



To our partners and friends, Molina Healthcare extends best wishes for a joyous holiday season!

As the holiday season approaches, we'd like to take this opportunity to thank you for your continued partnership. It is providers like you who make our jobs a pleasure and keep our company successful.

It has been a busy year of updates, improvements and celebrations at Molina Healthcare, including:

- On Jan. 1, 2016, we partnered with our new dental vendor, Scion Dental.
- We were awarded the Multicultural Health Care Distinction by the National Committee for Quality Assurance (NCQA).
- We began the implementation of the Episode-Based Reimbursement Model Program.
- We earned an above average rating in the Living with Illness and Women's Health categories on the 2016 Managed Care Plans Report Card published by the Ohio Department of Medicaid.
- The Provider Bulletin went paperless to ensure we are delivering updates and changes in the most efficient and eco-friendly way possible!

This year's improvements were possible because of your feedback. We continue to welcome your suggestions on ways Molina Healthcare can partner with you to increase provider and member satisfaction. We always encourage you to fill out an ***It Matters to Molina*** postcard or email us at OHProviderRelations@MolinaHealthcare.com.

We hope your holiday season and New Year are filled with joy, happiness and success! We look forward to working with you in 2017 and many years to come.

Pharmacy Benefit Changes

The following medications will require prior authorization through the pharmacy benefit effective Jan. 1, 2017:

- Vimpat
- Lidocaine 5% ointment
- Alora patches
- Trazodone 300mg

Prior authorizations may be faxed to (800) 961-5160.

Prevention Claim Denial – EPSDT

Your claim may be denied if the referral field indicator (field 24h) is not complete on Early Periodic Screening, Diagnosis and Treatment (EPSDT) claims. To learn more, view our [EPSDT Billing Guide](#) at

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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.)

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OHProviderRelations@MolinaHealthcare.com

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Join Our Email Distribution List

To receive this bulletin via email, submit the form at www.MolinaHealthcare.com/ProviderEmail.

Clear Coverage™ Corner – Training

Start using Clear Coverage™ for an authorization system that may provide an automatic decision. To learn more, join the next training session.

Friday, Dec. 18, 9 to 10 a.m.

Meeting Number: 805 273 116

1. Go to <http://molina.webex.com>.
2. Enter the meeting number.
3. If requested, enter your name and email address. (No password)
4. Give your number for a call back.
5. Follow the instructions.

You can request an on-site training from your Provider Services Representative or from OHProviderRelations@MolinaHealthcare.com.

Fighting Fraud, Waste & Abuse

Do you have suspicions of member or provider fraud? The Molina Healthcare 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.

MolinaHealthcare.com/OhioProviders and select “Provider Training” under the “Manual” tab.

Updating Your Provider Information

Don't forget to notify Molina Healthcare of any changes to your office, such as an address update or provider added to your group.

Please complete and return the [Provider Information Update Form](#) to notify us of changes. Find the form at MolinaHealthcare.com/OhioProviders under the “Forms” tab.

Claim Reconsideration Requests Update

Molina Healthcare's [Request for Claim Reconsideration](#) process went paperless, effective Nov. 1, 2016, and includes the following changes:

- Reconsiderations should be submitted **only** when disputing a denial, payment amount or clinical code edit.
- Primary insurance Explanation of Benefits (EOB) and corrected claims are **not** accepted via claim reconsideration.
- The form must be filled out entirely or it will be returned with request for additional information.

Find the form at MolinaHealthcare.com/OhioProviders under “Forms.”

We're going green! Mail submission is **not** accepted and will be returned. **Fax requests to (800) 499-3406.**