

# Molina Healthcare of Iowa – System Configuration Log – CLOSED ITEMS



Known System Issue	Brief Description	Date Issues Identified	Status	Provider's Types Impacted	Number of Providers Affected	Expected System Completion Date	Expected Claims Reprocessing Date	Overall Status
Medical Professionals and Hospitals	Lead Testing Age Restriction: Age restriction in place for lead testing 83655 being removed per HHS guidance on External Claims & Benefits call.	3/28/2024	Configuration updates are in process to remove the age restriction that is currently configured on 83655.	Medical Professionals	29	3/29/2024	5/24/2024	Closed
COB Claims / System Configuration Audit	Review of system edit configuration and claim denials related to COB.	3/29/2024	Audit of the system configuration was conducted and system update completed.	Multiple	TBD	4/9/2024	5/22/2024	Closed
Benefit for Orthotics for IHAWP Non-Medically Exempt Members	Updating benefits to allow orthotics as payable.	2/28/2024	Configuration updated as of 4/18/2024 to allow payment for orthotics for IHAWP Non-Medically Exempt Members	Medical Professionals	TBD	4/18/2024	5/22/2024	Closed
Nursing Facilities - Rates Updated	Nursing Facilities received updates on 3/5/2024 from HHS, with the effective date of 1/1/2024.	3/5/2024	Configuration completed/updated as of 3/13/2024	Nursing Facilities	389	3/13/2024	5/10/2024	Closed
Nutrition Counseling	97802 – Medical nutrition therapy; initial assessment and intervention, individual, face-to-face with the patient, each 15 minutes: To members Ages 20 and below. 97803 – Medical nutrition therapy; re-assessment and intervention, individual, face-to-face with the patient, each 15 minutes: No age limits.	3/20/2024	4/19/2024 UPDATE: Adjustments completed; payments to be made to providers within 30 days; Configuration updates are in process to correct age limitations configured on 97803. If updates are required for 97802 or 97803 within the clinical editing components those will be sent if identified.	Multiple	TBD	4/8/2024	4/19/2024	Closed
GEMT Ambulance All Claim Audit	Molina has conducted a claims audit of all GEMT claims for adjudication accuracy.	2/19/2024	Adjustment project will be submitted for identified underpaid/manual denial errors	GEMT Ambulance	39	TBD	3/26/2024	Closed
FQHC/RHC Rates	Molina was paying some FQHC/RHC providers at interim rates.	10/19/2023	Molina is auditing all FQHC/RHC providers to ensure accurate, final rates are loaded. RHCs have been reviewed and updated, if necessary. FQHCs to be completed shortly. System will be updated and any impacted claims will be reprocessed.	FQHC/RHC	35	Complete	3/25/2024	Closed

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96160 Primary Procedure Denials	96160 denying for missing primary procedure, H0046 & H1003 were reported on the claim as the primary procedure and were identified as applicable primary procedures.	1/19/2024	Edit configuration updates to allow 96160 with H0046 &/or H1003 as the primary procedure. Configuration updates in process, interim process is in place to override the current denial when the appropriate codes are reported on the claim.	Maternal Health	N/A	TBD	3/19/2024	Closed
BH Rates	Fallout from earlier BH September 2023 Rate Increase reprocessing.	9/22/2023	While the expected close date is listed as 2/8/24, we are expediting the reprocessing so plan to have this complete before that date.	Behavioral Health	350	2/8/2024	3/4/2024	Closed
340B Claims	Molina has not been applying lesser of logic to 340B claims from a subset of professional (non-facility) providers.	10/5/2023	Systems have been updated for impacted providers as of 10/30/2023. As this issue caused overpayments that will result in a provider recovery, the claims have been sent to the recovery process for provider notification before claims can be reprocessed.	Professional (non-facility) providers	1	Complete	12/30/2023	Closed
Nursing Facility - Quarterly Rate Updates	Molina updated rates but has received additional updates the week of 9/27/23.	9/18/2023	Systems have been updated for impacted providers. All claims have been reprocessed.	Nursing Facilities	63	Complete	11/17/2023	Closed
BH September 2023 Rate increases	Molina received updated BH rates for the following Fee Schedules: BH, CMH, Clinical Social Worker, Psychologist	9/22/2023	Systems have been updated for impacted providers. All claims have been reprocessed.	BH Providers	171	Complete	11/15/2023	Closed
Hospital Addendum B quarterly updates	Addendum B updates from July were being processed by Optum.	8/25/2023	Optum has updated the rates and all claims have been reprocessed.	Hospitals	9	Complete	11/10/2023	Closed
Podiatry Claims - restricted Dx List	Podiatry diagnosis restriction did not contain all applicable routine diagnosis codes.	8/15/2023	Molina has completed the contract affiliation updates and impacted claims have been reprocessed.	Podiatry Claims - restricted Dx List	All	Complete	10/1/2023	Closed
Client Participation	Client participation was processed incorrectly on some claims causing overpayments.	8/10/2023	New claims are processing correctly, and all known impacted claims are reprocessed. An audit is being performed to determine if any other misapplication of CP is found and if so, they will be reprocessed.	Nursing Facilities	TBD	Complete	9/30/2023	Closed
Correct Claim Timely Filing Denial	Timely Filing edits are causing incorrect denials.	8/22/2023	New claims are processing correctly and impacted claims have been reprocessed.	All	174	Complete	9/30/2023	Closed
Home delivered meals - Date Span	Incorrect calculation of units causing denials.	8/10/2023	New claims are processing correctly and impacted claims have been reprocessed.	Meal Providers	292	Complete	9/30/2023	Closed

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Encounter rate denials when billing for non-encounter services	Encounter rate denials due to providers tied to professional contracts rather than an RHC/FQHC contract.	8/18/2023	Molina has completed the contract affiliation updates and impacted claims have been reprocessed.	Encounter rate denials when billing for non-encounter services	516	Complete	9/30/2023	Closed
BH Modifiers missing from Fee schedules	Some BH modifiers were not loaded to all applicable fee schedules.	8/11/2023	Updated fee schedules on 8/23/2023. New claims are processing correctly and impacted claims have been reprocessed.	BH Providers	1891	Complete	9/18/2023	Closed