Molina Healthcare of Michigan, Inc.

Provider Bulletin

August 2025

We've moved!

Below is Molina Healthcare of Michigan's new address as of July 1, 2025. **Note: This does not affect claims addresses.**

Molina Healthcare of Michigan, Inc.
1201 Woodward Ave., Suite 900
Detroit, MI 48226

Below is useful contact information if you have any questions:

Member and Provider Support Center	**(888) 898-7969**
MTM Health (Transportation)	**(888) 616-4862**
Provider Contracting and Credentialing	**MHMProviderContractingMailbox@MolinaHealthcare.com**
Provider Services	**MHMProviderServicesMailbox@MolinaHealthcare.com**
Health Systems and Hospital Networks	**MHMProviderServicesHospital@MolinaHealthcare.com**
Physicians, Specialists and Physician Networks	**MHMProviderServicesPhysician@MolinaHealthcare.com**
Ancillary – SNF, LTC, DME, Labs	**MHMAncillaryServices@MolinaHealthcare.com**
Long Term Services and Support (LTSS)	**MHMLTSSContracting@MolinaHealthcare.com**
Behavioral Health Providers	**MHMBHProviderServices@MolinaHealthcare.com**
Health Care Services	**CMEscalationMI@MolinaHealthcare.com**
Community Connector Referrals	**MHMSupervisorCommunityConnectors@MolinaHealthcare.com**

MOLINA HEALTHCARE

Molina is spreading the word about vaccine importance—and you can help!

Adult vaccinations play a vital role in preventing serious illnesses and lowering health care costs. To support the health of our adult members, Molina Healthcare of Michigan has launched a series of targeted micro-messages—via text, email and member portal (in process)—aimed at reducing emergency room visits and hospital stays. These messages focus on members aged 50 and older who are due for important vaccinations, including shingles, RSV, COVID-19, flu and pneumonia. In addition, pregnant members receive timely reminders for flu, COVID-19 and Tdap shots.

As trusted messengers, providers play a key role in educating patients and addressing their concerns about vaccines. Integrating micro-messages into clinical conversations has been shown to boost vaccine confidence and increase acceptance rates. Below are a few examples you may find helpful when communicating with your patients.

Shingles

Did you know shingles can cause nerve pain that lasts for months—or years? The shingles vaccine helps prevent it.

RSV

Did you know our immune system weakens with age? RSV hits harder the older we are. Fight back with the RSV vaccine. Safe, proven and available now.

Flu/COVID-19

One visit, two vaccines = double defense! Safe, effective and your best shot at stopping flu and COVID.

Pneumovax

Did you know 250,000 adults in the U.S. are hospitalized every year with pneumonia? Stay out of the hospital. Get vaccinated!

Pregnant patients

Vaccines during pregnancy aren't just safe; they are essential. RSV, flu and Tdap help protect your baby before birth. Talk to your doctor or schedule your vaccine at a pharmacy near you.

These messages are designed to resonate quickly and encourage members to speak to the primary care provider, or they can schedule a visit with their local pharmacy. Please use these sample messages as a template and craft them as necessary for your patient population.

August is children's eye health and safety month

According to the American Academy of Ophthalmology (AAO), children are susceptible to various vision and eye problems, such as injury, infection and increased nearsightedness. The AAO provides information to the public that can help protect and preserve a child's eye health for life. For more information, visit **AAO.org**.

With kids going back to school, eye exams are crucial during well-care visits. They help maintain overall health and detect potential eye diseases early.

Coming soon: Two-step authentication update required to access the Availity Essentials portal

In the coming months, text- and voice-based authentication methods for the Availity Essentials portal access will be phased out. To continue accessing the portal without interruption, Molina encourages health care provider partners to switch to an authenticator app as soon as possible. For step-by-step instructions on how to make this update, log in to the Availity Essentials portal and follow the prompts in the "News and Announcements" section.

Note: If you do not download a secure authenticator app, you will lose access to the Availity Essentials portal and will be unable to view or manage patient information until an authenticator app is installed.

2025 Model of Care provider training

In alignment with requirements from the Centers for Medicare & Medicaid Services (CMS), Molina requires PCPs and key high-volume specialists, including hematologists/oncologists, cardiologists and neurologists, to receive training about Molina's Special Needs Plans (SNP) Model of Care (MOC). The SNP MOC is the plan for delivering coordinated care and care management to special needs members. Per CMS requirements, managed care organizations (MCOs) are responsible for conducting their own MOC training, which means multiple insurers may ask you to complete separate training. MOC training materials and attestation forms are available at **MolinaHealthcare.com/-/Media/Molina/PublicWebsite/2025ModelofCareProviderTraining.pdf**.

The target completion date for this year's training is **October 31, 2025**.

We want your feedback!

Molina is committed to its provider community and interested in your feedback. To let us know what you want to see in our monthly provider bulletin, visit **MolinaHealthcare.SurveyMonkey. com/r/VFLCVPQ**.

If you have had a recent interaction with our provider network team and would like to provide feedback on that experience, visit **MolinaHealthcare.SurveyMonkey.com/r/ MIProviderNetworkSurvey** or use the link at the bottom of your provider relations manager's email signature.

We continuously work to add feedback tools and other resources to our online "You Matter to Molina" section for providers. Visit **MolinaHealthcare.com/Providers/MI/Medicaid/Comm/ YouMattertoMolina.aspx** often to see what's new!

Claims tips and reminders

- Provider disputes/appeals must be submitted within 90 days (may vary depending on contract) from the remittance date.
- Disputes/appeals must be submitted electronically:
  - Provider portal (preferred): **Availity.com/MolinaHealthcare**
  - Fax: **(248) 925-1768**
- The following information must be included with the submission:
  - Provider's name
  - Date of service
  - Date of billing
  - Date of payment and/or nonpayment
  - Member's name
  - Member's ID
  - Claim number

If the appeal relates to a medical emergency, medical necessity, prior authorization or code edits, medical records or substantiating documentation must accompany your request for reconsideration.

Provider resolution expectations and turnaround time

Reminders when submitting:

- Typically, provide only one claim per submission on the dispute form.
- Multiple claims can be submitted if the reasons for the denials are identical.
- If a claim is denied due to a code edit (e.g., bundling/unbundling or similar procedure):
  - Provide medical records of disputes.
- Inpatient records should contain at a minimum:
  - Physician notes
  - Nurse notes
  - Discharge summary
- If the claim is denied for untimely authorization, untimely filing of the claim or dispute:
  - Provide information/verification about why the request was not filed within the time frame requirements.

Prior authorization updates effective October 1, 2025

Molina is adjusting its Prior Authorization (PA) Guide and PA code matrix to include updates effective October 1, 2025. All PA tools are available online at **MolinaHealthcare.com/Providers/MI/Medicaid/PriorAuthorization/PA.aspx**.

For Marketplace: Molina is excited to introduce a new automated authorization tool in the Provider Portal to help simplify the authorization process for your patients with Molina Marketplace coverage. For more details, please see the two-page description at the end of this bulletin.

Provider orientations

To join any of the following, please visit our "You Matter to Molina" website section for providers. Below are dates and times for upcoming live orientation sessions.

Thursday, August 28, 9–10:30 a.m.

Thursday, September 25, 9–10:30 a.m.

Provider credentialing and enrollment portal—Reminder and update

Reminder

When submitting a new group or facility request, please remember to follow these steps:

- Log in as the practice manager.
- Under the Molina Status column, click **"Complete Enrollment"** to complete the submission process for the group or facility.

After Molina approves your request, you will receive an email notification prompting you to log back in and **"Continue Enrollment."**

Update

- If a provider requires credentialing:
  - You **do not** need to click "Continue Enrollment;" Molina will manage this process.
- If a provider **does not** require credentialing:
  - You will need to log in and continue enrollment for each provider in the group.

When submitting your documents, please note that Molina only accepts the Molina Disclosure of Ownership Form. We cannot accept any outside disclosure of ownership forms in lieu of Molina's form.

Reminder for mental health providers

As noted in a June 12 update from the Michigan Department of Health and Human Services (MDHHS), **beginning in October 2025**, all qualified mental health providers, including child mental health professionals (CMHPs), qualified mental health professionals (QMHPs) and qualified intellectual disability professionals (QIPDs), **whose scope of practice includes assessment of mental health needs**, who are participating in Michigan's Medicaid program and contracted with an MHP and/or PIHP, will need to incorporate into their practice:

- **Use of standardized tools for assessing the level of mental health needs of CHCP enrollees seeking mental health services.** The state's designated assessment tools are the Michigan Child and Adolescent Needs and Strengths (MichiCANS) Screener for children and youth (under 21) and the Level of Care Utilization System (LOCUS) for adults (21 and older).
- **Adoption of a standardized referral process for mental health services,** including use of a new referral platform accessible to mental health providers, primary care providers, community mental health services programs (CMHSPs), Medicaid health plans (MHPs) and prepaid inpatient health plans (PIHPs).

Call to action

If you are a mental health provider designated in the Medicaid Provider Manual as a QMHP, CMHP or QIDP, whose scope of practice includes assessing mental health needs, **please complete the form at BPHASA.Qualtrics.com/JFE/Form/SV_abmRPASQCcGOgOq to receive further details regarding standardized assessment training**. Standardized assessment training will be free for providers and eligible for CME/CEU credit (details vary between each training).

To view the MDHHS communication, please select the June 12 update at **Michigan.gov/MDHHS/ Assistance-Programs/Medicaid/PortalHome/Medicaid-Providers/Medicaid-Provider-Alerts/ Data/All-Alerts-and-Updates**.

Evidence-based training opportunity designed to identify, reduce and prevent substance abuse: Screening Brief Intervention Referral to Treatment (SBIRT)

SBIRT is a comprehensive public health approach to screen and provide early treatment and intervention for patients with an alcohol or substance use disorder. Primary and specialty care training for SBIRT is provided free through the Michigan Center for Clinical Systems Improvement (MICCSI).

The virtual training includes an introduction to the SBIRT model and instruction on how to perform screening and assessment, motivational interviewing, brief interventions, referral to treatment, follow-up care and simulation exercises using the model. Additionally, the training is 4 hours long and offers CME credit for physicians, registered nurses and social workers.

Physicians are able to bill for SBIRT screening as preventive care using codes 99408 and 99409. This free training resource is available at **MICCSI.org/Training_Event/SBIRT-Enduring-Series**.
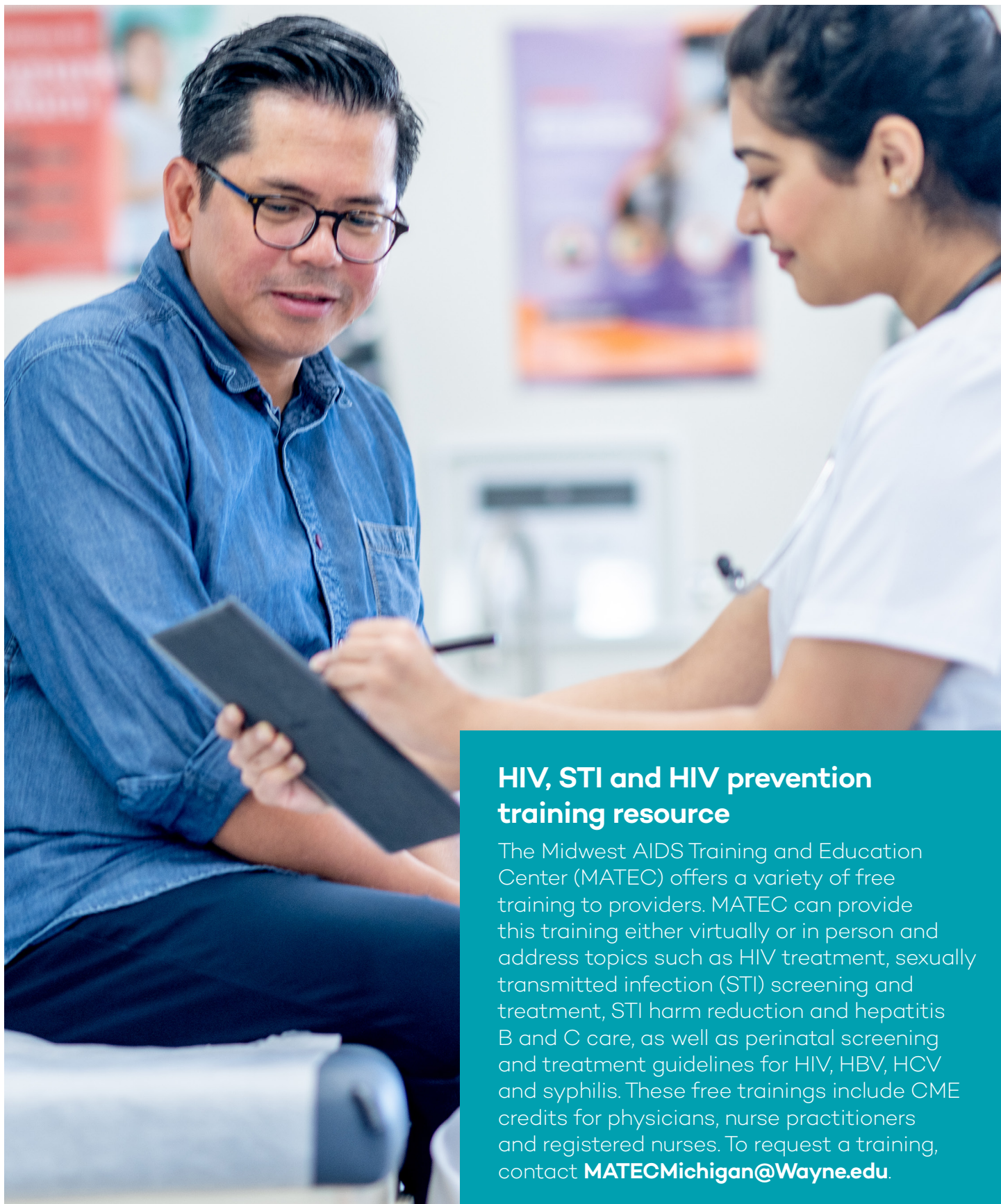
HIV, STI and HIV prevention training resource

The Midwest AIDS Training and Education Center (MATEC) offers a variety of free training to providers. MATEC can provide this training either virtually or in person and address topics such as HIV treatment, sexually transmitted infection (STI) screening and treatment, STI harm reduction and hepatitis B and C care, as well as perinatal screening and treatment guidelines for HIV, HBV, HCV and syphilis. These free trainings include CME credits for physicians, nurse practitioners and registered nurses. To request a training, contact **MATECMichigan@Wayne.edu**.

MOLINA HEALTHCARE

Molina Healthcare: Making the Provider Portal work for you!

Molina Healthcare is committed to supporting you and your patients. We're excited to introduce a new **automated authorization tool** in the Provider Portal to help simplify your workflow.

This tool allows you to submit authorization requests that may be **automatically approved** if they meet **medical necessity** based on **MCG guidelines**. It's a faster, more efficient way to get the approvals you need.

What's new

The following **Marketplace CPT codes** are now included in the automated process. If you are an **in-network provider** and use any of these codes, you can:

- Receive faster decisions
- Save time on administrative tasks
- Record the reference number in your patient's health record

Note: If your request includes one of the codes below **plus** a code not in the Auto Auth program, the request will pend and be routed to Molina for review.

Included CPT codes

Arthroscopy CPT codes:

29805	29806	29807	29819	29820	29821	29822
29823	29824	29825	29827	29828	29860	29862
29863	29867	29868	29870	29873	29874	29875
29876	29877	29879	29880	29881	29882	29883
29884	29885	29886	29887	29888	29889	29891
29892	29894	29895	29897	29898	29899	29914
29915	29916					

Electroencephalogram (EEG) CPT codes:

95700	95708	95709	95710	95711	95712	95713
95714	95715	95716	95721	95722	95723	95724
95725	95726					

Gynecology CPT codes:

58150	58210	58260	58270	58285	58290	58294
58541	58542	58543	58544	58550	58552	58553
58554	58570	58571	58572	58573		

Podiatry CPT codes:

28060	28062	28080	28090	28092	28108	28110
28111	28112	28113	28118	28119	28120	28122
28124	28200	28270	28285	28286	28288	28289
28291	28292	28295	28297	28298	28299	28304
28306	28307	28308	28310	28312	28313	28315
28750	29893					

Sleep studies CPT codes:

95805	95807	95808	95810	95811

Get started in 3 easy steps

1. Confirm your authorization role with your organization's Availity administrator (this is required to access the tool).

2. Log into Availity Essentials and go to:

   • Patient Registration > Authorizations and Referrals

3. Note the reference number in your patient's health record.

Not registered with Availity Essentials?

Your organization's Availity administrator can visit Availity.com and click **Get Started**. For help, contact Availity Customer Support.

Thank you for partnering with Molina Healthcare. We appreciate the care you provide to our members.

Sincerely,

Molina Healthcare

PASSPORT BY MOLINA HEALTHCARE

MOLINA HEALTHCARE