



Molina Healthcare of Nebraska, Provider Notice

Optum Pause and Pay - PrePayment Review

04/14/2025

Molina Healthcare is committed to continuously improving its overall payment integrity solutions. This is a notification that Optum on behalf of Molina will begin performing prepayment claim reviews in June 2025. As a result, the healthcare provider may be asked for medical records and billing documents that support the charges billed.

Optum on behalf of Molina utilizes widely acknowledged national guidelines for billing practices and supports the concept of uniform billing for all payers. These prepayment claims reviews will look for overutilization of services or other practices that directly or indirectly result in unnecessary costs to the healthcare industry. A healthcare provider's order must be present to support all charges, along with clinical documentation to support the services billed.

Healthcare providers will receive detailed instruction regarding how to submit requested documentation. Healthcare providers who do not submit the requested documentation may receive a technical denial, which will result in the claim being denied until all information necessary to adjudicate the claim is received.

If it is determined that a coding and/or payment adjustment is applicable, the healthcare professional will receive the appropriate claim adjudication. Healthcare professionals retain their right to dispute results of reviews.

To review current Molina Payment Integrity Payment and Coding Policies, including Optum Pause and Pay, please visit this page on the Molina website:

www.molinahealthcare.com/providers/ne/medicaid/resources/resources.aspx

Thank you for your partnership.

If you have general questions about this communication, please contact our Provider Relations Team at NEProviderRelations@MolinaHealthcare.com.