

“It Matters to Molina” Corner

Information for all network providers

Thank you for the wonderful response to the “It Matters to Molina” April question! Unfortunately, we did not receive a correct response to the April question, so we were unable to select an April winner.

The “It Matters to Molina” April question was: Where can you find information on how to submit electronic claims to Molina? Select any that apply.

- Molina Provider Portal
- Molina Provider Manual
- EDI/ERA/EFT tab on the Molina Provider Website
- Molina Provider Orientation

The correct answer was: b, c and d. The Molina Provider Portal can be utilized to submit electronic claims, but the Provider Portal does not have information on how to submit the electronic claims. For information on how to submit electronic claims to Molina a provider should visit the Molina Provider Manual, under “Electronic Claim Payment,” the “Submitting EDI Transaction” document or the “Enrollment Information for ERA/EFT” document under the EDI/ERA/EFT tab on the Molina Provider Website, or view the Molina Provider Orientation.

May Question: Your Molina Healthcare of Ohio Provider Services Team works hard to support our providers. Last Autumn Molina created a new page on the Provider Website named “Molina Healthcare of Ohio Provider Services” to make it easier for providers to contact their Provider Services Representative. Where is this page located on our Provider Services webpage?

- Under the “Communications” tab
- Under the “Health Resources” tab
- Under the “Contact Us” tab
- On the Provider Website home page

Note: Please reach out to the designated email addresses below based on provider types to help get your questions answered more efficiently or to connect you to training opportunities:

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

Email your answer to OHProviderBulletin@MolinaHealthcare.com by May 15 to be entered into the May drawing. The correct answer and drawing winner will be announced in the June Provider Bulletin.

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Questions?

Provider Services – (855) 322-4079
8 a.m. to 5 p.m., Monday to Friday
(MyCare Ohio available until 6 p.m.)

Email us at OHProviderRelations@MolinaHealthcare.com

Visit our Provider Website at
MolinaHealthcare.com/OhioProviders

Connect with Us

www.facebook.com/MolinaHealth
www.twitter.com/MolinaHealth

Join Our Email Distribution List

Get this bulletin via email. Sign up at
MolinaHealthcare.com/ProviderEmail.

Provider Training Sessions

Monthly It Matters to Molina Provider Forum Topic: COVID-19 (Coronavirus) Billing and Prior Authorization (PA) Question and Answer (Q&A) Session: Molina is hosting a Provider Forum to assist with COVID-19 (Coronavirus) Billing and Prior Authorization questions.

- Fri., May 15, 9 to 10 a.m. meeting number 284 483 805, password uYt3MX9Qmh5

Monthly Provider Portal Training:

- Tues., May 19, 3 to 4 p.m. meeting number 288 817 512, password pvT5cXE5ZF7
- Thurs., June 25, 2 to 3 p.m. meeting number 286 785 644, password Fad4QrjZh66

Monthly Claim Submission Training:

Monthly It Matters to Molina Provider Forum Topic: COVID-19 (Coronavirus) Billing and Prior Authorization (PA) Question and Answer (Q&A) Session: Molina is hosting a Provider Forum to assist with COVID-19 (Coronavirus) Billing and Prior Authorization questions.

- Fri., May 15, 9 to 10 a.m. meeting number 284 483 805, password uYt3MX9Qmh5

In addition to participating in the monthly drawings, we want to hear from you. Please take time to share feedback with us about your experience working with Molina. Your feedback is important, and It Matters to Molina.

COVID 19 (Coronavirus) Updates

Information for providers in all networks

Due to the current situation concerning the COVID-19 (Coronavirus) pandemic and related state of emergency declared on March 9, 2020 in Ohio, temporary guidance has been put in place across a variety of operational areas impacted by this crisis. For additional information, visit our provider website and review the COVID-19 Provider Bulletins posted on the "Provider Bulletin" page under the "Communications" tab.

Molina would like to express our appreciation to our entire provider network for their tireless effort to provide essential services, and support the health, safety and welfare of Molina members and their communities.

A sincere thank you to our physicians, facilities, office staff, ancillary services providers (such as home delivered meals and pest control), and all other providers who are ensuring Molina members have access to the critical resources they need during this public health crisis. For a complete listing of all essential services and employees go to Section 12 Essential Businesses and Operations in the Director's Stay at Home Order at <https://coronavirus.ohio.gov/static/DirectorsOrderStayAtHome.pdf>.

Prior Authorization Form

Information for providers in all networks

As a reminder, on Jan. 1, 2020, Molina updated the "Prior Authorization Request Form and Instructions" on our provider website to include the new Molina Medicare D-SNP line of business and the addition of eViCore for select outpatient utilization management services. The PA Request Form now includes additional fax numbers, including:

- Molina Medicaid/MyCare Ohio Opt-Out: (866) 449-6843
- Molina Medicare/MyCare Ohio Opt-In Outpatient/D-SNP/DME (excluding Home Health): (844) 251-1450
- Molina Medicare/MyCare Ohio Opt-In Inpatient and Home Health: (877) 708-2116
- eViCore: (800) 540-2406
- Molina Marketplace: (855) 502-5130

Always use the PA Request Form on our website under the "Forms" tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date version of the PA Request Form.

Electronic Visit Verification Ticketing System

Information for impacted home and community-based service providers who will bill the following codes: G0156, G0299, G0300, S5125, T1000, T1001, T1002, T1003, T1019

- Thurs., May 14, 1 to 2 p.m. meeting number 288 628 774, password qmYT3gWPd37
- Fri., June 19, 9 to 10 a.m. meeting number 284 210 760, password PGse3sHMA36

Quarterly Provider Orientation:

- Tues., May 26, 2 to 3 p.m. meeting number 285 876 252, password yF6dTMMyW7p9

To join WebEx, call (404) 397-1516 and follow the instructions. To view sessions, log into [WebEx.com](https://www.webex.com), click on "Join" and follow the instructions. Meetings passwords are case sensitive. Trouble connecting to a Molina training during the session? Please email OHProviderRelations@MolinaHealthcare.com and we'll assist you with getting connected immediately.

Notice of Changes to Prior Authorization (PA) Requirements

Molina posts new comprehensive PA Code Lists to our website quarterly. However; changes can be made to the lists between quarterly comprehensive updates. Always use the lists posted to our website under the "Forms" tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of Molina's PA requirements.

Notice of Changes to the Provider Manual

Molina posts a new comprehensive Provider Manual to our website semi-annually. However; changes can be made to the manual between comprehensive updates. Always refer to the manual posted on our website under the "Manual" tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of Molina's Provider Manual.

Did You Know?

Did you know Molina Healthcare of Ohio added Medicated-Assisted Treatment (MAT) videos on the homepage of our website to assist providers with the following topics:

- Addiction: Addiction is Not a Choice
- Basics: The Basics of MAT
- Safety: MAT Safety and Compliance

MAT is the use of Food and Drug Administration (FDA)-approved

On March 9, the Electronic Visit Verification (EVV) Provider Hotline moved to a new ticketing system to track phone calls, system issues and escalations. Sandata switched from eTRAC to Zendesk. Providers will notice the following changes:

- After a call into the EVV Provider Hotline, providers will receive an email with a ticket number from the call utilizing a 5-digit number versus the numbers currently starting with “T2020.”
- Within 24 hours of a resolved ticket, providers will receive an email with an optional survey. Results from this optional survey will provide enhancements to agent training and troubleshooting.
- The other notable change is a new e-mail address ODMCustomerCareEmail@sandata.com, the old email address EVVProviderHelpDesk@etraconline.net will send a bounce back message with the new email address. This email address is to troubleshoot **technical** issues providers may have with EVV, Sandata Mobile Connect (SMC) or Telephony Visit Verification (TVV).
- Providers no longer need to log into eTRAC to retrieve messages. The only times a provider will use eTRAC is to retrieve a Welcome Kit, request a device, return a device or check the status of a device

It is important to note that the EVV Provider Hotline phone number will remain the same at (855) 805-3505. In addition, the EVV inbox will remain the same for program questions at EVV@medicaid.ohio.gov.

Medication Reconciliation

Information for all network providers

Ensuring patients take medications as prescribed (e.g., correct medication, dose and frequency) can be an ongoing challenge when it comes to quality of care and patient safety. The challenge can become more complicated when adding in a recent inpatient admission.

Medication reconciliation within 30 days of an inpatient discharge can help ensure medications started during an inpatient admission, and any home medications that were temporarily stopped during an admission, are continued as indicated when a patient is discharged home. It can also help avoid duplicating medication orders.

To help keep track of the most current medications, documentation in the outpatient medical record should include evidence of current and discharge medication reconciliation and the date performed.

Update: Prior Authorization Requirements through eviCore

Information for all network providers

Molina has updated the eviCore Prior Authorization (PA) fax number on our website. The correct eviCore fax number is (800) 540-2406.

As a reminder, if you are submitting an authorization request for a service that will be reviewed by eviCore, please remember to **request via the eviCore portal, phone or fax**, as appropriate. Connecting directly with eviCore will support a faster response time to your request and minimize any delays caused by re-routing.

eviCore manages PA requests for the following specialized clinical services, effective for dates of service (DOS) on or after Jan. 1, 2020:

- Imaging and Special Tests: Advanced Imaging (MRI, CT, PET, non-OB Ultrasounds) and Cardiac Imaging
- Radiation Therapy

medications, in combination with counseling and behavioral therapies, to provide a “whole-patient” approach to the treatment of substance use disorders (SUD).

Coming Soon: Molina CPSEs on the Provider Website

Information for all network providers

Coming soon. Molina of Ohio added a Claims Payment Systemic Errors (CPSE) page to the Molina Website, under the “Communications” tab. Soon Molina will begin posting our CPSE reports each month for provider communication.

As a reminder, effective for dates of service on and after July 1, 2018, Ohio Managed Care Plans are required by the Medicaid Managed Care Provider Agreement to communicate to providers when claims adjustments are processed for incorrectly underpaying, overpaying or denying claims when certain criteria is met. Cases that meet these criteria are defined as CPSEs.

CVS Pharmaceutical Delivery Service and Refills

Information for all network providers

CVS Health is working to ensure individuals have access to needed medications during the coronavirus (COVID-19) outbreak. Changes include:

- Relaxing Refill Restrictions
- Encouraging Members to Refill Maintenance Medications
- Free Home Delivery from CVS Pharmacy

For additional information visit www.cvs.com/content/coronavirus for updates on COVID-19 as well as details on free delivery of prescriptions and other essentials from CVS.

Molina Nurse Advice Line

Molina’s Nurse Advice Line (NAL) is available to members and providers 24-hours a day, 365-days a year. Members may call the Nurse Advice Line directly to be connected to a qualified nurse who can give health care advice and help direct the member to where they can get the care that is needed. Primary Care Physicians (PCPs) are notified via fax of all Nurse Advice Line encounters.

- Sleep Covered Services and Related Equipment
- Molecular and Genomic Testing

Molina has created an eviCore Frequently Asked Questions (FAQ), available on the Molina website under the “Manual” tab, to assist providers with questions concerning the eviCore process. For additional information, visit the Provider Bulletin archive on our website, located under the “Communication” tab and “Provider Bulletin.”

CAHPS® Survey

Information for all network providers

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey will be sent to a random sample of Molina members between February and June 2020. CAHPS® surveys are used to gather feedback from members to better understand their overall health care experience. Member participation in the survey is voluntary.

Molina reviews the survey results closely, and the results are used to find ways to better serve our members and help them live healthier lives. The information is also applied to our work with providers and other health care partners. Together, our goal is to help drive quality improvements while enhancing the member experience.

Survey results are used by external agencies and members to judge the quality of Molina services. State partners may use the survey when selecting health plans, rating health plans for consumers and awarding bonus incentives.

CAHPS® questions specifically tied to a member’s experience with their primary care provider, included those related to:

- Annual Flu Vaccine
- Care Coordination
- Getting Needed Care
- Overall Ratings
- Getting Appointments and Care Quickly

For more information about the CAHPS® survey or useful ideas to help make the most out of every member’s visit, please contact your Molina Provider Services Representative.

Medicaid, Medicare and Marketplace
English: (888) 275-8750
Spanish: (866) 648-3537
TTY: 711

MyCare Ohio
English and Spanish: (855) 895-9986
TTY: 711

Fighting Fraud, Waste & Abuse

Do you have suspicions of member or provider fraud? The Molina AlertLine is available 24 hours a day, 7 days a week, even on holidays at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.