

## Claim Reconsideration Training for BH Providers

### Information for all Behavioral Health providers

Effective Jan. 1, 2020, claim processing disputes should no longer be sent to the Molina Healthcare Behavioral Health (BH) Provider Services Representatives. BH providers will be required to follow the standard claim reconsideration process when disputing how a claim was processed.

Molina continues to offer claim and authorization reconsideration training for BH providers. Learn how to use the Provider Portal to request a claim reconsideration when disputing a payment denial, payment amount or code edit, and more.

### Claim Reconsideration Training:

- Wed., Dec. 18, 10:30 to 11:30 a.m. meeting number 805 937 027

To join a 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.

For more information regarding our Authorization and Claim Reconsideration processes see the reference guides on our website on the “Manual” tab by selecting the **Quick Reference Guides & FAQs** in the drop-down menu. These guides are specific to each line of business (LOB). Please confirm the LOB the member is eligible under and reference the correct guide for the reconsideration process and appeal rights.

Molina’s BH Provider Services Representatives will continue to offer a variety of training sessions, one-on-one technical assistance calls and answer providers’ questions regarding Molina’s processes or policies.

## Behavioral Health Recoupment Process

### Information for all Community Behavioral Health Center providers

**Outstanding AR Advances Recoupment Process:** In Feb. 2019, Molina made advance payments to Community Behavioral Health Centers (CBHC), provider types 84 and 95, who were identified as having outstanding AR for denied claims submitted with July 2018 dates of service. On Nov. 1, 2019 Molina began first dollar claim recoupment of these advances until funds are recovered.

**Contingency Funds Recoupment Process:** In June 2018 advance payments were made available through the Ohio Department of Medicaid (ODM) and Managed Care Plans (MCPs) to CBHCs (provider types 84 and 95) that needed assistance to transition to managed care billing during the BH Redesign and Integration.

ODM has been working with MCPs regarding the BH Redesign progress and claims payments. Based on this progress, ODM has continued working with providers and MCPs to finalize repayment plans for the remaining advance payments. ODM will continue to work with providers to develop individualized repayment plans. Recoupment will begin when agreement is reached with ODM and a date to begin recoupment is established.

For additional information visit ODM BH website, and under “Provider” select “Overview” and “MITS Bits.” In 2019, select [“Medicaid Advance](#)

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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 [BHProviderServices@MolinaHealthcare.com](mailto:BHProviderServices@MolinaHealthcare.com)

Visit our website at [MolinaHealthcare.com/OhioProviders](https://www.molinahealthcare.com/OhioProviders)

Visit the ODM Behavioral Health website for updates and resources  
<https://bh.medicicaid.ohio.gov/manuals>

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### Provider Training Sessions

#### Information for all network providers

Molina offers training sessions:

- **Provider Portal:** These sessions cover administrative tools, member eligibility, authorization requests, HEDIS® profiles and more!
- **Provider Portal Claim Submission:** Learn to use the Provider Portal to submit claims, check claim status, add supporting documents, request claim reconsiderations and more!

### Monthly It Matters to Molina

**Provider Forum Topic: General Question and Answer (Q&A):** Molina is hosting an open forum. In addition to general questions, the Q&A session can be utilized for billing and claims questions.

[Payment Agreements and the Initiation of Repayment.](#) For additional details on the advance payment in June 2018, select "[Contingency Plan for Behavioral Health Providers – Medicaid Managed Care Advance Payment Agreements](#)" under 2018.

### Annual Mandatory Medicare Model of Care Training

**Information for all Behavioral Health providers in the MyCare Ohio and Medicare networks**

The Centers for Medicare and Medicaid Services (CMS) requires all contracted medical providers complete a basic training on the Special Needs Plan (SNP) and MyCare Ohio Medicare Model of Care by Dec. 31, 2019. This includes primary care providers and specialists, including Behavioral Health providers.

Medicare Model of Care should be completed by providers in the MyCare Ohio and Medicare lines of business. Providers who only participate in the Medicaid and Marketplace lines of business do not need to complete this training. Read the "[Model of Care](#)" Provider Bulletin on our website, under the "Communications" tab for more details.

### Annual Cultural Competency Training

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

Molina is required to provide annual Cultural Competency training to our participating provider network. The training is mandated by CMS to ensure providers meet the unique and diverse needs of all members.

Once the review of the [Cultural Competency Training](#) is completed, fill out and sign the [Cultural Competency Attestation](#) form available on the Molina website by selecting "Provider Manual & Training" under the "Manual" tab. Email the completed Cultural Competency Attestation form by Dec. 31, 2019 to [OHAttestationForms@MolinaHealthcare.com](mailto:OHAttestationForms@MolinaHealthcare.com).

### Prior Authorization Requirements for UDS

**Information for providers in all networks**

On Oct. 7, 2019, Molina began to require Prior Authorization (PA) on each Urine Drug Screening (UDS) test **per member, per calendar year** for:

- greater than 30 dates of service for Presumptive UDS tests
- greater than 12 dates of service for one or more Definitive UDS tests

UDS billing codes include:

- Presumptive: 80305-80307
- Definitive: 80320-80377, 83992, G0480-G0483\* and G0659\*

\*Use of G-codes will be required depending on the contractual provisions of your agreement with Molina.

The requirement is not facility based. Molina will be utilizing the [Ohio Urine Drug Screen Prior Authorization \(PA\) Request Form](#) published by ODM, and is posted on Molina's provider website under the "Forms" tab.

### Behavioral Health Timely Claim Submission

**Information for all Community Behavioral Health Center providers**

On July 1, 2019, CBHC providers passed the initial 365 days of claims being submitted to the MCP. Timely filing requirements may impact claims going forward.

- Fri., Dec. 13, 2019, 1 to 2 p.m. meeting number 800 543 002

#### Monthly Provider Portal Training:

- Tues., Dec. 17, 2019, 2:30 to 3:30 p.m. meeting number 809 653 869
- Thurs., Jan. 23, 2020, 11 a.m. to 12 p.m. meeting number 801 483 555

#### Monthly Claim Submission Training:

- Tues., Dec. 10, 2019, 2 to 3 p.m. meeting number 806 473 210
- Tues., Jan. 14, 2020, 3 to 4 p.m. meeting number 803 035 156

#### Quarterly Provider Orientation:

- Fri., Feb. 28, 2020, 11 a.m. to 12 p.m. meeting number 809 645 718

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

### Behavioral Health Provider Manual

On Nov. 27, 2019, the [Behavioral Health \(BH\) Provider Manual](#) was updated by the Ohio Department of Medicaid (ODM) and the Ohio Department of Mental Health and Addiction Services (OhioMHAS). Visit the ODM BH website to view the updated manual.

### Active Medicaid ID Number

In order to comply with federal rule 42 CFR 438.602, providers are required to have enrolled or applied for enrollment with ODM at both the group practice and individual levels by Jan. 1, 2019.

Providers without a Medicaid ID number will need to submit an application to ODM. Enrollment is available through the MITS portal or providers can start the process at <https://medicaid.ohio.gov>.

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

### Service Codes Billable to Medicare and Third Party Liability

Visit the ODM BH website and select [Final Services Billable to Medicare and Commercial Insurance](#) under "Billing and IT Resources" to view a list of services billable to Medicare and

For additional information, please visit the ODM BH website and under “Provider,” select “Overview” and “MITS Bits.” Read “[Reminder About Timely Claim Submission](#)” to learn about:

- Claims Submitted to Medicaid Managed Care Plans
- “Fee-for-Service” Claims Submitted to MITS

## Provider Enrollment and Credentialing

### *Information for Community Behavioral Health Center providers*

ODM, along with the MCPs, is working towards a new process to ease the burden on CBHCs related to credentialing practitioners. The goal is for CBHC providers to update information only in the Medicaid Information Technology System (MITS) system when changes to provider status occur.

There are several steps that will require providers’ active participation in order to achieve the single system goal. The steps include:

- CBHCs should review the online CBHC Practitioner Enrollment File for correct provider type, specialty and affiliation, and make any updates in MITS. This file is now available under Enrolling Practitioners in Medicaid on the ODM BH website (provider type 84 and 95).
- ODM will notify providers when MITS is up-to-date and it can be used by the MCPs for claims adjudication (see MITS Bits “Updates on Enrolling and Affiliating Agency Practitioners” dated July 1, 2019). In the meantime, the CBHC Universal Roster is a standardized roster that can be submitted now to all plans in lieu of plan-specific rosters to report any new hires, changes in certification, etc.

For more information visit ODM BH website, and under Enrolling Practitioners in Medicaid view the “[CBHC Practitioner Enrollment File Training](#)” or read the “[Frequently Asked Questions](#).”

## Billing in the Provider Portal

### *Information for all network providers*

The Molina [Provider Portal](#) is secure and available 24/7. Register on our website or at <https://Provider.MolinaHealthcare.com>. Additional information is available in the [Claims Features Training](#) and the [Provider Web Portal Quick Reference Guide](#) located on our website.

Online Claims Features include the ability to:

- Submit new claims or void a claim
- Submit claim reconsiderations
- Build and submit batches of claims
- Add supporting documents
- Submit a corrected claim
- Export claims
- Check status of claims
- Create a claims template

Commercial Insurance. This document also provides a list of codes that can bypass Medicare/Third Party Liability (TPL) since they are only covered in the Medicaid benefit

## Behavioral Health FAQ

Our [Behavioral Health Frequently Asked Questions \(FAQ\)](#) is available to help answer questions about the Provider Portal, contracting, claims, prior authorizations and more! Look for it on our website under the “Health Resources” tab.