



Your Extended Family.

Provider Orientation

Behavioral Health

Molina Healthcare of Wisconsin



Who We Are

Molina Healthcare was established in 1980 by the late Dr. C. David Molina to provide healthcare services to low income patients.

It is among the most experienced Managed Care Organizations (MCO) serving patients who have traditionally faced barriers to quality healthcare.

Molina is a physician led healthcare organization and largest Hispanic-owned business nationwide (2010).



"I hope that no one ever forgets that it all began with a single clinic."

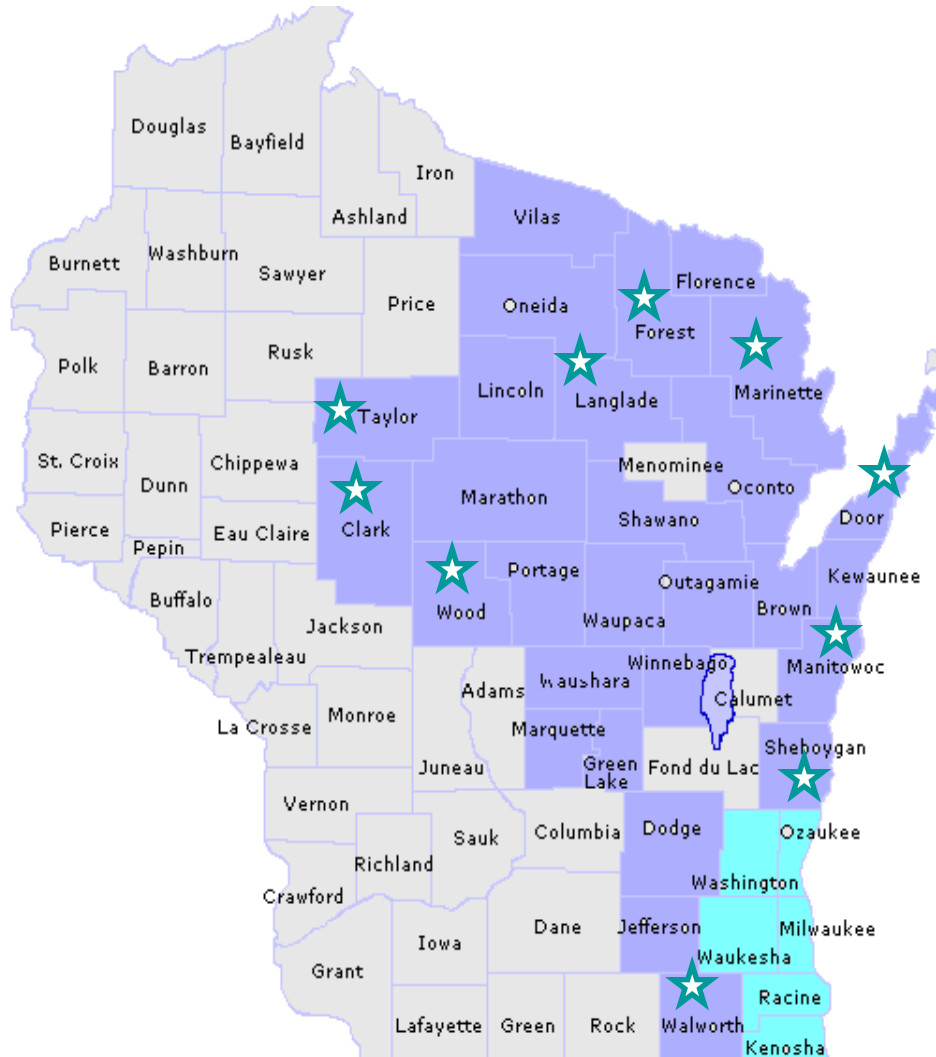
*C. David Molina, MD,
MPH Founder*

Molina Healthcare Vision Statement

Molina Healthcare is an innovative health care leader providing quality care and accessible services in an efficient and caring manner.



Molina Healthcare of WI Service Area



August 2012

BadgerCare+

- Standard
- Benchmark
- Core

SSI



Certified County



Certified County in RFP Region



SSI Membership effective May 1, 2012

Behavioral Health Policy, Procedure and Benefit Summary

BadgerCare Plus Standard/SSI, Benchmark * & Core*:

- 8 diagnostic evaluations per member, per calendar year, no authorization required
 - 90801/90802

BadgerCare Plus Standard/SSI & Benchmark*:

- First 12 initial therapy sessions (initial encounters/IE's) for **adults**, per member, per calendar year, no authorization required
 - Additional sessions require prior authorization
- First 20 initial therapy sessions (initial encounters/IE's) for **children**, per member, per calendar year, no authorization required
 - Additional sessions require prior authorization
- Medication management sessions (90862) & group therapy sessions (90853) do not require prior authorization and do not count against the member's IE's
 - 1 hour of group therapy is allowed per member, per date of service

Behavioral Health Policy, Procedure and Benefit Summary

The following requires prior authorization for **Standard, Benchmark & SSI** members:

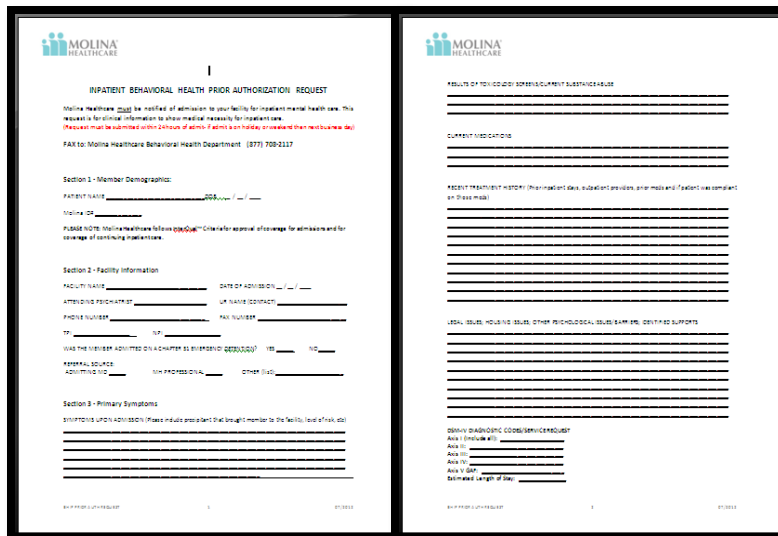
- Inpatient Mental Health Services
- Inpatient Acute Substance Abuse
- Detoxification Services
- Neuro/Psychological Testing
- Out-of-network providers*
- All 24 hour and non-24 hour Mental Health & Substance Use Disorder Diversionary Services (PHP, IOP, Day Treatment)
- ECT Treatment
- In-home Therapy (only covered for members up to age 21)

Core plan members only have outpatient (OP) benefits with a Psychiatrist or Advanced Practice Nurse Practitioner (APNP)

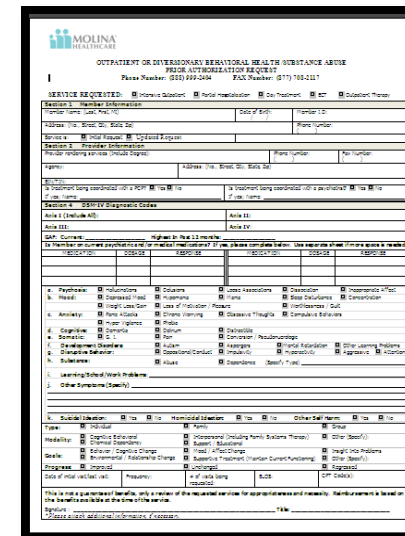
Behavioral Health Policy, Procedure and Benefit Summary

Molina Healthcare Behavioral Health Prior Authorization Request Forms

- Fax number **877-708-2117**
- Must be submitted within 24 hours of admission
 - Weekends and holidays the next business day
- Auth requests will be reviewed by a Molina Healthcare UR Clinician
 - Responses will be turned around within 1 business day



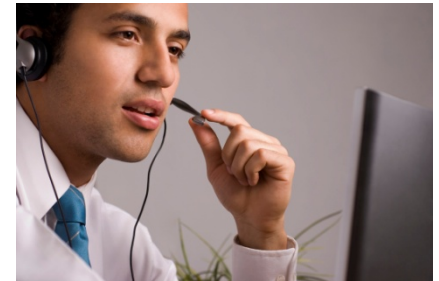
The image shows two pages of the 'INPATIENT BEHAVIORAL HEALTH PRIOR AUTHORIZATION REQUEST' form. The first page includes sections for Member Demographics, Facility Information, and Primary Symptoms. The second page includes sections for Current Medications, Recent Treatment History, and Specific Diagnostic Codes/Services Requested.



The image shows the 'OUTPATIENT OR OUT-OF-HOSPITAL BEHAVIORAL HEALTH SUBSTANCE ABUSE PRIOR AUTHORIZATION REQUEST' form. It includes sections for Member Information, Provider Information, and a detailed list of services requested with checkboxes for various conditions and treatments.

Provider Services

- **ePortal**
 - www.molinahealthcare.com
- **EFT/ERA**
 - Sign up for direct deposit and to review remits online; free service
 - <https://providernet.adminisource.com>
- **Interactive Voice Recognition (IVR)**
 - Available 24/7 to check eligibility or claim status
 - For dates of service starting 9/1/2012
 - (414) 847-1790
- **Provider Services Representatives - External**
 - Locally assigned
 - Make office calls
 - Orientations for new providers
 - Quarterly meetings for large groups



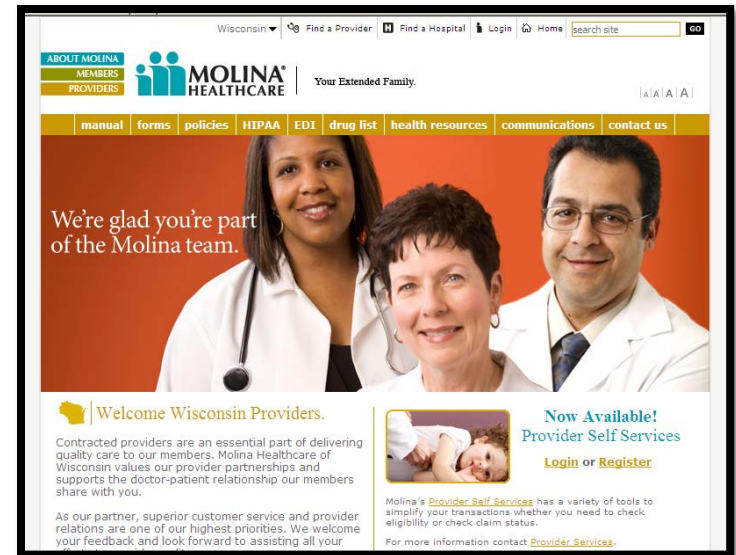
Website

Website: www.molinahealthcare.com

- Available to members and providers
- Hospital and Provider Directory
- Provider Manual
- Forms
- Updates

Provider Self Services Portal

- Check eligibility and benefits
- Claims
 - Dates of Service starting 9/1/2012



Claims

All claims submitted to Molina require the following elements:

- Member name and ID number
- Individual dates of service
 - No date ranges for outpatient services
- Current ICD-9 code(s)
- CPT, Revenue or HCPCS codes of services provided
- Modifiers as appropriate (this is not an all-inclusive list)
 - HN – Bachelor’s Level
 - HO – Master’s Level
 - HP – Doctoral Level
 - UA – Psychiatrist, MD, Neurologist
 - UB – Advanced Practice Nurse Practitioner (APNP)
- Billing and rendering provider NPI numbers

Please see Provider Manual for complete details

Claims

- **EDI**
 - Emdeon
 - Payer ID = **Abri1**
 - Emdeon can accept all electronic claims submitted from any direct provider, practice management system vendor, clearinghouse or any other third party
 - Contact Emdeon at 877-469-3263 or www.emdeon.com
- **Claims Address**
 - P.O. Box 22815, Long Beach, CA 90801
 - For all paper claims & corrected claims
- **Appeals**
 - Appeals Department, P.O. Box 270208, West Allis, WI 53227
 - Appeals must be sent within 60 days of remit date

Claims

For dates of service prior to 9/1/2012 contact Beacon Health Strategies

- **Claims Hotline**
 - For claims questions only
 - **888-249-0478**
- **Provider Relations Department**
 - For non-claims questions, fee schedule issues, etc
 - **781-994-7556**
- **Provider Relations E-mail**
 - provider.relations@beaconhs.com

Contact Us

Customer Service

- (414) 847-1776
or 888-999-2404
 - 8:00 a.m. to 5:00 p.m. Mon-Fri
 - Providers & members including interpretation/translation
 - Member Advocate
 - Provider Relations & Contracting

Transportation

- 866-907-1493
 - Logisticare as of 9/1/2012

IVR

- (414) 847-1790

Authorization Fax Number

- 877-708-2117

Claim Submission

- Paper
 - P.O. Box 22815
Long Beach, CA 90801
- Electronic
 - Emdeon

Website

- www.molinahealthcare.com

Provider Appeals

- Molina Healthcare of Wisconsin
ATTN: Appeal Department
P.O. Box 270208
West Allis, WI 53227
- Fax to (414) 847-1778
 - Please refer to Provider Manual regarding appeal process