

ProgenyHealth Overview for Molina Nebraska

December 12, 2024



Agenda

- 1. ProgenyHealth Introduction Video
- 2. Points of Contact
- 3. Utilization Management (UM)
 - Notification and Determinations
 - Daily Determinations
 - Peer-to-Peer and Appeals
 - Transfers and Readmissions
 - UM Established Cases
- 4. Case Management (CM)
 - CM Program Overview
 - CM Facility Collaboration





https://info.progenyhealth.com/progenyhealth-provider-education-video



ProgenyHealth

Introduction

Beginning 1/6/25 ProgenyHealth will assume Neonatal Care Management Services for Molina Nebraska

- This program will apply to the Medicaid LOB only
- Progeny will **not** manage the 599 CHIP members





ProgenyHealth Contact Information

Direct contact information for the ProgenyHealth UM and CM Nurses will be provided once assigned to a member admitted to your facility.



Main Number:

1-888-832-2006

Hours of operation: Monday – Friday 8:00am – 5:00pm CT

Secure Fax for Molina NE:

1-866-316-7406

Website:

ProgenyHealth.com

UM Email:

MolinaNE-UM@progenyhealth.com

CM Email:

MolinaNE-CM@progenyhealth.com





UM Notification & Determinations

What You Need to Do:

The process for notifying Molina Nebraska of Medicaid infant admissions to the NICU or a special care nursery is changing.

Starting 1/6/2025, NICU Notification of Admission should be faxed **directly to ProgenyHealth** at 866-316-7406 for all infants born/admitted on 1/6/2025, and after. **Please exclude 599 CHIP members.**

Please Include:

- Mom Name, DOB and Subscriber ID
- Infant Name (if known) and ID (if known)
- Attending Physician NPI #
- Facility NPI #

For members managed by ProgenyHealth, all concurrent reviews, transfers, and discharge summaries should be sent to ProgenyHealth's secure fax number.

What We Will Do:

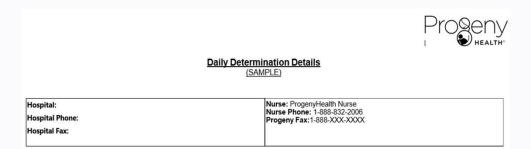
- ProgenyHealth will follow Molina Nebraska timeframes for concurrent reviews and determinations.
- ProgenyHealth will be providing Level of Care determination utilizing MCG 28th Edition



Daily Determinations

ProgenyHealth will fax facility-specific daily determination log

- Days approved
- Levels of Care (example: Level 2, Level 3)
- Next Review Date
- Information needed with the next review to support continued inpatient stay
- Authorization Number
 - PGNNCUNEXXXXXXXXXXX



Patient Full Name	Admitted	Discharged	Description
Baby A Test	2/7/2024		Days Reviewed: 2
DOB: 2/7/2024			02/07/2024 - 02/08/2024
ProgenyHealth Case ID: UM01			Requested Level of Care: Level 4 Approve: As Requested Reviewed Level of Care: Level 4
Hospital Medical Record Number: N/A			Days Reviewed: 3 02/09/2024 - 02/11/2024
Authorization Number: N/A			Requested Level of Care: Level 4 Approve: Per Physician Reviewer Reviewed Level of Care: Level 3
Next Review Date: 2/15/2024			Reviewed Level of Care: Level 3
Next Review Notes: Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs			





UM Peer-to-Peer & Appeals

For adverse determination made by ProgenyHealth, the provider/representative will be offered 5 business days to request Peer-to-Peer (P2P) discussions.

Verbal notification of the P2P opportunity is provided during denial notification, followed by a faxed daily determination log; Denial letters will be mailed per health plan guidelines.

- P2P may be requested with a ProgenyHealth Medical Director by calling 1-888-832-2006 and following the Physician Advisor's prompt and directions.
- If P2P is declined or if the denial determination is upheld, providers would follow Molina Nebraska appeal process if not in agreement with the determination.
- The provider has the option to request the P2P per above process <u>or</u> send in additional clinical within 15 days of the verbal notice of denial. <u>Providers</u> may not do both.

Transfers & Readmissions



Transfers

ProgenyHealth will manage infants transferred from the NICU to another acute care facility under the guidance of Molina Nebraska current rules for higher, lateral, and lower-level care transfers.



Readmission

ProgenyHealth will manage elective and emergent readmissions for all infants managed by ProgenyHealth for their initial NICU admission if readmitted within the 60 days post the initial NICU discharge

Example

PH will also manage:

- A well baby infant at birth not managed by PH will be managed by PH if another admission to a NICU occurs 30 days after discharge.
- A NICU infant at birth infant not managed by PH will be managed by PH if another admission to a NICU occurs 30 days after discharge.



UM Established Cases

- Infants receiving NICU LOC who were admitted before 1/6/2025, and remain inpatient post go-live, will be transitioned to ProgenyHealth for continued medical management.
- For established cases, all concurrent stay reviews and discharge summaries should be faxed directly to ProgenyHealth.
- Updated authorization number for transition cases noted here:

Authorization Number: PGNNCUXXXXXX

Next Review Date: 2/15/2024

Next Review Notes: Your Auth # is 1234567. Your new Progeny Auth # is PGNNCUXXXXX





CM Program Overview

Partnering with Molina Nebraska, we offer caregivers telephonic CM services



- Families will have a dedicated Case Manager who will provide support and education.
- Following notification of NICU admission,
 ProgenyHealth outreaches caregivers for early
 inpatient engagement to evaluate Social
 Determinants of Health and barriers to safe
 discharge home.
- ProgenyHealth Case Managers will continue to follow members for 60 days post the initial NICU discharge.
- ProgenyHealth Case Managers, Social Workers, and Care Coordinators assist members with identifying support and utilizing national and local community resources.
 - Identifying PCP
 - Behavioral health support
 - Lactation services/obtaining a breast pump
 - Transportation resources



CM Facility Collaboration



ProgenyHealth will collaborate with facility CM for infants with anticipated discharge needs, complex medical care, or considerable social situations.



ProgenyHealth encourages caregivers to utilize facility resources such as in-person lactation consultants, CM, or Social Work support available while the infant remains inpatient.



Prior Authorizations will continue to be submitted to Molina Nebraska for discharge needs. ProgenyHealth can assist facilities with identifying in-network Durable Medical Equipment, home care, and providers.



