

New In This Issue

- [Hospice Billing for Nursing Facility Room and Board](#)
- [Annual Mandatory Model of Care Training](#)

- [Quality Living Program Awardees](#)
- [Website Roundup](#)

Updated In This Issue

- [You Matter to Molina: Get to Know Your Provider Relations Representatives](#)
- [Live Provider Training Sessions](#)

Hospice Billing for Nursing Facility Room and Board

Info for Medicaid providers

Molina has posted a new [Hospice Nursing Facility Room & Board Billing Guidance Add-On Rate](#) document with information for the new add-on room payments. This guidance should be followed when providers of Hospice care are billing for Room and Board while the Molina patient is in a skilled nursing facility. Find the document on the Quick Reference Guides & FAQs page, under the Manual tab on our Provider Website.

Annual Mandatory D-SNP Medicare Model of Care Training

Info for Medicare providers

The Centers for Medicare and Medicaid Services (CMS) requires certain contracted [Medicare](#) medical providers to complete a basic training on the Molina Healthcare-specific Dual Eligible Special Needs Plan (D-SNP) Model of Care (MOC) by Dec. 31, 2025. This includes the following provider types:

- Primary Care Provider (all specialties for PCP Physicians)
- Hematology/Oncology (Gynecologic Oncology, Hematology, Hematology and Oncology/Oncology and Hematology, Medical Oncology, Oncology, Surgical Oncology)
- Psychiatry (Child and Adolescent Psychiatry, Geriatric Psychiatry, Psychiatry)
- Cardiology (Cardiovascular Disease/Cardiovascular Diseases, Interventional Cardiology, Cardiology, Cardiology – Interventional, Hypertension Specialist)

Your practice must take action to complete this training and submit your attestation.

- **Online Training:** The [Molina 2025 Model of Care Provider Training](#) is on the Medicare Provider Website, under the Model of Care header.
- **Recorded Video Training:** Listen to the [Recorded Molina 2025 Model of Care Provider Training](#), located on our You Matter to Molina page, under Recorded Video Trainings.

After reviewing the training, providers should complete and submit the [OH MOC Attestation Form](#) located in the Select State Form drop-down menu. **Reminder**, individual providers can fill out and submit the OH MOC Attestation Form online.

If one provider is willing to sign off for a group or clinic, the provider should not fill out and submit the OH MOC Attestation Form online, instead the provider must:

1. Export the OH MOC Attestation Form using the “Export to PDF” button
2. Fill out an Excel spreadsheet of all the providers in the clinic/group and include:
 - Name of the provider giving the training
 - Clinic/Practice name address
 - Tax Identification Number (TIN)
 - The method used to train office staff and providers
 - Date the office staff and providers were trained and signed the attestation
3. Email the completed OH MOC Attestation Form and Excel spreadsheet to OHAttestationForms@MolinaHealthcare.com

Find additional information on CMS Model of Care requirements at [cms.gov](https://www.cms.gov) under “Regulations & Guidance,” then “Manuals,” and “Internet-Only Manuals (IOMs)” in the “CMS

100-16 Medicare Managed Care,” then “Chapter 5 – Quality Assessment,” find “Section 20.2.1 – Model of Care Elements,” then “3. SNP Provider Network,” and “C. MOC Training for the Provider Network.”

You Matter to Molina: Get to Know Your Provider Relations Representatives

Info for all network providers

Our Molina Provider Relations team is here to help answer your questions and connect you with training opportunities. Throughout 2025, we will introduce you to our team members and explain how to contact us directly for assistance.

Brooke King, Provider Relations Manager:

- **My favorite thing to do:** I love spending time with my children. I am also an avid reader.
- **Interesting fact:** I love history. I spend a lot of free time watching documentaries, reading non-fiction novels and keeping up with new historical findings around the world.
- **Why I serve our Molina providers:** I believe in what we do and more importantly I believe in what our providers do, which is serve the community. By building mutually beneficial relationships with our provider network we can improve health outcomes and medical literacy for our members.
- **Available by email at:**
OHProviderRelations@MolinaHealthcare.com

William (Bill) Caine, Provider Relations Senior Representative:

- **My favorite thing to do:** I love Ohio State Football and was excited to see them win the National Championship. In my free time, I enjoy fishing, scenic photography, writing, cooking, gardening and smoking meat.
- **Interesting fact:** I do a lot of creative writing, and my work often appears in our local newspaper weekly.
- **Why I serve our Molina providers:** I have a passion for serving our members, especially those who face challenges in receiving the type of care that every person deserves. The Medicaid population is close to my heart, and while I am no longer part of the member side of the business, I am equally passionate about serving our provider network. It is fulfilling to know that I have done everything I can do to be an advocate for our providers because ultimately, our members are served well by a satisfied provider network. I believe

that together we can do amazing things for our members.

- **Available by email at:**
OHProviderRelations@MolinaHealthcare.com

Updated: Live Provider Training Sessions

Info for all network providers

Molina is offering the chance to enter a monthly drawing for a prize! To enter, join a provider training and share your name and email.

You Matter to Molina Forums:

- Medicaid Incident Reporting: Thurs., **Feb. 27, 2 to 3 p.m.**
- Quality 101: Thurs., March 27, 2 to 3 p.m.

General Provider Orientation:

- Thurs., **Feb. 6, 1 to 2 p.m.**
- Wed., March 5, 1 to 2 p.m.

Specialized Provider Orientation:

- Claims and Billing Orientation: Fri., **Feb. 21, 10 to 11 a.m.**
- Nursing Facility and Assisted Living: Fri., **March 14, 1 to 2 p.m.**

Molina Dental Services Training:

- Thurs., **Feb. 27, 11 a.m. to 12 p.m.**
- Tues., **March 25, 3 to 4 p.m.**

Availity Essentials Portal Training: Visit the Help & Training section on the portal or contact training@availity.com for training.

Quality Living Program Awardees

Info for all network providers

Molina is proud to announce the most recent quarter’s performance for nursing facilities in the Molina Quality Living Program.

- **Platinum Level:** Country View of Sunbury, Meadow Grove City, Venetian Gardens, Siena Gardens, Golden Years Nursing Center, The Home at Hearthstone, Terrace View Gardens, Capri Gardens, Highbanks Care Center, Bethany Village
- **Gold Level:** The Residence at Salem Woods, Bayley Senior Care, Willow Brook Christian Home, Otterbein Middletown
- **Silver Level:** Morris Nursing Home, Logan Elm Health Care Center, Crown Pointe Care Center, The Home at Taylor’s Pointe, Loveland Healthcare Center, Wilmington Nursing & Rehabilitation, Scioto Pointe, Carlisle Manor, Adams County Manor,

Arlington Nursing Home, Mohun Health Care Center, Springfield Masonic Community, The Knolls of Oxford, Mt Healthy Christian Village, Willow Brook Christian Village, Friends Care Community, Mason Christian Village, Four Winds Nursing Facility

The Molina Quality Living Program recognizes and awards nursing facility partners that meet or exceed select CMS quality measures when providing care to Molina MyCare Ohio members in custodial care.

Website Roundup

Info for all network providers

Recently added or updated documents:

- [Hospice Nursing Facility Room & Board Billing Guidance Add-On Rate](#)
- [Care Coordination Portal User Guide](#)
- [January CPSE Report](#)
- [Recorded Molina 2025 Model of Care Provider Training](#)
- [Nursing Facility Assignments Q1 2025](#)
- [Marketplace: Molina Healthcare Prior Authorization Request Form and Instructions](#)
- [Provider Quick Reference Guide: Diabetes and Hypertension Care](#)
- [You Matter to Molina Home Health Authorization Process and Best Practices](#)

In Case You Missed It: View the complete articles on the Provider Bulletin page under the Communications tab of our Provider Website, under the identified month, noted in parentheses ().

- [Inpatient Admission Notification Process Reminder](#): Effective Jan. 1, 2025, Inpatient admission prior authorization requests should be submitted within two business days following the written order for inpatient admission. ([January 2025](#))
- [Nursing Facility Private Room Billing Guidance](#): Molina will reimburse the add-on payment for private rooms at qualifying nursing facilities in accordance with OAC 5160-3-163. ([January 2025](#))
- [Access2Care Email Address Update](#): Molina's Non-Emergent Medical Transportation vendor, Access2Care, has updated their email address to CareManagement@mtm-inc.net. ([January 2025](#))
- [ODM Coverage of COVID-19 At-Home Test Kits](#): Effective Jan. 1, 2025, Molina, following ODM guidance, will no longer cover at-home COVID-19 test kits. ([January 2025](#))
- [Prior Authorization Appeal Extension of Timeframe](#): Effective Jan. 1, 2025, Molina will allow 60 days for a provider to conduct a Prior Authorization Appeal (Pre-Claim). This is separate from a Member Appeal. ([December 2024](#))
- [New Molina CES Edit: Facility Medicaid Modifier Not Appropriate](#): Effective Jan. 1, 2025, based on guidance from CMS, an edit will fire when a facility claim is billed with an appended modifier that is not appropriate for a facility services or not appropriate for the code it has been appended to. ([December 2024](#))
- [National Drug Code \(NDC\) Denials Reminder](#): If your claim is denied for "missing/invalid NDC National Drug code" please review the NDC billed on your claim prior to submitting the dispute. Ensure the NDC is correct and valid for the HCPCs code you are submitting which is included on the claim. ([December 2024](#))
- [Hospice Room and Board Payments Reminder](#): Molina's Hospice Room and Board reimbursement methodology is aligned with OAC 5160-56-06 Hospice services: reimbursement for 95% of the Nursing Facility per diem rate. ([December 2024](#))
- [ODM Update](#): Terminations have resumed for failure to complete Medicaid Agreement Revalidations in PNM: On Jan. 23, 2024, ODM began terminating providers who failed to complete their revalidation prior to their specified deadline. ([May 2024](#))
- [PA Request](#): The preferred method of PA submission is through Availity. Availity offers a more streamlined provider experience compared to faxing. Contact training@availity.com for training. Note: Using an older version of the PA request form may cause delays in processing. ([March 2024](#))
- [Medicaid Enrollment Requirements](#): Any provider, group ordering or referring who is not enrolled and noted as "active" in the ODM PNM system will receive denials for claims submitted to Molina. Claim denials will continue until the provider's Medicaid enrollment is noted as an "active" status. Providers who update their

records after claims begin rejecting will need to submit corrected claims once the records are updated. Visit medicaid.ohio.gov for additional information. ([March 2024](#))

<p><u>Questions and Quick Links</u> Provider Services: (855) 322-4079 Mon. – Fri. 7 a.m. to 8 p.m. for Medicaid, 8 a.m. to 6 p.m. for MyCare Ohio and 8 a.m. to 5 p.m. for Medicare and Marketplace</p> <ul style="list-style-type: none">• Email: OHProviderRelations@MolinaHealthcare.com• Provider Website: MolinaHealthcare.com/OhioProviders	<p><u>Connect with Us</u> facebook.com/MolinaHealth x.com/MolinaHealth</p> <p><u>Fighting Fraud, Waste and Abuse</u> Suspect member or provider fraud? The Molina AlertLine is available 24 hours a day, 7 days a week at (866) 606-3889. Reports are confidential but you may choose to report anonymously.</p>	<p><u>Join Our Email Distribution List</u> Did you receive this provider bulletin via fax? Sign up to receive the Provider Bulletin via email, or to request removal from our fax distribution list by clicking the Sign up to receive Molina's Provider Bulletin via email here link on the Provider Bulletin page of our website.</p>
---	---	--