

## Checking Dental Eligibility for Members with Dual Coverage

*Information for dental providers in the Medicare and MyCare Ohio networks*

Members who have both Medicare and Medicaid benefits with Molina Healthcare are assigned different ID numbers, one for each benefit. Because Medicare is the primary benefit, the Medicare ID must be used when checking eligibility through Scion Dental's provider web portal at [www.sciondental.com](http://www.sciondental.com). The Medicaid ID number is the secondary benefit and will not show primary eligibility information.

## Refer Members to Network Providers

*Information for providers in all networks*

Non-emergency services rendered by out-of-network providers require prior authorization. Refer members to network providers to ensure they receive timely covered services. Find a complete list of participating providers, including pharmacies, laboratories, radiologists and behavioral health providers, on our website at [MolinaHealthcare.com/ProviderSearch](http://MolinaHealthcare.com/ProviderSearch) or call Provider Services at (855) 322-4079.

## Non-Emergency Transportation for NF Residents

*Information for providers in the Medicaid and MyCare Ohio networks*

Wheelchair and stretcher transportation services for members residing in a nursing facility (NF) **must** be scheduled with a Molina Healthcare network transportation provider.

Trips from a NF to a provider office or facility are **not** covered through Molina Healthcare's transportation vendor Secure Transportation. Secure Transportation may **only** be used to transport Medicaid and MyCare Ohio members from the NF to home.

If your preferred vendor is not in our network, direct them to the [Non-Participating Provider Contract Request Form](#) at [www.MolinaHealthcare.com/Providers/OH](http://www.MolinaHealthcare.com/Providers/OH) under the "Forms" tab. For help finding a network provider, call Provider Services at (855) 322-4079.

## ODM Behavioral Health Redesign – Jan. 1, 2017

*Information for providers in the Medicaid and MyCare Ohio networks*

Effective Jan. 1 2017, as part of the Behavioral Health Redesign, the Ohio Department of Medicaid (ODM) will require rendering providers on claims for Medicaid community behavioral health services. All provider organizations of this type must have all applicable rendering practitioners registered with Medicaid and linked to their organization through the Medicaid Information Technology System (MITS) portal before Jan. 1. Visit <http://mha.ohio.gov> and select "MITS Claims Processing" under the "Funding" tab for updates.

## NDC Requirement for Hospitals and Physicians

*Information for providers in the Medicaid network*

Effective Feb. 1, 2016, outpatient hospital claims were denied if billed without a valid/active 11-digit National Drug Code (NDC) number

### In This Issue

- [Dual Coverage Dental Eligibility](#)
- [Referring to Network Providers](#)
- [Nursing Facility Transportation](#)
- [Behavioral Health Redesign](#)
- [NDC Requirement](#)
- [Partners in Care Newsletter](#)
- [Health Care Coding Tips](#)
- [Provider Satisfaction Survey](#)

### 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

To learn how to receive this bulletin via email or view our bulletin archives, visit [www.MolinaHealthcare.com/Providers/OH](http://www.MolinaHealthcare.com/Providers/OH) and click "Provider Bulletin" in the "Communications" tab.

### Website Roundup

Recently updated at [www.MolinaHealthcare.com/Providers/OH](http://www.MolinaHealthcare.com/Providers/OH):

- [Prior Authorization Code List](#)
- [Patient Liability Guide](#)
- [Corrected Claim Billing Guide](#)
- [Scion Dental Provider Manual](#)

### Clear Coverage™ Corner

Clear Coverage™ may give an automatic PA decision. To learn more, join the next training session.

**Fri., June 17 from 9 to 10 a.m.,**  
Meeting Number: 800 264 368  
**Fri., July 15 from 9 to 10 a.m.,**  
Meeting Number: 807 593 297  
**Fri., Aug. 19 from 9 to 10 a.m.,**  
Meeting Number: 803 503 811

1. Go to <http://molina.webex.com>.
2. Enter the meeting number.
3. If asked, enter name and email.
4. Give your number for a call back.
5. Follow the instructions.

Request an on-site training by emailing [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com).

reported without dashes or spaces. An NDC number is required for:

- HCPCS codes in the J series
- HCPCS codes in the Q or S series that represent drugs
- CPT codes in the 90281-90399 series (immune globulins)
- Enteral Nutritional B Code
- Products that price AWP (B4157-B4162)

The list of codes that require an NDC for both physician and hospital claims has expanded. The following codes require an NDC number:

- HCPCS J0120-J9999
- HCPCS Q0138-Q0139
- HCPCS Q0515
- HCPCS Q2009-Q2010
- HCPCS Q2017
- HCPCS Q2026-Q2027
- HCPC Q2050
- HCPCS Q3025
- HCPCS Q4081
- HCPCS Q4096-Q4099
- HCPCS S0145
- HCPCS S0148
- HCPCS S0166
- HCPCS B4157-B4162
- CPT codes 90281-90399 series
- HCPC B4164-B4216
- HCPC B4220-B4224
- HCPC B4240

### Partners in Care Newsletter

To view the [Spring 2016 Partners in Care](http://www.MolinaHealthcare.com/Providers/OH) newsletter, visit [www.MolinaHealthcare.com/Providers/OH](http://www.MolinaHealthcare.com/Providers/OH) and select the “Communications” tab.

Articles in the Partners in Care newsletter include:

- Updating Provider Information
- Practitioner Credentialing Rights
- Molina Healthcare’s Utilization Management
- Drug Formulary and Pharmaceutical Procedures
- Complex Case Management
- Website
- Translation Services
- Patient Safety
- Hours of Operation
- Care for Older Adults
- Non Discrimination
- Member Rights and Responsibilities
- Health Management Programs Improve Member Health
- Preventive Health Guidelines
- Quality Improvement Program
- Standards for Medical Record Documentation
- Clinical Practice Guidelines
- Advance Directives
- Behavioral Health
- Care Coordination & Transitions

Also available on our website:

- Clinical and preventive guidelines
- Disease management programs
- Quality Improvement programs
- Member rights/responsibilities
- Privacy notices
- Provider manuals
- Utilization Management (UM) affirmative statement/How to obtain copies of UM criteria
- Drug formulary and pharmaceutical

### Health Care Coding Tips

*Information for providers in the Medicaid and MyCare Ohio networks*

Molina Healthcare has posted Health Care Coding Tips to [www.MolinaHealthcare.com/Providers/OH](http://www.MolinaHealthcare.com/Providers/OH) under the “Health Resources” tab.

The tips provide information on coding and documentation rules applied by the Centers for Medicare and Medicaid Services (CMS) to help providers identify codes and document patients’ health statuses.

### Provider Satisfaction Matters

In June, Molina Healthcare will mail the **2016 Provider Satisfaction Survey** to a cross section of our provider network.

If you receive a survey, please take a few moments to complete it. Your opinion and feedback matter to us.

The results of our Provider Satisfaction Survey are used to identify opportunities for improvement to make Molina Healthcare the managed care plan choice among providers.

The survey will be conducted by SPH Analytics, a National Committee for Quality Assurance (NCQA) certified survey vendor. SPH Analytics will mail the survey in two waves and also conduct follow-up phone calls.

### Provider Spotlight

Congrats to the gift basket winner in the monthly Clear Coverage™ drawing: NPC5 Inc.

### 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.