

# ProgenyHealth Overview for Passport by Molina Marketplace Kentucky



# Agenda

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# Partnering to Deliver Healthy Outcomes

Supporting your patients'  
pregnancy and postpartum  
care journeys



<https://info.progenyhealth.com/progenyhealth-provider-education-video>

# ProgenyHealth

## *Introduction*

Beginning August 4<sup>th</sup> ProgenyHealth will assume Neonatal Care Management Services for Molina Marketplace Kentucky (KY).

- This program will apply to Molina Marketplace KY line of business.



# ProgenyHealth Contact Information

*Direct contact information for the ProgenyHealth UM and CM Nurses will be provided once assigned to a member admitted to your facility.*



**Main Number:**

1-888-832-2006

**UM Email:**

[MolinaMarketplaceUM@progenyhealth.com](mailto:MolinaMarketplaceUM@progenyhealth.com)

**Secure Fax for Molina Marketplace:**

855-768-3714

**CM Email:**

[MolinaMarketplaceCM@progenyhealth.com](mailto:MolinaMarketplaceCM@progenyhealth.com)

**Website:**

ProgenyHealth.com

# UM Notification & Determinations

## What You Need to Do:

The process for notifying Molina Marketplace of infant admissions to the NICU or a special care nursery is changing.

Starting 8/4/2025, NICU Notification of Admission should be faxed **directly to ProgenyHealth** at 855-768-3714 for all infants born/admitted on 8/4/2025, and after.

## Please Include:

- Mom Name, DOB and Subscriber ID
- Infant Name (if known) and ID (if known)
- Attending Physician NPI #
- Facility NPI #

For members managed by ProgenyHealth, all concurrent reviews, transfers, and discharge summaries should be sent to ProgenyHealth's secure fax number.

## What We Will Do:

- ProgenyHealth will follow Molina Marketplace timeframes for concurrent reviews and determinations.
- ProgenyHealth will be providing Level of Care determination utilizing MCG 29<sup>th</sup> ed

# Daily Determinations

## ProgenyHealth will fax facility-specific daily determination log

- Days approved
- Levels of Care (example: Level 2, Level 3)
- Next Review Date
- Information needed with the next review to support continued inpatient stay
- Authorization Number
- **PGNNMPKYXXXXXXXXXX**



### Daily Determination Details (SAMPLE)

<b>Hospital:</b> <b>Hospital Phone:</b> <b>Hospital Fax:</b>	<b>Nurse:</b> ProgenyHealth Nurse <b>Nurse Phone:</b> 1-888-832-2006 <b>Progeny Fax:</b> 1-888-XXX-XXXX
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Patient Full Name	Admitted	Discharged	Description
<b>Baby A Test</b> <b>DOB:</b> 2/7/2024  <b>ProgenyHealth Case ID:</b> UM01  <b>Hospital Medical Record Number:</b> N/A  <b>Authorization Number:</b> N/A  <b>Next Review Date:</b> 2/15/2024 <b>Next Review Notes:</b> Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2024		<b>Days Reviewed:</b> 2 02/07/2024 - 02/08/2024  <b>Requested Level of Care:</b> Level 4 Approve: As Requested <b>Reviewed Level of Care:</b> Level 4  <b>Days Reviewed:</b> 3 02/09/2024 - 02/11/2024  <b>Requested Level of Care:</b> Level 4 Approve: Per Physician Reviewer <b>Reviewed Level of Care:</b> Level 3



# UM Peer-to-Peer & Appeals

For adverse determination made by ProgenyHealth, the provider/representative will be offered 5 business days to request Peer-to-Peer (P2P) discussions.

Verbal notification of the P2P opportunity is provided during denial notification, followed by a faxed daily determination log; Denial letters will be mailed per health plan guidelines.

- P2P may be requested with a ProgenyHealth Medical Director by calling 1-888-832-2006 and following the Physician Advisor's prompt and directions.
- If P2P is declined or if the denial determination is upheld, providers would follow Molina Marketplace appeal process if not in agreement with the determination.





# Transfers & Readmissions



## Transfers

ProgenyHealth will manage infants transferred from the NICU to another acute care facility under the guidance of Molina Marketplace current rules for higher, lateral, and lower-level care transfers.



## Readmission

ProgenyHealth will manage emergent readmissions for all infants managed by ProgenyHealth for their initial NICU admission if readmitted within the first 60 days after the **initial** NICU discharge date.

## Example

PH will also manage:

- A well baby infant at birth not managed by PH will be managed by PH if another admission to a NICU occurs 30 days after discharge.
- A NICU infant at birth not managed by PH will be managed by PH if another admission to a NICU occurs 30 days after discharge.

# UM Established Cases

- Infants receiving NICU LOC who were admitted before 8/4/2025, and remain inpatient post go-live, will be transitioned to ProgenyHealth for continued medical management.
- For established cases, all concurrent stay reviews and discharge summaries should be faxed directly to ProgenyHealth.
- Updated authorization number for transition cases noted here:

**Next Review Date:** 9/15/25

**Next Review Notes:** Your Auth # is 1234567.

Your new Progeny Auth # is  
PGNNMPKYXXXXXXXXX...



# CM Program Overview

*Partnering with Molina Marketplace, we offer caregivers telephonic CM services*

- Families will have a dedicated Case Manager who will provide support and education.
- Following notification of NICU admission, ProgenyHealth outreaches caregivers for early inpatient engagement to evaluate Social Determinants of Health and barriers to safe discharge home.
- ProgenyHealth Case Managers will continue to follow members for 60 days from the **initial** NICU discharge date
- ProgenyHealth Case Managers, Social Workers, and Care Coordinators assist members with identifying support and utilizing national and local community resources.
  - Identifying PCP
  - Behavioral health support
  - Lactation services/obtaining a breast pump
  - Transportation resources





# CM Facility Collaboration



ProgenyHealth will collaborate with facility CM for infants with anticipated discharge needs, complex medical care, or considerable social situations.



ProgenyHealth encourages caregivers to utilize facility resources such as in-person lactation consultants, CM, or Social Work support available while the infant remains inpatient.



Prior Authorizations will continue to be submitted to Molina Marketplace for discharge needs. ProgenyHealth can assist facilities with identifying in-network Durable Medical Equipment, home care, and providers.





# Thank you! Questions?

[ProgenyHealth.com](https://ProgenyHealth.com)