

Provider Services

June 2023

Utilization Management Policy Update

Peer to Peer Policy

Effective immediately we have extended the time frame in which providers can request a peer to peer **from 2 days to 5 days.**

Upon receipt of an adverse determination, the Provider (peer) may request a peer-to-peer discussion within two (2) business days of the decision.

A “peer” is considered a physician, physician assistant or nurse practitioner who is directly providing care to the Member. Contracted external parties, administrators, or facility UM staff can request that a peer-to-peer telephone communication be arranged and performed.

When requesting a peer-to-peer discussion, please be prepared with the following information:

- Member name and ID#
- Auth ID#
- Requesting Provider Name and contact number, best times to call

If a Medical Director is not immediately available, the call will be returned within two business days. Every effort will be made to return calls as expeditiously as possible.

Health Risk Assessment's (HRA's)

Every year members are asked to complete a Health Risk Assessment (HRA) to allow us to better understand our members unique needs.

- Passport offers a \$25 gift card to members that complete an HRA
- Practices can assist members in completing their HRAs by printing the form and offering it as part of the paperwork they complete during appointments
- Completed HRAs should be sent to kycaremanagement@molinahealthcare.com or mailing address listed on the form
- After submitting the HRA, members can call Passport Healthy Rewards at (833) 986-0072 to request the gift card

[Health Risk Assessment Form](#)

Monthly Member Benefit Highlight – Transportation Services

DMS will pay to take some members to get covered medical services.

If members need a ride, they are instructed to talk to the transportation broker in their county to schedule a trip. Each county in Kentucky has a transportation broker. If a member needs transportation and the member or someone in their household has a car, they will have to get a note that explains why they can't use it.

Examples include:

- Doctor's note that says they can't drive
- Note from the mechanic if car doesn't run
- Note from the boss or school official if car is needed for someone else's work or school
- Copy of the registration if car is junked
- Kentucky Medicaid doesn't cover rides to pick up prescriptions

For a list of transportation brokers and their contact information, visit this [website](#).

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

Direct Scheduling with Keona Health

Molina has partnered with Keona Health to offer direct scheduling. This will enable a Molina representative to coordinate and schedule an appointment for a member directly for the practice. It eliminates the needs for a 3-way provider office call and can reduce administrative burden on provider office staff.

Next Steps:

- Review additional materials
- If interested, schedule a demonstration with Keona Health
- If wanting to move forward after the demo, schedule kick-off implementation calls

National Direct Scheduling Program



Molina Healthcare has partnered with Keona Health to offer a direct appointment scheduling solution to our providers. This will reduce the call handle and hold times which cause frustration for many patients and alleviates the administrative burden and staffing challenges many practices face.

Designed with the provider in mind

Provider groups can select specific times or days that Molina Representatives can schedule Molina Healthcare members. Through this partnership, provider groups can also choose which gaps in care or preventative screenings are able to be scheduled.

Current EMR Platforms

- Advanced MD
- Allscripts
- Athena Health
- Centricity
- Cerner
- eClinicalWorks
- Epic
- ModMed
- NextGen

Lines of Business

- Medicare/MMP
- Medicaid
- Marketplace



Maintain control over schedule and availability times



Enables Molina reps and patients to coordinate and easily schedule appointments – even after hours!



Improved patient and provider satisfaction



Reduce administrative burden for office staff and hold times for patients



Can send appointment reminders via text and email

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.

- 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

Public Health Emergency (PHE) Ended May 11, 2023



What Providers Need to Know:

- Providers no longer have the option for temporary enrollment.
- Temporarily enrolled provider must perform maintenance to continue participating in KY Medicaid after 5/11/23.
- For those providers, whose revalidations were due during the PHE and have not completed it yet need to log into KY Medicaid Provider Portal to see new adjusted revalidation due dates per CMS guidelines.

For more information, on how to enroll in KY Medicaid and/or revalidate please view this DMS [document](#).



a part of



One Stop Help Center: 2023 Highlights

Community Baby Shower



FRYSC Appreciation Lunch



CPR Hands Only Hybrid Training with American Heart Association



Re-entry & Expungement Clinic



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 or faxed to (502) 585-6060.

Appendix - May eNews



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



[Preliminary Review of Emergency Room Claims](#)



[Acceptable Clinical Information File Sizes](#)



[REMINDER: DentaQuest is Passport's New Dental Vendor Effective May 1](#)



[End of COVID-19 Public Health Emergency May 11](#)

Appendix - Resources

- Provider Contact Center (800) 578-0775
- Contracting Inquiries KY_Contract_Management@MolinaHealthCare.com
- Credentialing Inquiries Contracting@passporthealthplan.com
- Appeals and Grievances MHK_Provider_GnA@passporthealthplan.com
- Dental Inquiries KentuckyProviders@DentaQuest.com
- Vision Inquiries 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](#)

Molina KY 1914_APP 7/24/2023