

## “It Matters to Molina” Corner

### Information for all network providers

Thank you for the wonderful response to the “It Matters to Molina” February question! Our monthly winner is Robyn Philhower from South Dayton Acute Care Consultants.

The “It Matters to Molina” February question was: In a previous Provider Bulletin Molina noted that the Molina member identification cards will have a new design for 2020. What are the two changes?

- ID cards will be now be plastic
- ID cards will be now be paper
- ID cards will be in color instead of black and white
- ID cards will have information only on one side of the ID card

The correct answer was: a and c

**March Question:** In order to comply with federal rule 42 CFR 438.602, providers are required to have enrolled or applied for enrollment with the Ohio Department of Medicaid (ODM) at **both** the group practice and individual levels. What two options below could a provider utilize to obtain a Medicaid ID number?

- Submit an application through the Medicaid Information Technology System (MITS) portal
- Nothing, ODM will send each provider a Medicaid ID number in 2020
- Visit <https://medicaid.ohio.gov> to start the process under “Providers” and “Enrollment and Support”
- Request a Medicaid ID number from the Molina Provider Portal under “Account Tools”

**Note:** Upon future notice by ODM, Molina will begin denying claims for providers that are not registered and known to the state.

Email your answer to [OHProviderBulletin@MolinaHealthcare.com](mailto:OHProviderBulletin@MolinaHealthcare.com) by March 13 to be entered into the March drawing. The correct answer and drawing winner will be announced in the April Provider Bulletin. In addition to participating in the monthly drawings, we want to hear from you. Please take time to share feedback with us about your experience working with Molina. Your feedback is important, and It Matters to Molina.

## Coronavirus Information

### Information for all network providers

The Centers for Disease Control and Prevention (CDC) is closely monitoring an outbreak of coronavirus from China. A growing number of cases have been identified in the United States and other international locations. For additional information visit [www.cdc.gov](http://www.cdc.gov) and under “Diseases & Conditions” select “2019 Novel Coronavirus.”

## EVV Training Opportunity

### Information for EVV providers

The Ohio Department of Medicaid (ODM) is offering two classroom training sessions for Electronic Visit Verification (EVV) providers. Each training sessions has 16 slots available that will fill on a first come, first

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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.)

Email us at [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com)

Visit our Provider Website at [MolinaHealthcare.com/OhioProviders](http://MolinaHealthcare.com/OhioProviders)

### Connect with Us

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### Join Our Email Distribution List

Get this bulletin via email. Sign up at [MolinaHealthcare.com/ProviderEmail](http://MolinaHealthcare.com/ProviderEmail).

### Provider Training Sessions

#### Monthly It Matters to Molina Provider Forum Topic: General Question and Answer (Q&A)

**Session:** Molina is hosting an open forum. In addition to general questions, the Q&A session can be utilized for billing and claims questions.

- Tues., March 24, 1 to 2 p.m.  
meeting number 807 511 626

#### Monthly Provider Portal Training:

- Wed., March 25, 9 to 10 a.m.  
meeting number 803 952 702
- Fri., April 24, 1 to 2 p.m. meeting  
number 804 780 866

#### Monthly Claim Submission Training:

- Tues., March 17, 3 to 4 p.m.  
meeting number 807 497 168

serve basis. The trainings will be held in the ODM offices in Columbus, Ohio. Training dates include:

- Mon., Feb. 24
- Wed., Feb. 26

The following hyperlinks can be used to register for a training session:

- Agencies:  
<https://www.sandatalearn.com?KeyName=ODMEVVAgencyFebruary2020>
- Non Agencies:  
<https://www.sandatalearn.com?KeyName=ODMEVVNonAgencyFebruary2020>

### Update: Prior Authorization Requirements through eviCore Information for all network providers

Molina has updated the eviCore Prior Authorization (PA) fax number on our website. The correct eviCore fax number is (800) 540-2406.

As a reminder, if you are submitting an authorization request for a service that will be reviewed by eviCore, please remember to **request via the eviCore portal, phone or fax**, as appropriate. Connecting directly with eviCore will support a faster response time to your request and minimize any delays caused by re-routing.

eviCore manages PA requests for the following specialized clinical services, effective for dates of service (DOS) on or after Jan. 1, 2020:

- Imaging and Special Tests: Advanced Imaging (MRI, CT, PET, non-OB Ultrasounds) and Cardiac Imaging
- Radiation Therapy
- Sleep Covered Services and Related Equipment
- Molecular and Genomic Testing

Molina has created an eviCore Frequently Asked Questions (FAQ), available on the Molina website under the "Manual" tab, to assist providers with questions concerning the eviCore process. For additional information, visit the Provider Bulletin archive on our website, located under the "Communication" tab and "Provider Bulletin."

### CAHPS® Survey

#### Information for all network providers

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey will be sent to a random sample of Molina members between February and June 2020. CAHPS® surveys are used to gather feedback from members to better understand their overall health care experience. Member participation in the survey is voluntary.

Molina reviews the survey results closely, and the results are used to find ways to better serve our members and help them live a healthier life. The information is also applied to our work with providers and other health care partners. Together, our goal is to help drive quality improvements while enhancing the member experience.

Survey results are used by external agencies and members to judge the quality of Molina services. State partners may use the survey when selecting health plans, rating health plans for consumers and awarding bonus incentives.

- Mon., April 13, 10 to 11 a.m. meeting number 800 719 190

#### Quarterly Provider Orientation:

- Tues., May 26, 2 to 3 p.m. meeting number 802 334 861

To join WebEx, call (866) 499-0396 and follow the instructions. To view sessions, log into [WebEx.com](https://www.webex.com), click on "Join" and follow the instructions. Meetings do not require a password.

#### Notice of Changes to Prior Authorization (PA) Requirements

On March 1, 2020, the updated PA Code Lists will be posted on our website under the "Forms" tab for an April 1, 2020 effective date.

Molina posts new comprehensive PA Code Lists to our website quarterly. However; changes can be made to the lists between quarterly comprehensive updates. Always use the lists posted to our website under the "Forms" tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of Molina's PA requirements.

#### Notice of Changes to the Provider Manual

Molina posts a new comprehensive Provider Manual to our website semi-annually. However; changes can be made to the manual between comprehensive updates. Always refer to the manual posted on our website under the "Manual" tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of Molina's Provider Manual.

#### Did You Know?

Did you know the new Molina Mobile member app is now available in Apple and Google app stores? The app includes a brand-new look and feel with improved navigation in addition to:

- Improved virtual ID cards with sharing and printing options
- Improved bill pay for Marketplace members
- Urgent Care and Pharmacy finder
- Symptom checker
- Favorite Doctor options
- TouchID and FaceID Integration

Members with the HealthinHand app can update to the new Molina Mobile app by updating their app in the store.

CAHPS® questions specifically tied to a member's experience with their primary care provider, included those related to:

- Annual Flu Vaccine
- Care Coordination
- Getting Needed Care
- Overall Ratings
- Getting Appointments and Care Quickly

For more information about the CAHPS® survey or useful ideas to help make the most out of every member's visit, please contact your Molina Provider Services Representative.

## Case Review via Livanta

### Information for MyCare Ohio and Medicare providers

Ohio's designated Quality Improvement Organization, Livanta, was recently required to transition to a new Centers for Medicare and Medicaid Services (CMS) case review system known as Quality Management and Review Systems (QMARS). This implementation has led to an increase in the time required to complete case reviews. For additional information visit [www.livantaqio.com](http://www.livantaqio.com) and select "Click here" on the red header bar.

## 2020 HEDIS® Data Collection

### Information for all network providers

The Healthcare Effectiveness Data and Information Set (HEDIS®) from the National Committee for Quality Assurance (NCQA) is used to report performance on quality of care and service. As a reminder, Molina started collecting this data in February. We appreciate your prompt response to requests.

Molina is required to collect medical record documentation from providers to fulfill state and federal regulatory and accreditation requirements. Health Insurance Portability and Accountability (HIPAA) regulations permit a covered entity (physician practice) to disclose protected health information (PHI) to another covered entity (health plan) without enrollees' consent for the purpose of facilitating health care operations.

Molina will reach out to providers via phone and fax with collection instructions and a corresponding member list. The following options are available for record submission:

- Fax, mail or secure email
- An onsite visit by Molina; based on the volume of records
- Providers may allow Molina access to their Electronic Health Records (EHR) for quick access to records pertaining to the HEDIS® project.

Email [RegionB\\_EMRSupport@MolinaHealthCare.com](mailto:RegionB_EMRSupport@MolinaHealthCare.com) for EHR setup

## Cultural & Linguistic Competency

### Information for all network providers

Providers are required to participate in Molina cultural competency education and training. We have resources to assist providers including translated materials and accessible formats like Braille. For members who are deaf or hard of hearing, call Ohio Relay/TTY at (800) 750-0750 or 711.

To learn more, view our [Disability Awareness & Sensitivity Training](#) on our website under the "Manual" tab in the MyCare Ohio line of business.

## Americans with Disabilities Act

Section 504 of the Rehabilitation Act forbids organizations receiving federal financial assistance from denying individuals with disabilities. The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities that may affect public accommodations, including health care. By eliminating barriers to health care access, we can improve the quality of life for people with disabilities. To learn more, visit the [Americans with Disabilities Act FAQ](#) on our website under MyCare Ohio, in the "Manual" tab, under "Quick Reference Guides & FAQs."

## ODM DEA DATA 2000 Waiver Trainings

To help address the opioid crisis in the State of Ohio, the Ohio Department of Mental Health and Addiction Services (OhioMHAS) is offering free Drug Enforcement Administration (DEA) Drug Addiction Treatment Act (DATA) 2000 waiver trainings through April 2020.

This is a free 1.5-day training open to all physicians, nurse practitioners and physician assistants who hold an Ohio license and a current DEA number. Physicians who attend the 1.5-day training, obtain their waiver and fulfill reimbursement criteria will receive \$1,300. Nurse practitioners and physician assistants who attend the 1.5-day training, complete an additional online component, obtain their waiver and fulfill reimbursement criteria will receive \$750. Attendees will also receive free Continuing Medical Education (CMEs).

To register for available training dates visit [www.asam.org](http://www.asam.org) and under "Education" select "Live & Online CME" then "[Ohio DEA DATA 2000 One-and-a-Half-Day Waiver Trainings](#)" and "[Option 1: Free One-and-a-Half-Day Live Trainings](#)."

## Fighting Fraud, Waste & Abuse

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