



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:

- Promotions of Ami Cole to Ohio Plan President and Virginia Fuentes-Rivera to Chief Operations Officer.
- Completion of the first year of the MyCare Ohio Program.
- Implementation of enhancements in our Provider Web Portal to provide greater functionality, including new mobile applications.
- Consolidation of our Provider Bulletin across all lines of business to give you one monthly newsletter for all updates.

This year's improvements were possible because of the feedback we received from our providers. 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 the coming year and many years to come.

Prevent 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](http://www.MolinaHealthcare.com/Providers/OH) at www.MolinaHealthcare.com/Providers/OH 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](http://www.MolinaHealthcare.com/Providers/OH) to notify us of changes. Find the form at www.MolinaHealthcare.com/Providers/OH 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.)

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ItMatters@MolinaHealthcare.com
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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 and click "Provider Bulletin" in the "Communications" tab.

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.