Provider Newsletter

A Newsletter for the Molina Healthcare of Iowa (MHIA) Provider Network

Iowa's newest Medicaid MCO Molina Healthcare is here!

In This Issue

Welcome to Molina
Important Update
Continuity of Care Ending Soon
Important Billing Reminders
Molina Implementation
Contact the Provider Services Team
Availity
Payment Solutions
Utilization Management
Submitting Claims
State Informational Letters
Meet the Provider Services Team
Long-Term Services and Supports (LTSS)
Behavioral Health (BH) Tools
Integrated Health Homes (IHH) Office Hours
Provider Education
Molina Healthcare of Iowa Partners
Communications
Redetermination
Resources/Website Links

Welcome to Molina!

Thank you for being a part of the Molina Healthcare of Iowa network! We are thrilled to be live for Iowa Medicaid members, and we want to keep providers up to date on important memos and policies in place during our first 90 days. This will be our first issue of many that will hopefully resolve questions that you have, as well as provide the resources you need. We plan on posting quarterly Provider Newsletters here[1]. To view all our important/relevant forms and manuals, please explore our Molina Iowa website www.MolinaHealthcare.com/IA[2].

Important Update:

Molina is extending payments at 100% Medicaid rate for our out of network providers through September 30, 2023. Top rejection issues for claims currently: taxonomy code missing in Box 33b; not using 9-digit zip code with correct formatting. Providers must include the taxonomy, as well as enter the full 9-digit zip code with NO hyphen when submitting claims.

Continuity of Care Ending Soon:

Molina will honor all authorizations and plans of care approved by the other MCO's for **90 DAYS** (through 9/30/2023) or through the end date on the historical authorization. Full prior auth requirements, as defined in the Molina Prior Authorization Look Up Tool[23], will begin 10/1/2023.

Important Billing Reminders:

- Ambulatory Surgical Centers (ASC) need to bill on a valid claim form (HCFA 1500)
- FQHC's and RHC's
  - Claims should not include rendering practitioner NPI when submitting for encounters
  - Missing encounter code T1015 on encounter claim submissions
- Individual CDAC providers should have received payment and if not, contact the member's case manager or call our Provider Services Contact Center: **(844) 236-1464**

Molina Implementation

To prepare providers and ensure a successful implementation, Molina Provider Services has executed a thorough engagement plan to get providers **educated and engaged**. With the help of our entire health plan, we have completed the following:

Over **1,000** in person and virtual provider visits were conducted before July 1st and continue daily.

Over **3,000** providers attended the Provider Orientation series (May 2 – June 22). Over **1,000** providers participated in our Office Hours.

We have distributed: a provider education series, a claims and billing guide, prior authorization guides, F! Q's, and much more!

Contact the Provider Services Team

Get to know your Provider Services Representative (PSR)! Click here[4] to view and download our Provider Services Rep Map by county. This October, we will be presenting at all **Annual Provider Trainings**. Click here[22] for details.

We want to hear from you:

Our communications are a great way for providers to receive helpful information, education, important updates, and more! Sign up for email communications by clicking here[5]!

Our goal is to provide information to help you care for Molina Healthcare members. Please get in touch with us at **(844) 236-1464** with suggestions or comments on how we can best communicate with you. For specific concerns, please email your provider services representative and download the PSR map here[4]. For any general questions or concerns, providers may also contact IAProviderRelations@MolinaHealthcare.com.

Still need a contract, or update on your contracting status? Please call our Provider Contact Center at **(844) 236-1464** or email our Provider Contracting department at IAProviderContracts@MolinaHealthcare.com.

What are the most common materials Iowa providers access on our website?

1. Provider Manual[7]
2. Claims and Billing Guide[8]
3. Prior Authorization FAQ[3]
4. EFT/ERA Enrollment Form[9]
5. Provider Services Rep Map[4]
6. Availity Essentials Quick Reference Guide[10]
7. Provider Reference Card[11]
8. LTSS Supervisor Map[12]

What training materials are most useful to educate providers?

1. Provider Orientation 2023[13]
2. StationMD Webinar[14]
3. Availity Essentials Training and Education[15]

Take Advantage of Essentials Authorization Tools

Molina Iowa has partnered with Availity for your provider portal, highlighting features such as:

Authorization Request:

- Request an Inpatient or Outpatient Authorization using an easy 5 step guided form
- Verify if an authorization is required by using the built-in **Prior Authorization Lookup Tool**
- Create templates for your common request types to automatically populate information in your request

Authorization Inquiry:

- View results of authorization requests submitted outside of Essentials
- Inquire about the status of an authorization request submitted by another organization.

Incomplete authorization requests are automatically saved in the drafts tab to resume and submit later.

Authorization Dashboard:

- Check the status of all your authorization requests and inquiries from one central location
- View results based on your preferences with robust filtering and sorting options
- Access authorization letters directly from your workflow.

Learn from the Experts:

Discover how to tap into these time-saving authorization tools in Essentials. Check out the brief demo video, "**Authorization Request and Follow-up for Molina Providers in Iowa**".

Watch The Demo[6]

Our expert trainers will show you how to submit and follow-up on authorization requests for your Molina members and monitor your request statuses from the dashboard in Essentials.

Please note: you will need the **Authorization and Referral Request** and **Authorization and Referral Inquiry** roles to access the Authorization tools. If you don't have access and/or aren't sure if you need it, contact the Availity Essentials Administrator for your organization.

Payments Solutions

Ensure you are signing up for the **free** ERA/EFT (electronic funds transfer) service. There is **no charge** for EFT with Molina Healthcare of Iowa. To register with ECHO Health, go to EFT/ERA Enrollment Form[9].

Providers can utilize ECHO to search and review remits, and to confirm payment has cleared. It is also useful for year end 1099's. For EFT, bank transactions will read "**HNB – ECHO**" which means "**Huntington National Bank**". If you have any questions, please call ECHO Health at (888) 834-3511 or email edi@echohealthinc.com.

Utilization Management

NEW fax number for requesting a prior authorization: (877) 319-6828

Prior Authorization Imaging and Radiology fax request: Molina Clinical Services, (877) 731-7218

Please note: the below services should be authorized through Molina Clinical Services.

- Molina Clinical Services Advanced Imaging and special test:
  - Advanced imaging (MRI, CT, PET, selected ultrasounds).
  - Cardiac imaging.
- Radiation therapy
- Sleep covered services and related equipment
- Molecular and genomic testing

The Provider Resources - Forms[15] section of Molina Iowa's website features:

Prior Auth Look Up Tool

Universal Prior Auth Forms

Prior Auth Code Lists

Reconsiderations and Appeals

View our 2023 Clinical Practice Guidelines here[16]. Search the Prior Authorization Look Up Tool here[23].

Submitting Claims

We recommend that you submit claims through the **Electronic Data Interchange (EDI)** for efficient processing and payment. Molina Healthcare of Iowa works with **SSI Claimsnet** for all EDI transactions. When submitting your 837 (I & P) files, please use our **Payor ID: MLNIA**.

EDI Claims Submission:

The easiest way to submit EDI claims to Molina Healthcare is through a Clearinghouse. You may submit the EDI claims through your own clearinghouse or use Molina Healthcare's contracted clearinghouse, SSI Claimsnet. If you do not have a Clearinghouse, Molina Healthcare offers additional electronic claims submissions options. Log on to Availity's Provider Portal[17] for additional information about claims submission options available to you. Click here[18] to learn more about EDI.

State Informational Letters

Stay informed and up to date on information, changes, and policies regarding Iowa Medicaid:

Iowa Medicaid publishes provider bulletins called Informational Letters (ILs) that are necessary to clarify and explain new and existing programs and policy. Make sure to subscribe if have not done so already. This is essential to stay in the know on crucial updates and announcements. Sign up here[19].

Meet the Provider Services Team

Molina Healthcare of Iowa currently has eight dedicated provider services representatives under our leadership team. Our health plan has continuous growth and would like to note that our current PSR Map will have slight shifts as expansion occurs. We encourage all providers to get acquainted with their current provider services representative if they have not had the opportunity to do so already. For any general questions, please call the Provider Services Call Center at **(844) 236-1464** or reach out to IAProviderRelations@MolinaHealthcare.com.

Rondine Anderson,
Director – Provider Services

Angela Schmidt,
Manager – Provider Services

Theresa Ellis,
Senior Representative

Kendra Abel,
Senior Representative

Adrian Cain,
Senior Representative

Veronica Smith,
Representative

Elizabeth Erickson,
Representative

Maria Markham,
Representative

Amber Meador,
Representative

Jordan Kohlmeyer,
Representative

To find the representative for your county, check out our map here[4]. Please note: all provider services representatives have a color-coded section on the map. Additionally, there is a legend that contains the break down of cities in Polk County, as well as the major Health Systems unique assignments.

Long-Term Services and Supports (LTSS)

Molina offers specialists to collaborate with case managers and to aid providers and members. If a family caregiver is providing care in combination with provider services, Molina offers caregiver support through TCARE and Trualta.

Our case managers provide coordinated care and support for members, their caregivers, and the clinicians who care for them. Molina Iowa created a map (color coded by county) with direct contacts for you. To view the LTSS Supervisor Map, click here[12].

Behavioral Health (BH) Tools

Molina has published a Behavioral Health Toolkit[20] to walk providers through important tools. This includes many different assessments, screenings, provider education, and much more.

Integrated Health Homes (IHH) Office Hour

Molina IHH Office Hours take place every Thursday at 10:00 AM CST. This is led by Molina's IHH leadership team and has Provider Services support on every call. Please click this Microsoft Teams link to join at that time: IHH Office Hours[21].

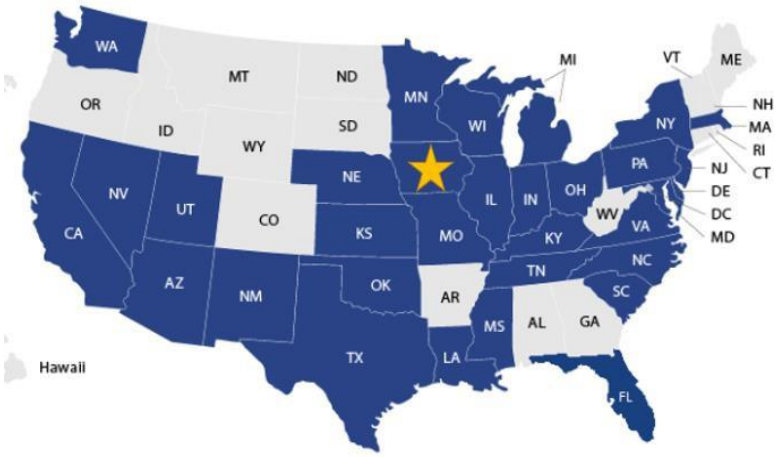
Provider Education

Molina has several resources to walk providers through important educational materials. The Provider Orientation 2023[13] is a general Molina Iowa overview that covers many departments and functions, with many resources and visuals. Availity Essentials Training and Education[15] is highly recommended for providers that want all training on our provider portal functions. This site will direct you to all live and recorded webinar trainings on various topics!

Molina Healthcare of Iowa Partners

Molina Iowa's Vision Partner

MARCH Vision Care



Molina Healthcare of Iowa partners with **MARCH Vision Care** for all Iowa members:

For any questions about MARCH Vision:

Email: MarchInfo@MarchVisionCare.com

Call: (844) 49-MARCH or (844) 496-2724
Hours of Operation: 8:00 A.M. – 5:00 P.M. CST

To learn more, visit:
https://www.marchvisioncare.com/

StationMD

StationMD is now live for Molina Iowa members. This is intended for Individuals with Intellectual and Developmental Disabilities (I/DD). **82.2%** of **StationMD** patients have their medical needs resolved virtually utilizing this service, which reduces stress on caregivers and costs associated with unnecessary emergency room visits / hospital admissions. To learn more, view the StationMD Webinar[14] on our Molina Iowa provider website, or visit https://stationmd.com/.

Access2Care

Molina Healthcare of Iowa has partnered with **Access2Care** to provide **FREE** non-emergency transportation to ensure that our members can get to their scheduled visits. This includes unlimited round-trip or one-way trips for covered, medically necessary services each calendar year. Members should call 2 business days in advance of an appointment to schedule a free ride. Call **(844) 544-1389** to schedule a ride. For more information, visit:
https://www.access2care.net

Iowa - Customer Support email: iaevv@carebridgehealth.com

Customer Support: (844) 343-3653

Caregiver IVR: (515) 489-4787

Member IVR: (515) 800-2537

For Molina Iowa's Electronic Visit Verification (EVV) vendor, we are partnered with **CareBridge**. The **Carebridge** EVV platform can be utilized for managing service authorizations, scheduling, visit validation, claiming and reports for providers and payers. They also provide data aggregation on all visits provided to persons receiving EVV-required services. To learn more, visit https://www.carebridgehealth.com/iaevv.

Communications

Molina Healthcare of Iowa will post quarterly Provider Newsletters here[1]. Our communications are a great way for providers to receive helpful information, education, important updates, and more! Sign up for email communications by clicking here[5]. Please note that Molina Healthcare of Iowa has partnered with **ConstantContact**, and all general provider notices and email blast will be sent to the provider emails on file moving forward. Please Accept and Allow this sender to receive communications. If you are having difficulty with any website resources, or have general questions about communications, please contact Tiffany Verhey, Health Plan Communications Specialist, at Tiffany.Verhey@MolinaHealthcare.com.

Redetermination

Medicaid members will go through a redetermination process during the 12-month unwinding period to determine if they are still eligible for any Medicaid program(s). This includes members who have not had a redetermination in the last 12 months and those who have been deemed ineligible but whose coverage is being maintained. It is critical that Iowa Medicaid members have up-to-date contact information and mailing addresses. We are asking for your support and partnership in educating Medicaid members on the recertification process.

How can you help?

- Remind patients to update their contact information with Iowa Department of Health and Human Services (HHS);
- tell patients to watch their mail for a renewal letter; and
- share redetermination communication with patients.

If you need assistance, please email Molina at HealthPlanRenewals@MolinaHealthcare.com or call us at **(844) 236-2491.**

Resources / Website Links:

[1] https://www.molinahealthcare.com/providers/ia/medicaid/communications/newsletters.aspx
[2] https://www.molinahealthcare.com/IA
[3] https://www.molinahealthcare.com/IA
[4] https://www.molinahealthcare.com/providers/ia/medicaid/network/-/media/Molina/PublicWebsite/PDF/Providers/ia/2023/PWS%20Provider%20Rep%20Map_June%202023
[5] https://lp.constantcontactpages.com/su/7zfntfj/MolinaSignUp
[6] https://apps.availity.com/public/apps/home/?j=1311130&sfmc_sub=284401706&l=9331_HTML&u=73606061&mid=7241496&jb=1001#!/newPage?appUrl=%2Fweb%2Fspc%2Fdisclaimers%2F%23%2Fsubmit%3FtermsAgreed%3Dtrue%26type%3Dsaml%26ssoId%3Dhq1Vz0983R%26redirectPath%3D%252Fsaml%252Finit%253Fredirect_uri%253D%252Fcatalog%252Fcourses%252F3348754
[7] https://www.molinahealthcare.com/providers/ia/medicaid/resources/-/media/Molina/PublicWebsite/PDF/Providers/ia/2023/IA%20Molina%20Healthcare%20Provider%20Manual%20050123%20FINAL
[8] https://www.molinahealthcare.com/providers/ia/medicaid/communications/-/media/Molina/PublicWebsite/PDF/Providers/ia/2023/Molina%20IA%20Claims%20and%20Billing%20Guide%202023_remediated_508c
[9] https://enrollments.echohealthinc.com/EFTERAInvitation.aspx?tp=MDAzMDg=
[10] https://www.molinahealthcare.com/providers/ia/medicaid/communications/-/media/Molina/PublicWebsite/PDF/Providers/ia/May_2023_Core_Function_Flyer_FINAL_508c
[11] https://www.molinahealthcare.com/providers/ia/medicaid/communications/-/media/Molina/PublicWebsite/PDF/Providers/ia/2023/Provider%20Reference%20Card_MolinaIA_2023_508c
[12] https://www.molinahealthcare.com/providers/ia/medicaid/communications/-/media/Molina/PublicWebsite/PDF/Providers/ia/2023/LTSS%20Supervisor%20Map_508c
[13] https://www.molinahealthcare.com/providers/ia/medicaid/communications/-/media/Molina/PublicWebsite/PDF/Providers/ia/Provider_Orientation_2023_060123
[14] https://www.molinahealthcare.com/providers/ia/medicaid/communications/-/media/Molina/PublicWebsite/PDF/Providers/ia/2023/About%20StationMD-MolinaIA%202023_508c
[15] https://www.molinahealthcare.com/providers/ia/medicaid/resources/forms.aspx
[16] https://www.molinahealthcare.com/providers/ia/medicaid/health/clinical.aspx
[17] https://availity.com/Essentials
[18] https://www.molinahealthcare.com/providers/ia/medicaid/claims/edi.aspx
[19] https://secureapp.dhs.state.ia.us/IMPA/Information/Bulletins.aspx
[20] https://www.molinahealthcare.com/providers/ia/medicaid/resources/bh_toolkit/home.aspx%2021
[21] https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F_%23%2Fl%2Fmeetup-join%2F19%3Ameeting_NWNiODk2NGMtMjYyMC00NDhjLTk2OTktMmQxNDExMzA5ZDY0%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%25225e625f8d-0b53-4f56-9e46-19fa14bb2e5c%2522%252c%2522Oid%2522%253a%2522a53bc372-e0a6-49e9-9272-2f1e98b5eba5%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=7a4e4a9b-c0b0-414c-8523-5c9853c1a9b7&directDl=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true
[22] https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDAsInVyaSI6ImJwMjpjbGljayIsInVybCI6Imh0dHBzOi8vc2VjdXJlYXBwLmRocy5zdGF0ZS5pYS5lcy9JTVBBL0luZm9ybWF0aW9uL1ZpZXdEb2N1bWVudC5hc3B4P3V0bV9tZWRpdW09ZW1haWwmdXRtX3NvdXJjZT1nb3ZkZWxpdmVyeSZ2aWV3ZG9jdW1lbnQ9ZmNmZjk1ZDAtNmQ5MC00MjBmLWI5YmUtOTQ2MzdjYjQzYjE2IiwiYnVsbGV0aW5faWQiOiIyMDIzMDkxNS44MjY3MDQ0MSJ9.aD9b5TDpZol3f9b3Wcd-qkOyfuYQsqY8NZsaVw_tY5c/s/2984901960/br/226034214157-l
[23] https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx