

Provider Services

October 2024

(Molina KY 2340_APP (12/4/2024))
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Update: DMS Provider Forums

Location	Venue	Date
Northern Kentucky	Northern KY Convention Center	October 9, 2024
Paducah	Paducah Convention Center	October 15, 2024
Morehead	Morehead Convention Center	October 23, 2024
Pineville	Pine Mt. State Park	October 28, 2024
Pineville	Pine Mt. State Park	October 29, 2024

To register, please visit the Department for Medicaid Services website [here](#).



Update: Psych Hub New Courses

Psych Hub announced 20 new courses offering CE credits

Below are few that now available

- ACT for Clinician Self-Care
 - Presenter: Jennifer A. Gregg, PhD, Licensed Psychologist
- ADHD and Executive Functioning: Clinical Considerations
 - Presenter: Grace Malonai, PhD, LPCC
- Assessing Substance Use Risk
 - Presenter: Lindsay Oberleitner, PhD, Licensed Psychologist
- Case Studies & Interventions in Complex Bereavement
 - Presenter: Gretchen Kubacky, PsyD, Licensed Psychologist
- Co-Parenting: Practical Tools for Two-Home Families
 - Presenter: Brandyn Roark Caires, MS, LCPC



Update: Child and Adolescent Immunizations

- Passport is working on an end of year push for CIS and IMA
- Telephonic outreach taking place for impactable members missing 1 – 2 vaccines
- Passport partnered with the Louisville Metro Department of Public Health to host Saturday vaccine clinics
- The next Louisville clinic will be Saturday, October 26th from 10 AM – 2 PM



ACS Free CME On Demand Provider Modules

MODULES

Vaccine Hesitancy & Communication

Seth and Kellie Kelley
Lacey Eden, DNP

HPV Related Cancer: HPV 101

Dr. Mike Sim, MD
Dr. Rebecca Perkins, MD, MSc

Current HPV Vaccine Guidelines & Why Age 9 Matters?

Dr. Sean O'leary, MD, MPH, FAAP
Dr. Debbie Saslow, PhD
Andrea Polkinghorn, BSN, RN, AMB-BC

HPV Disparities & Unique Populations: Where You Live Matters

Dr. Benjamin Teeter, PhD
Dr. Shannon Christy, PhD
Dr. Milkie Vu, PhD

Effective EBIS & Implementation

Dr. Marcie Fisher-Borne, PhD, MPH, MSW
Andrea Stubbs, MPA

Q&A Forum

Dr. Sean O'leary, MD, MPH, FAAP
Dr. Debbie Saslow, PhD
Dr. Benjamin Teeter, PhD
Dr. Milkie Vu, PhD

• each module completed will receive 1 CME credit.
*Modules can be viewed in any order.

[Register Here](#)

Reminder: Availity Overpayment Application

- Overpayment requests can be accessed on the Availity Provider Portal: www.Availity.com.
- An overpayment appeal is **not** submitted using the same method as a regular claim appeal.
- If you need assistance using the Availity Overpayment Application, a training module is available to you.
 - 1) In Availity, click Help & Training
 - 2) Then, click Get Trained
 - 3) Lastly, Search “overpayment” to locate the Molina Healthcare Overpayments – Recorded Webinar
- If you have questions, please feel free to submit an inquiry through the Overpayment Application on the Availity Provider Portal or contact a Cost Recovery specialist at 866-642-8999.

Reminder: 2024 Model of Care Training Required

Passport along with the Centers for Medicare and Medicaid Services require all medical providers contracted with Passport Advantage (DSNP) and Passport Medicare Choice (MAPD) to complete the annual Model of Care training. We offer both virtual and in person trainings.

Virtual Training

- Training is available on our website or by accessing the below quick links. Please be sure to complete the attestation at the end of the training to ensure your office receives credit.
 - [Model of Care Provider Training Quick Reference Guide](#)
 - [Model of Care Provider Training](#)
 - [Model of Care Attestation](#)

In Person Training

- You may request an in-person or virtual Model of Care training for your office by contacting your Provider Services Representative.

Completed Attestation(s) can be submitted via email to PassportAdvantage.AnnualTraining@molinahealthcare.com or faxed to (502) 585-6060.

Reminder: Behavioral Health – Coordination of Care

Passport by Molina requires all primary care providers (PCP) to screen for behavioral health conditions and when clinically appropriate make referrals to behavioral health providers.

To support PCPs in this effort, we make available a behavioral health toolkit which can be found [here](#). The toolkit provides:

- Options for conducting screening for a range of behavioral health conditions
- Information on coding for the screenings
- Variety of educational and treatment options.

Areas covered within the toolkit include:

- Depression screening and follow-up
- Suicidal ideation
- Anxiety disorders
- Maternal mental health
- Substance and opioid use disorders and others.



If members need help in locating a behavioral health provider, they may contact our member services line at 800-578-0603.

If a member is experiencing a behavioral health crisis, our behavioral health crisis line is available 24 hours each day, seven days a week.

Community Engagement – Member Information Sessions

Session dates and times

Sessions run January 8 thru December 6, 2024 - except on holidays

Mondays

3:30 p.m. ET (2:30 p.m. CT)

Tuesdays

11 a.m. ET (10 a.m. CT)

Wednesdays

3:30 p.m. ET (2:30 p.m. CT)

Thursdays

12:30 p.m. ET (11:30 a.m. CT)

Fridays

11 a.m. ET (10 a.m. CT)

Spanish sessions- Thursdays

Noon ET (11 a.m. CT)

Questions?

For more information or to find your community engagement specialist, call (270) 698-9368.



How to join a virtual session:

To join a session, [click here](#), or scan QR code

Meeting ID:
281 993 945 629

Passcode:
tU38sA



Please join us for a 30 minute member information session! These sessions These sessions will take place in person and virtually, so your member can choose how they would like to attend.

There's no need for member to sign up ahead of time, members can click the link below at the time that works best for them.

Link to Member Information sessions flyer: https://www.molinahealthcare.com/members/ky/en-us/-/media/Molina/PublicWebsite/PDF/members/ky/en-us/Medicaid/MKY706_2024MemberEdSession_FINAL_R.ashx

Link to Member Information sessions flyer on Passport website: <https://www.molinahealthcare.com/members/ky/en-us/mem/medicaid/overvw/resources/mes.aspx>

Community Engagement OSHC Events – September 2024

OSHC Location	Event / Date
<p>Bowling Green OSHC 636 U.S. 31 W Bypass Bowling Green, KY 42101</p>	<ul style="list-style-type: none"> • Expungement Fair – Tuesday, October 22nd from 4pm-6pm CT • KY Moms Virtual Baby Shower – Thursday, October 24th from 3pm-5pm CT • 4 Good Community Resource Box Giveaway – Wednesday, October 30th from 9am-11am CT • KY Moms Baby Shower – Thursday, October 31st from 10am-12pm CT
<p>Covington OSHC 1613 Madison Avenue Covington, KY 41011</p>	<ul style="list-style-type: none"> • Money Talk Workshop – Thursday, October 17th from 10:30am-12:30pm ET • NKY Health Department OEND & Testing (Overdose Education & Naloxone Distribution) – Monday, October 21st from 11:30am-1:30pm ET • Expungement Clinic – Thursday, October 24th from 11am-3pm ET • Budget Workshop – Friday, October 25th from 10:30am-12:30pm ET
<p>Hazard OSHC 124 Grand Vue Plaza Hazard, KY 41701</p>	<ul style="list-style-type: none"> • Expungement Fair – Thursday, October 10th from 12pm-1pm ET • Vaccine Health Fair – Wednesday, October 23rd from 10am-12pm ET
<p>Owensboro OSHC 410 Southtown Blvd Owensboro, KY 42303</p>	<ul style="list-style-type: none"> • Resource Day at the One Stop Help Center – Friday, October 10th from 12pm-2pm CT • Expungement & Flu Clinic – Tuesday, October 22nd from 1pm-4pm CT

Monthly Member Benefit Highlight – Member Newsletters

You have several choices of care, below is a table that outlines your options of care. It is important to seek a proper level of care based on your health need.

Care Options	Hours	Description
 Your PCP's Office	Office hours vary and may include some evening and weekend hours.	Your PCP is usually where you go when you need non-emergency care like your annual physical exam or short term illnesses.
 Specialists	Office hours vary and may include some evening and weekend hours.	Someone with diabetes and problem related to their diabetes should call their specialist first.
 In-Network Retail Health Clinic	Typically normal, weekday business hours plus weekend hours.	Walk-in clinics are inside stores or pharmacies and can treat minor medical problems.
 Urgent Care Center	Typically evenings, weekends and holidays	Urgent care centers are used when you need immediate care and your doctor cannot see you. Call your PCP first to see if your medical need requires urgent care.
 Emergency Room (ER)	24 hours/day, 7 days/week	For medical emergencies that will threaten your life or long-term health if you do not get care right away.
 Nurse Advice Line	24/7 advice from a registered nurse	Helps you decide where to seek care. Can answer health related questions and questions about your medical condition.
 Teledoc	24/7 by phone or video	Talk to a doctor by phone or video. Licensed physicians can help with conditions like the flu, bronchitis, rashes, sinus infections, and more.



Join us for a 30-minute member information session! These sessions take place in person and virtually, so you can choose how you would like to attend. We'll give you all the tips and tools to make 2024 your healthiest year yet!

There's no need to sign up ahead of time. Just click on the link below to join at a time that works best for you!

Session dates and times

Sessions run January 8 thru December 6, 2024 – except on holidays

Mondays

3:30 p.m. ET (2:30 p.m. CT)
Hosted by Reda Fugate and Rosa Bradley

Thursdays

12:30 p.m. ET (11:30 a.m. CT)
Hosted by Rosa Bradley and Rebecca Stone

Tuesdays

11 a.m. ET (10 a.m. CT)
Hosted by Rosa Bradley and Rebecca Stone

Fridays

11 a.m. ET (10 a.m. CT)
Hosted by Reda Fugate and Julie Kreimborg

Wednesdays

3:30 p.m. ET (2:30 p.m. CT)
Hosted by Reda Fugate and Rebecca Stone

Spanish sessions- Thursdays

Noon ET (11 a.m. CT)
Hosted by Emma Breetz



Questions?

For more information or to find your community engagement specialist, call (270) 698-9368



How to join a virtual session:

To join a session, [click here](#) or scan QR code
Meeting ID: 281 993 945 629
Passcode: tU38sA

Appendix - September eNews



Policy Updates 9/20/24



Policy Updates 9/9/24

Stay up to date with what's happening at Passport by registering to receive eNews via email! Click here to [register](#).

Appendix - Payment Policies Online

Passport payment policies can be found on our website [here](#).

- [Breast Cancer Genetic Testing Tier 1 vs Tier 2](#)
- [Critical Care Codes when Discharging Home](#)
- [DRG Clinical Validation](#)
- [Early Elective Delivery payment Policy](#)
- [Facility Emergency Department Evaluation and Management leveling](#)
- [High-Level E/M with Preventive Medicine Policy](#)
- [Hospital Routine Supplies Services Reimbursement](#)
- [Hydrolyzed Enteral Formula – Diagnosis](#)
- [In-Office Lab Policy](#)
- [Newborn and NICU](#)
- [Observation Reimbursement Policy](#)
- [Optum Pause and Pay](#)
- [Outpatient Definitive Presumptive Drug Testing Medicaid Medicare](#)
- [Split Night Sleep Study](#)
- [Sterilization](#)
- [Therapeutic Behavioral Health Services H2019 H2020](#)
- [Inpatient Only Procedures](#)

Please note that the effective date of any payment policy, and any subsequent revision to a payment policy, shall not be less than 30 days following the date of publication of that revision, pursuant to Section 27.12 of the Kentucky Managed Care Contract.

Appendix - Resources

Provider Contact Center

- (800) 578-0775

Contracting Inquiries

- KY_Contract_Management@MolinaHealthCare.com

Credentialing Inquiries

- Contracting@passporthealthplan.com

Appeals and Grievances

- MHK_Provider_GnA@passporthealthplan.com

Dental Inquiries

- KentuckyProviders@DentaQuest.com

Vision Inquiries

- www.marchvisioncare.com

Pharmaceutical Inquiries

- <http://kyportal.medimpact.com>

Appendix - Online Tools

[Provider Manual](#)

[Quick Reference Guide](#)

[Prior Authorization Look-up Tool](#)

[eNews](#)

[Provider Portal: Availity](#)

[Passport Advantage](#)

[Marketplace](#)

[KHIE](#)