

# Provider Services

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May 2023

# Updates and Reminders

## DentaQuest New Dental Vendor May 1<sup>st</sup>

- Effective May 1, 2023, Passport by Molina Healthcare's dental administrator for Medicaid and CHIP Dental Programs changed to **DentaQuest**.
- DentaQuest will pay non-participating providers for 90 days. After that time claims will be denied as out of network. To prevent claim denials, we encourage you to contact DentaQuest at your earliest convenience.
  - If you **have** a current provider agreement with DentaQuest of Kentucky, LLC, you will be receiving a notification and amendment to your existing agreement for DentaQuest Medicaid and CHIP. Please respond to the letter within 30 calendar days from the date of the notice.
  - If you **do not have** a current DentaQuest of Kentucky contract and would like more information to continue providing services to our members, please reach out to the network team at [KentuckyProviders@DentaQuest.com](mailto:KentuckyProviders@DentaQuest.com).

# Updates and Reminders

## Passport Utilizes Milliman Care Guidelines (MCG) for Medical Necessity Reviews

Access this feature within the Molina Legacy Portal access via single sign on from Availity Essentials ([www.Availity.com](http://www.Availity.com)).

Benefits include, but are not limited to:

- Delivering industry-leading medical determination transparency
- Providing access to MCG clinical evidence payers use to support member care decisions
- Ensuring easy and flexible access via secure web access

MCG Cite for Care Guideline Transparency does not affect your process for notifying Passport of admissions or seeking prior authorization approval.

To access the previously released eNews announcing the MCG partnership, click [here](#).

To learn more about MCG, visit [www.mcg.com](http://www.mcg.com) or contact (888) 464-4746.

# Updates and Reminders

## Cabenuva ER Suspension Notice

Effective June 1, 2023, Kentucky Medicaid will reimburse the drug **Cabenuva** ONLY through the MEDICAL benefit.

For service dates after June 1, 2023

- If a member is enrolled in an MCO, Prior Authorization must be sought through the applicable MCO's Medical benefit.
- If a member is not enrolled in an MCO (i.e., fee for service), please bill via the Department of Medicaid Service's MEDICAL benefit.

Medical prior authorization requests may be submitted via the following methods:

- Online at [www.Availity.com](http://www.Availity.com)
- Medical PA Fax: (833) 454-0641
- [Pre-Service Review Guide and Request Form](#)

# Updates and Reminders

## 2023 Model of Care Training for Medicare Providers Now Available

- Passport along with the Centers for Medicare and Medicaid Services require all medical providers contracted with Passport Advantage (DSNP) and Passport Medicare Choice (MAPD) complete the annual Model of Care training. We offer both virtual and in person trainings.
- Virtual Training
  - Training is available on our website or by accessing the below quick links. Please be sure to complete the attestation at the end of the training to ensure your office receives credit.
    - [Model of Care Provider Training Quick Reference Guide](#)
    - [Model of Care Provider Training](#)
    - [Model of Care Attestation](#)
- In Person Training
  - You may request an in-person or virtual Model of Care training for your office by contacting your Provider Services Representative.
- Completed Attestation(s) can be submitted via email to [PassportAdvantage.AnnualTraining@molinahealthcare.com](mailto:PassportAdvantage.AnnualTraining@molinahealthcare.com) or faxed to (502) 585-6060.

# Updates and Reminders

## HEDIS Tip Sheets

New 2023 HEDIS Tips Sheets are now available on the [Availity Portal](#), under the Resources tab.

These tips sheets reflect the 2023 NCQA HEDIS changes.

New HEDIS measures for 2023:

- Topical Fluoride for Children (TFC)
- Oral Evaluation, Dental Services (OED)
- Deprescribing of Benzodiazepines in Older Adults (DBO)
- Emergency Department Visits for Hypoglycemia in Older Adults with Diabetes (EDH)
- Cervical Cancer Screening (CCS-E)
- Social Need Screening and Intervention (SNS-E)

# DMS Provider Forums are Back

Medicaid recently announced the return of Managed Care Organization Provider forums in the commonwealth!

In the past these forums played key role in building relationships with over 60,000 Medicaid providers across Kentucky.

As valued members of the Medicaid community, Passport and DMS encourage you and members of your office staff to attend the Medicaid Reconnect Tour.

[Register Here](#)

Date	Location
Tuesday, May 9	Hilton, Florence, KY
Wednesday, May 10	Capital Plaza Hotel, Frankfort, KY
Thursday, May 18	Center for Rural Development, Somerset

# Availity Essentials Trainings

We know you've been busy so we're offering a few more training opportunities to fit with your schedule. Join Availity and Molina for Availity Essentials Provider Portal Overview for Molina Healthcare Providers on these dates.

- Tuesday, May 9 @ 2:00-3:15 p.m. ET
- Thursday, May 25 @ 3:00 p.m. - 4:15 p.m. ET
- Wednesday, June 7 @ 12:00 p.m. - 1:15 p.m. ET
- Friday, June 23 @ 10:00 a.m. - 11:15 a.m. ET

We'll show you how to work with Molina on Availity and access popular Single Sign On (SSO) capabilities. Here's a preview of what you'll learn:

- View and submit claims
- Upload supporting documentation using the Send Attachments feature
- Directly message Molina Healthcare from within the Claim Status and E&B transactions
- Access these SSO capabilities through Molina's Payer Space: Appeals/Correct Claims, Authorizations, Member Roster, HEDIS® Profile, and Reports



# Redetermination

Our plans to partner with members for redetermination:

- Our Growth and Community Engagement team is outreaching to members and community-based organizations statewide.
- We're hosting monthly community-based organization hybrid (in person and virtual) education sessions at all five of our One Stop Help Centers (OSHC) to accommodate recertification dates.
- During any and all local coalition, councils, and committee meetings we are educating members
- Email communications with CBOs to provide updated resources and education.
- Educational materials distributed at targeted community events and sponsorship opportunities
- Exploring the possibility of having KY Growth and Community Engagement staff onsite at the OSHC to do outbound calls, utilizing member rosters that align with member expiration date

# Appendix - April eNews



[Class 1 FreeStyle Libre Recall](#)



[2023 Evidence-Based Practices Survey for Behavioral Health Providers](#)



[DMS Offering Medicaid Unwinding Provider Webinar](#)



[2023 Model of Care Training for Medicare Providers Now Available –  
MEDICARE](#)



[Cabenuva ER Suspension Notice](#)

## Appendix - Resources

- Provider Contact Center (800) 578-0775
- Contracting Inquiries [KY\\_Contract\\_Management@MolinaHealthCare.com](mailto:KY_Contract_Management@MolinaHealthCare.com)
- Credentialing Inquiries [Contracting@passporthealthplan.com](mailto:Contracting@passporthealthplan.com)
- Appeals and Grievances [MHK\\_Provider\\_GnA@passporthealthplan.com](mailto:MHK_Provider_GnA@passporthealthplan.com)
- Dental Inquiries [www.avesis.com](http://www.avesis.com)
- Vision Inquiries [www.marchvisioncare.com](http://www.marchvisioncare.com)
- Pharmaceutical Inquiries <http://kyportal.medimpact.com>

# Appendix - Online Tools

[Provider Manual](#)

[Quick Reference Guide](#)

[Prior Authorization Look-up Tool](#)

[eNews](#)

[Provider Portal: Availity](#)

[Passport Advantage](#)

[Marketplace](#)

[KHIE](#)