

Molina Complete Care 2022 Provider Newsletter Second Quarter

Dear Molina providers:

Thank you for being a valued partner of Molina Complete Care (MCC). We publish quarterly newsletters for Molina network providers in the Medallion 4.0 and Commonwealth Coordinated Care Plus (CCC Plus) plans. This newsletter communicates medical management policies and procedures to support providers in your delivery of quality health care services to our members. This edition contains the following important updates and reminders:

- Pay for Quality – Molina’s gap closure incentive program
- Introducing Molina’s clinic day
- SureScript hub and Real-Time Benefits tool through CVS Health
- New clinical policy website available to Molina providers
- Updating provider forms
- Practitioner credentialing rights: What you need to know
- Molina’s utilization management
- Drug formulary & pharmaceutical procedures
- Case management
- Resources available on Molina’s provider website
- Translation services
- Patient safety
- Hours of operation
- Nondiscrimination
- Member rights & responsibilities
- Population health (Health education, disease management, care management and case management)
- Quality Improvement program
- Standards for medical record documentation
- Preventive Health Guidelines
- Clinical Practice Guidelines
- Advance directives
- Behavioral health
- Care coordination and transitions

You can find the Second Quarter Provider Newsletter on the Communications page of [MCCofVA.com](https://www.molinahealthcare.com/providers/va/medicaid/resources/communications.aspx):

<https://www.molinahealthcare.com/providers/va/medicaid/resources/communications.aspx>.

Contact your MCC Provider Services representative at MCCVA-Provider@MolinaHealthcare.com with any questions.