



Monthly Topics for September 2021

All Just the Fax publications are available on Molina Healthcare's website via this link <https://www.molinahealthcare.com/providers/mi/medicaid/comm/Pages/provmailing.aspx>

September is Prostate Cancer Awareness Month

This annual observance highlights Prostate Cancer Awareness. Research has consistently shown that healthcare professionals are the most trusted source of information for patients. For more information please visit <https://www.cdc.gov/cancer/dcpc/resources/features/prostatecancer/>

COVID-19 Member Vaccine Incentive

In August, Molina launched a program to provide a \$100 incentive to Medicaid members age 16 and older who receive their first dose of the vaccine between August 1st and September 30, 2021. Members are receiving a mailing, text message, auto call, email and telephonic outreach to alert and educate them of the program and benefits. Each Molina member in a household meeting the criteria is eligible for the \$100 Visa gift card. This effort allows us to partner together to protect your patients and our members. Our Community Engagement and Provider Network Teams are available to help host an event at your location if interested. Please see a copy of the flyer included in this month's rounding materials.

Provider Satisfaction Survey - We Welcome Your Feedback!

To help us improve the quality of service to our provider partners and their staff, Molina is currently conducting our annual Provider Satisfaction Survey. The survey will give your office the opportunity to share your opinions about the care and service we provide. Every completed survey is reviewed and analyzed to help us learn more about provider satisfaction and how we can better serve you and more importantly, how we can better work with you to serve our members.

Prior Authorization UPDATE

Beginning September 1, 2021, prior authorization requests and medical coverage appeals previously submitted through eviCore must now be submitted to Molina. This change applies to all Molina lines of business. Prior Authorizations may be submitted by fax or web portal. Updated Prior Authorization information is available on our website: <https://www.molinahealthcare.com/-/media/Files/2021-Q3-PA-Guide-and-Matrix/Q3-PA-Guide---Medicaid-Marketplace---eviCore-Decommissioning.pdf> and is also included with this month's rounding materials.

Availity Web Portal Update

Beginning September 18th, the Authorizations & Referrals function will 'go live' on the Availity platform. With this function providers will be able to submit and view prior authorizations. This function will be available for Molina Healthcare of Michigan registered Availity users that are assigned one of the following roles: Authorization and Referral Request, and/or Authorization and Referral Inquiry. If you haven't already registered with Availity, it's easy and free of charge. <https://www.availity.com/provider-portal-registration> A fax blast went out to providers and is also included with this month's rounding materials.

MDHHS Billing Requirements

Molina has been notified by MDHHS of claims that rejected for "Provider Type Not Allowed for Referring/Ordering/Attending NPI". Claims related to these rejections will be recovered and corrected claims need to be submitted. A fax with MDHHS Billing information went out to providers and is included with this month's materials.

Optum Pre Pay Claims Audit

Beginning October 18, 2021 Molina, in partnership with Optum will begin performing prepayment audits. The main difference in claims payments is the potential for claims review which would mean a request for medical records will come directly from Optum on Molina's behalf. A fax blast went out to providers and a FAQ is included with this month's rounding materials.

Thank you for your commitment to Molina Members!