PROVIDER BULLETIN

A bulletin for the Molina Healthcare of Ohio provider networks

MOLINA® HEALTHCARE

Electronic Visit Verification (EVV) Claim Processing Changes
Info for Medicaid providers

Effective June 1, 2025, the Ohio Department of Medicaid (ODM) will roll out the Electronic Visit Verification (EVV) claims processing changes for Phase 3. This phase impacts Medicaid claims submitted to Molina Healthcare of Ohio, Inc. for Home Health Services. Beginning on this date, codes G0156, G0151, G0152, G0153, G0299 and G0300 are subject to claim validation. For payment to be eligible, the claim must match a visit logged in Sandata.

Following claim validation, any changes made in Sandata or on the claim due to an unmatched visit will require a corrected claim. Claim disputes will not be accepted for unmatched EVV claim validations. To learn more about corrected claims, visit our Provider Website and view the Corrected Claims Billing Guide under the Forms tab and the Medicaid Provider Manual under the Manual tab.

Find additional information on the seven phases on the ODM EVV website at medicaid.ohio.gov by selecting Programs & Initiatives under Resources for Providers and then Electronic Visit Verification (EVV).

Molina Clinical Policy Page Update
Info for Medicaid providers

Molina has updated our Clinical Coverage Policies page to include a new Clinical Policies Updates drop-down menu under the Molina Clinical Policies section.

Starting in May 2025, Molina will be posting a monthly document listing updated clinical policies.

Find the July 2025: Clinical Policies Updates document on the website with all of the updates that will be effective on July 1, 2025.

Explanation of Payment (EOP) Update
Info for all network providers

Effective May 1, 2025, Molina will update the Explanation of Payment (EOP) and 835 based on feedback from our provider network.

Molina currently displays the Molina claimID and related CHKHST (CheckHistory) on the EOP/835. Based on provider feedback, the claimID referenced on the EOP/835 for refund postings will now have the provider's patient control number on the claim.

Note on EOP: Due to limited space, refunds for a patient with a control number that exceeds 14 characters may lead to trimming of the CHKHST number. The number of characters will not impact 835s.

Drugs Carved Out: Fee-for-Service
Info for Medicaid providers

Based on ODM guidance Kebilidi™ (eladocagene exuparvovec-tneq) is now covered under the Ohio Medicaid Fee-for-Service (FFS) medical benefit, including coverage for Medicaid Managed Care enrollees.

Outpatient Hospital Setting
• The hospital submits all services, except for the medication, provided on the date(s) of

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The Provider Bulletin is a monthly newsletter distributed to all network providers serving beneficiaries of Molina Healthcare of Ohio Medicaid, Medicare, MyCare Ohio and Health Insurance Marketplace health care plans.

service on an outpatient claim to Molina prior to submitting the medication claim to FFS.
- The hospital submits an FFS outpatient claim for the medication and only bills for drug acquisition charges on revenue code 631 with J3490 or J3590 and medication-specific NDC.

Inpatient Hospital Setting
- The hospital submits an inpatient claim for the admission, except for the medication, to Molina prior to submitting the medication claim to FFS.
- The hospital submits an FFS outpatient claim for the medication and only bills for drug acquisition charges on revenue code 631 with J3490 or J3590 and medication-specific NDC.

Note: Regardless of the setting or payer (FFS or Molina), this therapeutic agent must be prior authorized through FFS.

You Matter to Molina: Structured Family Caregivers Orientation
Info for all network providers

Molina posted a new Structured Family Caregivers Orientation to the Provider Website on the You Matter to Molina page under the Communications tab. Topics discussed in the presentation include:
- Background and Terminology
- Contracting
- Onboarding
- From Delivering Care to Payment

Ownership and Control Disclosure Form Requirements
Info for all network providers

As a reminder, providers are required to complete the Ownership and Control Disclosure Form during the initial contracting process and re-attest every 36 months during the recredentialing process, or any time changes are made that require disclosure regarding ownership and control.

Note: If a provider has completed the form within the last credentialing period and there are no changes to report, this form does not need to be completed and returned to Molina at this time.

The Ownership and Control Disclosure form is available on the Molina Provider Website, under the Forms tab. Submit completed forms to OHAttestationForms@MolinaHealthcare.com.

Molina of Ohio Check Runs
Info for all network providers

Molina runs checks for all lines of business Monday through Friday.

Updated: You Matter to Molina: Get to Know Your Provider Relations Representatives
Info for all network providers

Our Molina Provider Relations team is here to help answer your questions and connect you with training opportunities. Throughout 2025, we will introduce you to our team members and explain how to contact us directly for assistance.

Deanna Putman, Provider Relations Director:
- **My favorite thing to do:** I enjoy spending time with my husband and five (yes, five!) dogs.
- **Interesting fact:** I am an enthusiastic Cincinnati Bengals fan and love to try out new tailgate recipes.
- **Why I serve our Molina providers:** My father had a private practice specializing in internal medicine, and my extended family is comprised of many medical professionals. I've always been surrounded by caring, passionate providers who put their patients first. I lead our Provider Relations team to offer exemplary provider support, training and education so our network of quality providers can continue to put their Molina patients first.
- **Available by email at:** OHProviderRelations@MolinaHealthcare.com

Jackie Smith, Provider Relations Manager:
- **My favorite thing to do:** I live for moments with my family and friends. In my free time, I dive into the thrilling world of TV shows. I'm particularly drawn to captivating crime documentaries, intriguing jail stories and love shows. Some of my top picks are Love Is Blind (from every country), Love After Lockup, and the ever-gripping Dateline.
- **Interesting fact:** I have always loved photography, and if I hadn't gone into healthcare, I might have become a photographer. Even today, you can often find me out with friends and family, taking pictures and creating visual memories to treasure. My favorite model is my Frenchie, Morty. From day-to-day life to dressing him

up for the seasons, he is always happy to ham it up for the camera and a cookie!

- **Why I serve our Molina providers:** I am passionate about serving our Molina network because my experience as a healthcare provider enables me to understand their needs and offer the exceptional support they deserve. Providers are the cornerstone of our organization caring for our members, and by meeting their needs, we empower them to focus on delivering outstanding care.
- Available by email at: OHProviderRelations@MolinaHealthcare.com

Updated: Live Provider Training Sessions
Info for all network providers

Molina is offering the chance to enter a monthly drawing for a prize! To enter, join a provider training and share your name and email.

You Matter to Molina Forums:
- Telehealth: Thurs., May 29, 10 to 11 a.m.
- Health Equity 102: Thurs., June 26, 10 to 11 a.m.

General Provider Orientation:
- Mon., May 5, 10 to 11 a.m.
- Mon., June 2, 11 a.m. to 12 p.m.

Specialized Provider Orientation:
- Behavioral Health: Wed., May 14, 11 a.m. to 12 p.m.
- Managed Long-Term Services and Support: Wed., June 11, 3 to 4 p.m.

Molina Model of Care:
- Tues., May 20, 11 a.m. to 12 p.m.
- Thurs., June 19, 1 to 2 p.m.

Molina Dental Services Training:
- Thurs., May 29, 10:30 to 11:30 a.m.
- Thurs., June 26, 9 to 10 a.m.

Availity Essentials Portal Training: Visit the Help & Training section on the portal or contact training@availity.com for training.

In Case You Missed It: View the complete articles on the Provider Bulletin page under the Communications tab of our Provider Website, under the identified month, noted in parentheses ( ).

- Provider Office Lab Testing Policy: Molina has updated the Provider Office Lab Testing policy effective for dates of service on and after May 1, 2025. (April 2025)
- MCO Resource Document for Doulas: Molina posed a Medicaid MCOs Consolidated Doula Resource Guide on our Provider Website to use as a quick reference for key information from the seven MCOs. (April 2025)
- PNM Update- Multi-Factor Authentication: Starting May 4, 2025, ODM will be implementing a Multi-Factor Authentication process to the PNM system. (April 2025)
- You Matter to Molina: Disability Awareness and Sensitivity Training: Molina posted a new You Matter to Molina: Disability Awareness and Sensitivity Training to our Provider Website. (April 2025)
- Special Experience Survey: Molina has published a new Provider Special Experience Survey on the You Matter to Molina page, under the Communications tab on our Provider Website, for providers who wish to share any special experience, skills, expertise and/or training with Molina. (March 2025)
- Medicaid Timely Filing Extension Ending: On March 1, 2025, the Medicaid timely filing extension ended, and the 365 timely filing limit went back into effect. (March 2025)
- Overpayment Policy Update: Molina now allows providers 60 days from the date on the Overpayment Dispute notice to submit a written response disputing the overpayment or requesting an extended payment arrangement or settlement. (March 2025)
- Nursing Facility Ventilator Pre-Payment Policy: Molina posted a new Molina Nursing Facility (NF) Ventilator Pre-Payment Policy for an effective date of April 1, 2025. (March 2025)
- Availity Essentials Portal Reconsideration vs. Appeal Options Update: Effective March 15, 2025, Availity updated the titles of the two categories below:
  o Claim Payment Inquiries/Reconsiderations
  o Claim Payment Dispute/Appeal (March 2025)
- Real-Time Claim Adjustments: Molina staff members will work towards First Call Resolution. Providers should call Molina Provider Services, select the appropriate line of business, select option #3 for claims and then choose option #2 for claim adjustment to reach the Fast Track team. (March 2025)

- Dental Claim and Authorization Inquiries: Providers should reach out to the SKYGEN provider call center at (855) 322-4079 for dental claim and dental authorization inquiries. (March 2025)
- Annual Mandatory D-SNP Medicare Model of Care Training: CMS requires contracted Medicare medical providers to complete training on the D-SNP MOC by December 31, 2025. Molina hosts training sessions for providers and their staff. (January 2025)
- ODM Update: Terminations have resumed for failure to complete Medicaid Agreement Revalidations in PNM: On January 23, 2024, ODM began terminating providers who failed to complete their revalidation prior to their specified deadline. (May 2024)
- PA Request: The preferred method of PA submission is through Availity. Availity offers a more streamlined provider experience compared to faxing. Contact training@availity.com for training. Note: Using an older version of the PA request form may cause delays in processing. (March 2024)
- Medicaid Enrollment Requirements: Any provider, group ordering or referring who is not enrolled and noted as "active" in the ODM PNM system will receive denials for claims submitted to Molina. Claim denials will continue until the provider's Medicaid enrollment is noted as an "active" status. Providers who update their records after claims begin rejecting will need to submit corrected claims once the records are updated. Visit medicaid.ohio.gov for additional information. (March 2024)

Questions and Quick Links	Connect with Us	Join Our Email Distribution List
Provider Services: (855) 322-4079 Mon. – Fri. 7 a.m. to 8 p.m. for Medicaid, 8 a.m. to 6 p.m. for MyCare Ohio and 8 a.m. to 5 p.m. for Medicare and Marketplace • Email: OHProviderRelations@ MolinaHealthcare.com • Provider Website: Molina Healthcare.com/OhioProviders	facebook.com/MolinaHealth x.com/MolinaHealth **Fighting Fraud, Waste and Abuse** Suspect member or provider fraud? The Molina AlertLine is available 24 hours a day, 7 days a week at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.	Did you receive this provider bulletin via fax? Sign up to receive the Provider Bulletin via email or to request removal from our fax distribution list by clicking the Sign up to receive Molina's Provider Bulletin via email here link on the Provider Bulletin page of our website.