

Provider Bulletin

Monthly topics for November 2023

November is American Diabetes Month

November is National Diabetes Awareness Month, a time when communities across the country team up to bring attention to diabetes. This year's focus is on prediabetes and the prevention of diabetes. According to the Centers for Disease Control and Prevention (CDC), approximately 96 million American adults – more than 1 in 3 – have prediabetes. Of those, more than 80 percent don't know they have it. This is a good time to encourage members to come in for their diabetic screenings. As a reminder, Molina Healthcare of Michigan provides incentive payments for the following diabetic measures:

- Diabetes care – blood sugar controlled – performance bonuses increased to \$50 and \$100 per member for 4- or 5-star performance (e.g., HbA1c <9%)
- Diabetes care – diabetic retinal eye exam – performance bonuses increased to \$50 and \$100 per member for 4- or 5-star performance

For more information about pre-diabetes and risk factors and preventive tips, please check out the CDC website: [CDC.gov/diabetes/basics/prediabetes.html](https://www.cdc.gov/diabetes/basics/prediabetes.html)

2023 Model of Care Training Notification

Molina must provide annual training regarding our Model of Care (MOC) program for Special Needs Population (SNP) enrollees. To ensure Molina remains compliant with CMS regulatory requirements for MOC training, your completed attestation form must be returned to us upon completion of the training no later than December 1, 2023. For more information, refer to the Quick Reference Guide located at [MolinaHealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/common/medicare/model-of-care-Provider-Training-QRG.pdf](https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/common/medicare/model-of-care-Provider-Training-QRG.pdf).

Please do the following:

1. Take the MOC training. The written materials for the Molina Healthcare Model of Care training can be found online at [MolinaHealthcare.com/Providers/Common/Medicare/Medicare.aspx](https://www.molinahealthcare.com/Providers/Common/Medicare/Medicare.aspx). Click on **Model of Care Training** in the slider.
2. Complete and sign the MOC Training Attestation Form found at [MolinaHealthcare.com/Providers/Common/MOC/MI](https://www.molinahealthcare.com/Providers/Common/MOC/MI).
3. Return the attestation form to MHMProviderServicesMailbox@MolinaHealthcare.com.

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Updated 2023 Molina PCP Pay for Performance

We are excited to share that the Molina 2023 Pay for Performance program has been updated to greatly enhance incentives available to PCPs for Medicare, effective **September 1, 2023**. This supports high-quality care services and enhances your current revenue streams. The updated 2023 Pay for Performance program document can be accessed on Availity Essentials (Essentials) under **Payer Spaces > Molina > Resources**. Sort by **Newest**. The changes include:

Measure changes

- **Breast cancer screening** – reporting bonus increased from \$25 to \$50
- **Colorectal cancer screening** – reporting bonus increased from \$25 to \$50
- **Diabetes care** – blood sugar controlled – performance bonuses increased to \$50 and \$100 per member for 4- or 5-Star performance (e.g., HbA1c <9%)
- **Diabetes care** – diabetic retinal eye exam – performance bonuses increased to \$50 and \$100 per member for 4- or 5-Star performance
- **Controlling blood pressure** – performance bonuses increased to \$50 and \$100 per member for 4- or 5-Star performance (e.g., BP <140/90)
- Statin therapy for patients with CVD - Reporting Bonus increased from \$50 to \$100
- Statin therapy for persons with diabetes - Reporting Bonus increased from \$50 to \$100
- Medication adherence: 90-day prescriptions - **New** report bonus for each of the three (3) medication adherence measure classes (antihypertensive, antihyperlipidemic and antihyperglycemic agents) of \$75 each

Molina's Code LookUp Tool

Did you know Molina has a Code LookUp Tool on our website? This allows you to check a CPT/ HCPCS code to see if it requires prior authorization (PA) before submitting your request.

Need a Prior Authorization?

[Code LookUp Tool](#)

Plan has developed own Matrix, click below: <http://www.molinahealthcare.com/providers/mi/medicaid/forms/pages/fuf.aspx>

Healthcare Administered Drug Requests faxed to: Medicaid (888) 373-3059

State	Health Plan Benefit	LOB
Michigan	Molina Healthcare of Michiga	Medicaid

CPT / HCPCS Code

99214 [Lookup](#)

Prior Authorization Status: Required

Code Description	Notes
OFFICE/OUTPATIENT ESTABLISHED MOD MDM 30-39 MIN	Prior Authorization Requirement does not apply to PARTICIPATING Providers

We update our PA Guide and PA code matrix quarterly. To access all of our online provider authorization tools, visit MolinaHealthcare.com/Providers/MI/Medicaid/PriorAuthorization/PA.aspx. The PA code matrix makes finding services that require a PA simple.

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Availity Essentials

Availity Essentials is now the exclusive secure provider portal for Molina. You can register here if you haven't already done so. Save time and a phone call by using Availity Essentials for the following:

- Checking eligibility, benefits, authorizations, referrals and payments.
- Pulling member rosters.

And more.

Training sessions can be found by logging into Availity Essentials and proceeding to the **Help and Training** section located at the top right of the screen. Once there, select **Get Trained** and look for the **Sessions** tab at the top of the page. You will find the **“Availity Essentials Provider Portal Overview for Molina Providers”** live webinar there.

The next Availity Essentials training will be held on **Tuesday, December 5 at 1 p.m. Please note:** Michigan is the **only** state live for prior authorizations within Availity Essentials. This feature is currently not available through **Payor Spaces**.

Provider orientation sessions

Molina Healthcare of Michigan 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.

The December session will occur on Thursday, December 28, from 9-10:30 a.m. You can register online at events.teams.microsoft.com/event/60c0531b-1468-4ad2-82b6-97daf8964c7b@5e625f8d-0b53-4f56-9e46-19fa14bb2e5c, and a confirmation will follow shortly thereafter.

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Provider satisfaction survey

In an ongoing effort to meet the needs of our provider partners, Molina will be launching our annual Provider Satisfaction Survey.

The 2023 provider satisfaction survey is being conducted by SPH Analytics – a National Committee for Quality Assurance (NCQA) certified survey vendor. Surveys have been mailed to randomly selected providers. If you have received or do receive the survey, we ask that you participate at your earliest convenience. It will take approximately 15 minutes to complete. **Your feedback is important to us!** That's why we've made it possible for you to submit your responses by mail or online, as detailed in the packet.

Molina is committed to providing quality health care to our members. Your responses will assist us in identifying areas for needed enhancements within the organization, such as operational efficiencies and provider network partnerships. Moreover, we will use this information to determine how we can better assist you on a day-to-day basis and, more importantly, how to work with you to better serve our members.

We want to thank you in advance for taking the time to share your feedback with us.

Redetermination

Due to the end of the COVID-19 public health emergency, the Michigan Department of Health & Human Services (MDHHS) has resumed the eligibility process for Michigan Medicaid members. We will continue communicating with our members and provider partners to help ensure that Medicaid-eligible members retain their coverage.

But we need your help to keep your Medicaid patients covered. Please remind them to update their contact information and renew their benefits so they do not lose their coverage. Find the most current resources and information – including our online provider toolkit at MolinaHealthcare.com/MedicaidRenewals. As we receive information from MDHHS, we will share specific lists of members due for redetermination with your practice.

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Hepatitis C initiative

MDHSS and Michigan Medicaid partnered with research-based global biopharmaceutical company – AbbVie – in an effort to eliminate hepatitis C through the **We Treat Hep C Initiative**.

In Michigan, it is estimated that 200,000 people are living with hepatitis C. Those living with this disease are often unaware they have it. It can be spread quickly and silently as individuals may be asymptomatic for years.

CDC/USPTF guidelines recommend screening all adults over the age of 18 for hepatitis C at least once in a lifetime.

For additional information on the MDHSS Hepatitis C Elimination Plan, please visit Michigan.gov/mdhhs/keep-mi-healthy/chronicdiseases/hepatitis/hep-c/we-treat-hep-c.

Molina's NCQA provider newsletter – third quarter edition has been posted

Molina publishes quarterly newsletters for providers in the Medicaid, Medicare, Marketplace and MMP/Duals networks. It includes important communications regarding medical management policies and procedures that support providers in delivering quality health care services to Molina members. This edition contains important updates and reminders on the following topics:

- Updating provider information
- Practitioner credentialing rights and what you need to know about them
- Molina's utilization management
- Drug formulary and pharmaceutical procedures
- Case management
- Resources available on the provider website
- Translation services
- Patient safety
- Care for older adults
- Hours of operation
- Non-discrimination
- Member rights and responsibilities
- Population health (health education, disease management, care management and complex case management)
- Quality improvement program
- Standards for medical record documentation
- Preventive health guidelines
- Clinical practice guidelines
- Advance directives
- Behavioral health
- Care coordination and transitions
- Health Risk Assessment and self-management tools

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To read the latest provider newsletter, visit MolinaHealthcare.com/Providers/MI/Medicaid/Comm/Newsletter.aspx.

If you have any questions, contact your local Provider Services representative at MHMProviderServicesMailbox@MolinaHealthcare.com.

Thank you for being a valued partner of the Molina Healthcare network of providers.

All Molina Healthcare of Michigan provider bulletins, newsletters and notices are available on Molina Healthcare's online at MolinaHealthcare.com/Providers/MI/Medicaid/Home under the Communications tab.