Molina Healthcare of Michigan, Inc.

Provider Bulletin

January 2025

January is Cervical Cancer Awareness Month

Cervical cancer is a disease in which cancer cells develop in the cervix. Screening and prevention have significantly reduced the impact of cervical cancer. The US Preventive Service Task Force (USPSTF) recommends screening for cervical cancer every three years with cervical cytology alone in women aged 21 to 29 years. For women aged 30 to 65 years, the USPSTF recommends screening every three years with cervical cytology alone, every five years with high-risk human papillomavirus (hrHPV) testing alone or every five years with hrHPV testing in combination with cytology (co-testing). For more information, please visit **uspreventiveservicestaskforce.org/uspstf/recommendation/cervical-cancer-screening**.

Check out our online You Matter to Molina resources for providers!

Molina's You Matter to Molina program prioritizes connecting directly with our entire network of providers and supporting your efforts to deliver high-quality and efficient health care for Molina members. The You Matter to Molina program includes a dedicated provider network team to intake and resolve your questions or issues and solicit input and feedback from you — our network providers — and administrative staff about ways Molina can improve our technology, tools and processes to minimize administrative burdens and better support you. We analyze and apply provider feedback to design new solutions to simplify your engagement with us. Molina is committed to partnering with our network providers to solve problems quickly and efficiently. We want to hear from you — our provider partners! Your feedback is important because — You Matter to Molina. Visit our You Matter to Molina web page at **MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx.**
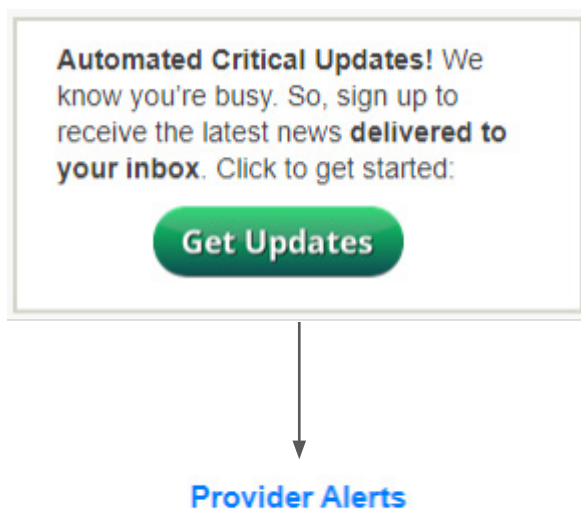
Molina website enhancements offer easier navigation and new resources for providers

Some changes to Molina's website have been made to help you, our valued provider partners, more easily access our secure online tools and sign up to receive important Molina updates.

We have added clear links to Molina's website to guide you in accessing our provider network management portal, our Availity Essentials portal and/or VSP Vision's tool for finding VSP network vision care providers. The image below displays the brand-new links available at the top of your screen at **MolinaHealthcare.com/providers/mi/medicaid/home**.

Provider Network Management Portal (V12) | Availity Essentials Portal | Find a VSP Vision Provider

In the same location, we've also added a feature that allows you to sign up and automatically receive important Molina updates in your email inbox. The images below show our new "Get Updates" feature and links. Once you have clicked "Get Updates," click on the highlighted link titled "Provider Alerts" to be directed to SurveyMonkey. Once here, you will fill in your contact information. We will then add you to our distribution list so you can receive any Molina-related updates.

Automated Critical Updates! We know you're busy. So, sign up to receive the latest news **delivered to your inbox**. Click to get started:

Get Updates

Provider Alerts

We are pleased to provide you with these new tools and to continue strengthening our Molina resources to communicate and do business with us efficiently.

MOLINA
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Prior Authorization (PA) updates

Molina's Prior Authorization (PA) Guide has been updated, effective January 1, 2025. To access all of Molina's online provider authorization tools, please visit **MolinaHealthcare.com/providers/mi/medicaid/PriorAuthorization/PA.aspx**. The PA Code Lookup Tool makes finding services that require PA simple.

Tell us about your experience with Molina's Provider Network team!

Molina is committed to its provider community and is interested in your recent interaction with the Provider Network team. To complete the survey, visit **MolinaHealthcare.surveymonkey.com/r/C6HSPVK** or use the link at the bottom of your Provider Relations Manager's signature.

Provider orientation

Molina hosts a series of provider orientation sessions for all in-network providers. These sessions provide an overview of the resources and materials Molina has designed to help support you and your patients, our members. These resources include provider services, the provider portal, health care services, billing and more. Dates and times for upcoming orientation sessions are as follows:

- Thursday, February 27, 9 a.m.–10:30 a.m.

To participate, visit **MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx** and click on the link provided at the beginning of the orientation session.

Provider network management tool is now available

Molina has added features for new and current providers to our provider network management portal. All submissions to join the Molina network or to add, term and/or update requests should now be submitted through the portal. Providers and practice managers will have their own designated login and password. Updates, add-ons and all required credentialing documents can be made directly on the portal. Council for Affordable Quality Healthcare (CAQH) providers will have prepopulated information – minimizing the time it takes to fill out credentials. Delegated groups can upload rosters as needed, and non-delegated groups can add providers individually or via roster upload to make demographic updates such as:

- Change in office location, office hours, phone, fax or email
- Addition or closure of office location
- Addition or termination of a provider
- Change in taxpayer identification number (TIN) and/or National Provider Identifier (NPI
- Open or close practice to new patients

Claim submission information and requirements

Molina strongly encourages providers to submit claims electronically, including secondary claims. Electronic claims submission provides significant benefits to the provider, including:

- Helps to reduce operation costs associated with paper claims (printing, postage, etc.)
- Increases accuracy of data and efficient information delivery
- Reduces claim delays since errors can be corrected and resubmitted electronically
- Eliminates mailing time and claims reach Molina faster

Molina offers the following electronic claims submission options:

- Submit claims directly to Molina via the Availity Essentials portal
- Submit claims to Molina via your regular EDI clearinghouse

If electronic claim submission is not possible, please submit paper claims to the following address: Molina Healthcare of Michigan, Inc., PO Box 22668, Long Beach, CA 90801.

When submitting paper claims:

- Paper claim submissions are not considered "accepted" until received at the appropriate Claims PO Box.
- Claims received outside the designated PO Box will be returned for appropriate submission.
- Paper claims must be submitted on original red and white CMS-1500 and CMS-1450 (UB-04) claim forms.
- Paper claims not submitted on the required forms will be rejected and returned. This includes black-and-white forms, copied forms and any altering, including handwritten claims.
- Claims must be typed with either 10 or 12-point Times New Roman font, using black ink.

For more information, please see CMS claims submission guidance at **cms.gov/Medicare**

LGBTQIA+ Training

In partnership with Corktown Health, Molina is inviting all providers to participate in training to provide culturally competent care for members of the LGBTQIA+ community.

Completing the training—with a score of 75% or greater—will result in 3.0 CME credits and the opportunity to be included in Molina's online Provider Directory with an LGBTQ+ Affirming Care designation. The Learning Modules can be accessed at **Corktownhealth.myabsorb.com** using the enrollment key.

Molina 2024

- Course 101: Improving Health Among LGBTQ+ Patients and Communities Part 1
- Course 102: Improving Health Among LGBTQ+ Patients and Communities Part 2
- Course 103: Increasing Use of PrEP in the Primary Care Setting
- Course 104: Addressing the needs of Older Adult LGBTQ+ Communities

Provider manual updates

Molina Healthcare of Michigan updates the provider manuals for all four lines of business/ products at least annually. Our 2025 Medicaid provider manual is now available at **MolinaHealthcare.com/providers/mi/medicaid/home.aspx**. Our 2025 Medicare, Marketplace and Dual Options provider manuals will be available soon.

Appointment access requirement standards

Molina appreciates your office serving Molina members. Please remember Molina has appointment access requirements for each of its products. Provider access and availability standards are included in our Provider Manual. These requirements are our commitment to providing timely access to care for all members in a safe and healthy environment. Molina will ensure providers offer hours of operation no less than offered to commercial members. Access standards have been developed to ensure that all health care services are provided in a timely manner. The primary care physician or designee must be available 24 hours a day, 7 days a week to members for emergency services. This access may be by telephone. For additional information about appointment access standards, please refer to the Quality section of the Provider Manual.

Molina Manuals

- Medicaid Manual: **MolinaHealthcare.com/providers/mi/medicaid/home.aspx**
- Medicare: **MolinaHealthcare.com/providers/common/medicare/medicare.aspx**
- Dual Options: **MolinaHealthcare.com/providers/mi/duals/manual/provd.aspx**
- Marketplace: **MolinaHealthcare.com/marketplace/mi/en-us/Providers/Provider-Forms. aspx#providermanual**

Please contact your Provider Relation manager if you have any questions.