

Molina Healthcare of Iowa System Configuration Log – Week of November 27, 2023



Known System Issue	Brief Description	Date Issues Identified	Status	Provider's Types Impacted	Number of Providers Affected	Expected System Completion Date	Expected Claims Reprocessing Date	Overall Status
COB Nursing Facilities	Claims were denying for nursing facilities when member has primary insurance	8/17/2023	Claims have been manually corrected and will continue to be processed manually to override the edit until automation is completed.	Nursing Facilities	N/A	11/30/2023	N/A	Open
PPS - Outpatient CCR are outdated.	State released updated rates in July and Optum to process the updates.	8/25/2023	Optum updated their system on 10/15/23. Molina has reprocessed all claims that had resulted in underpayments. Any claims where Molina overpaid and is now causing a recovery from the provider has been sent to the recovery process for provider notification before claims can be reprocessed.	PPS - Outpatient CCR are outdated.	82	Complete	12/30/2023	Open (Overpayments only)
340B Claims	Molina has not been applying lesser of logic to 340B claims from a subset of professional (non-facility) providers.	10/5/2023	Systems have been updated for impacted providers as of 10/30/2023. As this issue caused overpayments that will result in a provider recovery, the claims have has been sent to the recovery process for provider notification before claims can be reprocessed.	Professional (non-facility) providers	1	Complete	12/30/2023	Open
FQHC/RHC Rates	Molina was paying some FQHC/RHC providers at interim rates.	10/19/2023	Molina is auditing all FQHC/RHC providers to ensure accurate, final rates are loaded. RHCs have been reviewed and updated, if necessary. FQHCs to be completed shortly. System will be updated and any impacted claims will be reprocessed.	FQHC/RHC	TBD	11/10/2023	11/30/2023	Open
GEMT Ambulance Claims	Molina did not have the correct rates loaded for some ambulance providers to include GEMT	10/11/2023	Systems have been updated for impacted providers. All claims have been reprocessed.	Ambulance	39	Complete	11/17/2023	Complete
BH September 2023 Rate increases	Molina received updated BH rates for the following Fee Schedules: BH, CMH, Clinical Social Worker, Psychologist	9/22/2023	Systems have been updated for impacted providers. All claims have been reprocessed.	BH Providers	171	Complete	11/15/2023	Complete

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Hospital Addendum B quarterly updates	Addendum B updates from July were being processed by Optum.	8/25/2023	Optum has updated the rates and all claims have been reprocessed.	Hospitals	9	Complete	11/10/2023	Complete
Nursing Facility - Quarterly Rate Updates	Molina updated rates but has received additional updates the week of 9/27/23.	9/18/2023	Systems have been updated for impacted providers. All claims have been reprocessed.	Nursing Facilities	63	Complete	11/17/2023	Complete
BH Modifiers missing from Fee schedules	Some BH modifiers were not loaded to all applicable fee schedules.	8/11/2023	Updated fee schedules on 8/23/2023. New claims are processing correctly and impacted claims have been reprocessed.	BH Providers	1891	Complete	9/18/223	Complete
Client Participation	Client participation was processed incorrectly on some claims causing overpayments.	8/10/2023	New claims are processing correctly and all known impacted claims are reprocessed. An audit is being performed to determine if any other misapplication of CP is found and if so, they will be reprocessed.	Nursing Facilities	TBD	Complete	9/30/2023	Complete
Correct Claim Timely Filing Denial	Timely Filing edits are causing incorrect denials.	8/22/2023	New claims are processing correctly and impacted claims have been reprocessed.	All	174	Complete	9/30/2023	Complete
Home delivered meals - Date Span	Incorrect calculation of units causing denials.	8/10/2023	New claims are processing correctly and impacted claims have been reprocessed.	Meal Providers	292	Complete	9/30/2023	Complete
Encounter rate denials when billing for non-encounter services	Encounter rate denials due to providers tied to professional contracts rather than an RHC/FQHC contract.	8/18/2023	Molina has completed the contract affiliation updates and impacted claims have been reprocessed.	Encounter rate denials when billing for non-encounter services	516	Complete	9/30/2023	Complete
Podiatry Claims - restricted Dx List	Podiatry diagnosis restriction did not contain all applicable routine diagnosis codes.	8/15/2023	Molina has completed the contract affiliation updates and impacted claims have been reprocessed.	Podiatry Claims - restricted Dx List	All	Complete	10/1/2023	Complete