HEDIS Profile' and there is an 'FAQ Help' link in the top right. Below the title, there are tabs for 'My Rates' and 'Members'. The 'Members' tab is active, showing a 'HEDIS Needed Services List' for the group 'MOLINA MEDICAL CENTER'. There are filters for 'Select a Provider', 'Select a Service location', 'Show Data For', 'Service Status', and 'Coverage'. Below the filters, there is a search bar and a table of members. The table has columns for 'Select', 'Last Name', 'First Name', 'Date of Birth', 'Member ID', 'Measures', 'Address', 'Phone', 'Status', 'PCP Name', and 'Service Location'. The table contains five rows of member data. At the bottom of the page, there is a pagination bar showing 'Page 1 of 1' and '10 per page'. There are also 'View', 'Print', and 'Export' buttons. A teal arrow points to the 'View' button.

The performance rates are based on claims/encounters data received as of 05/31/2016

My Rates Members

**HEDIS Needed Services List**

Group Name: MOLINA MEDICAL CENTER

Select a Provider: All

Select a Service location: All

Show Data For: All Members

Service Status: All

Coverage: Medicaid

Select a letter to find a Member by Last Name

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

At Molina, we care about your patient information. Please send us the relevant medical record documentation (e.g., progress note, immunization record, lab reports) if a HEDIS service was completed but not reflected on the profile by clicking on the Upload Documents button below. We will review the information and update our records if it meets the HEDIS criteria.

Select	Last Name	First Name	Date of Birth	Member ID	Measures	Address	Phone	Status	PCP Name	Service Location
<input type="checkbox"/>	BLACK	SIRIUS	02/01/2000	00000000A	Weight Assessment and Counseling- BMI Percentile (WCC) Total	200 OceanGate #100, Long Beach, CA 90802	0000000000	Needed	POMFREY, POPPY	604 PINE AVE LONG BEACH 90802
<input type="checkbox"/>	DIGORY	CEBRIC	01/17/1963	00000000B	Cervical Cancer Screening-All (CCS)	200 OceanGate #100, Long Beach, CA 90802	0000000000	Needed	POMFREY, POPPY	604 PINE AVE LONG BEACH 90802
<input type="checkbox"/>	GRYFFINDOR	ODDRIC	01/20/2003	00000000C	Immunizations for Adolescents (IMA) *1 Meningococcal and Tdap)	200 OceanGate #100, Long Beach, CA 90802		Completed	POMFREY, POPPY	604 PINE AVE LONG BEACH 90802
<input type="checkbox"/>	PETTKREW	PETER	01/20/2003	00000000D	Weight Assessment and Counseling- BMI Percentile (WCC) Total	200 OceanGate #100, Long Beach, CA 90802		Needed	POMFREY, POPPY	604 PINE AVE LONG BEACH 90802
<input type="checkbox"/>	SLYTHERM	SALAZAR	05/01/1990	00000000E	Cervical Cancer Screening-All (CCS)	200 OceanGate #100, Long Beach, CA 90802		Completed	POMFREY, POPPY	604 PINE AVE LONG BEACH 90802

Page 1 of 1 10 per page Showing 1-5 of 5

Reports are based on assigned PCP.

If the member is not assigned to you, contact Provider services at 888-665-4621

View Print Export

# Coming Soon!

# Portal Enhancements

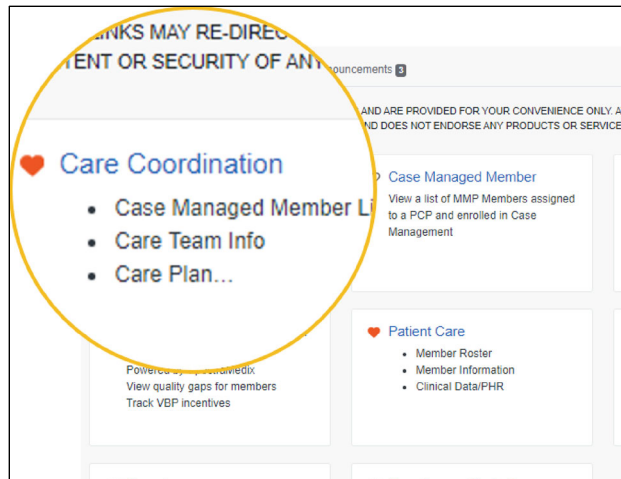
Molina constantly explores ways to improve the provider experience. Here are some portal enhancements you can expect to see throughout 2024!

\*Enhancements may vary by Health Plan. Timeframes for go-live are contingent upon successful testing.

## Care Coordination Portlet (CCP) Users

Any classification of user provider, medical and non-medical, can gain access to the Availity Essential Provider portal to track, submit and share patient/member information and collaborate with care providers and care team coordinators through the many services available.

- Personal Care Physician (PCP)
- Care Manager, Care Guide
- Care Manager Plus, Care Guide Plus
- Non- Medical providers
- Care Coordination external partners



# Member Landing Page

The Bubble Identified a Member with Sentinel Events

Member Search Bar

Static Information Specific for Health Plan

The screenshot shows the 'Care Coordination' page for Molina Healthcare. It features a search bar at the top right, a table of members in the center, and a sidebar on the left with sections for 'Member Health Messages', 'Access Profile', and 'Resources'. A callout bubble highlights the first row of the table, which contains the following data:

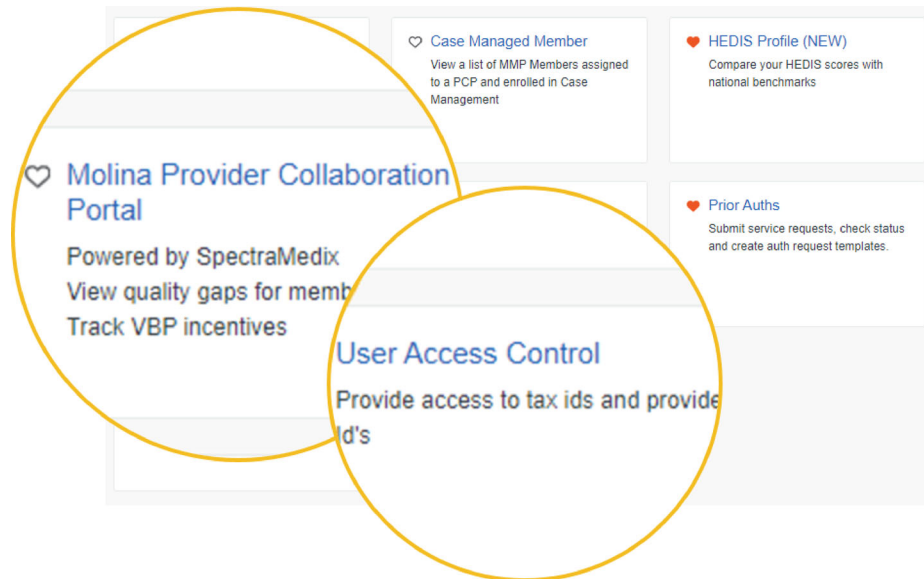
Member Number	Member First Name	Member Last Name	Line of Business	Case Manager Name	PCP Name	Case Status (Closed/Open)	Delegate Name
0002562591	john	smith	MMP MEDICAID	McMurry Kaia Candelaria			
0003312881	jack	gallagher	MMP MEDICAID				
001005446158	john	romney	HEALTHY FAMILIES	Cavitt, Carri Doris			
001005779158	jack	hasley	HEALTHY FAMILIES	Kielemen, Fionna Paola			
001005898158	smith	gallagher	HEALTHY FAMILIES	Roop, Micky Ted			
001005922158	john	romney	HEALTHY FAMILIES	Vigue, Jinny Karin			
001009067158	henery	smith	HEALTHY FAMILIES	Ahlers, Isacco			
001006071158	jason	bieber	HEALTHY FAMILIES	Berggren, Rubina Doris			
001006132158	john	gallagher	HEALTHY FAMILIES	Bormann, Simonette Levey			
001006156158	jason	bieber	HEALTHY FAMILIES	Bellman, Pippa			

The sidebar on the left contains the following information:

- Member Health Messages:** See member details for health messages.
- Access Profile:** Organization: Molina Healthcare MHI.
- Resources:**
  - OhioRIse Claims:** For OhioRISE Claims information please click on the following portal link for OhioRISE. <https://www.aetnabetterhealth.com/ohiorise/providers/index.html>
  - Pharmacy Claims Information:** For Pharmacy Claims information please click on the following portal link for Gainwell/ SPBM. <https://spbm.medicareid.ohio.gov/>
  - 24 hour Nurse Advice Line:**
    - English: 1-888-275-8750
    - Spanish: 1-866-548-3537
    - TTY: 1-866-735-2929
  - Member Services:** 1-800-642-4168, M-F 7 am - 7pm

# New Applications!

More new applications and functionalities are in works – to be available in near future. More information will be shared as we near completion development and testing phases -



\*Enhancements may vary by Health Plan. Timeframes for go-live are contingent upon successful testing.

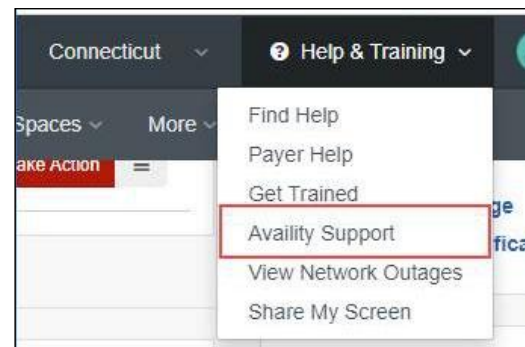
# Reporting Portal Issues



# Reporting Portal Issues (1 of 2)

## Availity Essentials Issues:

- Contact Availity Customer Service (ACS) at (800) 282-4548
- Submit an ACS ticket by accessing Help and Training > Availity Support within the Availity Essentials Portal



## Reporting Portal Issues (2 of 2)

### Payer Spaces / SSO Issues:

- Alert your Provider Service Representative, providing the following as applicable:
  - State & Line of Business
  - TIN/NPI
  - User ID & Email
  - Claim number(s)
  - SRA/Prior Auth number(s)
  - Member ID(s)
  - Issue detail
  - Screen Shots
  - Molina Legacy Portal user ID
    - This is the 'aka####' ID found in the upper right-hand corner of the Molina Legacy Portal

Welcome, All Access User: aka734434572853|KY [Log Out](#)

# Contacting Your Provider Relations Representative

Health Plan	Contact	E-mail	Additional Resources
AZ	Kelley Pavkov	<a href="mailto:Kelley.Pavkov@molinahealthcare.com">Kelley.Pavkov@molinahealthcare.com</a>	
CA	Vanessa Lomeli Clemente Arias	<a href="mailto:Vanessa.lomeli2@molinahealthcare.com">Vanessa.lomeli2@molinahealthcare.com</a> <a href="mailto:Clemente.arias@molinahealthcare.com">Clemente.arias@molinahealthcare.com</a>	
FL	Provider Services Team	<a href="mailto:MFLProviderNetworkManagement@MolinaHealthCare.com">MFLProviderNetworkManagement@MolinaHealthCare.com</a>	
IA	Provider Services Team	<a href="mailto:IAProviderServices@MolinaHealthcare.com">IAProviderServices@MolinaHealthcare.com</a> <a href="mailto:IAContracting@MolinaHealthCare.com">IAContracting@MolinaHealthCare.com</a>	
ID	Jessica Poole	<a href="mailto:Jessica.Poole@MolinaHealthCare.Com">Jessica.Poole@MolinaHealthCare.Com</a>	
IL	Provider Services Team	<a href="mailto:MHILProviderNetworkManagement@MolinaHealthCare.com">MHILProviderNetworkManagement@MolinaHealthCare.com</a>	<a href="#">Service Area (molinahealthcare.com)</a>
KY	Provider Services Team	<a href="mailto:KYProviderRelations@MolinaHealthcare.com">KYProviderRelations@MolinaHealthcare.com</a>	<a href="#">Meet the KY Provider Services Team</a>
MA	Provider Services Team	<a href="mailto:SWHProviderRelations@MolinaHealthCare.com">SWHProviderRelations@MolinaHealthCare.com</a>	
MI	Provider Services Team	<a href="mailto:MHMProviderServicesMailbox@molinahealthcare.com">MHMProviderServicesMailbox@molinahealthcare.com</a>	
MS	Provider Services Team	<a href="mailto:MHMSProviderServices@molinahealthcare.com">MHMSProviderServices@molinahealthcare.com</a>	
NM	Provider Services Team	<a href="mailto:MHNM.ProviderServices@molinahealthcare.com">MHNM.ProviderServices@molinahealthcare.com</a>	
NV	Provider Services Team	<a href="mailto:NVProviderRelations@molinahealthcare.com">NVProviderRelations@molinahealthcare.com</a>	
NY	Provider Services Team	<a href="mailto:MHNYProviderServices@molinahealthcare.com">MHNYProviderServices@molinahealthcare.com</a> Senior Whole Health: <a href="mailto:SWHNY-ProviderRel-NY@MolinaHealthCare.com">SWHNY-ProviderRel-NY@MolinaHealthCare.com</a>	
OH	Provider Services Team	<a href="mailto:OHProviderRelations@MolinaHealthCare.com">OHProviderRelations@MolinaHealthCare.com</a>	
SC	Provider Services Team	<a href="mailto:SCProvider.Services@MolinaHealthCare.com">SCProvider.Services@MolinaHealthCare.com</a>	
TX	Provider Services Team	<a href="mailto:MHTXProviderServices@MolinaHealthCare.com">MHTXProviderServices@MolinaHealthCare.com</a>	
UT	Provider Services Team	<a href="mailto:MHUPProviderServicesRequests@MolinaHealthCare.com">MHUPProviderServicesRequests@MolinaHealthCare.com</a>	
VA	Provider Services Team	<a href="mailto:MCCVA-Provider@molinahealthcare.com">MCCVA-Provider@molinahealthcare.com</a>	
WA	Dan Johnson	<a href="mailto:Daniel.Johnson@molinahealthcare.com">Daniel.Johnson@molinahealthcare.com</a>	
WI	Provider Services Team	<a href="mailto:MHWIProviderNetworkManagement@MolinaHealthCare.com">MHWIProviderNetworkManagement@MolinaHealthCare.com</a>	

Thank you

