

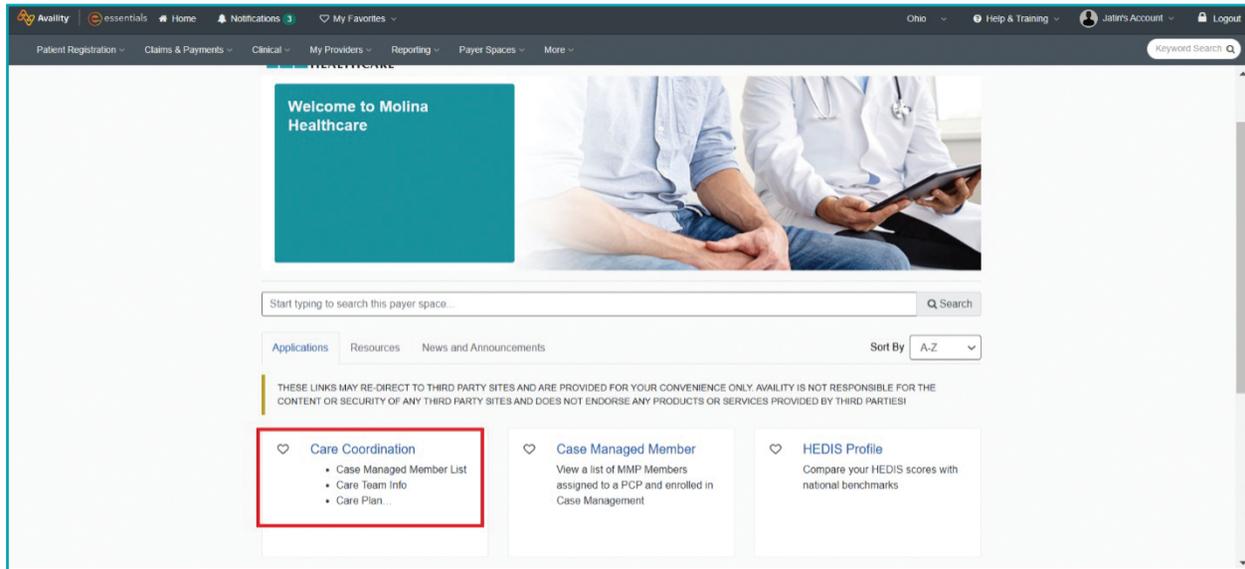
Care Coordination Portlet Quick Reference Guide

*Please note that all screenshots in this document are mockups used for training purposes and do not display any real member information. These screenshots are subject to change.



What is the Care Coordination Portlet (CCP)

A new web-based application portlet housed in the Availity Essentials Provider Portal's Molina Payer Spaces.



What is the purpose of the CCP?

The purpose of the CCP is for all providers caring for a member to be able to see the other providers involved in the member's care and to facilitate coordination of care for the member. Any classification of provider, medical & non-medical, can gain access to and utilize the Care Coordination Portlet to:

- Access a role-based member roster where they can view patient/member information.
- Enhance care coordination via collaboration with care providers and care team coordinators through the services available.

What are the key features of the CCP?

- Role Based Member roster: includes accessibility to Primary Care Physicians (PCPs), Long Term Services and Support (LTSS) providers, Community Based Organizations (CBOs), and delegated vendors and regulators. Access is based on the Tax ID or NPI of the provider.
- Member Profile: including historical clinical data, personal health record data, enrollments, PCP assignments, service history, claims, medications, allergies, and more.
- Member Alerts/Health Messages – view Member Care Gaps
- Health plan specific care plans and assessments
- Comprehensive Care Team Details

Who can access the CCP?

- Primary Care Physicians (PCP)
- Care Managers, Care Guides
- Long Term Services & Supports (LTSS) Providers
- Community-based Organizations (CBO's) who currently have a care relationship with the member
- Delegated Care Vendors/Regulators
- Molina Internal Staff

Frequently Asked Questions:



Q. How can I access the Care Coordination Portlet?

A. If you have access to the Availity Portal, just sign onto the portal and click the “Care Coordination Portlet” tile which, can be found under the “Payer Spaces tab.” Once you input your TIN and NPI, you will be able to access the portlet. If you do not have access to the Availity Provider Portal, please refer to availity.com/MolinaHealthcare/.



Q. How is the member data kept up to date?

A. The portal is refreshed daily directly from our internal Molina systems so that providers signing on have the most up to date information on every member.



Q. Is member consent required to view their care team?

A. No additional member consent is required beyond standard HIPAA-compliant access to protected health information (PHI) for treatment, payment, and healthcare operations. Access is logged and monitored for compliance.



Q. Can I contact other providers directly through the CCP?

A. Not currently. The portlet is information only. However, you can use the contact details listed to reach out to the providers directly by phone.



Q. Why don't I see any other providers listed for a member?

A. There could be numerous reasons:

- The member may only have one provider currently involved in their care
- Other providers may not have submitted claims or referrals yet
- Data integration for that member's care team may not be complete



Q. Can I suggest updates or corrections to a member's care team?

A. Yes, if you notice incorrect or missing information, you can report it to the provider directly or contact Molina Provider Services to request a review of the care team data.