

# PROVIDER NEWSLETTER

A newsletter for Molina Healthcare Provider Networks

## Second Quarter 2021



### Important Message– Updating Provider Information

It is important for Molina Healthcare to keep our provider network information up to date. Up-to-date provider information allows Molina Healthcare to accurately generate provider directories, process claims and communicate with our network of providers. Providers must provide written notification to Molina Healthcare at least 30 days in advance, when possible, of changes, such as:

- Change in practice ownership or Federal Tax ID number
- Practice name change
- A change in practice address, phone or fax numbers
- Change in practice office hours
- New office site location
- **Primary Care Providers Only:** If your practice is open or closed to new patients
- When a provider joins or leaves the practice

Changes should be submitted on the Provider Change Information Form located on the Molina Healthcare website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com), under the Provider Forms section.

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Send changes to:

Email: [MHWIPProvider.Services@MolinaHealthCare.Com](mailto:MHWIPProvider.Services@MolinaHealthCare.Com)

Phone: (855) 326-5059

Fax: (877) 556-5863

Mail: Molina Healthcare of Wisconsin

PO Box 242480

Milwaukee, WI 53224

ATTN: Provider Services Department

Contact your Provider Services Representative at

[WIPProviderNetworkManagement@MolinaHealthCare.Com](mailto:WIPProviderNetworkManagement@MolinaHealthCare.Com) if you have questions.

## **Practitioner Credentialing Rights: What You Need to Know**

Molina Healthcare has a duty to protect its members by assuring the care they receive is of the highest quality. One protection is assurance our providers have been credentialed according to the strict standards established by the state regulators and accrediting organizations. Your responsibility, as a Molina Healthcare provider, includes full disclosure of all issues and timely submission of all credentialing and re-credentialing information.

Molina Healthcare also has a responsibility to its providers to assure the credentialing information it reviews is complete and accurate. As a Molina Healthcare provider, you have the right to:

- Strict confidentiality of all information submitted during the credentialing process
- Nondiscrimination during the credentialing process
- Be notified if information obtained during the credentialing process varies substantially from what is submitted by you
- Review information submitted from outside primary sources (e.g., malpractice insurance carriers, state licensing boards) to support your credentialing application, with the exception of references, recommendations or other peer-review protected information
- Correct erroneous information
- Be informed of the status of your application upon request by calling the Credentialing Department
- Receive notification of the credentialing decision within 60 days of the committee decision
- Receive notification of your rights as a provider to appeal an adverse decision made by the committee
- Be informed of the above rights

For further details on all your rights as a Molina Healthcare provider, please review the Molina Healthcare provider manual on our website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) or call your Provider Services Representative for more details.

## **Molina Healthcare's Utilization Management**

One of the goals of Molina Healthcare's Utilization Management (UM) department is to render appropriate UM decisions that are consistent with objective clinical evidence. To achieve that goal, Molina Healthcare maintains the following guidelines:

- Medical information received from our providers is evaluated by our highly trained UM staff against nationally recognized objective and evidence-based criteria. We also take individual circumstances (at minimum age, comorbidities, complications, progress of treatment,

psychosocial situation, home environment when applicable) and the local delivery system into account when determining the medical appropriateness of requested health care services.

- Molina Healthcare's clinical criteria includes MCG criteria that is utilized to conduct inpatient review except when Change Healthcare InterQual® is contractually required; Hayes Directory; applicable Medicaid Guidelines; Molina Medical Coverage Guidance Documents (developed by designated Corporate Medical Affairs staff in conjunction with Molina Healthcare physicians serving on the Medical Coverage Guidance Committee) and when appropriate, third party (outside) board-certified physician reviewers.
- Molina Healthcare ensures all criteria used for UM decision making are available to practitioners upon request. To obtain a copy of the UM criteria used in the decision-making process, call our UM Department at (855) 326-5059.
- The requesting practitioner will receive written notification of all UM denial decisions. The notification will include the name and telephone number of the Molina Healthcare physician that made the decision. Please feel free to call him or her to discuss the case. If you need assistance contacting a medical reviewer about a case, call the UM Department at (855) 326-5059.

It is important to remember:

- UM decision making is based only on appropriateness of care and service and existence of coverage.
- Molina Healthcare does not specifically reward practitioners or other individuals for issuing denials of coverage or care.
- UM decision makers do not receive financial incentives or other types of compensation to encourage decisions that result in underutilization.
- Practitioners may freely communicate with patients about their treatment, regardless of benefit coverage.
- Molina Healthcare provides for a second opinion from a qualified in-network practitioner. Members from all Molina lines of business and programs should refer to their benefit documents (such as Schedule of Benefits and/or Evidence of Coverage) for second opinion coverage benefit details, limitations, and cost-share information. If an appropriate practitioner is not available in network, prior authorization is required to obtain the second opinion of an out-of-network provider. Claims for out-of-network providers that do not have a prior authorization will be denied. All diagnostic testing, consultations, treatment, and/or surgical procedures must be a benefit under the plan and meet all applicable medical necessity criteria to be covered.
- Some of the most common reasons for a delay or denial of a request include:
  - Insufficient or missing clinical information to provide the basis for making the decision
  - Lack of or missing progress notes or illegible documentation
  - Request for an urgent review when there is no medical urgency

Molina Healthcare's UM Department staff is available for inbound collect or toll-free calls during regular business hours to provide information about the UM process and the authorization of care. If you wish to speak with a member of the UM staff, call (855) 326-5059. You may also fax a question about an UM issue to (877) 708-2117. The Medical Director is available for more complex medical decision questions and explanations of medical necessity denials. For information about pre-authorization and the exception process, refer to the *Drug Formulary and Pharmaceutical Procedures* article.

Molina Healthcare's regular business hours are Monday-Friday (excluding holidays) 8 a.m.-5 p.m. Voicemail messages and faxes received after regular business hours will be returned the following

business day. Molina Healthcare has language assistance and TDD/TTY services for members with language barriers or with hearing and/or speech problems.

## Drug Formulary and Pharmaceutical Procedures

At Molina Healthcare, the Drug Formulary (sometimes referred to as a Preferred Drug List or PDL) and pharmaceutical procedures are maintained by the Pharmacy and Therapeutics (P&T) Committee. This committee usually meets on a quarterly basis, or more frequently, if needed. The Committee's goal is to provide a safe, effective and comprehensive Formulary/PDL. The P&T Committee evaluates all therapeutic categories and selects the most cost-effective agent(s) in each class. In addition, the Committee reviews prior authorization procedures to ensure medications are used safely, and in accordance with the manufacturer's guidelines and FDA-approved indications. The Committee also evaluates and addresses new developments in pharmaceuticals and new applications of established technologies, including drugs.



Medications prescribed for Molina Healthcare members must be listed in the Drug Formulary/PDL. The Drug Formulary/PDL also includes an explanation of limits or quotas, any restrictions and medication preferences, and the process for generic substitution, therapeutic interchange and step-therapy protocols. Select medications may require prior authorization, as well as any medication not found on the listing. When there is a medically necessary indication for an exception, such as failure of the formulary choices, providers may request authorization by submitting, via fax, a Medication Prior Authorization Form or by calling the Pharmacy Prior Authorization Department for the plan. The Drug Formulary/PDL is available online at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

The drug formulary/drug listing, processes for requesting an exception request and generic substitutions, therapeutic interchanges and step-therapy protocols are reviewed routinely and updated at least annually, more frequently if appropriate. These changes and all current documents are posted on the Molina Healthcare website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

When there is a Class II recall or voluntary drug withdrawal from the market for safety reasons, affected members and prescribing practitioners are notified by Molina Healthcare within 30 calendar days of the Food and Drug Administration notification. An expedited process is in place to ensure notification to affected members and prescribing practitioners of Class I recalls as quickly as possible. These notifications will be conducted by fax, mail and/or telephone.

## Case Management

Molina Healthcare offers you and your patients the opportunity to participate in our Complex Case Management Program. Patients appropriate for this voluntary program are those who have the most complex service needs. This may include your patients with multiple medical conditions, high level of dependence, conditions that require care from multiple specialties and/or have additional social, psychosocial, psychological and emotional issues that exacerbate the condition, treatment regime and/or discharge plan.

The purpose of the Molina Healthcare Complex Case Management Program is to:

- Conduct a needs assessment of the patient, patient's family, and/or caregiver
- Provide intervention and care coordination services within the benefit structure across the continuum of care
- Empower our patients to optimize their health and level of functioning

- Facilitate access to medically necessary services and ensure they are provided at the appropriate level of care in a timely manner
- Provide a comprehensive and on-going care plan for continuity of care in coordination with you, your staff, your patient, and the patient's family

If you would like to learn more about this program, speak with a Complex Case Manager and/or refer a patient for an evaluation for this program, call toll-free (888) 999-2404.

## Resource Available on Molina's Provider Website

Featured at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com):

- Clinical Practice and Preventive Health Guidelines
- Health Management Programs
- Quality Improvement Programs
- Member Rights & Responsibilities
- Privacy Notices
- Provider Manual
- Current Formulary & Updates
- Cultural Competency Provider Trainings

If you would like to receive any of the information posted on the Molina website in hard copy, call (855) 326-5059 .

## Translation Services



Molina can provide information in our members' primary language. We can arrange for an interpreter to help you speak with our members in almost any language. We also provide written materials in different languages and formats. If you need an interpreter or written materials in a language other than English, contact Molina's Provider Services Department. You can also call TTD/TTY: 711, if a member has a hearing or speech disability.

## Patient Safety

Patient Safety activities encompass appropriate safety projects and error avoidance for Molina Healthcare members in collaboration with their primary care providers.

### Safe Clinical Practice

The Molina Healthcare Patient Safety activities address the following:

- Continued information about safe office practices
- Member education; providing support for members to take an active role to reduce the risk of errors in their own care
- Member education about safe medication practices
- Cultural competency training
- Improvement in the continuity and coordination of care between providers to avoid miscommunication

- Improvement in the continuity and coordination between sites of care such as hospitals and other facilities to assure timely and accurate communication
- Distribution of research on proven safe clinical practices

Molina Healthcare also monitors nationally recognized quality index ratings for facilities from:

- Leapfrog Quality Index Ratings ([www.leapfroggroup.org](http://www.leapfroggroup.org))
- The Joint Commission Quality Check® ([www.qualitycheck.org](http://www.qualitycheck.org))

Providers can also access the following links for additional information on patient safety:

- The Leapfrog Group ([www.leapfroggroup.org](http://www.leapfroggroup.org))
- The Joint Commission ([www.jointcommission.org](http://www.jointcommission.org))

## Care for Older Adults

Many adults over the age of 65 have co-morbidities that often affect their quality of life. As this population ages, it's not uncommon to see decreased physical function and cognitive ability and increased pain. Regular assessment of these additional health aspects can help to ensure this population's needs are appropriately met.

- Advance Care Planning – Discussion regarding treatment preferences, such as advance directives, should start early before patient is seriously ill.
- Medication Review – All medications the patient is taking should be reviewed, including prescription and over-the-counter medications or herbal therapies.
- Functional Status Assessment – This can include assessments, such as functional independence or loss of independent performance.
- Pain Screening - A screening may comprise of notation of the presence or absence of pain.

Including these components in your standard well-care practice for older adults can help to identify ailments that can often go unrecognized and increase their quality of life.

## Hours of Operation

Molina Healthcare requires providers offer Molina members hours of operation no less than hours offered to commercial members.

## Non-Discrimination

As a Molina Healthcare provider, you have a responsibility to not differentiate or discriminate in providing covered services to members because of regard to race, color, national origin, age, disability, religion, genetic information, military status, ancestry, health status, sex, or need for health services. This includes gender identity, sexual orientation, pregnancy, sex stereotyping and participation in publicly financed health care programs. Providers are to render covered services to Members in the same location, in the same manner, in accordance with the same standards and within the same time availability regardless of payer.

## Member Rights and Responsibilities

Molina Healthcare wants to inform its providers about some of the rights and responsibilities of Molina Healthcare members.

### **Molina Healthcare members have the right to:**

- Receive information about Molina Healthcare, its services, its practitioners and providers and member rights and responsibilities
- Be treated with respect and recognition of their dignity and their right to privacy
- Help make decisions about their health care
- Participate with practitioners in making decisions about their health care
- A candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage
- Voice complaints or appeals about Molina Healthcare or the care it provides
- Make recommendations regarding Molina Healthcare's member rights and responsibilities policy

### **Molina Healthcare members have the responsibility to:**

- Supply information (to the extent possible) that Molina Healthcare and its practitioners and providers need in order to provide care
- Follow plans and instructions for care they have agreed to with their practitioners
- Understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible
- Keep appointments and be on time. If members are going to be late or cannot keep an appointment, they are instructed to call their practitioner.

You can find the complete Molina Healthcare Member Rights and Responsibilities statement for your state at our website [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). Written copies and more information can be obtained by contacting the Provider Services Department at (855) 326-5059.

## Population Health (Health Education, Disease Management, Care Management and Complex Case Management)

The tools and services described here are educational support for our members. We may change them at any time as necessary to meet the needs of our members.

Molina offers programs to help our members and their families manage a diagnosed health condition. You as a Provider also help us identify members who may benefit from these programs. Members can request to be enrolled or dis-enrolled in these programs. Our programs include:

- Asthma management
- Diabetes management
- High blood pressure management
- Cardiovascular Disease (CVD) management/Congestive Heart Disease
- Chronic Obstructive Pulmonary Disease (COPD) management
- Depression management



For more information about our programs, call: Provider Services Department at (855) 326-5059 (TTY/TDD: 711)

You can find more information about our programs on the Molina website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

## Quality Improvement Program

Molina Healthcare's Quality Improvement Program provides the structure and key processes that enable the health plan to carry out Molina's commitment to ongoing improvement in members' health care and service. The Quality Improvement Committee assists the organization to achieve these goals. It is an evolving program that is responsive to the changing needs of the health plan's customers and the standards established by the medical community, regulatory and accrediting bodies.

### The key quality processes include but are not limited to:

- Implementation of programs and processes to improve members' outcomes and health status
- Collaboration with our contracted provider network to identify relevant care processes, develop tools and design meaningful measurement methodologies for provided care and service
- Evaluation of the effectiveness of programs, interventions and process improvements and determination of further actions
- Design of effective and value-added interventions
- Continuous monitoring of performance parameters and comparing to performance standards and benchmarks published by national, regional, or state regulators, accrediting organizations and internal Molina Healthcare thresholds
- Analysis of information and data to identify trends and opportunities, and the appropriateness of care and services
- Oversight and improvement of functions that may be delegated: Claims, UM and/or Credentialing
- Confirmation of the quality and adequacy of the provider and Health Delivery Organization network through appropriate contracting and credentialing processes

The Quality Improvement Program promotes and fosters accountability of employees, network and affiliated health personnel for the quality and safety of care and services provided to Molina Healthcare members.

The effectiveness of Quality Improvement Program activities in producing measurable improvements in the care and service provided to members is evaluated by:

- Organizing multi-disciplinary teams, including clinical experts, to analyze service and process improvement opportunities, determine actions for improvement, and evaluate results
- Tracking the progress of quality activities and goals through appropriate quality committee minutes and reviewing/updating the Quality work plan quarterly
- Revising interventions based on analysis, when indicated
- Evaluating member satisfaction with their experience of care through the CAHPS® (Consumer Assessment of Healthcare Providers and Systems) survey
- Reviewing member satisfaction with their experience with behavioral health services through survey questions and/or evaluation of behavioral health specific complaints and appeals



- Conducting provider satisfaction surveys with specific questions about the UM process, such as determining the level of satisfaction with getting a service approved, obtaining a referral and case management

Molina Healthcare would like to help you to promote the important care activities you have undertaken in your practices. If you would like to have your projects and programs highlighted on the Molina Healthcare website, contact the Customer Service Department at (855) 326-5059.

If you would like more information about our Quality Improvement Program or initiatives and the progress toward meeting quality goals or would like to request a paper copy of our documents, call the Customer Service Department at (855) 326-5059. You can also visit our website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) to obtain more information.

## Standards for Medical Record Documentation

Providing quality care to our members is important; therefore, Molina Healthcare has established standards for medical record documentation to help assure the highest quality of care. Medical record standards promote quality care through communication, coordination and continuity of care, and efficient and effective treatment.

Molina Healthcare's medical record documentation standards include:

- Medical record content
- Medical record organization
- Information filed in medical records
- Ease of retrieving medical records
- Confidential patient information
- Standards and performance goals for participating providers

Below are commonly accepted standards for documentation in medical records and must be included in each medical record:

- History and physicals
- Allergies and adverse reactions
- Problem list
- Medications
- Documentation of clinical findings and evaluation for each visit
- Preventive services/risk screening

For more information, call the Customer Service Department at (855) 326-5059.

## Preventive Health Guidelines



Preventive Health Guidelines can be beneficial to the provider and his/her patients. Guidelines are based on scientific evidence, review of the medical literature, or appropriately established authority, as cited. All recommendations are based on published consensus guidelines and do not favor any particular treatment based solely on cost considerations.

These guidelines are meant to recommend a standard level of care and do not preclude the delivery of additional preventive services, depending on the individual needs of the patient.

To request printed copies of Preventive Health Guidelines, contact Provider Services at (855) 326-5059. You can view all guidelines at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

## Clinical Practice Guidelines

Clinical practice guidelines are based on scientific evidence, review of the medical literature, or appropriately established authority, as cited. All recommendations are based on published consensus guidelines and do not favor any particular treatment based solely on cost considerations. The recommendations for care are suggested as guides for making clinical decisions. Clinicians and their patients must work together to develop individual treatment plans that are tailored to the specific needs and circumstances of each patient.

Molina Healthcare has adopted the following Clinical Practice and Behavioral Health Guidelines, which include but are not limited to:

- Acute Stress and Post-Traumatic Stress Disorder
- Anxiety/Panic Disorder
- Asthma
- Attention Deficit and Hyperactivity Disorder
- Bipolar Disorder
- Chronic Kidney Disease
- Chronic Obstructive Pulmonary Disease
- Depression
- Diabetes
- Heart Failure
- Hypertension
- Obesity
- Opioid Management
- Perinatal Care
- Pregnancy Management
- Sickle Cell Disease
- Substance Abuse Disorders

To request a copy of any guideline, contact Molina Healthcare's Provider Services Department at (855) 326-5059. You can view all guidelines at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

## Advance Directives

Helping your patients prepare Advance Directives may not be as hard as you think. Any person 18 years or older can create an Advance Directive. Advance Directives include a living will document and a durable power of attorney document.

A living will is written instruction that explains your patient's wishes regarding health care in the case of a terminal illness or any medical procedures that prolong life. A durable power of attorney names a person to make decisions for your patient if he or she becomes unable to do so.

*The following links provide you and your patients with free forms and information to help create an Advance Directive:*

[www.caringinfo.org](http://www.caringinfo.org)

<http://www.nlm.nih.gov/medlineplus/advancedirectives.html>

For the living will document, your patient will need two witnesses. For a durable power of attorney document, your patient will need valid notarization.

A patient's Advance Directive must be honored to the fullest extent permitted under law. Providers should discuss Advance Directives and provide appropriate medical advice if the patient desires guidance or assistance, including any objections they may have to a patient directive prior to service whenever possible. In no event may any provider refuse to treat a patient or otherwise discriminate against a patient because the patient has completed an Advance Directive. Patients have the right to file a complaint if they are dissatisfied with the handling of an Advance Directive and/or if there is a failure to comply with Advance Directive instructions.

It is helpful to have materials available for patients to take and review at their convenience. Be sure to put a copy of the completed form in a prominent section of the medical record. The medical record should also document if a patient chooses not to execute an Advance Directive. Let your patients know that advance care planning is a part of good health care.

## Behavioral Health

Primary Care Providers provide outpatient behavioral health services, within the scope of their practice, and are responsible for coordinating members' physical and behavioral health care, including making referrals to Behavioral Health providers when necessary. If you need assistance with the referral process for Behavioral Health services, contact the Utilization Management Department at (855) 326-5059.

## Care Coordination & Transitions

### Coordination of Care during Planned and Unplanned Transitions for Molina Members

Molina Healthcare is dedicated to providing quality care for our members during planned or unplanned transitions. A transition is when members move from one setting to another, such as when a Molina member is discharged from a hospital. By working together with providers, Molina Healthcare makes a special effort to coordinate care during transitions. This coordination of specific aspects of the member's transition is performed to avoid potential adverse outcomes.



To ease the challenge of coordinating patient care, Molina Healthcare has resources to assist you. Molina staff, including nurses, are available to work with all parties to ensure appropriate care.

In order to appropriately coordinate care, Molina Healthcare will need the following information in writing from the facility *within one business day* of the transition from one setting to another:

- Initial notification of admission within 24 hours of the admission
- Discharge plan when the member is transferred to another setting
- A copy of the member's discharge instructions when discharged to home

**This information can be faxed to Molina Healthcare at: (877) 708-2117**

For additional assistance to Molina Members, please use the following resources and phone numbers:

- **Molina Provider Services:** (855) 326-5059
- **Behavioral Health Services:** (888) 999-2404

- **Nurse Advice Line** is available to Molina members 24 hours a day, 7 days a week at: English: (888) 275-8750, TTY: 711; Spanish: (866) 648-3537, TTY: 711.
- **ForwardHealth Provider Service Call Center:** (800) 947-9627
- **MHWI Provider Network Managers:**  
[WIProviderNetworkManagement@MolinaHealthCare.Com](mailto:WIProviderNetworkManagement@MolinaHealthCare.Com).

Contact the UM Department if you have questions regarding planned or unplanned transitions and discharge planning at:

- **UM Department:** (855) 326-5059

## Health Risk Assessment and Self-Management Tools

Molina Healthcare provides a Health Risk Assessment (Health Appraisal) for members on the MyMolina member portal. Our members are asked questions about their health and health behaviors and receive a report about possible health risks. A Self-Management Tool is also available to offer guidance for weight management, depression, financial wellness, and various other topics. Molina members can access these tools on [MyMolina.com](http://MyMolina.com).