

## “It Matters to Molina” Corner

### Information for all network providers

Thank you for the wonderful response to the “It Matters to Molina” May question! Our monthly winner is Bethany Chime from Clear Minds Coaching & Counseling.

The “It Matters to Molina” May question was: 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

The correct answer was: c

**June Question:** In addition to offering monthly Provider Training Sessions on the Provider Portal, Molina offers the “Provider Web Portal Quick Reference Guide” presentation on the Molina Provider Website. Where is this document located on our Provider Website?

- Under the “Manual” tab, under “Provider Manual & Training”
- Under the “Manual” tab, under “Quick Reference Guides & FAQs”
- Under the “Forms” tab, under “Provider Forms”
- Under the “Health Resources” tab, under “Provider Toolkits and Resources”

Email your answer to [OHProviderBulletin@MolinaHealthcare.com](mailto:OHProviderBulletin@MolinaHealthcare.com) by June 15 to be entered into the June drawing. The correct answer and drawing winner will be announced in the July Provider Bulletin.

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

- Thurs., June 11, 11 a.m. to 12 p.m. meeting number 285 666 545, password KTxNipQY423

To join WebEx, follow the instructions under “[How to Join WebEx.](#)”

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 new COVID-19 (Coronavirus) page under the “Communications” tab.

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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](mailto:OHProviderRelations@MolinaHealthcare.com)

Visit our Provider Website at  
[MolinaHealthcare.com/OhioProviders](http://MolinaHealthcare.com/OhioProviders)

## How to Join WebEx

To join WebEx, call (404) 397-1516 and follow the instructions. To view sessions, log into [WebEx.com](http://WebEx.com), click on “Join” and follow the instructions. Meetings passwords are case sensitive. For trouble connecting to a Molina training, email Molina at [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com) and we'll assist you with getting connected immediately.

## Connect with Us

[www.facebook.com/MolinaHealth](http://www.facebook.com/MolinaHealth)  
[www.twitter.com/MolinaHealth](http://www.twitter.com/MolinaHealth)

## Join Our Email Distribution List

Get this bulletin via email. Sign up at  
[MolinaHealthcare.com/ProviderEmail](http://MolinaHealthcare.com/ProviderEmail).

## Provider Training Sessions

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

- Thurs., June 11, 11 a.m. to 12 p.m. meeting number 285 666 545, password KTxNipQY423

**Monthly Provider Portal Training:**

Molina would like to express our sincere appreciation to our physicians, facilities, office staff, ancillary services providers (such as home delivered meals and pest control), and all other providers for their tireless effort to ensure Molina members have access to the critical services they need during this public health crisis by supporting the health, safety and welfare of Molina members and their communities.

## Annual Mandatory Medicare Model of Care Training

### Information for providers in the MyCare Ohio and Medicare networks

The Centers for Medicare and Medicaid Services (CMS) requires contracted medical providers complete a basic training on the Dual Eligible Special Needs Plan (D-SNP) and MyCare Ohio Medicare Model of Care by Dec. 31, 2020. This includes primary care providers and specialists, including the following:

- Behavioral Health
- Cardiology
- Gastroenterology
- Hematology
- Infectious Disease
- Nephrology
- Obstetrics and Gynecology (OB/GYN)
- Oncology
- Orthopedics
- Pain Management
- Surgery

Model of Care should be completed by providers in the MyCare Ohio and Medicare lines of business (LOB). Providers who only participate in the Medicaid and Marketplace LOB do not need to complete this training.

What providers need to do – Deadline: Dec. 31, 2020

- Complete training and fill out the Model of Care Attestation Form and send to [OHAttestationForm@MolinaHealthcare.com](mailto:OHAttestationForm@MolinaHealthcare.com)

**WebEx Training:** Molina will be hosting monthly Model of Care provider training sessions throughout the year to help train you and your staff, and address questions.

- Tues., June 23, 1 to 2 p.m. meeting number 284 828 996, password yiUjpkk2E74
- Thurs., July 23, 10 to 11 a.m. meeting number 282 513 943, password WVy7qTdTm64

To join WebEx, follow the instructions under "[How to Join WebEx.](#)"

## Molina Prepayment Claim Reviews

### Information for providers in all networks

Molina is committed to program integrity and accurate claims payment through ongoing analysis of submitted claims and review of billing trends in order to identify unusual billing behavior. Molina utilizes widely-acknowledged national guidelines for billing practices and supports the concept of uniform billing for all payers.

In July 2020, Molina in partnership with Optum will begin performing additional prepayment claim reviews to support ongoing program integrity efforts. The prepayment claims reviews will look for overutilization of services, or other practices that directly or indirectly result in unnecessary costs to the healthcare industry.

As part of this review process, impacted providers will receive letter requests to submit medical records and billing documents that support the charges billed. Providers will receive detailed instructions regarding how to submit the requested documentation. Additionally, the electronic 835

- Thurs., June 25, 2 to 3 p.m. meeting number 286 785 644, password Fad4QrjZh66
- Thurs., July 23, 9 to 10 a.m. meeting number 286 739 320, password W947k32AJQI

### Monthly Claim Submission Training:

- Fri., June 19, 9 to 10 a.m. meeting number 284 210 760, password PGse3sHMA36
- Wed., July 15, 1 to 2 p.m. meeting number 280 204 975, password rP4M8nWxqF5

### Quarterly Provider Orientation:

- Tues., Aug. 25, 2 to 3 p.m. meeting number 281 096 189, password 4RNmASdBr56

To join WebEx, follow the instructions under "[How to Join WebEx.](#)"

## Notice of Changes to Prior Authorization (PA) Requirements

On June 1, 2020, the updated PA Code List will be posted on our website under the "Forms" tab for a July 1, 2020 effective date.

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 in order to comply with federal rule 42 CFR 438.602, providers are required to have enrolled or applied for enrollment with ODM at both the group practice and individual levels by Jan. 1, 2019.

file will note M127; please reference the ProviderNet account for additional details to determine whether or not the remark is related to this Optum review. Providers who do not submit the requested documentation may receive a technical denial; which will result in the claim being denied until all information necessary to adjudicate the claim is received. After review, if it is determined that a coding and/or payment adjustment is applicable, the provider will receive the appropriate claim adjudication. Providers retain their right to dispute results of these reviews.

### Electronic Prior Authorization Requests for Pharmacy

#### Information for providers in the Medicaid and Marketplace network

For providers utilizing the CoverMyMeds Portal to submit electronic prior authorization (ePA) requests for medications to Molina, please be sure to include the member's diagnosis, previous therapies tried/failed and any relevant chart notes in the submission.

### Electronic Visit Verification Ticketing System

#### Information for impacted home and community-based service providers who will bill the following codes: G0151, G0152, G0153, G0156, G0299, G0300, S5125, T1000, T1001, T1002, T1003, T1019 and T2025

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](mailto:ODMCustomerCareEmail@sandata.com), the old email address [EVVProviderHelpDesk@etraconline.net](mailto: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](mailto:EVV@medicaid.ohio.gov).

### MAT Videos on Molina Provider Website

#### Information for all network providers

Medication-Assisted Treatment (MAT) is the use of Food and Drug Administration (FDA)-approved medications, in combination with counseling and behavioral therapies, to provide a "whole-patient" approach to the treatment of substance use disorders (SUD).

Molina Healthcare of Ohio added 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

Providers without a Medicaid ID number will need to submit an application to ODM. Enrollment is available through the MITS portal or providers can start the process at <http://medicaid.ohio.gov>.

### Coming Soon: Molina CPSEs on the Provider Website

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.

### Prior Authorization Form

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.

### 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.