PROVIDER BULLETIN

A bulletin for the Molina Healthcare of Ohio provider networks

MOLINA HEALTHCARE®

Updated: Electronic Visit Verification (EVV) Claim Processing Changes

Info for Medicaid providers

Effective June 1, 2025, the Ohio Department of Medicaid (ODM) will roll out the Electronic Visit Verification (EVV) claims processing changes for Phase 3. This phase impacts Medicaid claims submitted to Molina Healthcare of Ohio, Inc. for Home Health Services. Beginning on this date, codes G0156, G0151, G0152, G0153, G0299 and G0300 are subject to claim validation. For payment to be eligible, the claim must match a visit logged in Sandata.

Following claim validation, any changes made in Sandata or on the claim due to an unmatched visit will require a corrected claim. Claim disputes will not be accepted for unmatched EVV claim validations. To learn more about corrected claims, visit our Provider Website and view the Corrected Claims Billing Guide under the Forms tab and the Medicaid Provider Manual under the Manual tab.

Sign up for upcoming trainings through ODM/Sandata by selecting the Phase 2 and 3 Claims Validation Go-Live Trainings title on the right-hand side, under Claims Validation Readiness Resources on the ODM EVV website at medicaid.ohio.gov by selecting Programs & Initiatives under Resources for Providers and then Electronic Visit Verification (EVV).

Find additional information on the seven phases on the ODM EVV website.

Notice of Changes to the Provider Manuals

Info for all network providers

Molina has added an addendum to each of the following Provider Manuals:

- Medicaid
- MyCare Ohio
- Medicare
- Marketplace

Find the updated Provider Manuals on our Provider Website under the Manual tab.

Reminder: Molina posts a new comprehensive Provider Manual to our website semi-annually. However, changes can be made to the manual between updates. Always refer to the manuals posted on our website to ensure you are accessing the most up-to-date versions.

Q3 PA Code Changes

Info for all network providers

Molina has posted the following PA Code Change documents on our Provider Website, under the Forms tab, for a July 1, 2025, effective date.

- Medicaid: Q3 2025 PA Code Changes
- Medicare and MMP: Q3 2025 PA Code Changes
- Marketplace: Q3 2025 PA Code Changes

The Provider Bulletin is a monthly newsletter distributed to all network providers serving beneficiaries of Molina Healthcare of Ohio Medicaid, Medicare, MyCare Ohio and Health Insurance Marketplace health care plans.

Availity Essentials Updates: PA, Claim Disputes and Digital Correspondence

Info for all network providers

Prior Authorization:

In August 2025, Molina Healthcare of Ohio, Inc. will retire the legacy prior authorization (PA) tool currently located in Availity Essentials > Payer Spaces.

To ensure a smooth transition, you will need to begin using the multi-payer PA application in Availity Essentials today.

Key benefits of the Availity Essentials PA:
- Step-by-step submission process
- Templates for frequently used services
- Multi-payer dashboard to manage all authorizations
- Authorization inquiry to view any case linked to you

How to get started:
- Verify access: Confirm your authorization role assignment with your organization's Availity Essentials administrator
- Log In: Go to Availity Essentials and navigate to Patient Registration > Authorizations and Referrals
- Try it out: Begin using the application to submit PAs and explore its functionality

To locate additional training, visit the Availity Learning Center.

Claim Disputes:

Molina has developed a step-by-step guide to better assist providers with claim disputes within Availity Essentials. To access the guide, visit Payer Spaces for Molina, then navigate to Resources to locate the Dispute Molina claims via Availity Essentials document.

Digital Correspondence:

Molina has added a Digital Correspondence Hub to the Availity Essentials Portal to allow providers to receive, manage and track digital communications from Molina. The Hub will begin with PA letters.

The new Digital Correspondence Hub provides access anytime and anywhere (24/7) and will allow providers to:
- View letters in real-time

- View multiple types of letters, including Approval/Denial and progress of the authorization case (Ad Hoc Letters)
- Print and download response letters

Visit the Availity Learning Center to locate training for the Digital Communications Hub.

Nursing Facility and Hospice Ventilator and Ventilator Weaning

Info for Medicaid providers

Effective July 1, 2025, Nursing Facility and Hospice Ventilator and Ventilator Weaning claims must include diagnosis code Z99.11 (does not have to be primary).

Any Ventilator and Ventilator Weaning claims that do not include this required diagnosis will be denied.

Molina is making this update to better align with ODM guidance. Find out more in the [Ventilatory Program – SFY 2025](#) Fact Sheet on the [ODM Nursing Facilities](#) page at [medicaid.ohio.gov](#) by selecting Enrollment & Support, then Provider Types and Nursing Facilities.

Alzheimer's Disease and Related Dementias (ADRD) Program

Info for Medicare and Molina Dual Options MyCare Ohio providers

Molina Healthcare of Ohio, Inc., is excited to announce the launch of the Alzheimer's Disease and Related Dementias (ADRD) Program in partnership with [Isaac Health](#) by July 1, 2025. The ADRD Program aims to provide specialized services and support for Molina members living with or at risk of ADRD and the caregivers who support them.

Through Isaac Health, members can access a comprehensive support program that includes fast access to medical memory specialists, cognitive therapy and memory training programs, a support hotline and caregiver support.

The ADRD Program is designed to ensure that ADRD care is accessible to all Molina Medicare and MyCare Ohio members, including those in rural and underserved urban areas, and will:
- Promote early risk identification of Alzheimer's Disease and Related Dementias (ADRD)

through evidence-based screening and diagnostics.

- Collaborate with our specialty provider, Isaac, to support timely clinical evaluation and diagnosis of ADRD when applicable.
- Enhance the quality of life for members with ADRD.
- Support caregivers.

The ADRD program goals include:
- **Memory Concern Identification**: Screen members for memory, orientation, judgment and function to identify at-risk members and provide appropriate support for those who screen positive.
- **Monitor Disease Progression**: Track disease progression from early to late stages through functional/cognitive assessments and care planning.
- **Optimize Medical Management**: Ensure ADRD members receive specialist-guided medical management based on evidence-based guidelines and best practices.
- **Coordinate Care Team**: Coordinate with all team members, including medical providers, involved in the member's care to maintain a person-centered care plan.
- **Support Independence**: Maintain and support members' independence and cognitive abilities while they live in the community for as long as possible.
- **Train Caregivers**: Provide support and training to caregivers.

Molina is committed to supporting members and their caregivers through every stage of their journey with ADRD and is launching the ADRD program to align with the Ohio Department of Aging's [Action Plan on Alzheimer's Disease and Related Dementias](#), found at [aging.ohio.gov](#) under Learn About Us, then Plans, Reports, Publications and Data.

Please reach out to your Provider Relations Representative with questions.

Recorded Trainings on the Provider Website
Info for all network providers

Molina has reposted our recorded trainings to the Provider Website [You Matter to Molina](#) page under the Recorded Video Trainings header.

For live training via Microsoft Teams, please attend one of our monthly training opportunities, listed on the You Matter to Molina page, or contact your Provider Relations team for additional options.

ODM MyCare Ohio Program Launch
Info for MyCare Ohio providers

ODM will launch the Next Generation MyCare Ohio program in two phases starting in January 2026:
- Phase 1: Begins with each of the current 29 MyCare Ohio counties
- Phase 2: Statewide expansion

Stay up-to-date on the Next Generation MyCare Ohio program launch with the ODM News. Sign up at [medicaid.ohio.gov](#) by clicking on Subscribe to Medicaid News at the bottom of the page and clicking on ODM Press.

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, Venetian Gardens, Siena Gardens, Golden Years Nursing Center, The Home at Hearthstone, Terrace View Gardens, Highbanks Care Center, Glen Meadows, Alois Alzheimer Center, Bethany Village
- Gold Level: The Residence at Salem Woods, Bayley Senior Care, SEM Haven Health Care Center, Otterbein Middletown
- Silver Level: Austin Trace Health and Rehab, Logan Elm Health Care Center, Scioto Pointe, 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, Otterbein Union Township, Twin Towers, Berkeley Square Retirement Community

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.

UPDL: 30-Day Change Notice
Info for Medicaid providers

ODM will post their Ohio Unified Preferred Drug List (UPDL) 30-Day Change Notice on June 1, for an effective date of July 1, 2025. Find it at medicaid.ohio.gov/stakeholders-and-partners/phm.

Updated: Molina Clinical Policy Page Update
Info for Medicaid providers

As a reminder, Molina has updated our [Clinical Coverage Policies](#) page to include a new Clinical Policies Updates drop-down menu under the Molina Clinical Policies section.

In May 2025, Molina started posting a monthly document listing updated clinical policies.

Find the updated July 2025: Clinical Policies Updates document on the website with all of the new updates that will be effective on July 1, 2025.

Updated: 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.

Jeremy Swingle, Provider Relations Lead:
- **My favorite thing to do:** When I have a spare moment I like to attend live sporting events with friends and family. Like many Ohioans, I am a huge Ohio State Football fan. In the words of Bill Shankly, "Some people think football is a matter of life and death… I can assure them it is much more serious than that."
- **Interesting fact:** My first car was a green 1978 AMC Gremlin passed down from my father. The 100 miles it lasted before the engine blew up were an exhilarating start to my automotive freedom.
- **Why I serve our Molina providers:** I serve Molina's providers by helping to resolve issues and answering questions as

thoroughly as possible. I want to enhance the positive relationship between the provider and Molina, making sure the provider always has the most up-to-date information available.
- **Available by email at:** OHProviderRelations@MolinaHealthcare.com

Mariah Vinson, Provider Relations Representative:
- **My favorite thing to do:** I love spending the weekends with friends, shopping at local farm markets and catching up on a good book or show. My favorite band is Metallica, but my music taste runs the gamut of styles; there is no genre that you won't find on my daily playlist. My favorite series is Rocky, but I also love a good horror movie.
- **Interesting fact:** I love boxing, and I can be found at the Title Boxing Club multiple times a week. The resilience and the discipline that boxing teaches help you understand that no matter how tired you get or how much your body hurts, you have to keep fighting.
- **Why I serve our Molina providers:** I serve our Molina providers as someone who grew up in extreme poverty. If not for providers like ours and companies like Molina, my family, including myself, would not be where we are today. I am thankful for the compassion and effort our providers put into caring for our members. I know it is often a thankless job, which makes me appreciate our providers even more. I enjoy helping our providers make our members' lives better.
- **Available by email at:** OHProviderRelations@MolinaHealthcare.com

Updated: Website Roundup
Info for network providers

Recently added or updated documents:
- [May CPSE Report](#)

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:
- Health Equity 102: Thurs., June 26, 10 to 11 a.m.
- Ensuring Patient's Health: Wed., July 30, 2 to 3 p.m.

General Provider Orientation:
- Mon., June 2, 11 a.m. to 12 p.m.
- Tues., July 8, 1 to 2 p.m.

Specialized Provider Orientation:
- Managed Long-Term Services and Support: Wed., June 11, 3 to 4 p.m.
- Claims and Billing: Fri., July 25, 11 a.m. to 12 p.m.

Molina Model of Care:
- Thurs., June 19, 1 to 2 p.m.
- Mon., July 14, 1 to 2 p.m.

Molina Dental Services Training:
- Thurs., June 26, 9 to 10 a.m.
- Wed., July 30, 3 to 4 p.m.

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

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 ( ).

- Explanation of Payment (EOP) Update: Effective May 1, 2025, based on feedback from our provider network, the claimID referenced on the EOP/835 for refund posting will now have the provider's patient control number on the claim. (May 2025)
- Drugs Carved Out: Fee-for-Service: Based on ODM guidance, Kebilidi™ is now covered under the Ohio Medicaid FFS medical benefit, including coverage for Medicaid Managed Care enrollees. (May 2025)
- You Matter to Molina: Structured Family Caregivers Orientation: Molina posted a new You Matter to Molina: Structured Family Caregivers Orientation to our Provider Website. (May 2025)
- Provider Office Lab Testing Policy: Molina has updated the Provider Office Lab Testing policy effective for dates of service on and after May 1, 2025. (April 2025)
- MCO Resource Document for Doulas: Molina posted a Medicaid MCOs Consolidated Doula Resource Guide on our Provider Website to use as a quick reference for key information from the seven MCOs. (April 2025)
- PNM Update- Multi-Factor Authentication: Starting May 4, 2025, ODM began implementing a Multi-Factor Authentication process for the PNM system. (April 2025)
- You Matter to Molina: Disability Awareness and Sensitivity Training: Molina posted a new You Matter to Molina: Disability Awareness and Sensitivity Training to our Provider Website. (April 2025)
- Annual Mandatory D-SNP Medicare Model of Care Training: CMS requires contracted Medicare medical providers to complete training on the D-SNP MOC by December 31, 2025. Molina hosts training sessions for providers and their staff. (January 2025)
- ODM Update: Terminations have resumed for failure to complete Medicaid Agreement Revalidations in PNM: On January 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)

Questions and Quick Links	Connect with Us	Join Our Email Distribution List
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 - Email: OHProviderRelations@MolinaHealthcare.com - Provider Website: Molina Healthcare.com/OhioProviders	facebook.com/MolinaHealth x.com/MolinaHealth **Fighting Fraud, Waste and Abuse** 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.	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.