

Provider Bulletin

August 2026



August is National Immunization Awareness Month and Children's Eye Health and Safety Month

National Immunization Awareness Month (NIAM)

Many patients seek reassurance from their providers that vaccines are safe and effective. A strong, clear recommendation is usually enough, but some patients may need more information. Listening to their concerns and answering their questions can help them feel confident in getting a vaccine.

Practical strategies for successful conversations

Here are some strategies you can use during NIAM to remind your patients and their parents to stay up to date on routine vaccinations:

- Talk to your patients and their parents about missed vaccines and assess vaccination status at every visit.
- Use plain language when addressing concerns about vaccine safety.
- Show your practice's support of vaccination throughout the month by displaying information on your website and social media channels.

For more information, visit cdc.gov/vaccines/php/national-immunization-awareness-month/index.html.

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 that can help protect and preserve a child's eye health for life. For more information, visit AAO.org. As children return to school, eye exams remain an important part of well-child visits. They help support overall health and can detect potential eye diseases early.

2026 Model of Care training

In alignment with requirements from the Centers for Medicare & Medicaid Services (CMS), Molina requires primary care providers (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 a plan for delivering coordinated care and care management to members with special needs. 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. To ensure that Molina remains compliant with CMS regulatory requirements for MOC training, completed attestation forms must be submitted to Molina no later than October 31, 2026.

MOC training materials and attestation forms are available at: MolinaHealthcare.com/providers/common/medicare/michigancomm.aspx.

Provider claim inquiry (PCI) email requirement

To enhance our communication with providers regarding claim inquiries, Molina Healthcare, Inc. introduced a new step to the PCI process, effective July 24, 2026. **Providers are now required to include an email address** when submitting a PCI through our Network team or Provider Services team to ensure Molina is able to provide timely feedback.

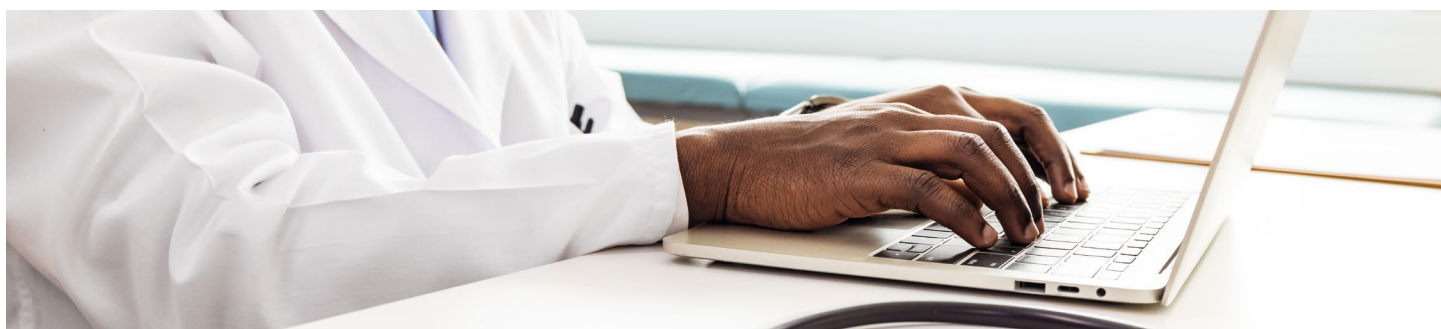
This small change will make a big difference

- Providers will get written digital updates, ensuring systematic communication of claim decisions.
- No more wondering — resolution confirmations will be sent directly to the provider via the provided email address.
- Fewer follow-up calls will be needed, reducing a time-consuming burden!

How it works:

- When a PCI is submitted to the Molina Network team or Provider Services team, the email provided will be used for communication regarding the inquiry.
- Our claims team will send a digital response with resolution details — no phone calls or manual follow-up needed.

For additional information, visit "Your Matter to Molina" on our provider website at MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx and select the "Tools and Resources" menu.



Join a live Molina provider orientation session

Molina hosts a series of monthly provider orientation sessions for all in-network providers. These sessions provide an overview of our resources and materials designed to support you and your patients, our members. These resources include provider services, the provider portal, health care services, billing and more. Below is a list of upcoming sessions. To register, visit MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx and select the "Provider Orientations" menu.

Upcoming sessions:

- Thursday, September 24, noon to 1 p.m.
- Thursday, October 29, noon to 1 p.m.

Molina Healthcare of Michigan provider pre-enrollment portal training

Molina Healthcare of Michigan invites providers to attend training on our pre-enrollment and authenticated portals. The session includes an overview and walkthrough of enrollment for groups and facilities requesting a contract with Molina Healthcare of Michigan. This training is offered monthly.

The next training session will be held Wednesday, September 9, from noon to 1 p.m. We look forward to having you attend the training. Please register to let us know you plan on attending. To register, please visit MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx and select the "Upcoming Trainings" menu.

Michigan Care Improvement Registry (MCIR)

The Michigan Department of Health and Human Services (MDHHS) has established the Michigan Care Improvement Registry (MCIR) for immunization providers to record and access information regarding administered immunizations. MCIR enables authorized healthcare providers, schools, childcare programs and pharmacies to access up-to-date immunization histories, helping reduce vaccine-preventable diseases and avoid unnecessary vaccinations. For more information, please visit mcir.org/providers/immunizing-providers-2-2/.

Screening, Brief Intervention, Referral to Treatment (SBIRT) trainings

SBIRT is a comprehensive, public health approach to screen and provide early treatment and intervention for patients with alcohol or substance use disorders. Primary and specialty care training for SBIRT is available at no cost through the Michigan Center for Clinical Systems Improvement (MICCSI). The virtual training includes an introduction to the SBIRT model and instruction on screening and assessment, motivational interviewing, brief interventions, referral to treatment, follow-up care and simulation exercises using the model. Additionally, the training is four hours long and offers CME credit for physicians, registered nurses and social workers. For more information, please visit miccsi.org/training_event/sbirt-enduring-series/.

Join the Molina Provider Advisory Council

The purpose of the Molina Provider Advisory Council (MPAC) is for Molina Healthcare of Michigan to gather input and to discuss and learn about issues affecting providers. It can also be a forum to identify different barriers and obstacles, problem-solve, share information, and collectively work together to find new ways to improve and strengthen the health care service delivery system. The MPAC is one of many ways Molina plans to present updated information while getting direct feedback from the provider network.

If you would like to join our MPAC, contact us at
MHMProviderServicesMailbox@MolinaHealthcare.com.