



Provider Newsletter

For Molina Healthcare of Nebraska, Inc. providers

November 2024

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Provider data accuracy and validation

Providers must ensure Molina has accurate practice and business information.

Accurate information allows us to better support and serve our members and provider network. Maintaining an accurate and current Provider Directory is a state and federal regulatory requirement and an NCQA requirement. Invalid information can negatively impact members' access to care, member/primary care provider (PCP) assignments and referrals. Additionally, current information is critical for timely and accurate claims processing.

Providers must validate their information on file with Molina at least once every 90 days for correctness and completeness. Failure to do so may result in your REMOVAL from the Molina Provider Directory.



Provider information that must be validated includes but is not limited to:

- Provider or practice name
- Location(s)/address(es)
- Specialty(ies)
- Telephone and fax numbers and email
- Digital contact information
- Whether your practice is open to new patients (PCPs only)
- Tax ID and/or National Provider Identifier (NPI)

The information above must be provided as follows:

- Delegated and other providers that typically submit rosters must submit a complete roster that includes the above information to Molina.
- All other providers must log into their account with the Council for Affordable Quality Healthcare (CAQH) to attest to the accuracy of the above information for each health care provider and/or facility in your practice contracted with Molina.

If you have any questions, please contact your Provider Relations representative. Their contact information can be found on our [website](#).

Training for better outcomes



Let's partner to achieve health equity!

Our cultural competency trainings are available online to help you and your staff communicate with diverse patient populations. These trainings are designed to enhance understanding and address disparities, ultimately leading to better health outcomes for everyone.

As our valued partner, supporting your efforts is one of our highest priorities. We are committed to working with you to ensure every patient can attain their best health. To access these trainings, visit our [website](#).

To reinforce this commitment and ensure we remain a culturally competent organization, we support and adhere to the [National Standards for Culturally and Linguistically Appropriate Services \(CLAS\) in Health and Health Care](#), as established by the Office of Minority Health. We also maintain compliance with accreditation standards focused on health equity.

Together, we can foster a healthcare environment that embraces diversity and inclusion, ensuring equitable care for all. We look forward to continuing to work with you to make a positive difference in the lives of our members.

Our Member Advisory Committee needs you

You're invited to join the Member Advisory Committee (MAC).

This committee meets quarterly to discuss the quality of care our members receive, address the barriers they may face, and explore opportunities for improvement. We know you have valuable feedback, and we would love to hear it.

Our next meeting is on Dec. 20 at 3 p.m. CT. You may attend online or in person at our office in Omaha. If you're interested in attending, please email our [Community Engagement team](#) to RSVP.

Your participation and insight will help us enhance our services and better serve our community. We appreciate your continued partnership and support.



Supporting members in crisis

Molina is dedicated to supporting patients, especially during times of crisis.

Our Behavioral Health Crisis Line is available 24/7 for members who need urgent assistance. Staffed by skilled behavioral health providers, this hotline offers immediate crisis intervention and referrals. Members can call **(844) 782-2018** anytime for help.

In addition, the National Suicide Lifeline, accessible by dialing **988**, provides free, 24/7 confidential support for those facing suicide or mental health crises. This valuable resource ensures that help is always available when needed.

We urge our network providers to inform their patients about these critical resources. By spreading awareness of the Behavioral Health Crisis Line and the National Suicide Lifeline, you can ensure that your patients know they have access to support at all times.

Together, we can enhance the mental and emotional well-being of our community. Thank you for your ongoing dedication to the health and wellness of our members.



Reminder: Molina's clinical policies are online

Molina is dedicated to supporting patients, especially during times of crisis.

We would like to remind you that Molina's clinical policies (MCPs) are available online. These policies provide essential information regarding medical necessity. The MCPs cover a wide range of topics, including:

- Behavioral health
- Durable medical equipment
- Genetic testing
- Medical
- Payment and reimbursement
- Pharmacy
- Radiology
- Surgery
- Transplant
- Utilization management



The Molina Clinical Policy Committee (MCPC) reviews these policies annually and approves updates bimonthly to ensure they remain current and relevant.

For more information and to access the MCPs, please visit MolinaClinicalPolicy.com.

Reminder: Open enrollment is here

Learn how to support your patients in finding the value-added benefits that meets their needs.

With open enrollment currently underway, it's important to remind your patients to review and update their health coverage for the upcoming year. Here's how you can help them make the most of this time:

1. Share the open enrollment window.

Open enrollment is from Nov. 1 to Dec. 15.

2. Review value-added benefits.

Encourage your patients to review value-added benefits that each managed care organization offers to see if their health plan still meets their needs or if they should consider other options.

3. Update personal information.

Remind your patients to update their personal and financial details, which may affect their eligibility for certain plans or subsidies.

4. Seek assistance.

Inform your patients that if they have any questions about open enrollment, they can contact Heritage Health at [1-888-255-2605](tel:1-888-255-2605), Monday through Friday, 7 a.m. to 7 p.m. CT.

With your encouragement, we can help ensure patients actively participate in the open enrollment process, select the plan that best meets their needs, and avoid any gaps in care.



We're here for you.

You can count on us to support you. Contact us whenever you need help.

Claims

Availity Essentials Portal
(800) 282-4548
Monday-Friday
7 a.m.-7 p.m. CT

Compliance 24/7 Alertline

(866) 606-3889
Report fraud, waste and abuse
24 hours a day, 7 days a week,
365 days a year

Contracting

NEContracting@MolinaHealthcare.com

Member Services

(844) 782-2018 (TTY: 711)
Monday-Friday
8 a.m.-6 p.m. CT

Molina Dental Services

MDVSPProviderServices@MolinaHealthcare.com

Provider Contact Center

(844) 782-2678
Monday-Friday
7 a.m.-6 p.m. CT

Provider Relations

NEProviderRelations@MolinaHealthcare.com

SkyGen Provider Services

(855) 806-5192
Monday-Friday
7 a.m.-8 p.m. CT

