

Provider Bulletin

Molina Healthcare of Idaho, Inc.

May 7, 2025

UPDATE: DME Navigator program for Durable Medical Equipment (DME) products

Information for all network providers

As previously announced (copy below), Molina Healthcare of Idaho, Inc. (Molina) will be implementing a new DME Navigator® program for our members in all lines of business. Molina is **briefly postponing** the original launch date of 06/01/2026. Additional details and a new timeline for implementation will be announced soon.

Providers should continue conducting business with Molina as you do today, including the processes, procedures and systems used today to submit claims, prior authorizations and other administrative functions.

Information for all network providers

Effective 07/01/2026, Molina Healthcare of Idaho, Inc. (Molina) will implement a new DME Navigator® program for our members in all lines of business. DME Navigator is an end-to-end solution operated by Optum® and CareCentrix® leveraging CareCentrix's DME provider network. Through a digital DME Navigator Point-of-Care (POC) Platform powered by Parachute Health, it streamlines provider workflows and reimagines how members access their DME products and services.

In-scope for this DME Navigator program are Molina members in all lines of business for DME products and services with a Healthcare Common Procedure Coding System (HCPCS) code and Place of Service (POS) listed below. Services and POS not listed will continue to follow standard Molina processes.

What DME providers need to know:

- Molina is subcontracting the DME network to our delegate, Optum, for the in-scope DME products and services noted above.
- CareCentrix will contract, credential and manage a network of DME providers rendering in-scope products and services to Molina members.
- To provide Molina's members with in-scope DME products, DME providers will need to be contracted directly with CareCentrix. If a provider chooses not to join the CareCentrix network, members receiving in-scope DME products and services will be transitioned to the CareCentrix network. Your existing contract with Molina does not carry over to CareCentrix.
 - To join the CareCentrix network, please contact DMEContracting@carecentrix.com to get started.
- Orders for in-scope DME products and services for Molina members will be submitted through the DME Navigator POC Platform. Services should not be rendered until DME Navigator POC has approved you as the servicing DME provider. Services not provided according to the DME Navigator POC process are ineligible for reimbursement.
- After being selected to be the rendering provider by DME Navigator POC, authorizations for in-scope DME products and services will still be submitted through the standard submission process to Molina.



- At a future date, to be announced, Molina will be transitioning authorization of in-scope DME products and services to the DME Navigator program.
- After rendering the approved services, claims for DME products and services will be submitted through the standard submission process and adjudicated by Molina. Reimbursement eligibility is dependent on your agreement with CareCentrix and is subject to applicable state, federal and coding guidelines.
- Continuity and Transition of Care will be managed by CareCentrix for in-scope services.

What providers that order/prescribe DME need to know:

- Orders for in-scope DME products and services for Molina members will be submitted through the DME Navigator POC Platform. Orders sent directly to the DME provider for in-scope services cannot be dispensed.
 - To access the DME Navigator POC Platform for orders, you will need to enroll with Parachute Health if you have not done so already. Please go to parachutehealth.com to enroll today or contact Parachute Health at support@parachutehealth.com.
- If you, as the prescriber, are responsible for submitting authorization for in-scope DME products and services, requests will still be submitted through the standard submission process to Molina.
 - At a future date, to be announced, Molina will be transitioning authorization of in-scope DME products and services to the DME Navigator program.
- There are many benefits to using the DME Navigator POC Platform over traditional forms of ordering DME.
 - Fully digital one-stop shop with online retail ordering experience.
 - Communicate directly with the DME supplier on the platform.
 - End-to-end tracking of each order to ensure the patient receives their care when they need it.
 - Dedicated support for any questions along the way.

To access the DME Navigator POC Platform, you will need to enroll with Parachute Health if you have not done so already. If you do not already use the Parachute POC platform, please go to parachutehealth.com to enroll today or contact Parachute Health at support@parachutehealth.com.

Molina will continue to share information and updates in preparation for the effective date.