

You Matter to Molina: Care Coordination Portal

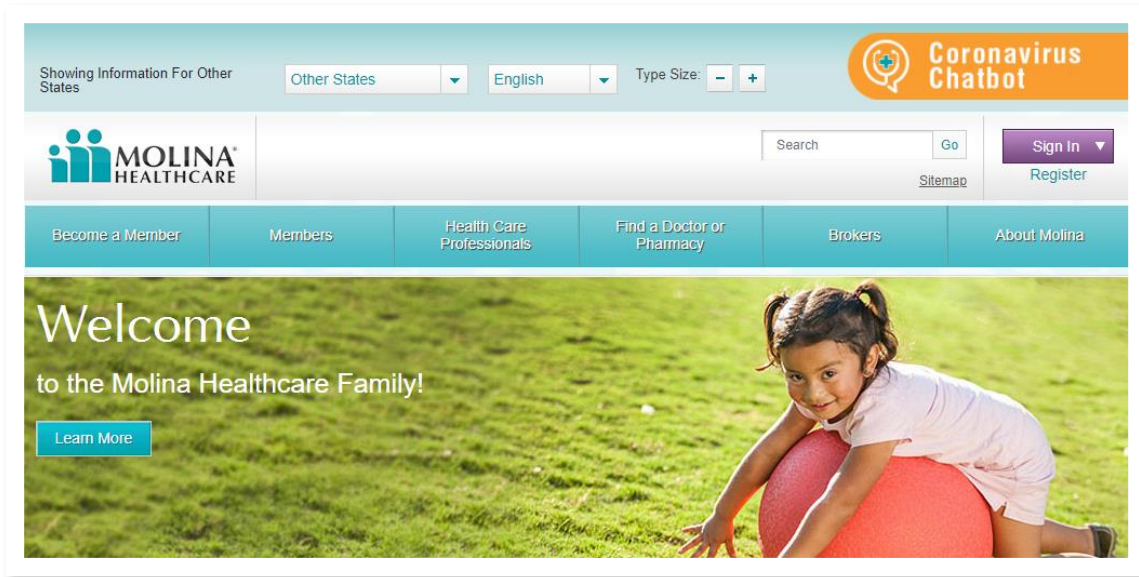
| Molina Healthcare

Agenda

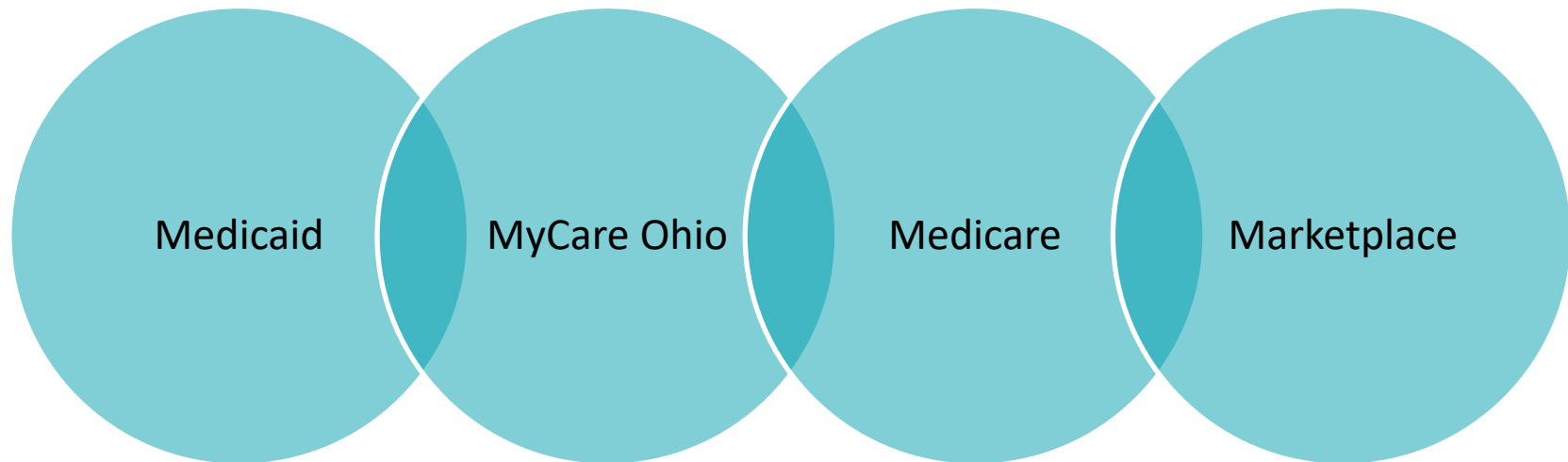
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Provider Resources

Provider Website



Molina has a Provider Website for each line of business.



Find the Provider Website at MolinaHealthcare.com.

Provider Online Resources

Molina’s Provider Website has a variety of online resources:

Provider
Manual

Dental
Manual

Provider
Portal

You Matter to Molina Page and a Claims Payment
Systemic Errors (CPSE) Page

Provider Online Directory

Contact
Information

Preventive and Clinical Care
Guidelines

Claims
Information

Health Insurance Portability and
Accountability Act (HIPAA)

Advanced
Directives

Frequently Used
Forms

Pharmacy
Information

Prior Authorization
Information

Claim
Reconsiderations

Provider Communications: Provider Bulletins and
Provider Newsletters

Fraud, Waste and Abuse Information

Member Rights and
Responsibilities

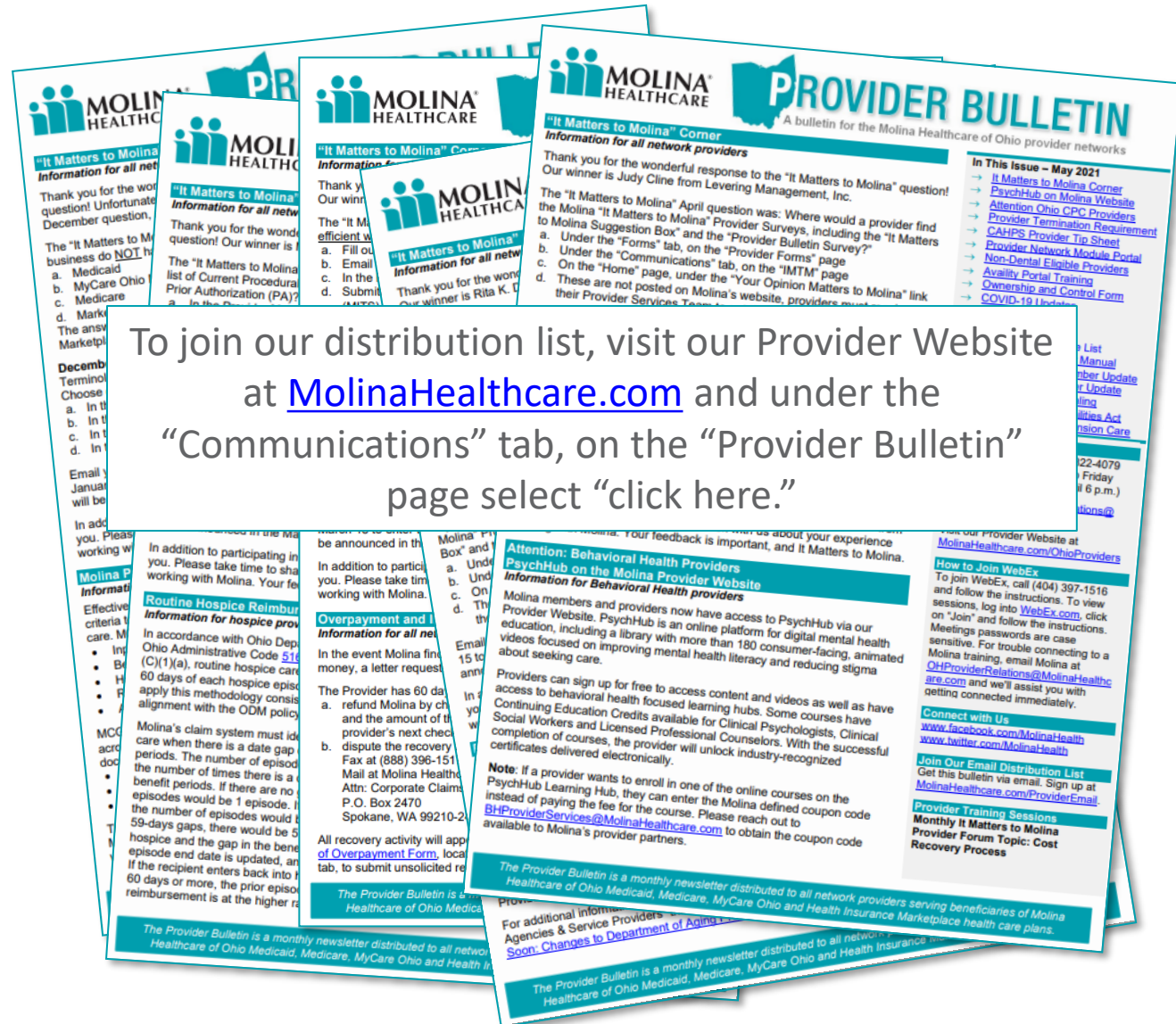
Molina Policies

Provider Bulletin

A monthly Provider Bulletin is sent to Molina's provider network to report updates.

The Provider Bulletin includes:

- Prior authorization changes
- Training opportunities
- Updates to the Provider Portal
- It Matters to Molina Corner
- Changes in policies that could affect:
 - Claim submissions
 - Billing procedures
 - Payment
 - Appeals

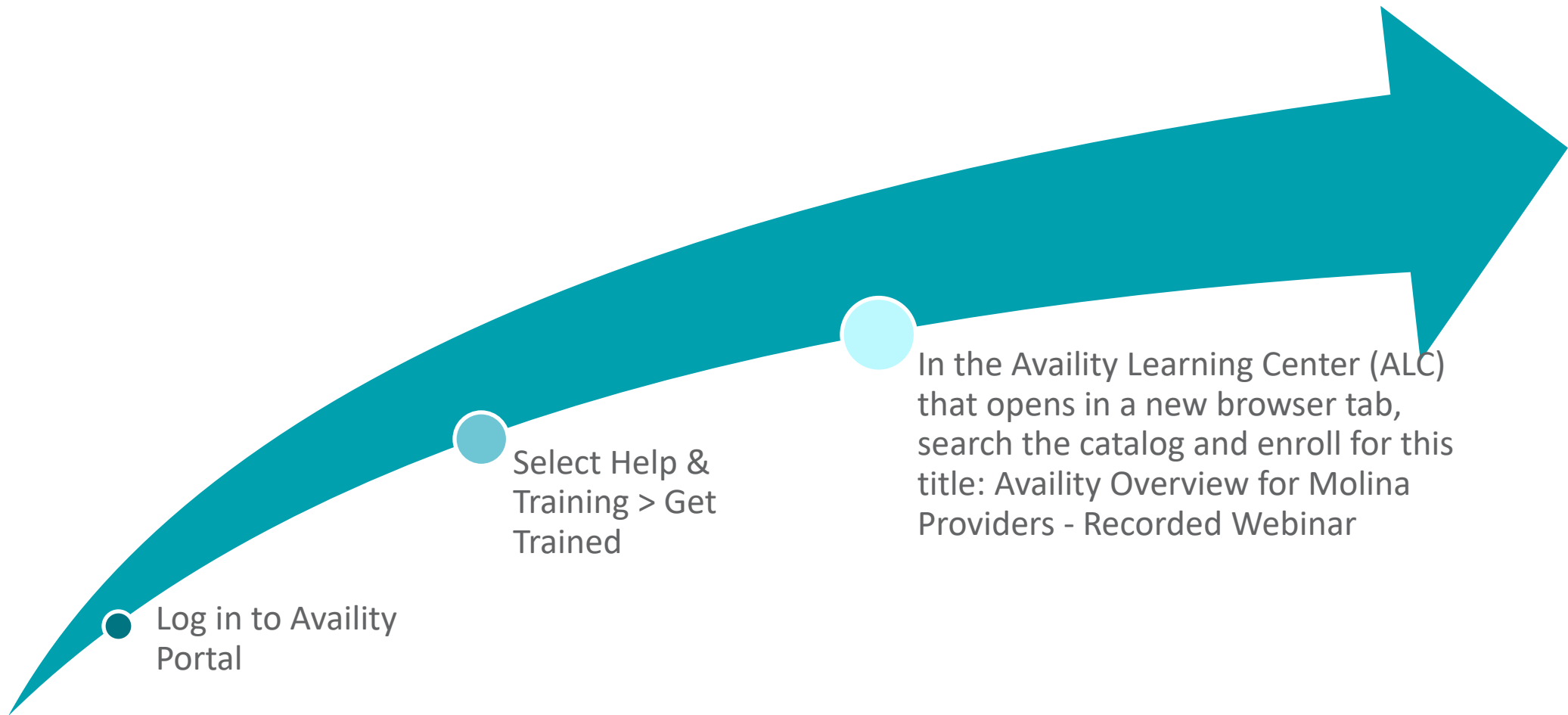


To join our distribution list, visit our Provider Website at MolinaHealthcare.com and under the “Communications” tab, on the “Provider Bulletin” page select “click here.”

Availity Provider Portal

Availity Provider Portal

Once registered providers will have access to the Availity Portal training by following these steps:



Atypical Providers:

Under “News and Announcements” select “Atypical Providers: Here’s your Ticket to Working with the Availity Portal” to view training sessions.

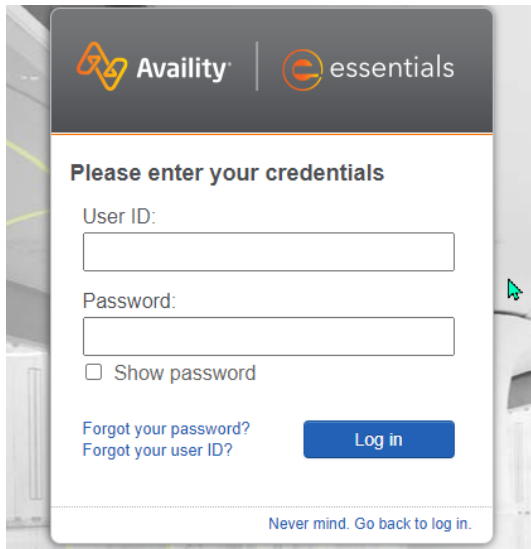
Provider Portal

The Provider Portal is secure and available 24 hours a day, seven days a week. Self-service Provider Portal options include:

Online Claim Submission	Claims Status Inquiry	Corrected Claims	Healthcare Effectiveness Data and Information Set (HEDIS®) Missed Service Alerts for Members	
Member Eligibility Verification and History	Update Provider Profile	Online Claim Reconsideration Requests		Member Nurse Advice Line Call Reports
Check Status of Authorization Request		Coordination of Benefits (COB)	View PCP Member Roster	Submit PA Requests

Care Coordination Portal

Molina offers a portfolio of industry standard services on the Availity Essentials (multi-payer) Provider Portal.

A screenshot of the Availity Essentials login page. The header shows the Availity and essentials logos. Below the header, it says "Please enter your credentials". There are two input fields: "User ID:" and "Password:". Below the password field is a checkbox labeled "Show password". There are two links: "Forgot your password?" and "Forgot your user ID?". A blue "Log in" button is at the bottom right. At the very bottom, it says "Never mind. Go back to log in." data-bbox="46 239 298 576"/>

Availity | essentials

Please enter your credentials

User ID:

Password:

☐ Show password

[Forgot your password?](#)
[Forgot your user ID?](#)

[Log in](#)

[Never mind. Go back to log in.](#)



- 1.6 million: Registered providers
- 6 million: Annual transactions
- 800k: Daily logins

Care Coordination Portal

Any classification of user provider, medical and non-medical, can gain access to the Availity Essential Provider portal to track, submit and share patient/member information and collaborate with care providers and care team coordinators through the many services available.

Personal Care Physician (PCP)

Care Manager, Care Guide

Care Manager Plus, Care Guide Plus

Non- Medical providers

Care Coordination external partners



Availity Essentials Portal is the central hub for Care Coordination and Data Sharing.

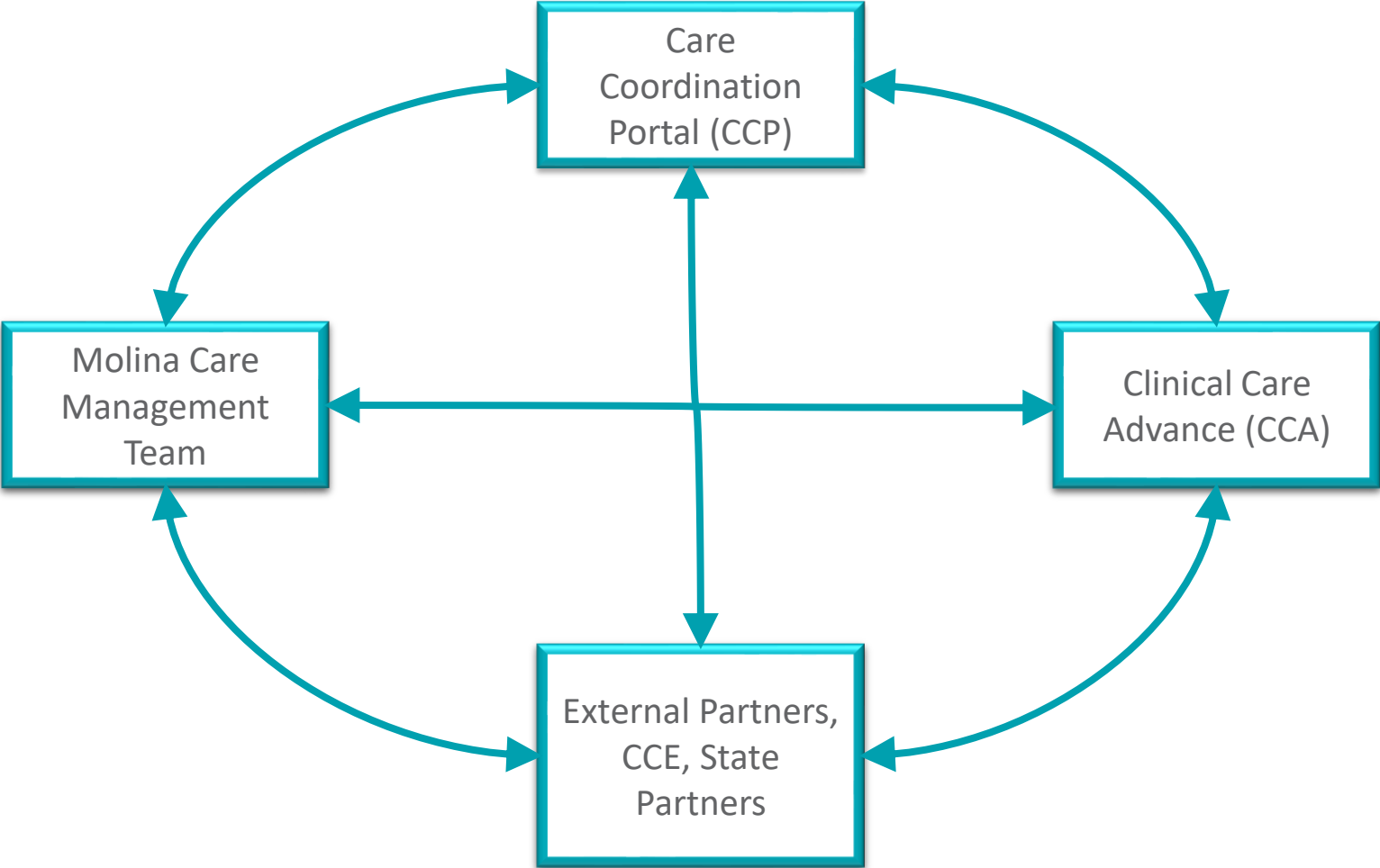
Care Coordination Portal: Data Sharing

Data Sharing - Care Coordination Introduction

Molina will support coordinated care using the Care Coordination Portal which will collect, store, integrate, share and push out pertinent member information amongst all entities minimizing duplicative efforts with entities involved in coordinating the member's care.

- Molina and other Managed Care Organizations (MCO), Care Coordinating Entities (CCE), Care Management Entities (CME) and Single Pharmacy Benefit Manager (SPBM)
- Member Name and Member Numbers
- Member Demographic and Contact Information
- Plan Care Coordination Assignment and Contact Information
- Risk Tier
- Plan Conducted Assessments
- Person-Centered Care Plans
- Care Team Contact Information
- Utilization Data

Data Sharing - Care Coordination Portal/System



Care Coordination Portal (CCP) Access

Types of Users for Care Coordination Portal: Access Through OH|ID

External Users

- Ohio Department of Medicaid (ODM)
- Care Coordinating Entities (CCEs)
- OhioRISE Plan and Care Management Entities (CMEs)
- Partners for Kids (PFK)
- Gainwell (SPBM)
- Public Children's Services Agencies (PCSA)
- Title IV-E Courts for Children

- Accordant Care Rare
- Progeny Health
- Pure Healthcare
- Cityblock Health
- Healthmap

Ohio Department of Medicaid

OH|ID

One state. One Account. Your OH|ID.

OH|ID is a secure way for Ohioans and businesses to interact with multiple State agencies and access a variety of programs and services, with a single user account.

Create Account

Log into OH|ID

OH|ID (Username)

Forgot OH|ID?

Password

Forgot Password?

Log in

Find out more about OH|ID

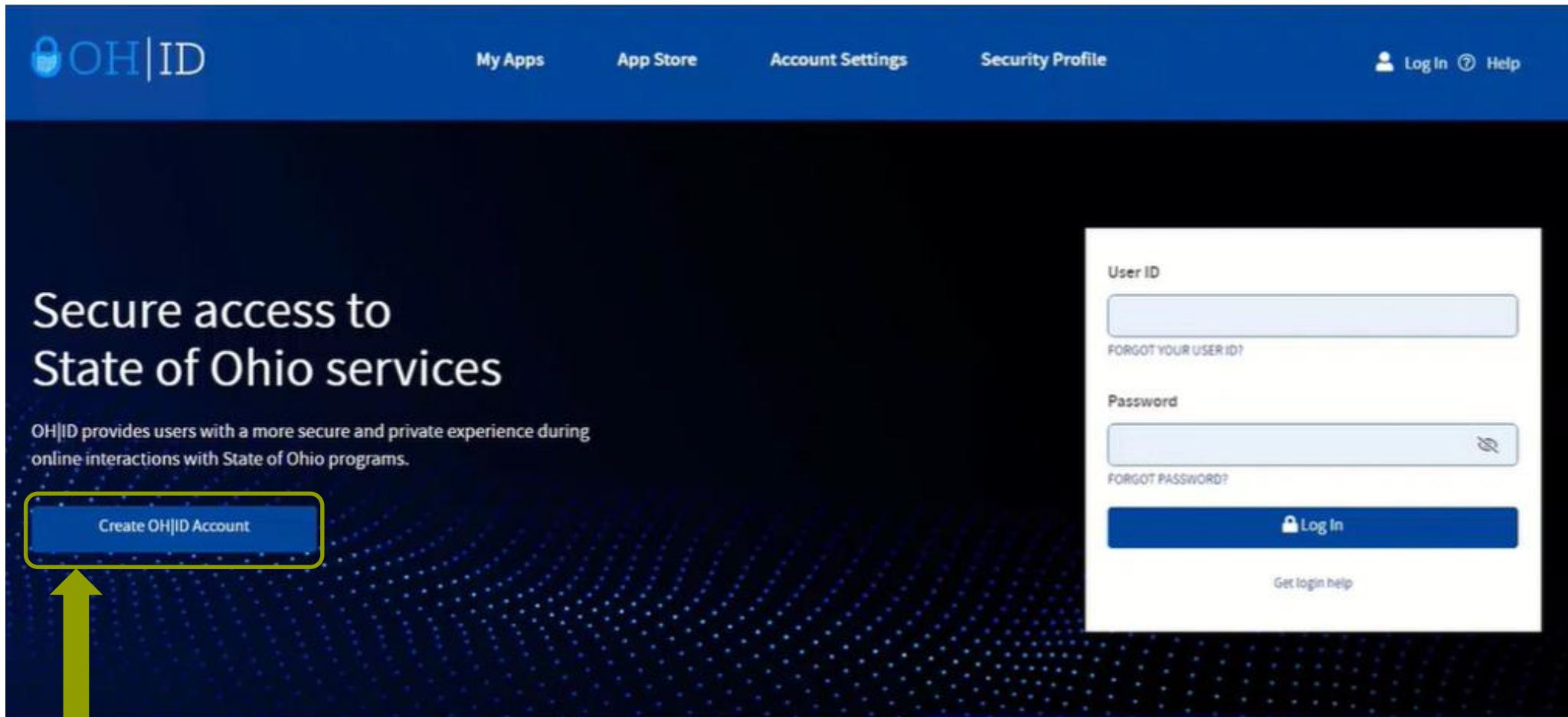
This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies. You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM

External users and entities log in to the OH|ID Portal and Single Sign-on into Availity Essentials Portal.

Security Assertion Markup Language (SAML) SSO (Single Sign-on) to Availity will auto-register users the first time when an SSO-Login is completed.

The users will be assigned a default role, necessary permission updates to be completed through the Organization Administrator.

Ohio Identification Account Registration-New User



The screenshot shows the OH|ID website interface. The top navigation bar is blue with the OH|ID logo on the left and links for 'My Apps', 'App Store', 'Account Settings', 'Security Profile', 'Log In', and 'Help' on the right. The main content area has a dark blue background with a pattern of small white dots. On the left, the text 'Secure access to State of Ohio services' is displayed, followed by a description of OH|ID. A blue button labeled 'Create OH|ID Account' is highlighted with a yellow border and a green arrow pointing to it. On the right, a white login form is visible, containing fields for 'User ID' and 'Password', each with a 'FORGOT' link below it, a 'Log In' button, and a 'Get login help' link.

OH|ID

My Apps App Store Account Settings Security Profile Log In ? Help

Secure access to State of Ohio services

OH|ID provides users with a more secure and private experience during online interactions with State of Ohio programs.

Create OH|ID Account

User ID

FORGOT YOUR USER ID?

Password

FORGOT PASSWORD?

Log In

Get login help

Create an OH|ID account at ohid.ohio.gov.

Ohio Identification Account Login-Existing User

OH|ID

My Apps App Store Account Settings Security Profile Log In ? Help

Secure access to State of Ohio services

OH|ID provides users with a more secure and private experience during online interactions with State of Ohio programs.

Create OH|ID Account

User ID

FORGOT YOUR USER ID?

Password

FORGOT PASSWORD?

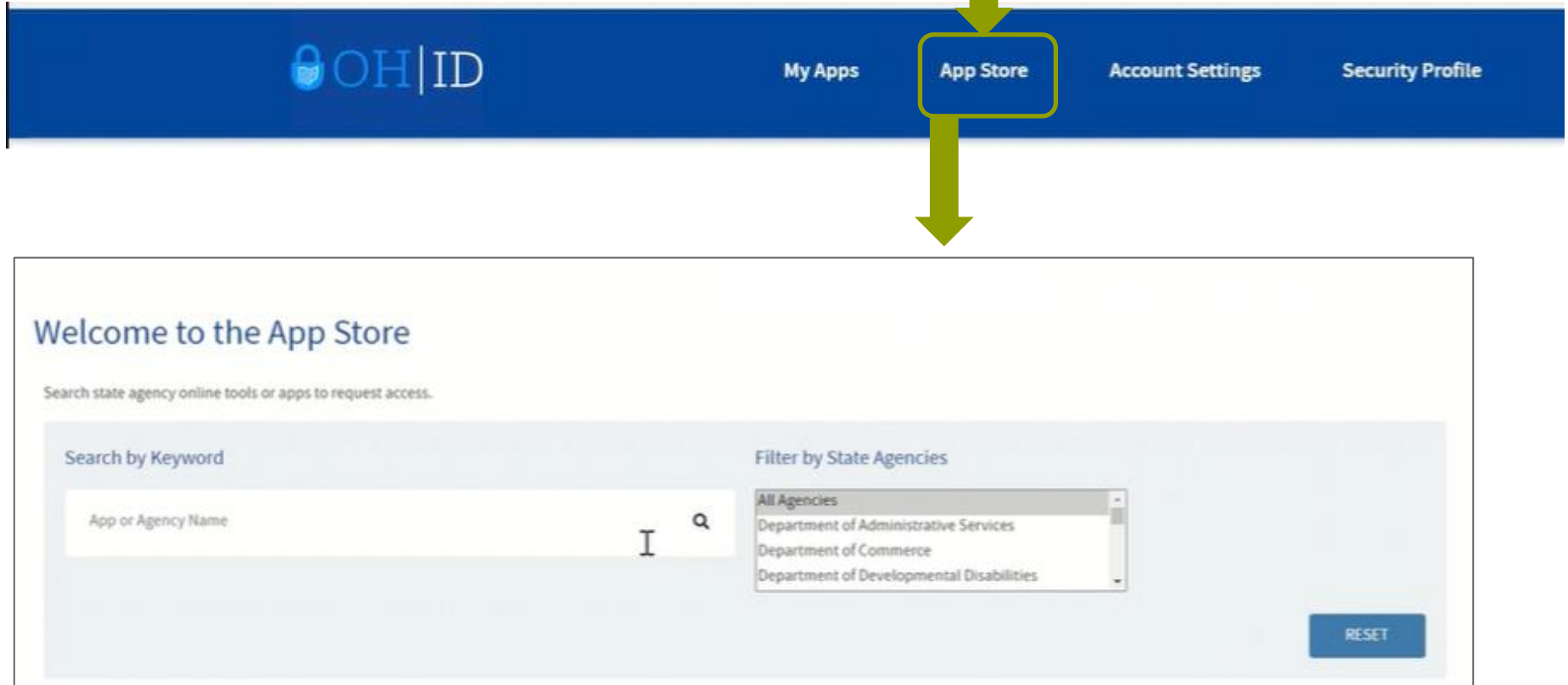
Log In

Get login help

Log into OH|ID with User ID and Password.

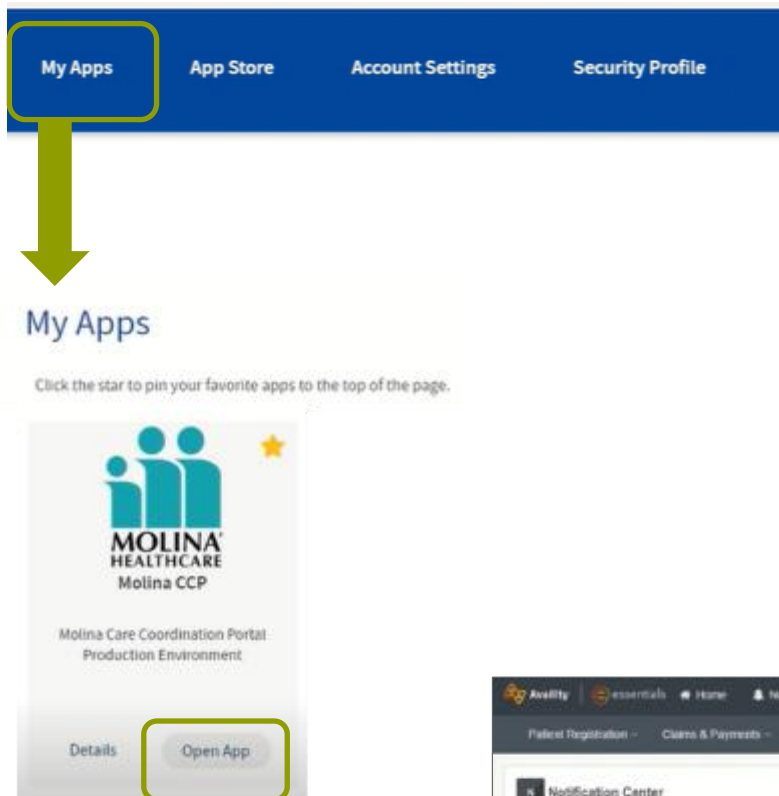
App Store

Find Molina App in the App Store



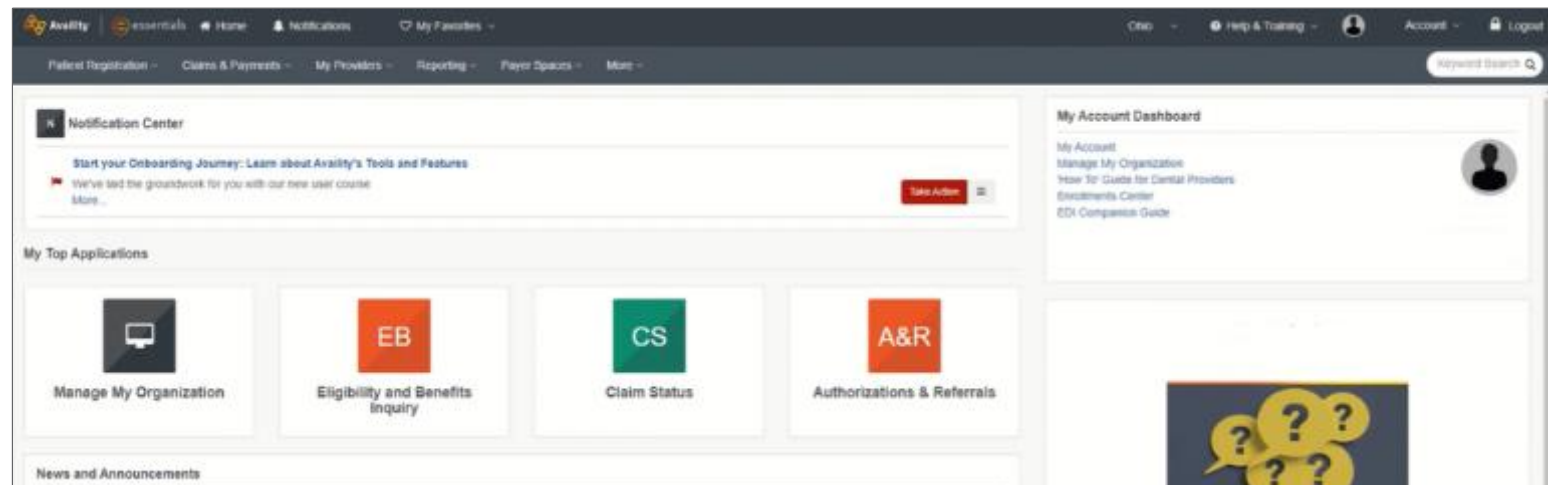
The screenshot shows the OH|ID App Store interface. At the top is a dark blue navigation bar with the OH|ID logo on the left and four links: 'My Apps', 'App Store', 'Account Settings', and 'Security Profile'. The 'App Store' link is highlighted with a yellow box, and a large yellow arrow points down from the text 'Find Molina App in the App Store' to this link. Below the navigation bar, the main content area has a light gray background. It starts with the heading 'Welcome to the App Store' and a subtext 'Search state agency online tools or apps to request access.' Below this is a search section with two columns. The left column is titled 'Search by Keyword' and contains a text input field with the placeholder 'App or Agency Name' and a magnifying glass icon. The right column is titled 'Filter by State Agencies' and contains a dropdown menu. The dropdown menu is open, showing the following options: 'All Agencies', 'Department of Administrative Services', 'Department of Commerce', and 'Department of Developmental Disabilities'. A 'RESET' button is located at the bottom right of the search section.

My Apps



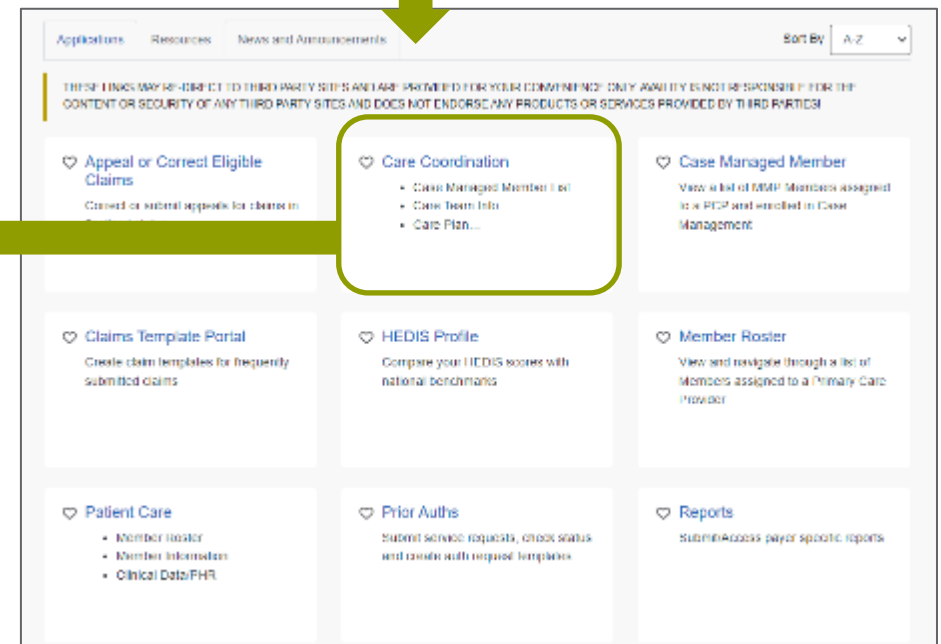
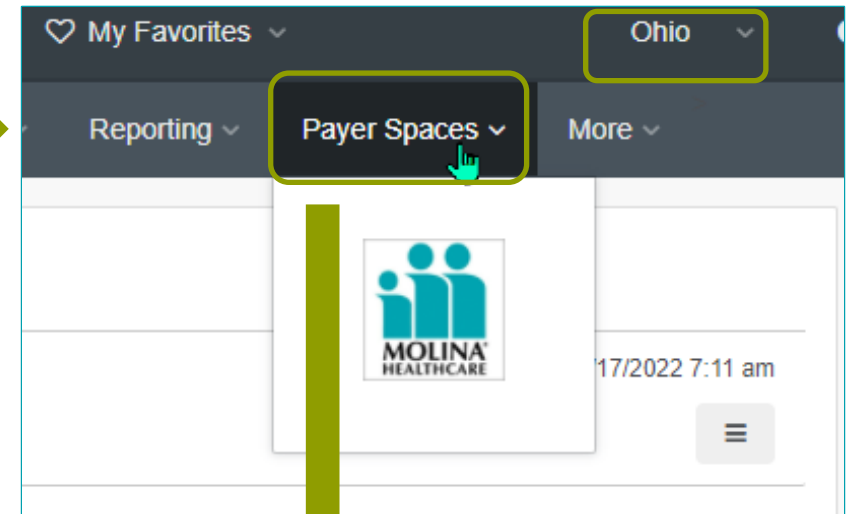
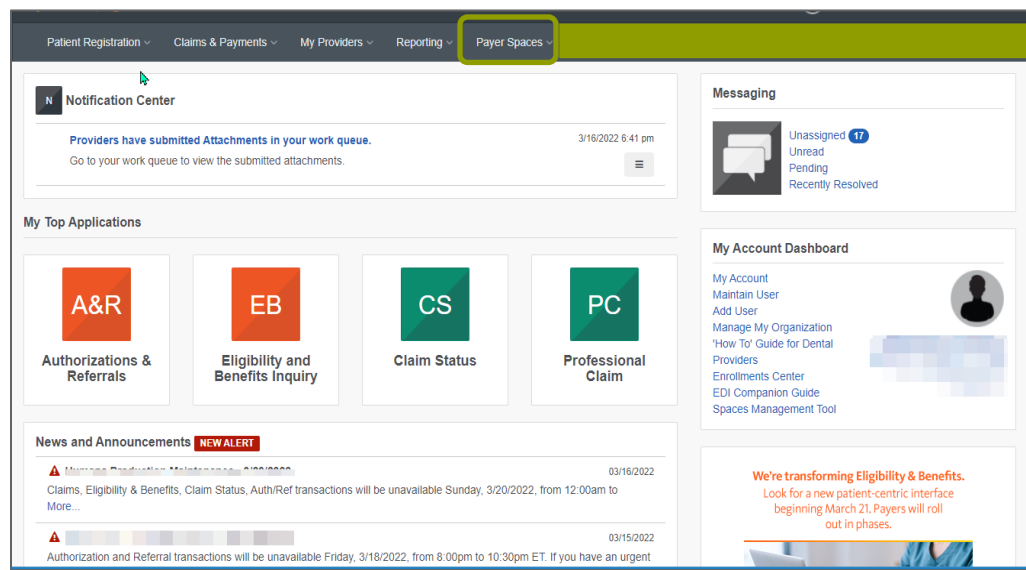
Once you have selected the open app button, you will be taken to the Availity landing page.

You will be notified by Molina and Availity once you have been provision access to the Molina Care Coordination Portal. (Usually takes 1 business day)



Care Coordination Portal Functions / Features

Access the Care Coordination Portal



♥ Care Coordination
View a list of Members assigned to a PCP and assigned to a Care Coordinator

Care Coordination Profile Page

Care Coordination

Member Health Messages

Care Gap [69299]

Access Profile

Organization*

Molina Healthcare of Ohio - CCP Access

Resources

OhioRise Claims :

For OhioRISE Claims information please click on the

User Management

Quick Search : Member Last Name, Member First Name, Member Number, Line Of Business, Care Coordinator Name, PCP Name, Delegate Name

Advanced Search: Allows you to select as many or few filters that feed multiple parameters. Expand to see more.

Select a letter to find a member by last name. Select "All" to reset any search filters selected.

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click on a column header to sort or hover over a ? for help with that column. Please refresh the page to reset the column sort filter.

Member Last Name	Member First Name	Member Number (P) - Primary (S) - Secondary	Line of Business	Care Coordinator Name	PCP Name	Delegate Name	
MOUSE	16	MICKEY	111222666333 (S)	MMP OPT OUTS	CARE MANAGER	REFER TO MEDICARE PCP	
MOUSE	15	MINNIE	222333444555 (P)	ABD ADULT	ALICE WONDERLAND	DONALD DUCK	CityBlock
DUCK	15	DONALD	333444555888 (P)	ABD ADULT		TARZAN JUNGLE	
DUCK	15	DAFFY	33344422277 (P)	ABD ADULT	WINNIE THE POOH	PETER PAN	
BUNNY	15	BUGS	333444555666 (P) 100000000000 (S)	MMP MEDICARE / MMP MEDICAID	SNOW WHITE	REFER TO MEDICARE PCP	CityBlock

After selecting Care Coordination in the Availity Essentials Portal, the Care Coordination Profile page will load.

This will display the member roster.

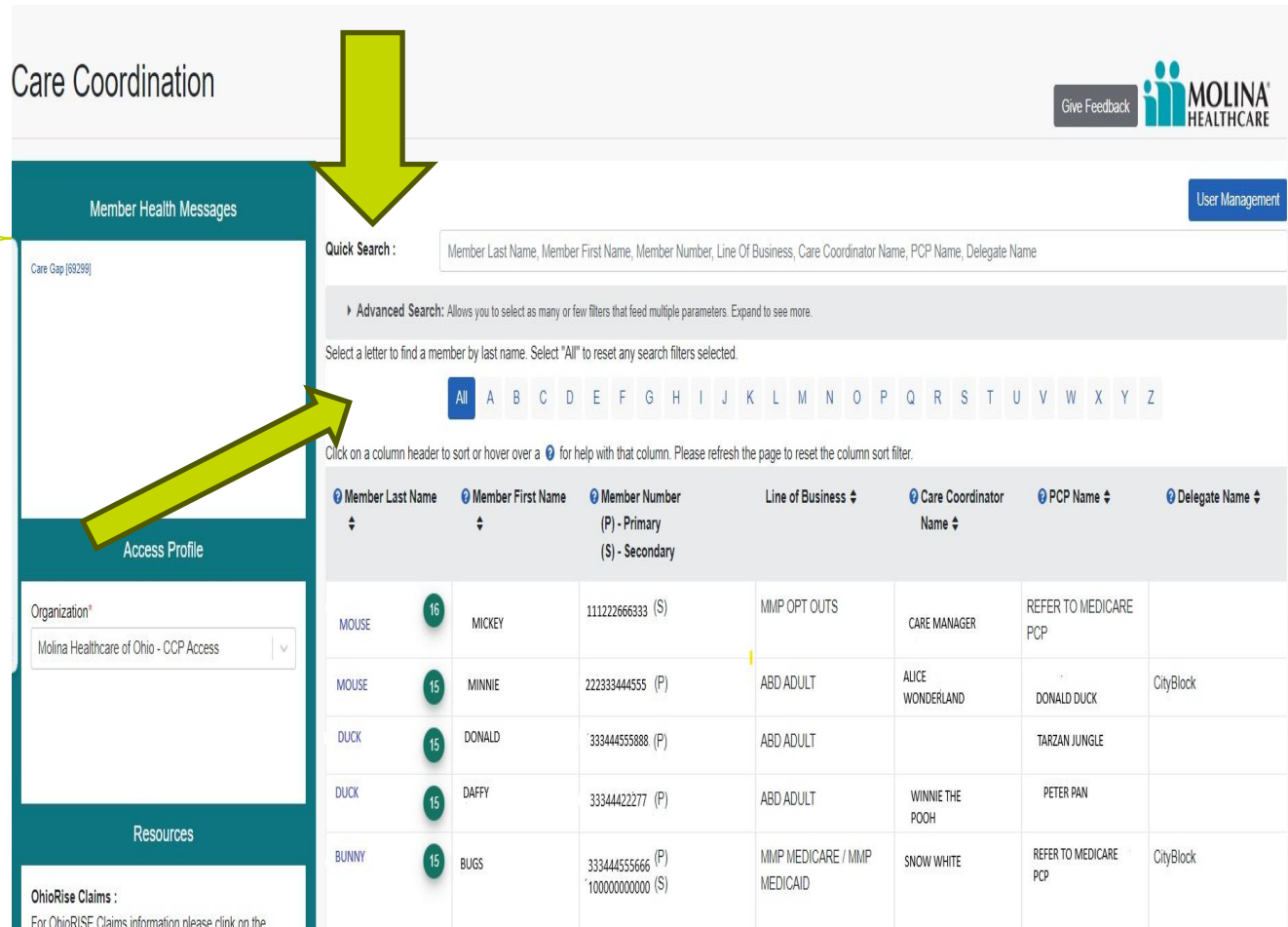
Member Roster - Searching in the Care Coordination Portal

Quick Search By:


- Member Number
- Member Name
- Case Manager
- PCP Name
- Case Status
- Delegate

Search using the Alphabet.

Select the Member Last name to open the file.



Care Coordination

Give Feedback 

User Management

Member Health Messages

Care Gap [69299]

Access Profile

Organization*

Molina Healthcare of Ohio - CCP Access

Resources

OhioRISE Claims :
For OhioRISE Claims information please click on the

Quick Search : Member Last Name, Member First Name, Member Number, Line Of Business, Care Coordinator Name, PCP Name, Delegate Name

Advanced Search: Allows you to select as many or few filters that feed multiple parameters. Expand to see more.

Select a letter to find a member by last name. Select "All" to reset any search filters selected.


All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click on a column header to sort or hover over a ? for help with that column. Please refresh the page to reset the column sort filter.

Member Last Name	Member First Name	Member Number (P) - Primary (S) - Secondary	Line of Business	Care Coordinator Name	PCP Name	Delegate Name
MOUSE	MICKEY	111222666333 (S)	MMP OPT OUTS	CARE MANAGER	REFER TO MEDICARE PCP	
MOUSE	MINNIE	222333444555 (P)	ABD ADULT	ALICE WONDERLAND	DONALD DUCK	CityBlock
DUCK	DONALD	333444555888 (P)	ABD ADULT		TARZAN JUNGLE	
DUCK	DAFFY	333444222777 (P)	ABD ADULT	WINNIE THE POOH	PETER PAN	
BUNNY	BUGS	333444555666 (P) 100000000000 (S)	MMP MEDICARE / MMP MEDICAID	SNOW WHITE	REFER TO MEDICARE PCP	CityBlock

Member Roster - Opening Member File

Care Coordination - Member Details

Give Feedback

Back

Member ID:
[REDACTED]

Member Name:
[REDACTED]

Enrollment Plan:
Molina MyCare Ohio Medicaid

Enrollment Status:
ACTIVE

Enrollment Eff. Date:
[REDACTED]

Enrollment Term. Date:
12/31/2078

Alerts

- 1. BCS-Breast Cancer Screening
- 2. CBP-Controlling High Blood Pressure
- 3. CCS-Cervical Cancer Screening
- 4. EED-Eye Exam for Patients With Diabetes

Member Health Messages

- SE 01/19/2025 07:01 PM PST Gap
- SE 01/19/2025 07:00 PM PST Gap
- SE 01/19/2025 07:00 PM PST Gap
- SE 01/19/2025 06:58 PM PST Gap
- SE 01/13/2025 04:38 PM PST Inpatient
- SE 01/13/2025 04:38 PM PST Inpatient
- SE 01/12/2025 07:57 PM PST Gap
- SE 01/12/2025 07:56 PM PST Gap
- SE 01/12/2025 07:56 PM PST Gap
- SE 01/12/2025 07:53 PM PST Gap

Access Profile

Member Information

Clinical/PHR

Care Team

Care Plan

Member Health Message

Appeals & Grievances

Member Profile

Enrollment Information

Primary Care Provider Information


IPA/Group Information

Member Detail Information

Member Details Include:

- Member Information
- School District
- Clinical Personal Health Record (PHR)
- Care Team
- Care Plan
- Member Health Message
- Appeals & Grievances

Care Coordination - Member Details

Give Feedback 

[Back](#)

Member ID	Member Name	Enrollment Plan	Enrollment Status	Enrollment EOE Date	Enrollment Term Date
[REDACTED]	[REDACTED]	Molina My Care Ohio Medicaid	ACTIVE	[REDACTED]	12/31/2019

Alerts

- 1. BCS-Breast Cancer Screening
- 2. CCRP-Controlling High Blood Pressure
- 3. CCS-Cervical Cancer Screening
- 4. EEO-Eye Exam for Patients With Diabetes

Member Health Messages

- SE 01/19/2025 07:01 PM PST Gap
- SE 01/19/2025 07:00 PM PST Gap
- SE 01/19/2025 07:00 PM PST Gap
- SE 01/19/2025 06:59 PM PST Gap
- SE 01/19/2025 04:58 PM PST Inpatient
- SE 01/19/2025 04:58 PM PST Inpatient
- SE 01/19/2025 07:57 PM PST Gap
- SE 01/19/2025 07:56 PM PST Gap
- SE 01/19/2025 07:56 PM PST Gap
- SE 01/19/2025 07:54 PM PST Gap

Access Profile

Member Information

Clinical PHR Care Team Care Plan Member Health Message Appeals & Grievances

- Member Profile
- Enrollment Information
- Primary Care Provider Information
- IPA/Group Information

Member Detail Information

▼ Member Profile

Name: DUCK, DONALD
Date of Birth: 01/22/2015
Mailing Address: 50 DISNEY WAY, COLUMBUS, OHIO 43231
School District: COLUMBUS CITY SCHOOLS
Sex Assigned at Birth: F
Home #: (614) 555-5555
Alternative #:
Mobile #: (614) 555-2222
Email ID: DDUCK@GMAIL.COM

▼ Enrollment Information

As of search date today
Enrollment Plan: HEALTHY FAMILIES **Member has no current restrictions**
Enrollment Status: ACTIVE
Enrollment Effective Date: 08/01/2019 **Member has no other insurance**
Enrollment Termination Date:
Rate Code: FC10C
Health Plan ID: 910001197304
Subscriber ID: 665775001C

▼ Enrollment History

Benefit Plan Description	Effective Date	Termination Date	Eligibility Status
HEALTHY FAMILIES	07/01/2019	07/31/2019	INACTIVE
OHIORISE	07/01/2022	07/31/2022	ACTIVE

▼ Primary Care Provider Information

Provider Name: Howser, Doogie
Provider NPI Number: 1234567890
Provider Specialty: Pediatric
Effective Date with Member: 11/01/2019
Service Location: Pleasantville Med
IPA/Group Name:
IPA/Group Effective Date: 02/01/2013

▼ PCP History

PCP Name	Group/IPA Name	Effective Date	Termination Date	Status
Grey, Meredith	Pleasantville Peds	08/01/2018		

▼ IPA/Group Information

Group Name: Pleasantville Peds
Mailing Address: 987 Main Street, Pleasantville, OH 01234
Physical Address: 456 Main Street, Pleasantville, OH 01234
Last Contract Effective Date: 11/01/2019
NPI #: 6543219870
Phone #: (555) 123-4567
Phone #:

▼ IPA/Group History

There are no History Records.

Member Information tab includes:

- Member Profile and Information
- Enrollment Information and History
- PCP Information
- Independent Physician Association (IPA)/Group Information and History

Clinical/PHR Tab

The screenshot shows a web interface with a horizontal navigation bar at the top containing the following tabs: Member Information, Clinical/PHR (which is the active tab), Care Team, Care Plan, Member Health Message, and Appeals & Grievances. Below the navigation bar is a large dropdown menu. The dropdown menu has a header bar labeled 'Select...' with a downward arrow on the right. The menu is open, displaying a list of options: Service History (highlighted in light blue), Sentinel Events - Service Authorizations, Assessments, Lab Results, Allergies, Medications, and Sentinel Events - Inpatient Admission & Emergency Department Visits.

Clinical/PHR tab includes:

- Service History
- Sentinel Events- Service Authorizations
- Assessments
- Lab Results
- Allergies
- Medications
- Sentinel Events – Inpatient Admission and Emergency Department Visits

Clinical/PHR Tab- Service History

Member Information

Clinical/PHR

Care Team

Care Plan

Member Health Message

Appeals & Grievances

Service History

Service History

Date of Service

Start Date

→

End Date

Provider

All

Submit

Date of Service ↕	Provider ↕	Service Description ↕
4/15/2022		OFFICE VISIT
4/14/2022		OFFICE VISIT
4/11/2022		OFFICE VISIT
4/11/2022		OFFICE VISIT
4/7/2022		OFFICE VISIT

< Prev

1

2

3

4

5

6

...

38

39

Next >

1-5 of 195

5

per page

This information is based on the claims and encounters data. If you know of any discrepancies or if you need any historical Service History information, please contact the Molina Case Manager or Provider Services.

Clinical/PHR Tab- Service Authorizations

Member Information

Clinical/PHR

Care Team

Care Plan

Member Health Message

Appeals & Grievances

Sentinal Events - Service Authorizations

Sentinal Events - Service Authorizations

Service Request/Auth No ⬆	Service Description ⬆	Referred From ⬆	Referred To ⬆	Referred To Specialty ⬆	Date of Request ⬆	Status ⬆
000000	Diagnostic Testing/Imaging	Scott, Michael	Vance, Robert	GENERAL ACUTE CARE HOSPITAL	8/15/2014	Approved
000000	Diagnostic Testing/Imaging	Scott, Michael	Malone, Kevin		8/5/2015	Denied
111111111111	Diagnostic Testing/Imaging	Braton, Creed	Scott, Michael	GENERAL ACUTE CARE HOSPITAL	9/17/2015	Approved
22222222	Inpatient Medical/Surgery	Helpert, James	Wallace, David	GENERAL ACUTE CARE HOSPITAL	9/21/2015	No Action Required
000000000	Behavioral Health	Martin, Angela	Kapoor, Kelly	PSYCHOLOGIST	4/13/2017	Approved

< Prev

1

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3

4

Next >

1-5 of 18

5

⬆

per page

This information is based on the authorizations requests submitted to Molina; if you know of any discrepancies, please contact the Molina Case Manager or Provider Services.

Clinical/PHR Tab- Assessments

Member Information

Clinical/PHR

Care Team

Care Plan

Member Health Message

Assessments

▼ Assessments

Status	Category	Name	Last Updated	Completed By	Document
UPLOADED	Ohio Assessment	2022 OH Needs Assessment	06/28/2022	Croft, Lara	View Report

This completed assessments list is current as of 06/28/2022. If you would like to see the previous assessments history, please contact the Molina Case Manager.

Clinical/PHR Tab- Lab Results

Member Information Clinical/PHR Care Team Care Plan Member Health Message Appeals & Grievances

Lab Results

Lab Results

Start Date

→

End Date

*Lab Results only go back until 08/06/2008. Submit

Date Performed ↕	Lab Performed ↕	Your Result ↕
10/06/2021		
10/06/2021		
04/30/2021		12.50
01/20/2021		
01/20/2021		11.30

◀ Prev **1** 2 3 Next ▶ 1-5 of 12 5 per page

This listing may not include all lab work completed.If you have any questions please contact Case Manager or Provider Services.
* NOTE: Lab Results are provided by LabCorp and Quest Labs only. These Lab Results are updated monthly.

Care Team Tab

The Care Team tab contains care team information.

Member Information

Clinical/PHR

Care Team

Care Plan

Member Health Message

Care Coordination Team: Molina Healthcare

For Healthcare Providers/Entities, you may edit access levels and provide HIPAA Authorization below to allow access to Sensitive Service information, such as Behavioral Health, Substance Use/Abuse, or Communicable Diseases. To edit access level for General Medical Services or to add or remove participants, please contact your Molina Care Manager.

Serial #	Care Team Provider Full Name	Assigned Date	Contact Type	Phone Number	Care Manager Full Name	Care Manager Phone Number	Entity Type	Primary	Risk Tier	Category	Case Manager Status	Delegated Care Manager
1	Scott, Michael	01/01/2020	PCP	123-456-7890	Halpert, Pam	987-654-3210	Gurdian/Parent	Y		Care Manager	Assigned	Dunder Mifflin Care

Print

View Care Coordination History

Sr No	Date	Requesting Entity	Reason for Requesting	Request Status
1	08/03/2022	Gurdian/Parent	Medication, Transportation, Food,	Completed

Request Care Coordination

Select Request Care Coordination to submit a request for care coordination.

Request Care Coordination

Member Name*

Everdeen, Katniss

Member ID*

OH987654321098

DOB*

06/09/1998

Requesting Entity*

Mailing Address*

123 Main St., Pleasantville, OH 01234

Phone number*

5559876543

Email Address*

EverdeenK12@tribute.com

Reason for requesting care coordination*

Food

☒ I confirm that the above information is correct

Submit

Care Coordination Request is already submitted. One request is allowed for every 24 hours.

OK


Care Plan Tab

My Providers ▾
Reporting ▾
Payer Spaces ▾
More ▾


Keyword Search Q

Member Information
Clinical/PHR
Care Team
Care Plan
Member Health Message


☰
1 / 4
59%
+
🏠
🔄



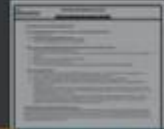
1




2



3





Molina Healthcare Inc
Individualized Care Plan Report

Assigned Case Managers:

Not assigned.

Member Details:

Member Last Name:	Everdeen	Member First Name:	Kotniss
Member Middle Initial:	M	Date Of Birth:	06/06/1998
Medicaid ID:	987654321098	Medicare ID:	
Medicaid Effective Date:	04/01/2017	Medicare Effective Date:	
Current Acuity Level:		Primary Language:	English
Gender:	F	Home Phone:	5559876543
Primary Phone:			
Mobile Phone:			
Current Mailing Address:	123 Main Street Pleasantville, OH 01234		
E-Mail Address:			
Caregiver / Representative:		Contact Phone:	
Relationship To Member:			

Associated Providers (past 6 months):

No associated provider.

Reason for Recent Health Visits / Tests and/or Diagnosis History:

DX Date	DX Code	Description
11/09/2021	L02.91	Cutaneous abscess, unspecified
11/09/2021	T63.301A	Toxic effect of unspecified spider venom, accidental (unintentional), initial encounter
08/25/2020	L02.214	Cutaneous abscess
06/25/2020	L03.314	Cellulitis
04/16/2020	L03.011	Cellulitis of right finger

Recent Authorizations (past 6 months):

No authorization.


No lab data.

Assessments (past 6 months):

No assessment.

Enrollment in Inpatient / Outpatient Facilities (past 6 months):

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Date Printed: 6/26/2023 8:41:39 AM



Molina Healthcare Inc
Individualized Care Plan Report

Member Health Messages

Member Health Message is the last tab of the Member Details page and contains Critical Incidents.

Member Health Messages

EVENTS

03/01/2022 11:01 AM EST
Visit D. Howser

HEALTH ALERTS

07/01/2022 11:01 AM 79
Weight IMA Immunizations
for Adolescents -
Combination 2

Member Information Clinical/PHR Care Team Care Plan **Member Health Message**

Critical Incidents

▼ Critical Incidents

The Member Health Message window displays Sentinel and Critical Events that needed immediate attention.

Select an event for the member and the details are displayed.

Member Health Messages

Select a view

Urgent Responses
Event History

Date	Event Description	MCO Posting Time Required	Source	Location	Facility	Provider(s)	Condition
03/01/2022 11:01 AM EST	MRSS - services and was admitted to inpatient behavioral health unit and will be discharged in the next 4 days	24hr	HIE-Bridge	Pleasantville, OH	Pleasantville Med	Dr. Doogie Howser	Stable

Appeals & Grievances Tab

The Appeals & Grievances tab will show information on the member's Appeals & Grievances.

Member Information

Clinical/PHR

Care Team

Care Plan

Member Health Message

Appeals & Grievances

Date Received

Start Date

→

End Date

Submit

*Appeals & Grievances only go back until 07/01/2022.

Case Type ⌵	Issue ID Number ⌵	State Appeal/ Grievance ID ⌵	NCQA Category ⌵	Status ⌵	Date Received ⌵	Date Resolved ⌵	Resolution Category ⌵	Resolution Sub Category ⌵	Mode of Resolution ⌵	Resolution Letter ⌵
Member Grievance			Other	Resolved- Completed	07/27/2021	07/28/2021	Resolved	Substantiated	Written	<div>View Letter</div>

Click “View Letter” to see a PDF of communication sent regarding the respective issues.

Contact Molina

Frequently Used Email Addresses

Molina of Ohio Provider Services Contact Information:

Molina has designated email addresses based on provider types to help get your questions answered more efficiently or to connect you to training opportunities.

- CCP Questions: Population_Health@MolinaHealthcare.com
- Behavioral Health questions: BHProviderServices@MolinaHealthcare.com
- Hospital or hospital-affiliated physician group questions: OHProviderServicesHospital@MolinaHealthcare.com
- MyCare Ohio LTSS and Medicaid Ancillary questions: OHMyCareLTSS@MolinaHealthcare.com
- Nursing Facilities questions: OHProviderServicesNF@MolinaHealthcare.com
- Physician practice questions: OHProviderServicesPhysician@MolinaHealthcare.com
- General questions: OHProviderRelations@MolinaHealthcare.com

For additional contact information view the “Contact Information” section of the Provider Manual, located at MolinaHealthcare.com.



At Molina of Ohio, our providers matter! Our “You Matter to Molina” program connects us directly to our entire network of providers as we support their efforts to delivery high-quality and efficient health care for Molina members.

- The program gives providers access to monthly Provider Bulletins, newsletters, trainings, surveys, presentations, videos, resource documents, reference guides and more.
- Free access to the PsychHub platform offering free mental health educational courses and CEU opportunities for providers, as well as patient-facing resources.
- Availity Essentials Portal access and training resources.
- Learn more now at MolinaHealthcare.com/OH/YouMatterToMolina.

Thank you for being part of the Molina family.

