

# Provider Memorandum

## Update on Prepayment Claims Review Process

Molina Healthcare of Illinois (Molina) is informing providers of upcoming changes to prepayment claims reviews process. This service was previously delegated to Optum. We have now partnered with **Cotiviti**, which will assume responsibility for these reviews on **June 1, 2022**. As a result, providers may be asked for medical records and billing documents that support the charges billed.

The prepayment claims review will apply to both Medicaid and Medicare-Medicaid Plan (MMP/Duals).

## Molina Billing Practices

Molina uses accepted national guidelines for billing practices and supports the concept of uniform billing for all Managed Care Organizations (MCOs). The new prepayment claims reviews will look for overutilization of services, or other practices that directly or indirectly result in unnecessary costs. All pertinent physicians' orders must be present to support all charges, along with clinical documentation to support the diagnosis, and services or supplies billed.

Providers will receive detailed instruction regarding how to submit requested documentation. Providers who do not submit the requested documentation may receive a technical denial, which will result in the claim being denied until all information necessary to adjudicate the claim is received.

If it is determined that a coding and/or payment adjustment is applicable, the provider will receive the appropriate claim adjudication. Providers retain their right to dispute results of reviews in accordance with the terms of their contract. Molina is committed to continuously improving its overall payment integrity solutions for the benefit of all providers.

## About Cotiviti

Cotiviti focuses on improving the financial and quality performance of health care companies by taking in billions of clinical and financial data points, analyzing them, and then discovering ways to improve efficiency and quality.

## Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com). For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at [MolinaHealthcare.com](http://MolinaHealthcare.com).

### **Availity Provider Portal**

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

### **Get Critical Updates**

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina's provider email list.

**Note:** Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.