



**SECTION C**

**Molina Healthcare**

**BENEFITS**

# BENEFITS

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## ENROLLMENT

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) Members need to choose a Primary Care Practitioner (PCP) at the time of enrollment. The Member can change his/her PCP at any time. The effective date of the change will be the month following the Member's request for the change. If a Member requests to change his/her PCP prior to the twentieth (20<sup>th</sup>) of the month, the change will be effective the first (1<sup>st</sup>) day of the following month, provided the Member has not received services from any other practitioner/provider within the past thirty (30) days. If the Member has obtained medical services and/or calls after the twentieth (20<sup>th</sup>) of the month, the change will be effective the first (1<sup>st</sup>) day of the second month following the request.

## Salud MEMBERS

(Refer to Section D, Benefits, in the 2007 Provider Manual for detailed information)

In July 2006, the State of New Mexico began to require Members eligible for most categories of Medicaid to re-certify for benefits once a year.

Medicaid Enrollment Requirements:

- Documentary evidence of citizenship and identity;
- Completion of paperwork mailed to the Medicaid eligible person as sent by the State of New Mexico Human Services Department, Income Support Division;
- Pay stubs for the past four weeks; and
- Proof of health insurance for self and others in his/her family.

## SCI MEMBERS

(Refer to Section SCI/SCI/UNMCI in the 2007 Provider Manual for detailed information)

Molina Healthcare began offering the State Coverage Insurance program (SCI) in July 2005. SCI is a Medicaid program that offers insurance to low-income working adults, ages nineteen (19) through sixty-four (64). SCI was developed in an effort to cover a portion of the uninsured working adults in the State of New Mexico.

Enrollment Requirements:

- Ages nineteen (19) through sixty-four (64);
- Income falls within zero (0) to two-hundred percent (200%) of the Federal Poverty Level;
- Must be a current resident of New Mexico for five (5) or more years and a United States (US) citizen or a Resident Alien for five (5) or more years;
- Cannot have voluntarily dropped health insurance within the last six (6) months;
- May not be covered by any other insurance or government program (e.g. Medicaid, Medicare, HMO, etc.) except for Indian Health Services and Veterans Administration; and
- Complete a prescreening questionnaire.

## **BENEFITS *(continued)***

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### **SCI/UNMCI MEMBERS**

(Refer to Section SCI/SCI/UNMCI in the 2007 Provider Manual for detailed information)

Effective March 1, 2007, Molina Healthcare began administering the State Coverage Insurance/University of New Mexico Care Initiative (SCI/UNMCI) Program. Molina Healthcare is responsible for utilization management, quality assurance, member services, anti-fraud oversight, and Member/practitioner/provider complaints and appeals.

#### **General Enrollment Requirements:**

- Ages nineteen (19) through sixty-four (64);
- Income falls within zero (0) to two-hundred percent (200%) of the Federal Poverty Level;
- Ages nineteen (19) through sixty-four (64);
- Income falls within zero (0) to two-hundred percent (200%) of the Federal Poverty Level;
- Must be a current resident in the greater Albuquerque area (including Bernalillo, Sandoval, Torrance, Valencia and Santa Fe Counties) and a US Citizen or a Resident Alien for five (5) or more years;
- Cannot have voluntarily dropped health insurance within the last six (6) months; and
- May not be covered by any other insurance or government program (e.g. Medicaid, Medicare, HMO, etc.) except for Indian Health Services and Veterans Administration.

## **PCP, SPECIALTY, & BEHAVIORAL HEALTH CARE**

### **PCP CARE**

(Refer to Section G, Provider Responsibility, in the 2007 Provider Manual for more information)

### **Salud & SCI MEMBERS**

PCPs are chosen from the list of participating Molina Healthcare practitioners in one of the following specialties (Individual family Members may choose the same or different PCPs).

- Family Practice, General Practice;
- Certified Nurse Practitioner;
- Internal Medicine;
- Pediatrics; and
- OB/GYN – Female Members may self-refer to a women's health care practitioner/provider. Some OB/GYNs may act as a PCP. In this case, the OB/GYN is listed under the Primary Care Section of the Provider Directory.

## **BENEFITS (continued)**

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### **SPECIALTY CARE**

(Refer to Section G, Provider Responsibility, in the 2007 Provider Manual for more information)

When the PCP determines that a Molina Healthcare Member needs to see a specialist, the PCP initiates a referral to a contracted Molina Healthcare specialist. ***Referral information is located in Section I, Referrals, in the 2007 Provider Manual.***

It is important for specialty practitioners/providers to advise the PCP when follow-up care is necessary. The specialty practitioner/provider may treat as necessary within the parameters of the referral from the PCP that is appropriate (i.e. lab tests, radiology, therapies, etc.). If the Member requires a procedure for which prior authorization is required, including hospitalization, the specialty practitioner/provider is responsible for obtaining the proper authorization from Molina Healthcare.

### **SCI/UNMCI MEMBERS**

Assignment to a PCP is required for all SCI/UNMCI members. Currently patients are being assigned to open University Hospital of New Mexico and First Choice Community Healthcare PCP panels. The PCP is responsible for coordinating member care.

- For any non-PCP services, referrals are required from the PCP;
- In some cases, prior authorizations will also be required for any non-PCP services; and
- Individual family Members may choose the same or a different PCP.

### **SPECIALTY CARE**

(Refer to Section G, Provider Responsibility, in the 2007 Provider Manual for more information)

When the PCP determines that a Molina Healthcare Member needs to see a specialist, the PCP initiates a referral to a contracted SCI specialist. ***Referral information is located in Section I, Referrals, in the 2007 Provider Manual.***

It is important for specialty practitioners/providers to advise the PCP when follow-up care is necessary. The specialty practitioner/provider may treat as necessary within the parameters of the referral from the PCP that is appropriate (i.e. lab tests, radiology, therapies, etc.). If the Member requires a procedure for which prior authorization is required, including hospitalization, the specialty practitioner/provider is responsible for obtaining the proper authorization from Molina Healthcare.

## **BENEFITS *(continued)***

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### **BEHAVIORAL HEALTH CARE**

#### **Salud MEMBERS**

##### **Value Options of New Mexico (VONM)**

**Toll free: (800) 397-1630.**

Behavioral Health (BH) Services do not require a referral from the PCP when services are provided by VONM practitioner. Please refer to Section D for additional information regarding behavioral health referrals.

“Mixed Services” are considered services that can be a behavioral health service, but performed at a medical/surgical facility.

Please contact Member Services **in Albuquerque at (505) 341-7493 or toll free at (888) 825-9266 or VONM toll free at (800) 397-1630** for direction and/or any questions regarding these services.

BH or Physical Health (PH) Practitioners/Providers – the following conditions can be considered either BH or PH, therefore responsibility will be determined by which specialty is treating/rendering services:

- Autism spectrum disorders;
- Eating disorders;
- Dementia;
- Delirium;
- Organic Brain Syndromes; and
- Traumatic Brain Injury.

Please contact Member Services **in Albuquerque at (505) 341-7493 or toll free at (888) 825-9266 or VONM toll free at (800) 397-1630** for direction and/or any questions regarding these services.

#### **SCI & SCI/UNMCI MEMBERS**

(Refer to Supplement SCI & SCI/UNMCI Section of the 2007 Provider Manual for additional information)

**Contact Member Services in Albuquerque at (505) 348-1578 or toll free at (866) 403-3018.**

Behavioral Health Services do not require a referral from the PCP when services are provided by a Molina Healthcare practitioner.

### **PROVIDER NETWORK**

#### **Salud MEMBERS**

Members must utilize the Molina Healthcare Network, *except in the following circumstancest:*

- Urgent/Emergent Services obtained outside of the service area; and
- For services that have been approved by Molina Healthcare Utilization Management ***prior*** to rendered services.

***All follow-up care provided by non-contracted practitioners/providers must be approved.***

## **BENEFITS (*continued*)**

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### **SCI & SCI/UNMCI MEMBERS**

Members must utilize the SCI Molina Healthcare Network, *except in the following circumstances:*

- Urgent/Emergent Services obtained outside of the service area; and
- Services approved by Molina Healthcare Utilization Management ***prior*** to rendered services.

*All follow-up care must be performed by a UNM or First Choice practitioner.*

### **CO-PAYMENTS**

#### **Salud MEMBERS (includes SCHIPs & WDI)**

Co-payments are not required EXCEPT for SCHIPS and WDI Members (co-payments are indicated on the identification cards for these Members).

#### **EXCEPTIONS TO CO-PAYMENTS FOR SCHIPS AND WDI MEMBERS:**

- Prenatal care/drug items;
- Contraception management;
- Preventive medical/dental care;
- Services rendered at Indian Health Services (IHS) Facilities;
- Inpatient practitioner services;
- Consultation;
- Lab and x-ray;
- Outpatient surgeries;
- Dialysis services;
- Transportation, meals & lodging;
- DME/supplies;
- Home health care;
- Home & Community Based Waivers (HCBW)
- Hospice services; and
- School based services.

### **SCI & SCI/UNMCI MEMBERS**

Co-payments and Benefits are outlined in the SCI Benefit Grid in Section F of this packet, Materials & Forms.

### **PHARMACY BENEFITS**

#### **Salud & SCI MEMBERS**

(Please refer to Section I of the 2007 Provider Manual for additional information)

The development and maintenance of the Molina Healthcare formulary, or Preferred Drug List (PDL) is overseen by the Pharmacy and Therapeutics (P&T) Committee.

## **BENEFITS (continued)**

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The PDL may be accessed and printed via the Molina Healthcare website [www.molinahealthcare.com](http://www.molinahealthcare.com) by clicking on the “Provider” link under New Mexico, then selecting the “Pharmacy/Formulary” Quick Link. A list of drugs requiring prior authorization and step-therapy is also contained on the website.

### **Non-Formulary Requests for Oral Medications**

Complete the Medication Prior Authorization Request Form (located at the end of this packet) and fax it to the Molina Healthcare Pharmacy Prior Authorization Department in **Albuquerque at (505) 348-0299 or toll free at (888) 496-7755.**

### **SCI/UNMCI MEMBERS**

SCI/UNMCI Members must have all of the prescriptions filled at UNM Hospital (UNMH) Hospital Pharmacy or Regent Drugs of New Mexico, Inc., at Duran Central Pharmacy (available only on weekends).

#### **Monday – Friday: 7:00 a.m. – 5:00 p.m. & Saturday: 9:00 a.m. – 5:00 p.m.**

**UNMH Hospital**

**1209 University Blvd. NE**

**Albuquerque, NM 87106**

**Albuquerque: (505) 272-2308**

[HTTP://HOSPITALS.UNM.EDU/PHARMACY/PHARMACYINDEX.SHTML](http://HOSPITALS.UNM.EDU/PHARMACY/PHARMACYINDEX.SHTML)

#### **Saturday: 8:30 a.m. – 7:00 p.m. and Sunday: 10:00 a.m. – 1:00 p.m.**

**Regent Drug of New Mexico, Inc., at Duran Central Pharmacy**

**1815 Central Ave. NW**

**Albuquerque, NM 87104**

**Albuquerque: (505) 247-4141**

### **OTHER BENEFITS**

#### **Salud, SCI & SCI/UNMCI MEMBERS**

##### **Cultural & Linguistic**

Molina Healthcare makes every possible effort to link Members with practitioners who can address their special cultural and/or linguistic needs and preferences by:

- Publishing practitioner’s gender and spoken languages in the provider directory;
- Reviewing the practitioner network capabilities and Member needs annually; and
- Providing a comprehensive provider tool, Industry Collaboration Effort (ICE) that gives information on how to care for diverse populations. This tool is available on the Molina Healthcare Provider website at [www.molinahealthcare.com](http://www.molinahealthcare.com).

## **BENEFITS (*continued*)**

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### **Salud Members *ONLY***

#### **DENTAL BENEFITS – Salud, SCHIPs, & WDI**

##### **Doral Dental**

**Molina Healthcare Member Services Department (refer to Section A for telephone number).**

#### **TRANSPORTATION BENEFITS – Salud, SCHIPs, & WDI**

##### **Integrated Transportation Management (ITM)**

**Toll free (888) 593-2052**

#### **VISION BENEFITS – Salud, SCHIPs, & WDI:**

##### **March Vision Care**

**Molina Healthcare Member Services Department (refer to Section A for telephone number).**