



# Provider Bulletin



A bulletin for the Molina Healthcare of Ohio Medicaid network • May 2012

## **Molina Healthcare's Commitment to Ohio**

Molina Healthcare's 30 years of patient-centered care has focused on our country's most vulnerable citizens and positions us well to answer yet another call to serve the State of Ohio. The Office of Health Transformation has proposed a managed care model to integrate care for Medicare and Medicaid dual enrollees in Ohio. This model will use managed care concepts to provide highly-specialized, individual care to dual enrollees. The State released a Request for Application (RFA) on April 24. According to timelines shared by the State, health plans will be chosen in 2012, and enrollment in the dual integration pilot program will be effective January 1, 2013. Molina Healthcare of Ohio, Inc. looks forward to responding to this RFA. [Click here](#) for more information, or visit the Office of Health Transformation website at <http://healthtransformation.ohio.gov>.

## **New and Improved Provider Online Directory**

Molina Healthcare is happy to announce a new and improved Provider Online Directory is now available. Visit [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) and select "Find a Provider" to check it out. Some improvements include the following:

- Improved application to search for providers and hospitals
- Member Eligibility updates every 30 minutes and other more frequent data updates
- Maps and driving directions now available
- Print and e-mail options
- Also available en Español!

## **Provider Online Directory Survey Reminder**

Please take this opportunity to give us feedback on Molina Healthcare's new and improved Provider Online Directory by taking the [Provider Online Directory Survey](#). The survey will take just a few minutes to complete. Your opinion is very important to us and will help us better serve you.

## **Capstone Mobility Group – National Provider for Custom Wheelchairs and Scooters**

Molina Healthcare is proud to announce Capstone Mobility Group as our national in-network provider for custom wheelchairs and scooters, as of May 1, 2012.

Requests made after May 1 will be forwarded to Capstone Mobility for evaluation. You can make a request for a Molina Healthcare member to receive an assessment for a custom wheelchair or scooter by completing a Wheelchair Requisition Form, which is available on our [Provider Forms](#) webpage at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com), and faxing it with all supporting clinical documentation to Molina Healthcare at 866-449-6843.

For a copy of the Wheelchair Requisition Form or if you have any questions, visit the Provider Forms page on our website or contact Molina Healthcare 1-800-642-4168.

### Walmart Pregnancy Test Coupon Intervention

HEDIS® results demonstrate a significant opportunity for improvement in the rates of prenatal and postpartum care services received by Molina Healthcare members. In an effort to increase member utilization of recommended prenatal and postpartum services, Molina Healthcare has partnered with Walmart to implement a pregnancy test kit coupon intervention program.

The purpose of this program is to promote early detection of high-risk pregnancies and to increase timeliness and frequency of prenatal and postpartum care. The HEDIS rates are included for each measure to demonstrate the opportunity for improvement in each measure.

Measure	2010 HEDIS Rate	2011 HEDIS Rate	75 <sup>th</sup> Percentile
Initiation of Prenatal Care	86.44%	88.74%	89.00%
Frequency of Ongoing Prenatal Care	70.13%	68.52%	73.70%
Postpartum Care	58.69%	60.71%	66.00%

The Walmart Pregnancy Test Coupon Intervention is a targeted program for 18 to 40 year old female members who reside in Franklin County. These members will receive a mailing about the program. Due to a rising population of Somali members in Franklin County, a Somali version of the mailing will be sent to eligible Somali-speaking members. The mailing will:

- Educate the member on the importance of prenatal care
- Encourage the member to schedule an appointment with her health care provider if she thinks she is pregnant or if she wants to plan for a family in the future
- Explain how she can be eligible for a gift card reward
- Refer the member to call Molina Healthcare for information on pregnancy and related care
- Include a coupon for a free pregnancy test kit
- Include a coupon for a gift card reward for an initial prenatal visit

As a provider, you will only need to fill out and sign the card the member brings to her first appointment. The member will be responsible for submitting it to Molina Healthcare.

Please contact your Provider Services Representative with any questions at 1-800-642-4168. We appreciate your continued support in keeping our members healthy.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

### Rating of All Health Care

The annual CAHPS®, Consumer Assessment of Healthcare Providers and Systems, survey measures members' satisfaction with their health care and their health plan. One area of satisfaction that is measured is the rating of all health care that includes providers, hospitals and nursing homes, and how well health plans achieve excellent customer service with members in efforts to improve the level of quality. But they go beyond ratings by asking patients to report on their **experiences** with health care services. The survey question related to ratings of all health care is:

- Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the past 6 months?

On a composite 3-point scale, the provider survey question and results are:

CAHPS® Measure – Rating of All Healthcare	2009 Result	2010 Result	2011 Result	75 <sup>th</sup> Percentile	90 <sup>th</sup> Percentile
Adult (Combined ABD & CFC)	2.20	2.22	2.13	2.33	2.39
Child	2.56	2.59	2.48	2.52	2.58

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

By taking steps to improve communication, you can help us improve member satisfaction rates. Quality customer service, provider communication and patient satisfaction are critical for achieving better service at the physician, group, and plan level. We appreciate all you do to address your patients' health care so their health care experience is a positive one.

## HEDIS® Wellness Report: Annual Dental Visit (ADV)

### Best Practice

Pediatric providers play an important role in caring for children's oral health. "Because pediatricians and family practitioners see children early and frequently for preventive health care, they are ideally positioned to serve as the first contact in the area of oral health, particularly for children ages 0-3," states *The Oral Health Initiative*, a program of the American Academy of Pediatrics. "They can identify children at risk for oral health problems; assess exposure to fluoride; provide anticipatory guidance and parent education; provide preventive services such as fluoride varnish application where appropriate; and make timely referrals to a dental home."<sup>1</sup>

### Wellness Report

Molina Healthcare annually monitors the percentage of members 2-21 years of age who had at least one dental visit during the calendar year.

HEDIS® Measure	2009 Rate	2010 Rate	2011 Rate	Target Goal*
Annual Dental Visit – 2-21 years	43.84%	45.06%	44.87%	36.00%

\* National NCQA 75<sup>th</sup> percentile for Medicaid HMO plans.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

### Improvement Strategies for Providers

- Provide appointment reminder calls or postcards to help ensure that patients do not miss appointments.
- Encourage regular check-up visits that include a physical examination, oral cleaning and x-rays.
- Enhance efforts to monitor oral diseases, such as dental caries (tooth decay) and periodontal infections (gum disease).
- Recommended treatments such as dental sealants for children may have a positive impact on both health outcomes and costs.

### Tools Available

- Molina Healthcare provides **Preventive Health Guidelines** and **Clinical Preventative Guidelines** for the treatment of children and adults, and **HEDIS Coding Help Sheets** for Adults and Children that provide a description of recommended preventive services and coding requirements. Find them by visiting our provider [Preventative Guidelines](#) webpage.
- Visit the American Dental Association (ADA) website at [www.ada.org/science.aspx](http://www.ada.org/science.aspx). This site provides advancement support in dental research and provides standards that improve the oral health of Americans.

<sup>1</sup> To view the Oral Health Initiative in its entirety, please visit [www.aap.org/healthtopics/oralhealth.cfm](http://www.aap.org/healthtopics/oralhealth.cfm) and click on AAP Oral Health Initiative Website.

**Fighting Fraud, Waste and Abuse**

Proper member identification is vital to reduce fraud, waste and abuse (FWA) in government health care programs. The best way to verify a member's identity is by obtaining a copy of the member's ID card and a form of picture ID. This is especially important for members that are not established within your practice or may be seeking emergency care. If a photo ID cannot be provided, another way to determine the patient's identity is to confirm the member's age by asking their date of birth. Together we can help prevent and deter FWA.

**Join our Email Distribution List and Connect with Us**

If you prefer to receive this bulletin via email, please email us the provider group name, TIN, service location address, contact name, contact phone number and email address at [ProviderServices@MolinaHealthcare.com](mailto:ProviderServices@MolinaHealthcare.com).

**Connect with Us.** Molina Healthcare is on Facebook and Twitter. Like us at [www.facebook.com/MolinaHealth](http://www.facebook.com/MolinaHealth) and follow us at [www.twitter.com/MolinaHealth](http://www.twitter.com/MolinaHealth). Email us your Facebook URL and Twitter handle at [ItMatters@MolinaHealthcare.com](mailto:ItMatters@MolinaHealthcare.com) so we can like your Facebook page and follow you on Twitter, too.

**Questions?**

If you have any questions, please call Molina Healthcare's Provider Services at 1-800-642-4168. Representatives are available to assist you from 8 a.m. to 5 p.m. Monday through Friday.