

PROVIDER NEWSLETTER

A Newsletter for Molina Healthcare of Illinois Providers

Third Quarter 2021



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Transition to Availity Portal Proceeding

Have You Registered With Availity Yet?

Molina Healthcare of Illinois (Molina) is available on Availity Portal as your one-stop shop for information from and transactions with Molina (and other participating payers). The transition to Availity continues, so it’s important that you register.

Get to Know Availity

Are you new to the Availity Portal? Lay the groundwork with a 30-minute introductory webinar. The Availity staff will show you and your administrators how to launch your organization’s [free Availity Portal account](#).



Once your organization is registered and your account is set up, you can sign up for Molina-specific training in the [Availity Learning Center](#). In [Availity Portal](#), select **Help & Training > Get Trained > Sessions**.

Get your organization started at availity.com/molinahealthcare. If you need assistance, contact the Availity Help Desk at **(800) 282-4548**.

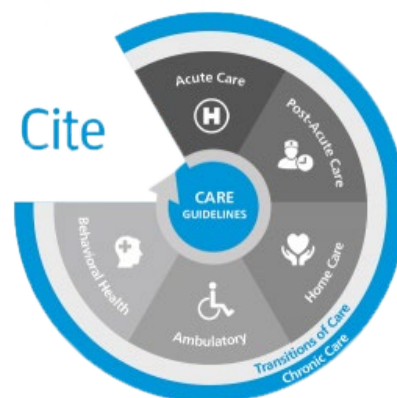
MCG Transparency

Molina has partnered with MCG Health to implement Cite for Care Guideline Transparency. Effective July 8, 2021, you can access this feature through the [Molina Provider Portal](#) and [Molina's Availity Provider Portal](#). (See page 1 for information about Availity Portal.)

With MCG for Cite Guideline Transparency, Molina's Utilization Management and Clinical teams can share clinical indications with providers. The tool is a secure extension of Molina's existing MCG resource and helps meet regulations around transparency for care delivery.

Some benefits include:

- **Transparency**—Delivers industry-leading medical determination transparency.
- **Access**—to MCG clinical evidence that payers use to support member care decisions.
- **Security**—Ensures easy and flexible access via secure web access.



These guides will show you how to access the MCG feature:

[MCG Quick Reference Guide—Molina Provider Portal](#).

[MCG Quick Reference Guide—Molina's Availity Provider Portal](#).

MCG Cite for Care Guideline Transparency will **not** affect your process for notifying Molina of admissions or for seeking Prior Authorization approval.

You're Not Seeing Things

MHIL now has a new partner for routine vision services: Avēsis Vision (Avēsis.com), which has been our provider partner for the dental care of our members since 2013.

Benefits will remain the same for members. Through Avēsis, Molina will cover basic/routine vision care, including vision exams, a selection of eyeglasses (frames and lenses), diabetic retinal exams, and glaucoma screening. Members don't need Prior Authorization or referrals to schedule an appointment.

Avēsis Call Center

The phone numbers members use for Avēsis will also remain the same. Now they will cover both dental and vision services:

- **Medicaid (866) 857-8124**
- **MMP (855) 704-0433**



Providers may also use these numbers to help book eyecare appointments for members; simply select "provider" at the first prompt.

Avēsis Vision began taking calls for Molina member appointments on Monday, August 2.

Join the Network

We encourage eyecare providers to contract with Avēsis as we continually strive to prevent any service disruptions or gaps in care.

Start the process on [Avēsis' Provider Contracting page](#). Contact Avēsis Provider Services at EyeCareServicesCredentialing@avesis.com or **(855) 214-6777**.

eviCore Separation Coming September 1

Effective **September 1, 2021**, Prior Authorization (PA) requests and medical coverage appeals that are currently being submitted through eviCore healthcare (eviCore) will transition back to Molina Healthcare. This change will apply to all Molina lines of business.



This will impact PAs and appeals for specialized services. Also, certain codes will no longer require Prior Authorization. Providers should **always** check Molina's online tools to verify PA requirements.

Sending Auths On and After September 1

Prior Authorization requests should be submitted through the Provider Portal or by using the appropriate fax number for the request type as listed in the [Prior Authorization Pre-Service Review Guide](#). The Portal is the preferred method.

[This provider memo has all the details you need.](#)

Molina and PsychHub Partner for Mental Health Resources

Good behavioral/mental health is important for everyone, and Molina is committed to doing all we can to support mental well-being for all. Through our coalition partnership with PsychHub, Molina offers providers and members access to the Mental Wellbeing Resource Hub.

This free library of resources helps address mental health issues during the COVID-19 pandemic and beyond. Members and providers can search for resources by keyword, topic, and audience.

Access the Mental Wellbeing Resources Hub at psychhub.com/initiatives/resource-hub/.



Mental Health Ally Certification (MHAC) Program

PsychHub and Molina also offer free continuing-education credits, Mental Health Ally Certifications (MHAC), and additional learning opportunities to in-network providers. The MHAC Library offers micro-certification tracks focused on critical topics like mental health competency foundations, substance use awareness, safety planning, diversity, and motivational interviewing basics.

The MHAC is made up of eight one-hour, self-paced modules that can be taken in any order, as well as supplemental videos, podcasts, and downloadable PDF files. This certification program is available to all providers/provider offices, and is highly recommended for strengthening knowledge and competency of behavioral health issues.



To access Learning Hub resources, go to lms.psychhub.com and create an account by clicking Log In. Click the Dashboard button on the navigation toolbar and select Join Cohort with Code. Use this provider Cohort Code: **sGDcuXXmQXZEGsu** (copy and paste).

New Quality Program for Remainder of 2021

2021 Postpartum Care Facility Incentive Program

Molina is committed to delivering high-quality care and services to our members, and we are pleased to introduce an Incentive Program supporting the care of new mothers of our youngest members.

OB-GYN practitioners, or other prenatal care practitioners including PCPs, are encouraged to schedule a postpartum visit with female members between seven (7) and 84 days after delivery. To qualify for the \$400 bonus, you **must** submit medical record documentation that includes the date the postpartum visit occurred, along with specific care provided by your hospital/facility.



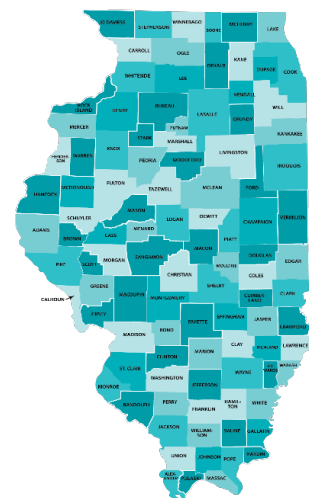
Reference this [2021 PPC Quality Program flier](#) for complete details. It is **critical** for providers to use the correct procedural and diagnosis codes when filing the claim in order to receive the incentives.

You should also refer to Molina’s full postpartum care measure and coding guidance located in the [Molina Provider Portal](#). Log in, select Forms from the menu, and scroll down to the PPC Follow-Up link. The PDF will open in your browser.

The 2021 Postpartum Care Facility Incentive Program is for deliveries that occur between August 1, 2021, and December 31, 2021. Payments are in addition to other Molina Incentive Programs. Molina reserves the right to modify this program.

MMP/Duals Plan Is Now Statewide—Are You Contracted?

The state of Illinois has expanded the Medicare-Medicaid Program (MMP) to all 102 counties, effective July 1, 2021, and Molina can now provide MMP coverage to members statewide. **Important:** Providers participating in Molina Medicaid are **not** automatically contracted for MMP. Now is the time to join our MMP provider network.



Why Choose Molina?

- Molina is a leader in quality, with the majority of our health plans—including Illinois—accredited and rated by the National Committee for Quality Assurance (NCQA).
- Molina is ranked 155 in the [2021 Fortune 500](#).
- Molina is one of the top 10 health insurance companies in the country, according to [Insurance Business America](#).
- Molina gives you a dedicated [Provider Network Manager](#), your liaison to our programs and services.
- Molina’s Helping Hands employee volunteer program and the [MolinaCares Accord](#) are committed to giving back to support the communities we serve.

Molina Healthcare serves the diverse health care needs of more than 4.3 million members across the nation through licensed, quality-focused health plans.

How Do I Participate in MMP?

Many of our provider partners have already entered into an MMP contract with Molina, and we encourage all providers to participate. We continue to secure contracts in every county so that we can offer our provider network to all Illinois members.

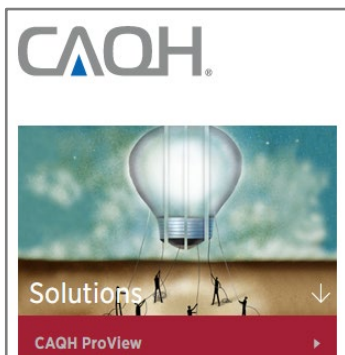
If you are not an MMP provider yet, please visit the [Join Our Network page](#) to get started. It all begins with a [Provider Contract Request Form](#). Your Provider Network Manager can also assist you in this process.

Note: Medicaid providers are **not** automatically contracted for MMP. Also, MMP providers **must** be registered with the Illinois Department of Healthcare and Family Services (HFS).

Thank you to all of our provider partners who have contracted with us to support this expansion.

CAQH® Online Credentialing

Molina understands the scope of administrative duties performed by providers and their office staff. We therefore partner with organizations to help you perform these tasks more efficiently, so you can get back to the business of improving the health of your patients/our members.



Molina manages three lines of business in Illinois: Medicaid, MMP (Duals), and Marketplace (coming in 2022).

- **Medicaid** providers need not complete the credentialing process.
- **MMP** providers not enrolled with the Illinois Department of Healthcare and Family Services (HFS) **must** complete the credentialing process.
- **Marketplace** providers **must** complete the credentialing process.*

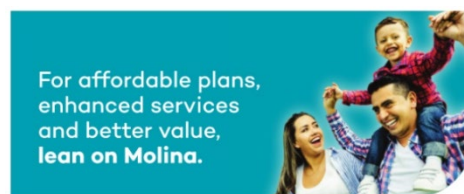
Refer to the [CAQH® Online Credentialing System—FAQ](#) on Molina's website for full details.

*HERAP providers (Hospitalist, Emergency Medicine, Radiology, Anesthesiology, and Pathology) do **not** need credentialing for Marketplace.

Molina In the Marketplace

Molina Healthcare of Illinois will be joining the Marketplace on January 1, 2022—**are you contracted and credentialed yet?**

Visit [CAQH® online](#) and use the ProView credentialing process (see below). Click here for Molina's [CAQH FAQ Info Sheet](#). Call your Provider Network Manager for assistance, or email the team at MHILProviderNetworkManagement@MolinaHealthcare.com.



New-and-Improved IAMHP Roster Template

Molina is sharing improvements made to the IAMHP Roster template, including additional columns and expanded fields.



Column B: You can provide details about updates to your facility/practice, such as locations, terminations, additions, hours, etc. Example: If you indicate a term, add clarification in Column B (i.e., is this a term from a service location or will your provider be fully terming from your practice?). All tabs in the template reflect this change.

Columns X, Y, Z: These grouped columns allow group/facility providers to identify themselves as eligible for, or participating in, the Business Enterprise Program (BEP), Women Business Enterprises (WBE), Minority Business Enterprises (MBE), Women Minority Business Enterprises (WMBE), and People with Disabilities Business Enterprises (PBE) should check “Y” for yes where appropriate. This change is for the Group tab only.

All providers should begin using the new template immediately. Rosters submitted to Molina using the old template will still be accepted for a limited time.

Get the Updated Roster Template

Providers should download the updated template from the Molina website. Go to the [Frequently Used Forms page](#), under the header [Contracting & Provider Forms](#). Scroll down to Universal IAMHP Roster Template (download) for the Excel file.

You will still submit your completed roster to the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com.

New Provider Online Directory

Molina Is Getting a New Provider Online Directory (POD)—The New Tool Launches This Summer!

Molina is committed to improving your online experience. The new POD enhances search functionality so information is available quickly and easily.

Key benefits of Molina’s new Provider Online Directory are:

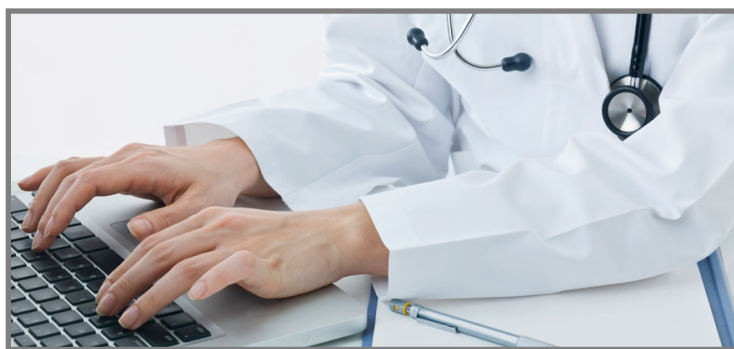
- **Easy to Use**—User-friendly, intuitive navigation.
- **Saves Time**—Provider profile cards for quick access to information.
- **Simple Searches**—Browse by category and search bar.
- **More Options**—Expanded search options and filtering.
- **Save Favorites**—Enables members to easily save provider information.



Please check regularly to make sure your provider information is correct. This allows Molina to accurately generate provider directories, process claims, and communicate with you—our network.

Note: Providers must notify Molina in writing **at least 30 days** in advance of changes. Changes should be submitted on the [Provider Information Update Form](#) found on the provider website MolinaHealthcare.com on the [Frequently Used Forms page](#) under the header Contracting and Provider Forms.

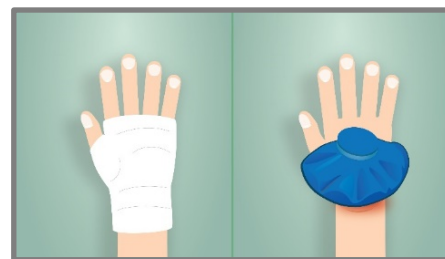
Is Your Authorization Request Truly Urgent?



Molina renders decisions on Prior Authorization requests as quickly as the member's health requires. In accordance with the Centers for Medicare & Medicaid Services (CMS) and state guidelines, providers may submit expedited or urgent requests **only when standard timelines could seriously jeopardize a member's life or health.**

When submitting Prior Authorization requests, remember:

- An urgent/expedited service request designation should be used **only** when “applying the standard time for making a determination could seriously jeopardize the life or health of the enrollee or the enrollee’s ability to regain maximum function.” When submitting requests that don’t fulfill this definition, please mark them **elective/routine** on the Molina Prior Authorization Request form.
- By requesting an expedited/urgent authorization, providers are asking Molina to make a decision within mandated time frames of hours rather than days. Therefore, the provider or provider’s office staff **must** be available to answer any potential questions about the request in a timely manner.
- Submit **all** necessary information with the request. Failure to do so will require Molina to ask for additional information, which could delay the decision. If Molina requests more information, providers should respond immediately to allow Molina to render a decision within the mandated expedited time frame.
- Molina will provide Prior Authorization notification and decisions in accordance with CMS and/or any state guidelines, which may include verbal and written decisions.



Naloxone Saves Lives!

On July 23, 2020, the Food and Drug Administration (FDA) issued updated recommendations regarding the use and availability of naloxone: Health care professionals should consider prescribing naloxone to patients taking opioid pain medicine who are at increased risk of

opioid overdose, and discuss the accessibility of naloxone both when beginning and renewing treatment.

Furthermore, health care professionals should consider prescribing naloxone to at-risk patients who are not receiving a prescription for an opioid pain reliever or medicine to treat opioid use disorder (OUD).



Patients considered **high risk** include those prescribed opioids who:

- Receive a dosage of 50 morphine milligram equivalents (MME) per day or greater.
- Receive opioids with concurrent benzodiazepine (regardless of opioid dose).
- Have a history of overdose.
- Have a history of substance use disorder.

If your patients are considered **high risk**, please consider submitting a prescription to their pharmacy for one of these preferred naloxone products:

Preferred Naloxone Products

- Naloxone Solution Prefilled Syringe For Injection 2MG/2ML
- Narcan Nasal Spray 4MG

Important: Members and their friends and family must learn how to use it, store it in an easily accessible place, and inform family and friends where it is located.

Cultural Competency Resources for Providers and Office Staff



Molina Healthcare is committed to being a culturally competent organization. We support and adhere to the [National Standards for Culturally and Linguistically Appropriate Services \(CLAS\) in Health and Health Care](#) as established by the Office of Minority Health.

We also work to maintain NCQA's [Multicultural Health Care Distinction](#). Cultural and linguistic competency is the ability to provide respectful and responsive care to members with diverse values, beliefs, and

behaviors, including tailoring health care delivery to meet members' social, cultural, and linguistic needs.

Resources for Your Office and Staff

Building Culturally Competent Health Care: Training for Providers and Staff

Cultural competency can positively impact a patient's health care experience and outcome. Molina offers a series of five short Cultural Competency Training videos for providers and staff on the [Culturally and Linguistically Appropriate Resources/Disability Resources](#) page under the Health Resources tab at MolinaHealthcare.com. Training topics are:

- **Module 1: Introduction to Cultural Competency**
- **Module 2: Health Disparities**
- **Module 3: Specific Population Focus – Seniors and Persons with Disabilities**
- **Module 4: Specific Population Focus – LGBTQ and Immigrants/Refugees**
- **Module 5: Becoming Culturally Competent**

The videos range from five to 10 minutes each. You may participate in any or all five training modules, depending on topics of interest.

Americans with Disabilities Act (ADA) Resources: Provider Education Series

A series of provider education materials related to disabilities is available to providers and office staff on Molina's website. Visit Molina's [Culturally and Linguistically Appropriate Resources/Disability Resources](#) page under the Health Resources tab at MolinaHealthcare.com.

Molina's Provider Education Series – Disability Resources Educational Materials

- American with Disabilities Act (ADA):
 - Introduction to the ADA and Q&A for health care providers.
- Members Who Are Blind or Have Low Vision:
 - How to get information in alternate formats such as Braille, large font, audio, or other formats.
- Service Animals:
 - Examples of tasks performed by a service animal, inquiries you can make regarding service animals, and exclusions or other specific rules.
- Tips for Communicating with People with Disabilities & Seniors:
 - Communicating with individuals who are blind/visually impaired, deaf/hard of hearing, with mobility impairments, speech impairments, and communicating with seniors.

Molina's Language Access Services

Accurate communication strengthens mutual understanding of illness and treatment, increases patient satisfaction, and improves the quality of health care. Providing language access services is a legal requirement for health care systems that receive federal funds; a member **cannot** be refused services due to language barriers. When needed, Molina provides the following services to members at no cost:

- Written material in other formats (i.e., large print, audio, accessible electronic formats, Braille, etc.)
- Written material translated into languages other than English
- Oral and sign language interpreter services
- Relay service (711)
- Bilingual/bicultural staff
- 24-Hour Nurse Advice Line



Nurse Advice Line (HEALTHLINE) 24 hours per day, 365 days per year	
English Phone - (888) 275-8750	English TTY – (888) 735-2929
Spanish Phone - (866) 648-3537	Spanish TTY – (866) 833-4703

In many cases, Molina will also cover the cost for a language or sign language interpreter for our members' medical appointments. Molina members and providers are instructed to call the Member and Provider Contact Center at **(855) 687-7861** to schedule interpreter services or to connect to a telephonic interpreter.

Also, Molina's materials are always written in plain language and at required reading levels. For additional information on Molina's language access services or cultural competency resources, contact Provider Network Management or visit MolinaHealthcare.com.

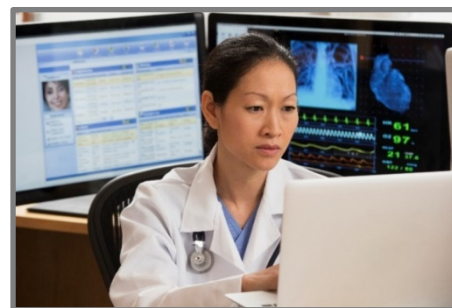
Submitting Electronic Data Interchange (EDI) Claims

Submitting claims electronically through clearinghouses or Molina's Provider Portal offers many advantages, including:

- Improved HIPAA compliance.
- Reduced operational costs associated with paper claims (printing, postage, etc.).
- Increased accuracy of data and efficient information delivery.
- Fewer claim delays since errors can be corrected and resubmitted electronically.
- Claims reach Molina faster, so we respond faster.

How to Submit EDI Claims

A clearinghouse is the easiest way to submit EDI claims to Molina. You can use Molina's contracted clearinghouse, Change Healthcare, or a clearinghouse of your choice. If you do not have a clearinghouse, Molina offers additional options for electronic claims submissions. Log onto Molina's Provider Portal at provider.Molinahealthcare.com for information.



FAQs

- **Can I submit COB claims electronically?**
 - Yes, Molina and our connected clearinghouses fully support electronic COB.
- **Do I need to submit a certain volume of claims to send EDI?**
 - No, any number of claims via EDI saves both time and money.
- **Which clearinghouses are currently available to submit EDI claims to Molina?**
 - Molina Healthcare uses Change Healthcare as our channel partner for EDI claims. You may use the clearinghouse of your choice.
- **What claims transactions are currently accepted for EDI transmission?**
 - 837P (Professional claims) and 837I (Institutional claims).
 - 270/271 (Health Care Eligibility Benefit Inquiry and Response).
 - 278 (Health Care Services Review - Request for Review and Response).
 - 276/277 (Health Care Claim Status Request and Response).
 - 835 (Health Care Claim Payment/Advice).
- **What is Molina's Payer ID?**
 - Molina Healthcare of Illinois' Payer ID is **20934**.
- **What if I still have questions?**
 - More information is available at Molinahealthcare.com under the EDI tab.

Electronic Funds Transfer (EFT)

Molina has partnered with our payment vendor, ProviderNet, for Electronic Funds Transfer and Electronic Remittance Advice. Access to the ProviderNet portal is **free** to providers, and we encourage you to register after receiving your first check from Molina.

New ProviderNet User Registration:

1. Go to <https://providernet.adminisource.com>
2. Click "Register"
3. Accept the Terms
4. Verify your information
 - a. Select Molina Healthcare from Payers list
 - b. Enter your primary NPI
 - c. Enter your primary Tax ID
 - d. Enter recent claim and/or check number associated with this Tax ID and Molina Healthcare
5. Enter your User Account Information
 - a. Use your email address as user name
 - b. Strong passwords are enforced (8 or more characters consisting of letters/numbers)
6. Verify: contact information; bank account information; payment address
 - a. Note: Any changes to payment address may interrupt the EFT process.
 - b. Add any additional payment addresses, accounts, and Tax IDs once you have logged in.

If you are associated with a Clearinghouse:

1. Go to "Connectivity" and click the "Clearinghouses" tab
2. Select the Tax ID for which this clearinghouse applies
3. Select a Clearinghouse (if applicable, enter your Trading Partner ID)
4. Select the File Types you would like to send to this clearinghouse and click "Save"

If you are a registered ProviderNet user:

1. Log in to ProviderNet and click "Provider Info"
2. Click "Add Payer" and select Molina Healthcare from the Payers list
3. Enter recent check number associated with your primary Tax ID and Molina Healthcare

BENEFITS

- Administrative rights to sign-up/manage your own EFT Account
- Ability to associate new providers within your organization to receive EFT/835s
- View/print/save PDF versions of your Explanation of Payment (EOP)
- Historical EOP search by various methods (i.e. Claim Number, Member Name)
- Ability to route files to your ftp and/or associated Clearinghouse

If a provider has questions regarding the actual registration process, they can contact ProviderNet at: (877) 389-1160 or email: wco.provider.registration@changehealthcare.com.

Note: Please register for EFT for **all** Molina lines of business.

MHIL Community Outreach Highlight

Food Distribution Event In Franklin County

Molina and MolinaCares Accord partnered with Sen. Dale Fowler's Office, Crosswalk Community Action Agency, and Ameren on June 23 to create a Drive-Thru Food Distribution Event for the residents of West Frankfort and Franklin County. The St. Louis Area Food Bank donated food, Molina donated reusable grocery bags, and Ameren of Illinois donated LED lightbulbs.

We distributed fresh produce, shelf-stable items, orange juice, and bulbs on a first-come, first-served basis to over 200 families in need. Volunteers distributed all bags within 35 minutes! Molina's Erin McNamara-Stafford documented setup with some photos.



You're Invited!

Molina invites you to partner with us on events like this. Contact Tammy Lackland to get the ball rolling!

Tammy.Lackland@MolinaHealthcare.com