Molina Healthcare of Michigan, Inc.
Provider Bulletin

June 2024

A new provider network management tool is now available!

Effective June 10, Molina Healthcare of Michigan, Inc. has added features for new and current providers to our provider network management portal. All submissions to join the Molina network or to add, term and/or update requests should now be submitted through the portal. Benefits of the portal include:

- Providers and practice managers will have their own designated login and password.
- Updates, add-ons and all required credentialing documents can be done directly on the portal.
- Council for Affordable Quality Healthcare (CAQH) providers will have pre-populated information – minimizing the time it takes to fill out credentials.
- Delegated groups can upload rosters as needed.
- Non-delegated groups can add providers individually or via roster upload
- Ability to make demographic updates such as:
  - Change in office location, office hours, phone, fax or email
  - Addition or closure of office location
  - Addition or termination of a provider
  - Change in taxpayer identification number (TIN) and/or National Provider Identifier (NPI)
  - Open or close practice to new patients

Molina is holding online webinars weekly every Thursday through June at noon ET to showcase the new portal and assist in the transition. Join a webinar online at
MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx.

MOLINA HEALTHCARE

Alzheimer's & Brain Awareness Month

Worldwide, more than 55 million people are living with Alzheimer's or another dementia.

June is Alzheimer's & Brain Awareness Month – an opportunity to hold a conversation about the brain and share the fact that Alzheimer's disease and other dementias are a major public health issues. Everyone who has a brain is at risk of developing Alzheimer's, the only leading cause of death that cannot be prevented, cured or even slowed. During the month of June, the Alzheimer's Association asks people around the world to wear purple and use their brains to fight Alzheimer's disease.

For more information, please visit **Alz.org.**

Molina launches the 2024 quality incentive Pay-for-Performance program

Molina continues to improve the health and lives of our members by delivering high-quality health care. Molina cultivates our relationships with providers by offering a quality incentive Pay-for-Performance (P4P) program.

Molina's P4P program aligns with our mission by rewarding our valued providers for high-quality preventive health care. Incentivized services include access to care, well-care visits, cancer screenings, diabetic services, immunizations, dental services, social determinants of health and more. Molina has also enhanced incentives for many other measures – offering robust rewards for high-quality performance in the new tiered structure.

Molina's 2024 P4P program for Medicaid, Medicare and Marketplace will be available in the Availity Essentials (Availity) portal under **Payer Spaces/Molina/News and Announcements (sort by newest).** The Molina team looks forward to partnering with you to improve quality care and outcomes for Molina members!

Top Five (5) reasons to use Availity

Molina's Provider Portal is now Availity Essentials.

1. **Member eligibility and benefit information:** Users can verify member eligibility and view benefits, covered services, and member's health record.
2. **Member roster:** Users can view a list of assigned memberships for PCP(s) within the user's provider panel.
3. **Service requests/authorizations:** Users can create, submit, and review prior authorization requests.
4. **HEDIS® profile:** Users can view their HEDIS® scores and search for members who need services.
5. **Claims:** Users can submit, correct, and void claims. Users can also check claim status and view claims reports for all submitted claims.

Please make sure you are registered with **Availity** at **Availity.com/essentials-portal-registration**.

Claims disputes

Provider disputes/appeals must be submitted within 90 days of remittance. Disputes/appeals must be submitted electronically:

- Provider portal (preferred): The Availity Essentials provider portal can be found at **Availity.com/MolinaHealthcare**
- Fax: (248) 925-1768

MOLINA HEALTHCARE

Prior Authorization (PA) updates effective July 1, 2024

Molina's Prior Authorization (PA) Guide and PA code matrix are updated for a July 1, 2024, effective date. All provider authorization tools are available online at: **MolinaHealthcare.com/providers/mi/medicaid/forms/fuf.aspx** and services that require a prior authorization are easily searchable within the PA code matrix.

Model of Care (MOC)

All contracted Medicare primary care providers (PCPs), critical high-volume specialists, and certain delegates must annually complete Model of Care (MOC) training. The training is also offered during new provider orientation. Non-contracted providers will also be directed to the annual MOC training if it is determined that they are a key member of the member's Interdisciplinary Care Team (ICT) or if the training is requested. The Centers for Medicare & Medicaid Services (CMS) requirements for training are in the Medicare Managed Care Manual, Chapter 5, Section 20.2.1.3.C. Visit **CMS.gov/regulations-and-guidance/guidance/manuals/downloads/mc86c05.pdf.**

The MOC is the plan for delivering coordinated care and care management to special needs members. It provides the basic framework under which Molina meets regulatory requirements defined by CMS. This training will identify how you, as a care provider, will support the MOC while understanding CMS requirements for managing these members. CMS requires Molina to provide MOC training annually and provide evidence that our providers have completed the training. To ensure Molina remains compliant with CMS regulatory requirements for MOC training, a completed attestation form must be returned to Molina upon completion of the training.
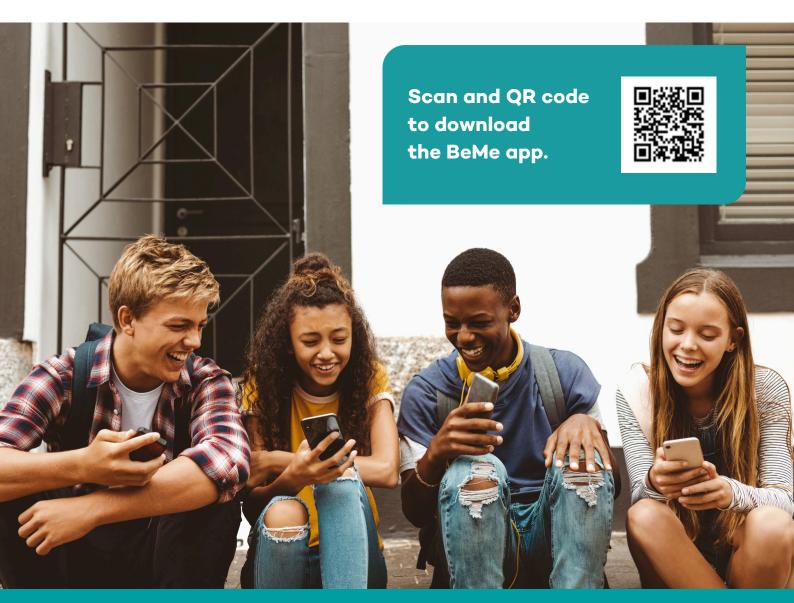
Molina offers an app and free tablet opportunity for teens

Molina Healthcare of Michigan has partnered with TruConnect to offer Molina members a no-cost Android tablet. Members can visit TruConnect.com/Molina/MI or call (844) 700-075 (TTY: 711) to find out if they are eligible and sign up.

Molina also offers the BeMe app, designed specifically for teenagers, focusing on mental health and well-being. Teens can download the app by scanning the QR code below and following the registration steps. Teens eligible for a tablet through TruConnect can use their new tablet to download the app!

Please let your teen Molina patients know about these great opportunities!

Scan and QR code to download the BeMe app.

MOLINA HEALTHCARE

Reminder to billing providers

As a reminder, Federal law prohibits Medicare providers and suppliers from billing a beneficiary enrolled in the Qualified Medicare Beneficiary (QMB) program for Medicare Parts A and Part B cost-sharing under any circumstances. Under federal regulations, the prohibition extends to Full Benefit Dual Eligibles (FBDEs) in Medicare Advantage managed care plans for whom states cover Medicare cost-sharing. MI Health Link beneficiaries are also included in the prohibition as a dual Medicare-Medicaid program.

Michigan Department of Health and Human Services (MDHHS) will only reimburse MI Health Link providers for services if the service or procedure is a Medicare-covered benefit. The provider must report the appropriate Medicare policy and the correct claim filing indicator on the Medicaid claim along with payment, deductible, copayment, or coinsurance. Medicaid is responsible for deductibles and coinsurance up to Michigan Medicaid's fee screen amount minus any Medicare payments and secondary payments, if applicable. If Medicare denies the service or procedure, MDHHS has no responsibility to reimburse the services. Providers should remedy billing problems should they occur. If a provider has erroneously billed individuals enrolled in the QMB program, the provider should recall the charges (including referrals to collection agencies) and refund the invalid charges paid by the beneficiary.

An electronic version of the full corresponding MDHHS notice is available at **Michigan.gov/medicaidproviders** in the *Policy, Letters and Forms* section.

Implicit bias training

Molina has partnered with Southeast Michigan Perinatal Quality Improvement Coalition (SEMPQIC) to host multiple workshops for providers to expand their skills and expertise on implicit bias, health equity and much more. Continuing education (CE) and continuing medical education (CME) credits will be offered for participation in the workshop. Vicki T. Sapp, PhD, will facilitate this workshop. For more information, please visit the **Upcoming Trainings** section online at **MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx**.

LGBTQIA+ and PrEP training

In partnership with Corktown Health, Molina is inviting all providers to participate in training to support the provision of culturally competent care for members of the LGBTQIA+ community. In 2024, the Human Rights Campaign recognized Corktown Health as an LGBTQ+ Healthcare Equality Leader and has been a trusted provider serving the LGBTQ+ community in Southeastern Michigan for over 30 years.

Completing the current three-module training - with a score of 75% or greater - will result in 3.0 CME credits and the opportunity to be included in Molina's online Provider Directory with an LGBTQ+ Affirming Care designation. The Learning Modules can be accessed here: **Corktownhealth.myabsorb.com** using the Enrollment Key: Molina2024

- Course 101: Improving Health Among LGBTQ+ Patients and Communities Part 1
- Course 102: Improving Health Among LGBTQ+ Patients and Communities Part 2
- Course 103: Increasing Use of PrEP in the Primary Care Setting

Additional modules will be added throughout the year, and you will receive an update from Molina when these are available.

Register now for a 2024 provider orientation training session

Molina hosts a series of provider orientation sessions for all in-network providers. These sessions provide an overview of our resources and materials designed to support you and your patients – our members. These resources include provider services, the provider portal, health care services, billing and more.

Join a webinar online at
MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx.

Below is a list of upcoming sessions:
- July 25, 2024, from 9 a.m. to 10:30 a.m.
- August 29, 2024, from 9 a.m. to 10:30 a.m.
- September 26, 2024, from 9 a.m. to 10:30 a.m.

NCH/Evolent dedicated fax numbers

NCH/Evolent has established dedicated fax lines by specialty for the Molina markets to better manage and track faxes received and ensure TAT will be met.

Cardiology: (877) 370-0963
Medical Oncology: (877) 230-4493
Radiation Oncology: (877) 380-7848

Thank you for your commitment to Molina members!