

IMPORTANT NOTICE FOR PARTICIPATING SKILLED NURSING FACILITIES

UPDATED INFORMATION – SEPTEMBER 9,2022

Thank you for being a valued part of our Senior Whole Health Provider Network.

On January 1, 2021 Senior Whole Health (SWH) was purchased by Molina Healthcare. Integration to Molina systems was completed effective January 1, 2022. SWH previously communicated expected changes as a result of this system transition in November 2021 and provided a post-integration update in January 2022, and June 2022. We continue to revise our communication based on frequently asked questions and feedback from our community partners. Please review the below updates applicable to our participating Skilled Nursing Facility Network. SWH Provider Service Representatives are available for additional review and past communications are available on our website at <https://www.molinahealthcare.com/providers/ma/swh/resources/comm.aspx>.

Hospice Update: Many of our Skilled Nursing Facility partners reported issues with hospice claims rejecting through Change Healthcare's clearinghouse. Change Healthcare identified the cause of the rejections and deployed a system fix on August 23, 2022 allowing for processing of rejected Claims. Your Provider Relations Account Manager will follow up directly with a list of claims that will automatically reprocess. If you submitted a claim that was rejected by the clearinghouse, this claim will be automatically reprocessed. If you held claim submission due to this error, these claims can be submitted using the following guidance:

- Claims for dates of service within the timely period can be submitted effective immediately
- Claims for dates of service beyond standard timely filing can be submitted on/after September 26, 2022 when the system override for timely filing is completed.

Enhanced Benefit Days Claims: Previously, Skilled Nursing Facilities were able to bill Enhanced Benefit Days using Revenue Codes 0195, 0196, and 0197. These codes are no longer available under CMS and cannot be paid by SWH. Please use the following grid as a reference for submission of these claims. These codes will be effective 8/1/22. SWH will override timely filing requirements for claims for dates of service in 2022 that are received by September 30, 2022.

Former Rev Code	New Rev Code	Description
0195	0110	R&B Private General
0196	0118	R&B Private Rehab
0197	0100	R&B All Inclusive



Prior Authorizations: The **PA Look Up Tool**, available at www.SWHMA.com, is an interactive tool that identifies if a Prior Authorization is required for individual services. Downloadable versions are also available. Please be sure to check both the Medicare and Medicaid product lines when verifying if a Prior Authorization is required.

For **Prior Authorizations** please continue to include a provider order, unless otherwise stated or communicated. The physician order should include the following information: Prescribing Physician Name, NPI, and Signature, Member Demographics including Name, Dob, Address, Phone Number, Product Name/Description, Units, Frequency, ICD-10, and the order must be dated. Please also include clinical information that supports the request for admission. Discharge Planning should start at the time of admission and requests should be made two to three days ahead of planned discharge. Urgent/Expedited requests should only be used if the treatment is required to prevent serious deterioration in the member's health or could jeopardize their ability to regain maximum function. The turn around time for authorizations is 48 hours from the receiving the request.

SWH MA Contact Information:

Outpatient Authorization Fax Number: (844) 251-1451

Inpatient Authorization Fax Number: (844) 834-2152

SNF Authorization Fax Number: (844) 834-2152

Nursing Facility Custodial Authorization Fax Number: (844) 251-1451

Advanced Imaging Fax Number: (877) 731-7218

UM Phone Number: (855) 838-7999

Claims Payment: We previously communicated the change to pay separate claims for each line of business beginning January 1, 2022. We are receiving reports of SWH members receiving bills for services that are paid on the secondary claim. As a reminder, balance billing Senior Whole Health members is not permitted. Please review the Evidence of Payment (EOP) document for each claim.

Thank you for your continued support for our shared members. Should you have any questions, please contact the Provider Service Center, at 1-855-838-7999, your Provider Relations Account Manager directly, or email our team at SWHProviderRelations@molinahealthcare.com.

Sincerely,

Lauren Morton

Lauren Morton, MPA, CCM

AVP, Provider Network Management & Operations

Senior Whole Health – Massachusetts