

## Provider Support Available Jan. 1, 2018

Molina Healthcare has multiple channels to assist Behavioral Health (BH) providers with Prior Authorization (PA), billing support and claims payment issues:

- Utilization Management team – contact (855) 322-4079 for assistance with PA requests
- Molina Healthcare Rapid Response Team – providers can route issues to [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com) and the Molina Healthcare Provider Services team will monitor, route and track emails for quick resolution

## Behavioral Health Redesign Claims Testing

Molina Healthcare would like to invite MyCare Ohio and Medicaid providers to test our billing systems in preparation for BH Redesign and Carve-In. The EDI and Provider Portal are available for BH claims testing.

This process will help as we finalize our preparations for the BH Redesign and Carve-In. Test claims can be submitted by:

- Completing the EDI registration process through Molina Healthcare's clearinghouse, Change Healthcare
  - Providers/clearinghouse without an existing Change Healthcare account can register at <http://providernet.adminisource.com>
    - This is a cost-free service offered through Change Healthcare for Molina Healthcare payer ID 20149
- Providers can submit an excel spreadsheet with test claims to Molina at [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com).

If a provider does not have Molina Healthcare members, the provider or vendor can use test member(s) information. Notify Molina Healthcare for test member information. Providers may use up to 10 test members repeated over an unlimited number of test claims. Test scenarios should:

- Incorporate the new codes and requirements
- Use 2018 Dates of Service (DOS)
  - Ex. On Jan. 5, 2018, only submit claims for Jan. 1-5, 2018
- Reflect the current scope of services being offered in your practice
- Align with current HIPAA billing guidance and standards

If a provider is interested in testing, fill out the Intake Form on the last page and once it is submitted, email the testing reference number to [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com). Our claims testing team will use this number to pull the test files from Change Healthcare for processing and will notify providers individually with the results.

For additional guidance on billing, please visit the Ohio Department of Medicaid website at <http://bh.medicaid.ohio.gov/manuals>.

Providers may request to join the Molina Healthcare network by completing the "Non-Participating Provider Contract Request Form" available at [www.MolinaHealthcare.com/OhioProviders](http://www.MolinaHealthcare.com/OhioProviders) under the "Forms" 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.)

### Connect with Us

[OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com)  
[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).

### BH Redesign Testing Guidance

Molina Healthcare will be posting additional guidance on BH Redesign claims testing on our website in the coming weeks. Check out [MolinaHealthcare.com/OhioProviders](http://MolinaHealthcare.com/OhioProviders) under the "Health Resources" tab, under "Behavioral Health."

### Requesting Prior Authorization for New Services

Effective Jan. 1, 2018, Prior Authorization (PA) will be required from Ohio Mental Health and Addiction Services (OMHAS) certified providers for the following services:

- Assertive Community Treatment (ACT)
- Intensive Home-Based Treatment (IHBT)
- Substance Abuse Disorder (SUD) Partial Hospitalization
- SUD Residential Services (when annual limit is reached)

Resources are available at [MolinaHealthcare.com/OhioProviders](http://MolinaHealthcare.com/OhioProviders) including:

- The standard PA form developed by the Ohio Association of Health Plans (OAHP) BH Collaborative for community behavioral health services

For additional questions, contact Molina Healthcare at [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com).

### Upcoming WebEx Behavioral Health Sessions

MyCare Ohio's BH Redesign went live on Jan.1, 2018. The Carve-In for Medicaid Managed Care will occur on July 1, 2018.

Molina Healthcare is hosting Behavioral Health Provider WebEx Sessions. In addition to general questions, the Q&A sessions can also be utilized for billing, claims and testing questions.

Question and Answer Sessions are listed below:

- Sat., Jan. 6, 8:30 to 9:30 a.m. meeting number 804 824 138
- Sat., Jan. 6, 12:30 to 1 p.m. meeting number 809 993 996
- Tue., Jan. 9, 11 a.m. to 12 p.m., meeting number 808 957 520
- Sat., Jan. 13, 9:30 to 10:30 a.m. meeting number 801 994 285
- Sat., Jan. 13, 12 to 12:30 p.m. meeting number 807 731 822
- Wed., Jan. 31, 2 to 3 p.m., meeting number 805 164 819

Provider Portal Claim Training sessions:

- Thurs., Jan. 18, 2 to 3 p.m. meeting number 806 491 008
- Wed., Jan. 24, 10:30 to 11:30 a.m. meeting number 805 088 799

Click "Join" at [WebEx.com](http://WebEx.com) or call (855) 655-4629 and follow the instructions. Meetings do not require a password.

Please continue to submit your prior authorization requests as to not prevent a delay in service.

Stay tuned for updates being made to the Provider Portal for easier claim submission! Visit <http://bh.medicaid.ohio.gov/manuals> for updates and resources.

- A resource document developed collaboratively by Managed Care Plans containing information on the PA process, billing procedures, contracting/credentialing, and other topics requested by providers

For the complete list of services that require PA prior to the initiation of the service or after an annual limit is reached, see the Provider Manual on the Molina Healthcare website under the "Manual" tab.

The Molina Healthcare Utilization Management team can be reached for questions at (855) 322-4079.

### Claims Features Training

The Provider Portal is secure and available 24/7. Online Claims Features include the ability to:

- Submit new claims
- Submit a corrected claim
- Submit claim reconsiderations
- Export claims
- Void a claim
- Check status of claims
- Build and submit batches of claims
- Create a claims template
- Add supporting documents to claims

Additional information is available at [MolinaHealthcare.com/OhioProviders](http://MolinaHealthcare.com/OhioProviders) under the "Manual" tab, select "Provider Manual & Training" then under "Provider Orientation and Trainings" click on "Claims Features Training."

## **Molina Healthcare Behavioral Health Request for Claims Testing Intake Form**

**Provider Information**

Name: \_\_\_\_\_  
 Tax ID: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State & Zip: \_\_\_\_\_

**Contact Information**

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**What Testing Platform Does Provider Wish to Use (Please check)**

EDI (Electronic Data Interchange) \_\_\_\_\_ Molina Provider Portal \_\_\_\_\_

**EDI**

If EDI, will provider be acting as their own Trading Partner or utilizing a third party \_\_\_\_\_

**Change Healthcare**

Molina utilizes Change Healthcare for EDI claims submission. Do you or third party have existing account set up with Change Healthcare? \_\_\_\_\_ Testing Ticket # \_\_\_\_\_

**Molina’s Web Portal**

Will provider or third party have existing account set up with Molina Web Portal? \_\_\_\_\_

**Rendering Providers – Molina is requesting 5 rendering providers from each facility wishing to perform claims testing**

1. Name: \_\_\_\_\_  
 NPI: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_
2. Name: \_\_\_\_\_  
 NPI: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_
3. Name: \_\_\_\_\_  
 NPI: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_
4. Name: \_\_\_\_\_  
 NPI: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_
5. Name: \_\_\_\_\_  
 NPI: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_  
 Address: \_\_\_\_\_

**\*Note - In order to conduct testing via EDI, provider or third party must have account set up with Change Healthcare and have logged a ticket for testing.**

**\*\*Note - In order to conduct testing via Molina’s Web Portal, provider must have account set up with Molina.**

Please submit completed form to: [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com)