



# Provider Newsletter

For Molina Healthcare of Nebraska, Inc. providers

January 2025

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## Provider claim resolution updates

The Known Issues Log is your resource for timely updates and solutions.

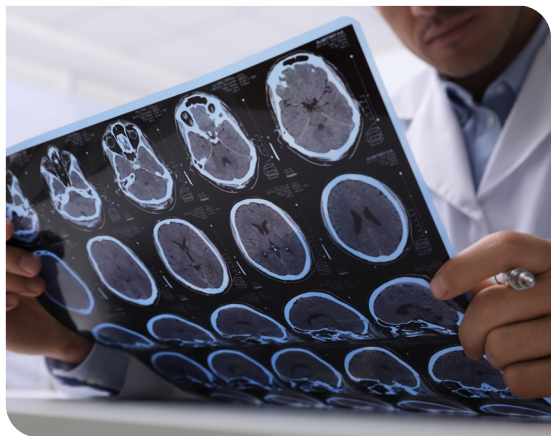
In our ongoing efforts to enhance communication with our provider community, we are now publishing systemic claims issues on the **Known Issues** page of our website.

If you encounter any unexpected trends with claims, we recommend regularly reviewing both the **Open** and **Closed Known Issues Logs** on the Known Issues page. This will help you quickly determine whether the issue has already been identified and will provide guidance on the next steps.

Our top priority is to ensure timely and accurate reimbursement for the services you provide. If you have any additional questions, please don't hesitate to reach out to our Provider Relations team at [NEProviderRelations@MolinaHealthcare.com](mailto:NEProviderRelations@MolinaHealthcare.com).



## Requirements for prior authorization submission



Molina has partnered with MCG Health to offer Cite AutoAuth self-service for advanced imaging prior authorization (PA) requests.

### What is Cite AutoAuth, and how does it work?

Providers can receive an expedited – often immediate – response by attaching the relevant care guideline content to each PA request and sending it directly to us. Through a customized rules engine, Cite AutoAuth matches Molina’s specific criteria to the clinical information and attached guideline content to potentially authorize the procedure automatically.

Self-services available in the Cite AutoAuth tool include, but are not limited to:

- MRIs
- CTs
- PET scans

To see the complete list of imaging codes that require PA, refer to the PA Code LookUp Tool online at [MolinaHealthcare.com](https://www.molinahealthcare.com).

### How to access and earn more

Cite AutoAuth can be accessed online via the Availity Essentials provider portal at [Provider.MolinaHealthcare.com](https://www.provider.molinahealthcare.com) in **Molina’s Payer Spaces**. It is available 24 hours per day, seven days per week.

This submission method is strongly encouraged as your primary submission route. However, existing fax, phone, email processes are also available.

## Assist patients with annual wellness goals

Help your patients begin the new year with better health.

The start of a new year presents a valuable opportunity to engage patients in setting achievable health goals. By guiding them through personalized plans, you can support long-term wellness outcomes. Here's how you can help your patients get started with health goals for the new year:

### 1. Encourage an annual wellness visit.

Remind your patients to schedule their annual wellness visit. As their healthcare provider, you can help assess their overall health, discuss preventive care, and establish realistic, actionable goals tailored to their individual needs.

### 2. Help patients simplify their wellness goals.

Recommend that patients focus on one or two manageable goals, such as improving diet, increasing physical activity, or enhancing sleep quality. Simplifying goals makes them more attainable, helping them avoid feeling overwhelmed.

### 3. Create a clear plan.

Work with patients to outline specific steps for reaching their health goals. For example, if they aim to increase physical activity, suggest writing down concrete plans such as “walk for 20 minutes after dinner three times a week.” This approach gives patients a roadmap and helps them stay on track.

### 4. Promote small, sustainable changes.

Guide patients toward small, gradual changes that are easier to maintain, like drinking more water or adding vegetables to meals. These small adjustments can build momentum and foster long-term success.

### 5. Reinforce success.

Encourage patients to celebrate their progress, whether through personal rewards or sharing their achievements with friends or family. When people recognize their accomplishments, it fosters motivation and encourages them to stick with their care plan.

By helping patients set clear health goals and supporting them with a solid plan, you can empower them to achieve better health outcomes throughout the year.

Patients can earn a  
**\$25 reward**  
for completing an  
annual wellness visit.

Please remind your Molina patients that they can receive a \$25 reward after they notify us that they've completed their annual wellness visit. To report their visit, members call Member Services at **(844) 782-2018**, Monday-Friday, 8 a.m.-6 p.m. CT.



## Promote adherence with timely renewals

### Help patients stay on track with their medication.

Keeping patients' prescriptions up to date is essential for their ongoing care and health management. Here are some practical steps you can share with patients to help them stay on top of their medications:



- 1. Encourage patients to monitor prescription expirations.**

Advise your patients to regularly check their prescription expiration dates. The best time to renew is a few weeks before they run out, during their yearly checkup, or before traveling. Recommending that patients mark these dates on their calendars can help ensure timely renewals and refills.

- 2. Review medications during annual visits.**

Take time during annual checkups to review your patients' medications. This ensures their prescriptions are still appropriate and provides an opportunity to address any necessary changes. By keeping their prescriptions current, you can help patients achieve better health outcomes.

- 3. Prompt patients to refill medications early.**

Remind your patients to order their refills as soon as their prescriptions are renewed. This helps avoid lapses in medication adherence. Encourage patients to contact their pharmacy to manage refills efficiently.

If patients need further assistance, remind them that they can contact our Member Services team at [\(844\) 782-2018](tel:844-782-2018), Monday-Friday, 8 a.m.-6 p.m., CT.

# Address Social Determinants of Health

**Social Determinants of Health (SDOH), such as access to food, housing, and transportation, significantly impact patient health outcomes.**

As we move into 2025, it's crucial for providers to recognize and address these non-medical factors that affect their patients' ability to receive care and adhere to treatment plans.

## How providers can address SDOH:

Providers can screen for SDOH issues during patient visits and connect individuals to helpful resources. By taking proactive steps, providers can bridge gaps in care and improve overall patient well-being.

## How Molina addresses SDOH:

Molina offers a variety of resources to support members:

- **Transportation assistance:** Helps patients attend medical appointments, reducing the likelihood of missed visits due to transportation barriers.
- **Care Management programs:** Provides comprehensive support to address both medical and non-medical needs. Care managers work with providers to develop individualized plans that connect patients to the right services.
- **Molina Member Portal:** Offers Molina members access to tools and resources for transportation and other essential services.
- **Molina Help Finder:** Provides access to no-cost or reduced-cost services like medical care, food, housing assistance, job training and more.
- **Molina's value-added benefits:** Provides support for transportation, meals, education, maternal health, and access to community resources.

By leveraging these resources, providers can ensure their patients receive the comprehensive support they need to maintain their health.



## Molina's Pregnancy Rewards Program

Molina's Pregnancy Rewards program offers your patients essential support throughout their pregnancy journey while also offering financial rewards to encourage healthy habits.

This program is designed to keep your patients engaged in their care and reward them for making healthy choices.

To enroll in the program, members must:

- Complete a prenatal appointment within their first trimester.
- Call Member Services within the first 12 weeks of their pregnancy to inform us that they're pregnant, confirm they completed their first trimester prenatal appointment, and request case management. Member Services can be reached at [\(844\) 782-2018](tel:8447822018), Monday-Friday, 8 a.m.-6 p.m., CT.

**After enrolling, they will receive a \$50 reward!**

But the benefits don't stop there. While enrolled, your patients will be invited to community baby showers where they can earn additional rewards, such as a month's supply of diapers or a Pack 'n Play. We will also check in with them each trimester to share helpful information for a safe and healthy pregnancy.

Once their baby is born, we'll continue to provide guidance and support. They can even earn an additional \$50 reward when they visit the doctor within 7-84 days after they have their baby. All they need to do is call Member Services and let us know about the visit.

Please encourage your pregnant patients to join Molina's pregnancy Rewards program. It can help them get the care and support they need while earning valuable rewards along the way.



## 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](mailto: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](mailto:MDVSPProviderServices@MolinaHealthcare.com)

### Provider Contact Center

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

### Provider Relations

[NEProviderRelations@MolinaHealthcare.com](mailto:NEProviderRelations@MolinaHealthcare.com)

### SkyGen Provider Services

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

