



Provider Bulletin

From Molina Healthcare New Mexico, Inc.
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Happy New Year!

WELCOME – David Nater, Molina Healthcare of New Mexico Plan President

As we begin 2021, I want to take a moment and express my gratitude to our Provider community for your perseverance and unwavering commitment to your patients amid the unprecedented challenges of the COVID-19 pandemic this past year. Molina Healthcare of New Mexico (Molina) remains steadfast in our commitment to serve the residents of New Mexico and we recognize that our Provider Network is the foundation to fulfilling that commitment.

Molina continues to offer Health Insurance Exchange Marketplace plans, as well as a Medicare Advantage plan, in New Mexico. In addition, we continue our efforts to launch the first Indian Managed Care Entity (IMCE) in 2021, in partnership with Naat'áanii Development Corporation, Navajo Nation Council, and the NM Human Services Division. Please know that Molina stands with you and we will continue to serve the communities of New Mexico well into the future.

GENERAL MOLINA UPDATES

Molina Marketplace and Medicare Product Updates

Molina Healthcare of New Mexico (Molina) is proud to offer Health Insurance Exchange Marketplace plans to New Mexico residents for the 2021 plan year. Molina has consistently offered Marketplace plans in NM each year, since the launch of the Health Insurance Exchange in 2014 under the Affordable Care Act. Molina is committed to serving New Mexicans and will continue to offer affordable health insurance coverage to individuals.

Molina Healthcare of New Mexico (Molina) is now offering Molina Medicare Choice Care (HMO) plan for 2021. This new plan replaces the Dual Eligible Special Needs Plans (DSNP) plan previously offered by Molina. Molina Medicare Choice Care (HMO) may include dual eligible individuals. Molina values the special needs of its dual eligible members. Please check Medicaid eligibility for all Molina Medicare Members routinely. Qualified Medicare Beneficiaries (QMBs) and Members entitled to full Medicaid benefits and services (i.e. QMB Plus, Specified Low-Income Medicare Beneficiary Plus (SLMB Plus), and Full Benefit Dual Eligibles (FBDEs)) have extra protections and needs regardless of their Medicare plan. These individuals cannot be billed Medicare cost-sharing amounts, such as deductibles, coinsurance and copayments. Members with full Medicaid benefits also require coordination of their



Medicare and Medicaid services. You can help by assisting our full dual eligible Members to access their Medicaid benefits for services not covered by their Molina Medicare plan. Please also ensure these Members are not billed for Medicare cost-sharing amounts, even when those amounts are not fully covered by Medicaid. Thank you for being Molina's partner in addressing all of our Members' needs.

If you are already a participating provider in the Molina Marketplace and/or Medicare networks, we thank you for taking care of Molina Members. If you would like to become a participating provider with Molina, please contact us at NMProviderContracting@MolinaHealthcare.com or via fax at (505) 798-7313.

Use of Participating Providers

Providers are expected to utilize Molina Healthcare of New Mexico's (Molina) Participating Provider Network to provide Covered Services to Molina Members. If a Participating Provider is not available, please notify Molina Utilization Management (UM) via phone at (855) 322-4078 or via fax at (888) 802-5711.

Except for Emergency Services, Molina Members must receive Covered Services from Participating Providers*; otherwise, the services are not covered. Marketplace Members will be one hundred-percent (100%) responsible for payment and the payments will not apply towards Deductibles or Annual Out-of-Pocket Maximums. Providers should refer Molina Members to a Molina Participating facility. A list of Molina Participating facilities is included in this Bulletin and can also be found in the Provider Online Directory at www.MolinaHealthcare.com.

*Participating Providers also include Indian Health Care Providers for Molina Marketplace members who are American Indians and Alaska Natives.

COVID-19 Vaccine Update

All Molina Healthcare of New Mexico (Molina) Marketplace providers should have recently received a Provider Bulletin (via email) that included important information and encouraged all eligible individuals to preregister to receive notice when they can schedule an appointment to receive their first dose of the COVID-19 vaccine. To register, please visit cvvaccine.nmhealth.org.

Please remember, providers may not charge patients for the COVID-19 vaccine and administration fee. Additionally, Molina Medicare will not reimburse providers for the administration fee, as this must be billed to Medicare fee-for-service.

For your reference, please review the attached PDF. *Questions?* Please submit your inquiry via email to MHNM.ProviderServices@MolinaHealthcare.com or via telephone at (888) 562-5442.



PCP Member Rosters

As a Primary Care Provider (PCP) by designation, you can always access the roster of Molina Marketplace Members assigned to your practice via your provider portal. However, you do not need to be designated as a Member's PCP to provide services to Molina Members. Eligibility and benefit terms apply. Please [click here to access the Molina Provider Portal](#).

Vault Medical Services

New Mexico and Vault Medical Services have teamed up to offer at-home COVID-19 saliva testing for any person who believes they need to be tested, with or without symptoms, at no cost.

For more details or to order a test, please visit [Vault Medical Services' website](#).

Motivational Interviewing

Molina Healthcare of New Mexico would like to offer providers and their staff training in the use of Motivational Interviewing for engaging patients in remote clinic visits.

Motivational Interviewing is an engaging method of having conversations about behavior change that helps resolve ambivalence by keeping resistance low. In our current culture of remote interactions through Telehealth, the engagement skills of Motivational Interviewing are important tools to support patients with behavior change. Motivational Interviewing guides people to discover and identify their own unique motivation, keeps them engaged, and increases provider confidence working in a setting with new challenges and obstacles. Ambivalence is normative when deciding to make a behavior change.

We would also like to offer training in dementia screening and/or methods addressing cognitive impairment in patients during the COVID-19 Pandemic. Differentiating anxiety from depression from dementia can be difficult but Medicare Wellness visits offer extended time for these assessments.

Our Chief Medical Officer, Irene Ortiz, MD, who can be reached at Irene.Ortiz@MolinaHealthCare.com and via phone at (505) 388-4601, welcomes your input for on-line training suggestions for your practice, as we develop these programs.

MedMinder™

Molina Healthcare of New Mexico (Molina) has partnered with [MedMinder™](#), a provider of the innovative "Smart Pill Dispenser" medication adherence solution. Fully-automated and connected to real-time monitoring with multiple alerts and reminders, this comprehensive dispenser drives improvement of the medication adherence compliance rate from 50% to 95%+ for Members with multiple medications.



Qualified pharmacists provide Molina Members with full medication reconciliation 24 hours a day / 7 days a week. MedMinder, an end-to-end system, provides monthly medication delivery to the doorsteps of Molina Members. Members receive their pre-organized (by time of day), multi-prescription regimen to help reduce medication complexity.

MedMinder is a free service to our Members. The Molina Member only pays their regular copays for their medication. Please be aware, MedMinder Pharmacists may contact the prescribing provider to update a Molina Member's prescriptions as necessary.

For questions regarding MedMinder, please contact Galina Priloutskaya, PhD, CHCA, Director of Quality Improvement, at Galina.Priloutskaya@MolinaHealthCare.com.

Pharmacy Updates

For 2021 Formulary updates, please click here to view [the **MHNM Q1 2021 Marketplace Formulary \(PDF\)** document](#)

For 2021 CPT code updates, please click here to view [the **Prior Authorization LookUp Tool**](#)

For NM Department of Health COVID-19 Vaccine Registration <https://cvvaccine.nmhealth.org> or 1 (855) 600-3453, press 0

Helpful Resources

- Molina Provider Portal – [ALL MOLINA PROVIDERS](#)
- Molina Provider Websites – [MARKETPLACE](#) and [MEDICARE ADVANTAGE](#)
- Molina Provider Manuals – [MARKETPLACE](#) and [MEDICARE ADVANTAGE](#)

Please share your general inquiries with Kathy-Lyn Pacheco, Senior Specialist - Health Plan Communications, directly at Kathy-Lyn.Pacheco@MolinaHealthcare.com, and she will forward your inquiry onto the appropriate point-of-contact for a response.

***Thank you for your commitment to serving
Molina Healthcare of New Mexico Members and the community!***

Healthcare and Related Personnel Eligible for Phase 1a Vaccinations

The goal in Phase 1a is to vaccinate as many workers as possible who provide healthcare and other direct *in-person* services to patients, persons with disabilities, and persons living in congregate care settings who are at risk of exposure to the virus or who handle infectious materials. This is not related to professional licenses, but whether the worker must work in-person and could have close contact with someone who is or might be infectious or with infectious materials.

The state is attempting to vaccinate those who have direct contact with known COVID-positive patients and infectious materials first, but all health care providers and support staff who provide in-person healthcare and support services or work with persons living in congregate settings will be eligible to receive vaccine during Phase 1a. We encourage all eligible individuals to preregister to receive notice when you can schedule an appointment to receive your first dose of vaccine.

Examples of individuals who are eligible for vaccine in Phase 1a include, but are not limited to:

- Hospital Personnel
 - A wide array of medical house staff (i.e., interns, residents, fellows), nurses, nurse's aides, physical therapists (PT), physicians, physician assistants, respiratory therapists (RT), speech pathologists, students (medical, nursing, PT, RT)
 - Ancillary staff directly interacting with patients or infectious materials: laboratory personnel, phlebotomists, and radiology technicians
 - Staff who provide cleaning, food and other services to support patients
 - Emergency room staff
- Medical first responders (EMS, fire department, and law enforcement personnel who provide emergency medical services and transportation) and hospital transport personnel
- Persons working in congregate settings, including correctional facilities, juvenile justice facilities, shelters, residential treatment centers, or community homes.
- Persons providing direct medical care or other in-person services in dialysis and infusion centers
- Persons providing direct medical care or other in-person services in inpatient or outpatient medical settings
- Home health and Hospice workers including home health aides, caregivers, companions
- Persons providing direct medical care or other in-person services in public health offices
- Autopsy room staff, coroners, embalmers, and funeral home staff at risk of exposure to bodily fluids
- COVID-19 testing site staff
- Workers with patients undergoing chemotherapy
- Workers (including pharmacists and occupational health staff) administering COVID-19 vaccine.

- Residents and workers (whether paid or volunteer) in nursing homes and other long-term care facilities (LTCFs)
 - Please note: most LTCFs in New Mexico will receive vaccination services directly from CVS and Walgreens via previous enrollment in the federal LTCF partnership program. Enrolled locations will be contacted by either Walgreens or CVS to arrange services for both LTCF staff and residents.
- Pharmacists
- Persons providing direct medical care or other in-person services in primary care, family practice, behavioral health, family planning and other specialty practices
- Persons providing direct medical care or other in-person services in imaging centers
- Persons providing direct medical care or other in-person services in dental and optometry or ophthalmology practices and other related specialties
- Persons providing direct medical care or other in-person rehabilitation services, including physical therapy, occupational therapy, vocational rehabilitation, and independent living providers
- Support services providers for persons with disabilities and persons providing in-person sign language or other interpretation services for persons who communicate using sign language

Minimizing disuse of scarce COVID-19 vaccine

To avoid wastage or disuse of scarce supplies and maximize their benefit to New Mexicans:

- Doses may be allocated based on the assumption that immunization will be accepted by some but not all who are offered the vaccine, and then adjusted later based on the number of doses that are accepted
- After intensive and appropriate efforts to reach the groups prioritized at that moment, facilities may offer vaccine promptly to persons in lower priority groups when:
 - Demand subsides in the current groups, or
 - Doses are about to expire according to labeling instructions.
- Health Care Facilities may temporarily adjust prioritization based on other resource constraints while continuing efforts to immunize higher priority groups as soon as feasible.