

# Provider Services

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April 2024

# Reminder: Optum- Change Healthcare (CHC) Outage

Providers utilizing CHC to submit claims to Passport prior to this outage may now do so via our alternate established connection with SSI Claimsnet, LLC (“SSI Group”) clearinghouse or another clearinghouse of their choice. Our Availity Essentials provider portal solution was not impacted by this outage and remains available as another option to key-in claims for submission.

- Providers can register with SSI Group for claim submission via Claimsnet’s Provider Registration Form located online at: <https://products3.ssigroup.com/ProviderRegistration/register>
- Providers can register with Availity Essentials to key-in claims for submission at: <https://www.availity.com/molinahealthcare>

During this transition, we encourage all our providers submitting paper claims to explore our electronic submission options. For the most up to date information on this situation visit our [website](#). Please reach out to our dedicated contact center who can assist providers impacted by the CHC outage, **(844) 548-7684**.

Below are the communications we’ve sent regarding the Change Healthcare outage that occurred on 2/21/24

- Link to pop alert on website: <https://www.molinahealthcare.com/meetmolina/outage-passport>
- eNews 2/27 - [Change Healthcare Outage 2/27](#)
- eNews 2/29 - [Change Healthcare Outage 2nd Notification](#)
- eNews 3/11 - [Change Healthcare Outage 3rd Notification](#)
- eNews 3/18 – [Change Healthcare Outage 4<sup>th</sup> Notification](#)



# Reminder: Electronic Visit Verification

Electronic visit verification (EVV) is an electronic system providers will use to record information when delivering certain in-home or community-based 1915© Home and Community Based Services (HCBS) or Home Health Care Services (HHCS).

- The use of EVV is a requirement of the Cures Act that was passed by Congress in 2016.
- DMS transferred to EVV on January 1, 2024.
- Providers have two options for EVV
  - Therap is the state-sponsored system providers can use free of charge
  - A third-party EVV system or continue using an existing system

For additional information on provider types and service codes, registration requirements, weekly training sessions, access to FAQs, the following links can be used to access the EVV DMS and Therap's website.

- [Electronic Visit Verification - Cabinet for Health and Family Services \(ky.gov\)](https://www.ky.gov)
- [Therap for Electronic Documentation for the Kentucky Scheduling/Electronic Visit Verification \(EVV\) \(therapservices.net\)](https://therapservices.net)

Effective 4/1, MCO's started testing with DMS and the soft launch is 4/30 for providers.

# Reminder: Stay Up to Date with Passport – Register for eNews!

Passport uses eNews to connect with providers in real time, sharing impactful information on topics such as:

- Claims related updates
- Regulatory news
- Policy changes
- Educational opportunities

eNews is open to all providers and office staff alike.

Complete our brief [eNews registration form](#) today!

To view previously released eNews, visit

<https://www.molinahealthcare.com/providers/ky/medicaid/comm/news.aspx>



## Reminder: Provider Form - Appointment of Representative Form

Our Appeals and Grievances Team must have an Appointment of Representative (AOR) form to speak to a provider on a member's behalf. The member and the person who will be representing the member must sign the AOR statement. A single written consent does not qualify as written consent for more than one of the following: Hospital Admission, Physician or other Provider visit, or Treatment plan.

### The AOR must include:

- Date (must be signed pre-service)
- Specific service
- Member signature
- Representative signature

The AOR form is available [online](#) and can be submitted by email or fax

- Email: [MHK\\_Enrollee\\_GnA@molinahealthcare.com](mailto:MHK_Enrollee_GnA@molinahealthcare.com)
- Fax: 1-833-415-0673
- Mail: Passport by Molina Healthcare, Appeals & Grievances Department, PO Box 36030, Louisville KY 40233-6030

# Prior Authorization Look-up Tool

The Prior Authorization Look-up Tool allows providers to enter a CPT or HCPCS code to determine authorization requirements in realtime!

To access the Prior Authorization Look-up Tool visit [PassportHealthPlan.com](https://PassportHealthPlan.com) and click on Health Care Professionals.

[Prior Authorization Code Matrix – Q1 2024](#)

**Prior Authorization LookUp Tool** ↻

THIS TOOL IS NOT TO BE UTILIZED TO MAKE BENEFIT COVERAGE DETERMINATIONS.

**FOR ANY PA CHANGES DUE TO REGULATORY GUIDANCE RELATED TO COVID 19 – PLEASE SEE PROVIDER NOTIFICATIONS AND MOST CURRENT INFORMATION ON THE PROVIDER PORTAL.**

We attempt to provide the most current and accurate information on this PA LookUp Tool. Prior Authorization is not a guarantee of payment for services. Payment is dependent on member eligibility at the time of service, benefit coverage and limitations, provider agreements, and submission of accurate claims. If there is still a question that Prior Authorization is needed, please refer to your Provider Manual or submit a PA request form.

This LookUp tool is for Out-Patient services only. All Elective In-Patient Admissions to Acute Hospitals, Skilled Nursing Facilities (SNF), Rehabilitation Facilities (AIR), or Long Term Acute Care Hospitals (LTACH) require Prior Authorization.

No PA is required for office visits at Participating (PAR) Network Providers. All NON-PAR Providers require authorization regardless of services provided or codes submitted, except for Emergency Services.

Molina Pharmacy Services completes Utilization Management for Healthcare Administered Drugs.

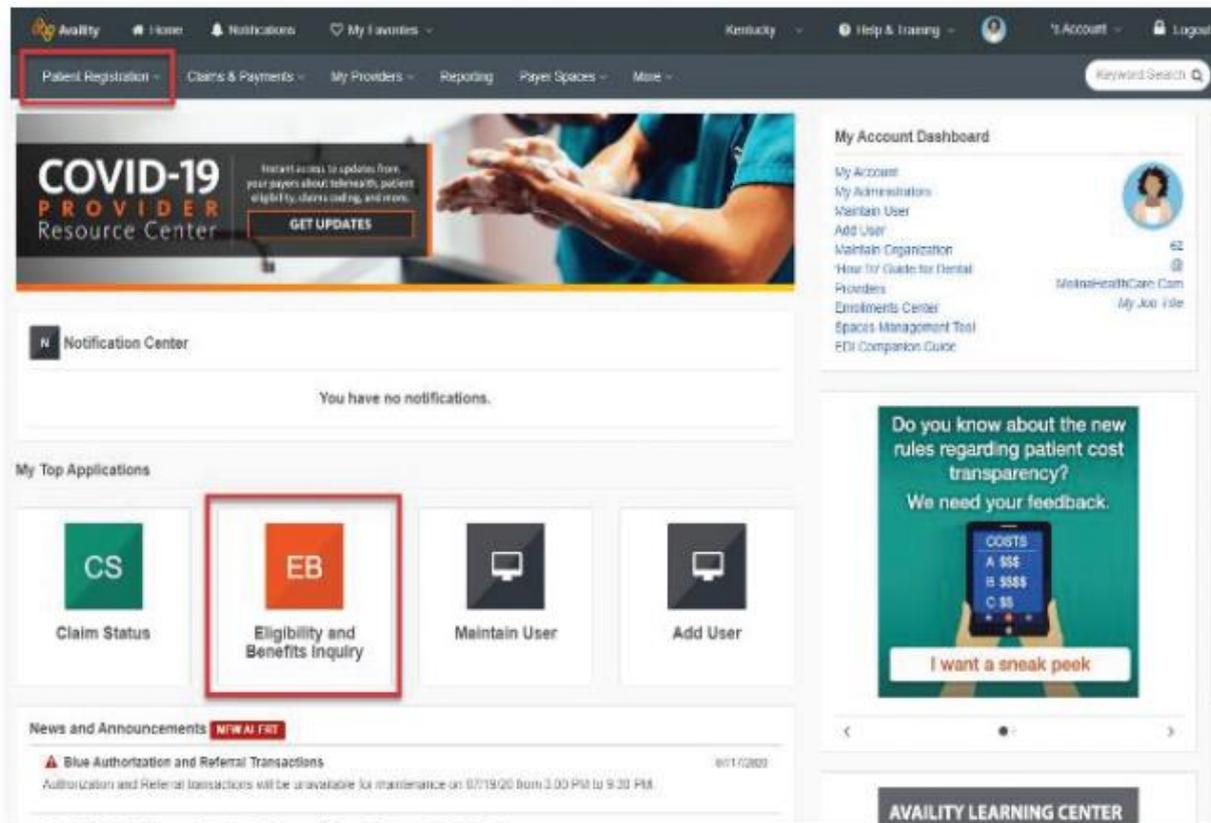
- Prior Authorization requests are temporarily removed during the state defined emergency period for all Medicaid services for all Kentucky Medicaid enrolled providers, except pharmacy. This includes both participating and non-participating provider requests.
- Notification requirements are encouraged for inpatient services in order to facilitate care management, COVID reporting/tracking, and discharge planning.
- Inpatient Concurrent Review is strongly encouraged for non-COVID diagnoses to support discharge planning, placement of members, care management, and facility capacity.

State:  Line of Business:  CPT / HCPCS Code:

**Prior Authorization Status: Required**

Code Description  
TX SPEECH LANG VOICE COMMJ and /AUDITORY PROC IND

# Provider Portal – Availity Essentials



Passport utilizes Availity Essentials for our Provider Portal. Providers may register for access to our Provider Portal for services that include self service member eligibility, claim status, provider searches, to submit requests for authorization and to submit claims.

The Provider Portal is a secure website that allows our providers to perform many self-service functions 24 hours a day, 7 days a week.

## Services offered by Availity Essentials and Passport include:

- Claim submission/resubmission
- Claim status
- Viewing remittance advice
- Obtaining member eligibility and benefits information
- Submitting authorization requests
- HEDIS Information

Organization Registration Resource  
[availity.com/registration-tips](https://www.availity.com/registration-tips)

# Community Engagement – April 2024



## Passport by Molina Healthcare One Stop Help Center

### Expungement Clinic & Health Fair

Re-entry Resources with KY Department of Corrections

**Date:**

Tuesday, April 23, 2024

**Time:**

4 p.m. to 6 p.m. CST

**Place:**

One Stop Help Center  
636 W. By-Pass  
Bowling Green, KY

Please Pre-Register by emailing [hannah.keffer@ky.gov](mailto:hannah.keffer@ky.gov) the following information:

- Name
- DOB
- Social Security #
- Driver's License #
- Full Address

- Registration deadline is Friday, April 19th.
- Walk-Ins will be accepted if there is space. Space is capped at 50
- For more information, contact us at 270-698-9368.



Molina KY 1845\_APP 4/5/2022 WZ 15721

## EXPUNGEMENT CLINIC



**Friday, May 10, 2024**  
10:00 a.m. - 12:00 p.m. EST

**Somerset Community College  
McCreary Center**  
141 College Street  
Whitley City, KY 42653

**Pre-Register by Thursday, May 9, 2024**  
by emailing [Samantha.Shepherd@ky.gov](mailto:Samantha.Shepherd@ky.gov) with

- your name
- full address
- date of birth
- social security number

**WALK-INS WILL BE LIMITED DUE TO SPACE!**



# Community Engagement – Member Information Sessions

## Session dates and times

Sessions run January 8 thru December 6, 2024 – except on holidays

### Mondays

3:30 p.m. ET (2:30 p.m. CT)

Hosted by Reda Fugate and Rosa Bradley

### Tuesdays

11 a.m. ET (10 a.m. CT)

Hosted Rosa Bradley and Rebecca Stone

### Wednesdays

3:30 p.m. ET (2:30 p.m. CT)

Hosted by Reda Fugate and Rebecca Stone

### Thursdays

12:30 p.m. ET (11:30 a.m. CT)

Hosted by Rosa Bradley and Rebecca Stone

### Fridays

11 a.m. ET (10 a.m. CT)

Hosted by Reda Fugate and Julie Kreimborg

### Spanish sessions- Thursdays

Noon ET (11 a.m. CT)

Hosted by Emma Breetz

### Questions?

For more information or to find your community engagement specialist, call **(270) 698-9368**.



### How to join a virtual session:

To join a session, [click here](#).

Meeting ID:  
281 993 945 629

Passcode:  
tU38sA

Please join us for a 30 minute member information session! These sessions will take place in person and virtually, so your member can choose how they would like to attend.

There's no need for member to sign up ahead of time, members can click the link below at the time that works best for them.

# Community Engagement OSHC Events – April 2024

OSHC Location	Event / Date
<p><b>Bowling Green OSHC</b></p> <p>636 U.S. 31 W Bypass Bowling Green, KY 42101</p> <p>Phone: (270) 698-9368</p>	<p>Expungement Clinic &amp; Health Fair Tuesday, April 23<sup>rd</sup> from 4pm-6pm CST</p> <p>Wellness Wednesday 4/3/24, 4/10/24, 4/17/24, 4/24/24 (10am-12pm CST)</p> <p>Code Red Training by Lifeskills 4/19/24 from 10am-12pm CST</p>
<p><b>Owensboro OSHC</b></p> <p>410 Southtown Blvd Owensboro, KY 42303</p> <p>Phone: (270) 698-9371</p>	<p>Community Baby Shower – 4/15/24 (4pm-7pm CST)</p>

# Monthly Member Benefit Highlight – Transportation

**Emergency Transportation** – We instruct members to call 911.

**Non-Emergency Transportation** – Available if a member can't find a free ride to a covered provider for a covered service.

## How Members can get non-emergency transportation assistance:

- Each county in KY has a transportation broker. Members would reach out to one of these brokers and explain why they can't use their car. If members need a ride from transportation broker and member or someone in their household has a car they can:
  - Get a doctor's note that says you can't drive
  - Get a note from your mechanic if your car doesn't run
  - Get a note from the boss or school official if your car is needed for someone else's work or school
  - Get a copy of the registration if your car is junked
  - Kentucky Medicaid doesn't cover rides to pick up prescriptions
- The most current listing of brokers can be found [here](#).

For more information about transportation services, call the Kentucky Transportation Cabinet at 1-888-941-7433.



# Appendix - March eNews



**Change Healthcare Outage 3rd Notification**



**Inpatient Only Procedures Payment Policy**



**Home Infusion Billing Requirements**



**Change Healthcare Outage 4<sup>th</sup> Notification**

Stay up to date with what's happening at Passport by registering to receive eNews via email! Click here to [register](#).

# Appendix - Payment Policies Online

Passport payment policies can be found on our website [here](#).

- [Breast Cancer Genetic Testing Tier 1 vs Tier 2](#)
- [Corrected Claim Reimbursement policy](#)
- [Critical Care Codes when Discharging Home](#)
- [DRG Clinical Validation](#)
- [Duplicate claim reimbursement policy](#)
- [Early Elective Delivery payment Policy](#)
- [Facility Emergency Department Evaluation and Management leveling](#)
- [High-Level E/M with Preventive Medicine Policy](#)
- [Hospital Routine Supplies Services Reimbursement](#)
- [Hydrolyzed Enteral Formula – Diagnosis](#)
- [In-Office Lab Policy](#)
- [Intensive Outpatient Therapy for Substance Use Disorders H0015](#)
- [Newborn and NICU](#)
- [Observation Reimbursement Policy](#)
- [Optum Pause and Pay](#)
- [Outpatient Definitive Presumptive Drug Testing Medicaid Medicare](#)
- [Self Help Peer Support Services H0038](#)
- [Split Night Sleep Study](#)
- [Sterilization](#)
- [Therapeutic Behavioral Health Services H2019 H2020](#)
- [Timely Filing Reimbursement Policy](#)
- [Treatment Plan Development Payment Policy](#)
- [Inpatient Only Procedures](#)

## 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

- [KentuckyProviders@DentaQuest.com](mailto:KentuckyProviders@DentaQuest.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](#)