

Provider Experience

You Matter to Molina

- Success Stories



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Providers Direct Response since You Matter to Molina Implementation listed below:

- **Devereux Foundation – R7**
 - Immediate response
 - Provide options and solutions
- **Nicklaus Children’s Health System – R11**
 - Thankful for Senior Leadership Team
 - Very pleased with progress
 - We certainly want to acknowledge the efforts that Molina has put in on closing out, improving or moving forward many items on the monthly agenda
- **Access to Improvement – R7**
 - Dedicated Provider Service Manager
 - Issues resolved
 - Thankful
- **Miami Beach Consultants – R11**
 - Improved drastically
 - Took notice for our cry for “help”
 - My mindset has changed since necessary steps were taken
- **OnSpot Dermatology – R8**
 - Meeting at least once a month
 - Helpful & Hopeful
 - We feel appreciated and proud to know we represent Molina in our Community
- **Vital Md – Statewide**
 - Today, we are extremely happy with our Provider Service Manager’s performance
 - Our Provider Service Manager always kept us updated and provided estimated time of completion for the pending items which is very helpful to us.
 - Any issues that come up are current and are handled as they come up.

You Matter to Molina Success Story Region 7: Devereux Foundation

- **Initial Molina Experience in the beginning (Any claims/provider issues):**

Devereux's experience until more recently and since the You Matter to Molina implementation, was very poor. Our experience was that we would identify issues and email our Provider manager with hopes of getting clarity or some direction, but it would often fall on deaf ears. There were several emails with quite frankly not even a response. This was very frustrating as we could not move forward with resolving our issues. Our experience in recent months has been the difference of night and day. I feel as though we have a partnership and are committed to the overall well being of the individuals we serve. We reach out now and get immediate responses. Could not be more please with the direction our partnership has become.

- **Initial Molina Experience with response and resolution:**

Our initial experience as I mentioned early. Very disappointing and frustrating.

- **Steps/Meetings the Health Plan took for resolution:**

Several months back our dedicated Provider Service Manager and the Director, Provider Engagement team initiated a meeting along with a few others from Molina in attendance to listen to our concerns and the commitment from all was unanimous. We no longer experience any frustration when dealing with Provider relations.

- **What is your experience like today?:**

I feel we collaborate well. We are meeting monthly to discuss any issues that we may have. Our Provider Network Manager and the Director, Provider Engagement offer us options and solutions when needed. We are very please and happy to be working with all those on the team going forward.

You Matter to Molina - Success Story Region 11: Nicklaus Children's Health System

- **Steps/Meetings the Health Plan took for resolution:**

Thank you, MOLINA Senior Leadership Team, for what I thought was an exemplary example of a productive, collaborative JOC. We certainly want to acknowledge the efforts that Molina has put in on closing out, improving or moving forward many items on the agenda, including the long wait times on the phone for our auth unit being addressed, the reprocessing of Anesthesia claims that began on 10/5 and is slated for completion over the next week and a half, the review of the UCC underpayment issues and responses that will be provided to us on a spreadsheet by tomorrow, and the reductions in the number of inpatient denials our Utilization Mgt team has seen related to patients meeting obs and inpatient criteria automatically being tied to the Lower level of care Observation Policy rather than the correct use of the MCG criteria and peer to peer discussion. Very pleased with the progress.

- **What is your experience like today?:**

We appreciate the time and look forward to regrouping.

You Matter to Molina - Success Story - Region 7: Access 2 Improvement

- **Initial Molina Experience in the beginning (Any claims/provider issues):** In the beginning our experience was not great! We were trying to communicate and received no response.
- **Initial Molina Experience with response and resolution:** Our initial experience has not been great at all. We received no response to our numerous emails and calls.
- **Steps/Meetings the Health Plan took for resolution:** Our dedicated Provider Service Manager provided outreach to us and she has been working with us ever since. She responded to emails and set up meetings to follow up and address how she is working on getting the issue resolved. We are very grateful for her!
- **What is your experience like today?:** We had a great experience today. Since our dedicated Provider Service Manager was assigned to our region. We have communication and know that she is working on getting our issues resolved. Today she has informed us that our claims will be paid and re-processed which is great news! We are thankful for her hard work and great communication skills.

You Matter to Molina - Success Story - Region 11: Miami Beach Consultants

- **Initial Molina Experience in the beginning (Any claims/provider issues):** Not the best but has improved drastically.
- **Initial Molina Experience with response and resolution:** The rep was amazing and always was on top of our account. She was dependent on others to resolve our issues.
- **Steps/Meetings the Health Plan took for resolution:** They took notice of our cry for help and remedied the situation.
- **What is your experience like today?** My mindset has changed since necessary steps were taken.

You Matter to Molina - Success Story - Region 8: OnSpot Dermatology

- **Initial Molina Experience in the beginning (Any claims/provider issues):** Not able to get to the correct person that was responsible for different requests. The emails and calls were not returned and felt hopeless.
- **Initial Molina Experience with response and resolution:** Not Helpful and frustrated
- **Steps/Meetings the Health Plan took for resolution:** I now have a name and contact information on my Provider Service Manager for contact and servicing. I met with my Provider Service Manager at least once a month via phone to over any concerns. She has made it easy to answer a quick question via phone and even text.
- **What is your experience like today?:** Helpful and hopeful. We feel appreciated and proud to know we represent Molina in our community.

You Matter to Molina - Success Story - Statewide: Vital MD

- **Initial Molina Experience in the beginning (Any claims/provider issues):**

Initially Molina would have a lot of issues when credentialing providers. Credentialing would take an extremely long time to have providers loaded or they would simply never be processed. Claims issues and project would also take an extremely long time and it would be difficult to simply receive an email response or update.

- **Initial Molina Experience with response and resolution:**

With our dedicated Provider Service Manager, she would always stay on top of the credentialing to ensure the providers would be added in a timely manner. In addition, our Provider Service Manager would always make sure to respond back to all our emails regarding claim or demographic issues.

- **Steps/Meetings the Health Plan took for resolution:**

Our Provider Service Manager compiled all our issues that had been pending for a long time and dedicated time to each one to have them either corrected or submitted for processing. She has always kept us updated and provided estimated time of completion for the pending items which is very helpful to us.

- **What is your experience like today?**

Today, we are extremely happy with our Provider Service Manager's performance as we do not have any major issues with credentialing, and we do not have any old items pending. Any issues that come up are current and are handled as they come up.