



Provider Bulletin

From Molina Healthcare New Mexico, Inc.
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Spring's Here!

WELCOME – Jennifer Sandoval, Vice President Network Strategy & Services

I love this time of year in New Mexico. The beautiful Spring weather and abundant sunshine provide nature a chance to renew and flourish. Just as nature looks forward to Spring, Molina Healthcare New Mexico is looking ahead to continue serving the residents of New Mexico well into the future. I want to personally thank the provider community for always supporting our members and I want each of you to know how thankful I am to be here to serve you.

We are focused on continuously improving the experience you have with Molina. This year, we will be implementing new technology solutions to improve our member and provider experience. These include, but are not limited to, the new Availity Provider Engagement Portal scheduled to roll out on May 15th and the new Sapphire Provider Online Directory scheduled to be available this Fall.

We recently received the results of the Provider Satisfaction Survey that was conducted last Fall and although we improved in several areas, we are not where we need to be overall. I want you to know that we heard you loud and clear and are implementing some enhancements to our network services model such as more frequent and informative provider communications, more comprehensive educational materials and training, accurate and timely responses from provider services representatives, and more effective and meaningful engagement with our provider network. Your satisfaction is of the utmost importance to me therefore, if at any time, our level of service does not meet your expectations, please feel free to contact me directly. My email address is Jennifer.Sandoval2@MolinaHealthCare.Com. I welcome your feedback and recommendations on how we can better serve you. Thank you for continuing to serve our members.

GENERAL MOLINA UPDATES

Reminder – No Charge for COVID-19 Testing, Treatment and Vaccination

Numerous consumers with major medical health insurance have reported to the New Mexico Office of Superintendent of Insurance (“OSI”) that they were charged for COVID-19 testing, or for administration of the COVID-19 vaccine. This bulletin reiterates the OSI’s position that such charges are not allowed; COVID-19 testing, treatment and vaccination are to be provided to every insured consumer without charge if a medical professional has decided that a test is appropriate.



The US Department of Health and Human Services (DHHS) recently issued updated guidance confirming the intent of Section 6001 of the Families First Coronavirus Response Act (FFCRA) as amended by section 3201 of the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). See (<https://www.cms.gov/files/document/faqs-part-44.pdf>).

The updated guidance confirms that cost should not be a barrier to anyone accessing COVID-19 testing, treatment and vaccinations. No individual is to be charged for a COVID-19 test, whether it is the PCR test, the antigen (rapid) test, an at-home test or any new FDA-approved test that a provider has determined in medically appropriate. Furthermore, individuals are not to be charged for the treatment of COVID-19, nor for the administration of the COVID-19 vaccine. All member cost-sharing obligations, such as copayment, coinsurance and deductible amounts, are to be waived.

For information on how to seek reimbursement for uninsured patients please visit the Health Resources & Services Administration (“HRSA”) website, <https://www.hrsa.gov/coviduninsuredclaim>. Federal reimbursement for COVID-19 services provided to the uninsured will be at the Medicare fee schedule unless otherwise noted by HRSA.

The OSI urges all of its partners to remain vigilant in preventing the transmission of COVID-19, and to assure that all of those who seek services in New Mexico related to COVID-19 are able to get them without concern about financial burden. The OSI understands that some persons who have received the COVID-19 vaccine are anxious to know whether the vaccine is working, and that providers may offer such individuals an antibodies test to verify immunity. The OSI is not aware of any guidance or clinical standard asserting that such testing is recommended. That being so, OSI directives related to coverage for COVID-19 testing do not apply to such testing.

Please feel free to contact your Molina Provider Services rep directly or email MHNM.ProviderServices@MolinaHealthCare.Com with further questions. [Click here to read the bulletin online.](#)

New Molina Provider Portal Set to Launch

Molina is transitioning to a new Provider portal platform called the Availity Provider Engagement Portal beginning May 15, 2021. Many of Molina’s Provider partners are already familiar with Availity and are currently using this platform. If that is the case, you’re already set to start working with Molina in Availity. If not, registration is easy and free of charge.

Not Yet Registered for Availity?

Please visit <https://www.availity.com/molinahealthcare> to begin accessing Molina functions and features on the Availity Portal. After you register, you will receive a prompt that will guide you through onboarding into the new portal.

The current Molina Provider Portal will still be available throughout the transition.



Training for Molina Providers

Training will include webinars and self-paced tutorials. Watch for additional details from both Molina and Availity on how to access these training tools. It's helpful to note that Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.

Questions?

If you have questions, please contact your MHNM Provider Services representative directly or send an email to MHNM.ProviderServices@MolinaHealthCare.Com. We're here to help!

STARS Coding Quick Reference Guide

The MHNM Quality Improvement team encourages all MHNM providers and their staff members to utilize the (attached) "STARS Coding Quick Reference Guide."

The STARS Coding Quick Reference Guide includes coding tips for providers who are billing for services provided to Medicare beneficiaries. Using these codes from this reference document should help to improve MHNM provider compliance with the Medicare Star Ratings requirements. Additionally, using the STARS Coding Quick Reference Guide should help your office to decrease the need for medical records abstractions needed from you for the participation in the HEDIS and Risk-Adjustment programs. It should also generate fewer access requests by the MHNM team to review MHNM provider records.

Questions about the STARS Coding Quick Reference Guide? Please email Galina Priloutskaya, PhD, CHCA, Director of Quality Improvement, directly at Galina.Priloutskaya@MolinaHealthCare.Com.

[Click here for more information regarding the 2021 Medicare Star Ratings](#)

Diversity, Equity and Inclusion

Last fall, Molina Healthcare's President and CEO, Joe Zubretsky, began an exploratory, employee engagement initiative regarding racial inequalities with the creation of "The MolinaCares Accord." Molina has committed to invest \$150 million to support social determinants of health that are influenced by racial inequality and affect healthcare.

In January 2021, Zubretsky announced that he signed the CEO Action for Diversity and Inclusion pledge with 1,600 other CEO's across 85 industries, representing approximately 13 million employees. At that time, he named Rosetta Roden, a nurse and health administrator from Texas, as the Director of Diversity, Equity and Inclusion for Molina. She has recently started focus groups for Latinx and African American staff to identify workplace areas where diversity and inclusion can be improved.

The pilot for this focus group program will identify ways to improve diversity and inclusion through staff education, data collection, recruitment, communication, and social media and marketing. This program is expected to grow across all Molina coverage areas over the next year.



MHNM is very grateful to have Irene Ortiz, MD, MHNM Chief Medical Officer, currently serving as a member of the Social Media and Marketing Group.

Motivational Interviewing for MHNM Providers – Follow-Up Information

COVID-19 has dramatically altered the delivery of healthcare. Many patients canceled health care appointments for fear of COVID-19 exposure. Early in the pandemic, many practices had emergency closures and some patients who lost their jobs also lost their health insurance. These issues have resulted in delayed follow-up, forgotten preventative care or dropped care for chronic health issues, during this pandemic crisis.

A Johns Hopkins study* reported the following:

- 60% with a scheduled elective surgical procedure missed it;
- 58% missed scheduled preventative care;
- 51% with a severe mental or physical health issue that emerged after the start of the pandemic forwent care;
- 50% missed general medical care;
- 46% with scheduled mental health care reported missing visits;
- 15% didn't pick up a prescription and missed one or more doses.

Molina Healthcare would like to offer a novel use of Motivational Interviewing (MI) to reengage patients in preventative and needed scheduled healthcare. The proposed training will be two-fold. An overview lecture offering CME and CE credits will be available for MHNM Providers regarding MI for the engagement of patients using telemedicine. Additionally, on-going MI Training will be offered to help staff develop skills for addressing the issues that lead to patients ignoring or dismissing medical problems that require follow-up.

Carmen Martinez-Tittmann, LPCC, LMSW, MINT, a nationally recognized Motivational Training instructor, will be providing these trainings. Please contact Irene Ortiz, MD, MHNM Chief Medical Officer, with any questions.

**(KE Anderson, JAMA Network Open 41)*

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](#)

MedMinder

Molina Healthcare of New Mexico has been partnered with MedMinder, who provides a comprehensive, dedicated solution – so-called Smart Pill Dispenser – that is fully-automated and connected, with real-time monitoring and multiple alerts and reminders. This innovative solution drives improvement of the medication adherence compliance rate from 50% to 95%+ for Members with multiple medications.

During the first three months of the project, medication adherence compliance rates for participating Members in New Mexico and Texas increased by up to 92%. Qualified pharmacists provide our Members full medication reconciliation twenty-four hours per day, seven days a week.

Please be responsive to MedMinder staff calls when they will contact you to gather prescription details information. MedMinder is an end-to-end system, or automated pharmacy, that provides monthly delivery to the doorsteps of our members (pre-organized, multi-prescriptions, regimen by time of day) that helps to reduce medication complexity.

This solution captures real-time data on medication adherence to ensure patient monitoring and behavioral triggers to their caregivers, payers or case managers through online or telemedicine functions. This solution also includes dosage reminders and can provide customized alerts to educate members on upcoming appointments or missing services. There is no additional cost for members or payers, just regular copays.

If you have questions about MedMinder, please email Galina Prilouts kaya, PhD, CHCA, Director of Quality Improvement, directly at Galina.Prilouts kaya@MolinaHealthCare.Com.

Helpful Resources

- **Molina Provider Websites**
 - [MARKETPLACE](#) and
 - [MEDICARE ADVANTAGE](#)

- **Molina Provider Manuals**
 - [MARKETPLACE](#)
 - [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!***

STARS CODING QUICK REFERENCE GUIDE

CPT	BODY MASS INDEX ASSESSMENT
3008F	Body Mass Index (BMI), documented

BODY MASS INDEX							
ICD-10	BMI	ICD-10	BMI	ICD-10	BMI	ICD-10	BMI
Z68.0	<19	Z68.29	29-29.9	Z68.35	35-35.9	Z68.42	45-49.9
Z68.1	19-24	Z68.30	30-30.9	Z68.36	36-36.9	Z68.43	50-59.9
Z68.25	25-25.9	Z68.31	31-31.9	Z68.37	37-37.9	Z68.44	60-69.9
Z68.26	26-26.9	Z68.32	32-32.9	Z68.38	38-38.9	Z68.45	70+
Z68.27	27-27.9	Z68.33	33-33.9	Z68.39	39-39.9		
Z68.28	28-28.9	Z68.34	34-34.9	Z68.41	40-44.9		

BLOOD PRESSURE			
CPT	Systolic B/P	CPT	Diastolic B/P
3074F	<130	3078F	<80
3075F	130-139	3079F	80-89
3077F	>140	3080F	>90

HbA1C CONTROL	
CPT	HbA1C RESULTS
3044F	<7.0%
3051F	7.0-7.9%
3052F	8.0-8.9%
3046F	>9.0%

CPT	EYE EXAM
2022F	Dilated retinal eye exam documented

CPT	FOOT EXAM
2028F	Foot exam with visual, pulse, and monofilament documented

CPT	BREAST CANCER SCREENING
3014F	Screening mammography results documented and reviewed

CPT	CERVICAL CANCER SCREENING
3015F	Cervical cancer screening (Pap Test) results documented and reviewed

CPT	FUNCTIONAL STATUS ASSESSMENT
1170F	Functional status assessed & documented

CPT	URINARY INCONTINENCE
1090F	Presence or absence of urinary incontinence assessed and documented

CPT	FALLS RISK ASSESSMENT
3288F	Falls risk assessed & documented

CPT	TOBACCO USE
4004F	Patient screened for tobacco use and received tobacco cessation counseling

CPT	MEDICATION REVIEW
1159F	Medication list documented

CPT	DEPRESSION SCREENING
3725F	Screening for depression performed and documented

1160F	Review of all medications by a prescribing practitioner or clinical pharmacist
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CPT	PAIN ASSESSMENT
1125F	Pain severity quantified; pain present
1126F	Pain severity quantified; no pain present
0521F	Plan of care to address pain documented

CPT	ADVANCE CARE PLANNING
1157F	Advance care plan or similar legal document present in the medical record
1158F	Advance care planning discussion documented in medical record

HEDIS – PRENATAL & POSTPARTUM CARE			
CPT	PRENATAL & POSTPARTUM CARE	CPT	PRENATAL & POSTPARTUM CARE
0500F	Initial Prenatal Care Visit	0502F	Subsequent Prenatal Care Visit
0501F	Prenatal Flow Sheet	0503F	Postpartum Care Visit