

“It Matters to Molina” Corner

Information for all network providers

Thank you for the wonderful response to the “It Matters to Molina” question! Unfortunately, we did not receive a correct response to the December question, so we are unable to select a winner.

The “It Matters to Molina” December question was: Which contract lines of business do NOT have to complete the Model of Care?

- Medicaid
- MyCare Ohio Medicare Medicaid Plan
- Medicare
- Marketplace

The answer is a and d. Providers who only participate in the Medicaid and Marketplace lines of business do not need to complete the Model of Care.

December Question: Where can you find the list of Current Procedural Terminology (CPT) codes/services that require Prior Authorization (PA)? Choose one of the below:

- In the Provider Manual
- In the PA Code Lists
- In the PA Form
- In the Ohio Department of Medicaid (ODM) Fee Schedule and Rates

Email your answer to OHProviderBulletin@MolinaHealthcare.com by January 15 to enter the drawing. The correct answer and drawing winner will be announced in the February Provider Bulletin.

In addition to participating in the monthly drawings, we want to hear from you. Please take time to share feedback with us about your experience working with Molina. Your feedback is important, and It Matters to Molina.

Molina Partnering with MCG Health

Information for all network providers

Effective Feb. 1, 2021, Molina is partnering with MCG Health, a clinical criteria tool that specializes in informed clinical guidance for value-based care. MCG clinical solutions include:

- Inpatient & Surgical Care Guidelines
- Behavioral Health Care Guidelines
- Home Care Guidelines
- Recovery Facility Care Guidelines
- And more

MCG Care Guidelines provide fast access to evidence-based best practices across the continuum of care, supporting clinical decision-making and documentation. Benefits of this partnership include:

- Effective healthcare with evidence-based care guidelines
- Standardized clinical criteria review process
- Improved Quality of Care

The adoption of these new guidelines will not affect the process for notifying Molina of admissions or for seeking PA approval. To learn more about MCG, visit www.mcg.com or call (888) 464-4746.

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Questions?

Provider Services – (855) 322-4079
8 a.m. to 5 p.m., Monday to Friday
(MyCare Ohio available until 6 p.m.)

Email us at OHProviderRelations@MolinaHealthcare.com

Visit our Provider Website at
MolinaHealthcare.com/OhioProviders

How to Join WebEx

To join WebEx, call (404) 397-1516 and follow the instructions. To view sessions, log into WebEx.com, click on “Join” and follow the instructions. Meetings passwords are case sensitive. For trouble connecting to a Molina training, email Molina at OHProviderRelations@MolinaHealthcare.com and we'll assist you with getting connected immediately.

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www.facebook.com/MolinaHealth
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Get this bulletin via email. Sign up at
MolinaHealthcare.com/ProviderEmail.

Website Roundup

Recently updated documents include:

- [Q4 Provider Newsletter](#)
- [LTSS Waiver Service Billing Guide](#)

2021 Updates to Patient Driven Grouping Model (PDGM)

Information for Medicare, MyCare Ohio Medicare and Marketplace Home Health providers

Effective Jan. 1, 2021, Centers for Medicare and Medicaid Services (CMS) will no longer issue up-front payment for Requests for Anticipated Payment (RAPs). Molina will be aligning to this change.

Coming Soon: Molina will be updating the “Patient Driven Grouping Model (PDGM) FAQs” document, located on the MyCare Ohio Provider Website, under the “Manual” tab, on the “Quick Reference Guides & FAQs” page, and on the Medicare Provider Website, on the “Ohio” page, under the “Communications” drop-down menu.

CMS will still require Home Health providers to submit a RAP claim as part of consolidated billing edits. Molina will accept, but not require, RAP claims in order to issue payment for covered home health services. Billed RAP claims will pay zero with Remit 97, “The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.” Additionally, Molina will not apply CMS’ payment reduction for failure to submit timely RAP claims.

State Reimbursement for HVAC Upgrades

Information for Medicaid and MyCare Ohio nursing facilities, assisted living centers and adult day centers

The State of Ohio has launched a financial assistance program to reimburse eligible facilities serving older Ohioans that have invested in air quality and ventilation improvements in response to the COVID-19 pandemic. The program, which is federally funded with money from the Coronavirus Aid, Relief and Economic Security (CARES) Act, reimburses up to \$15,000 to Ohio nursing facilities, assisted living centers and adult day centers that invested in air quality improvements on or after March 1, 2020, through Dec. 30, 2020. For more information visit <https://info.bwc.ohio.gov/> and select the “[COVID-19 Indoor Air Quality Assistance Program](#)”

PsychHub on the Molina Provider Website

Information for all network providers

Molina members and providers now have access to PsychHub via our Provider Website. PsychHub is an online platform for digital mental health education, including a library with more than 180 consumer-facing, animated videos focused on improving mental health literacy and reducing stigma about seeking care.

Providers can sign up for free to access content and videos as well as have access to behavioral health focused learning hubs. Some courses have Continuing Education Credits available for Clinical Psychologists, Clinical Social Workers and Licensed Professional Counselors. With the successful completion of courses, the provider will unlock industry-recognized certificates delivered electronically.

If a provider wants to enroll in one of the online courses on the PsychHub Learning Hub, they can enter the Molina defined coupon code instead of paying the fee for the course. For more information reach out to your Provider Services Team and plan to attend our special **It Matters to Molina Provider Forum: Introduction to Psych Hub** on Fri., Jan. 29, 11 a.m. to 12 p.m., meeting number 177 121 3828, password HEpuQiUJ352.

Provider Training Sessions

Monthly It Matters to Molina Provider Forum Topic: Molina Website Navigation

- Tues., Jan. 26, 2 to 3 p.m., meeting number 177 957 2951, password nVRMzJ4xn73

Special It Matters to Molina Provider Forum Topic:

Introduction to PsychHub

- Fri., Jan. 29, 11 a.m. to 12 p.m., meeting number 177 121 3828, password HEpuQiUJ352

Quarterly Provider Orientation:

- Thurs., Feb. 18, 3 to 4:30 p.m., meeting number 177 539 0817, password Kfi5p8kWe9N

To join WebEx, follow the instructions under “[How to Join WebEx](#).”

Notice of Changes to Prior Authorization (PA) Requirements

Molina posts new comprehensive PA Code Lists to our website quarterly. However; changes can be made to the lists between quarterly comprehensive updates. Always use the lists posted to our website under the “Forms” tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of Molina’s PA requirements.

Notice of Changes to the Provider Manual

Molina posts a new comprehensive Provider Manual to our website semi-annually. However; changes can be made to the manual between comprehensive updates. Always refer to the manual posted on our website under the “Manual” tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions of Molina’s Provider Manual.

30-Day Readmission Policy Update

Information for Medicaid, MyCare Ohio and Marketplace providers

Molina has updated our [30-day Readmission Review Policy](#) to add exclusion of HIV, behavioral health and major trauma, and to update the claims process to collapse billing of Preventable Readmission into Anchor Admission. These changes will be effective on Jan. 1, 2021. The updated policy is located on our Provider Website, under the “policies” tab.

Post-Acute Prior Authorization Update

Information for Post-Acute Medicaid and MyCare Ohio Medicare and Medicaid providers

Effective Nov. 12, 2020, Molina began to temporarily relax the Prior Authorization (PA) requirement for members admitting to Skilled Nursing Facility (SNF), Long-Term Acute Care (LTAC) and Inpatient Rehab Facilities (IRF) for Medicaid and MyCare Ohio Medicaid members.

Based on this change, Molina will waive the PA for admission. Once admitted, Molina requests notification of admission within 72 hours to continue to follow ODM's guidance in ensuring appropriateness of the level of care, to continue concurrent stay review and assistance with discharge planning and safe transition to the next level of care, including:

- Adding services for member home care needs
- Expediting referrals to participating providers
- Ensuring all plans are in place before the member discharge

Effective Nov. 20, 2020, upon notification of a SNF admission for Molina MyCare Ohio Medicare members, Molina began issuing a 3-day authorization. A medical necessity review will be required for continued SNF stay.

Molina remains committed to reducing unnecessary administrative burden during the COVID-19 (Coronavirus) pandemic for our providers, and to remove discharge barriers. For additional information reach out to your Provider Services Team.

Transportation Needs: Groceries

Information for all network providers

Molina has expanded transportation services during the public health emergency to include trips for pick-up and delivery of food and groceries at food banks, grocery stores and school lunch programs. Members can now catch a ride to the store and pick out their own groceries or arrange for an online order and we will have it delivered to them.

- To schedule a ride: Members should call (866) 642-9279 at least two full business days in advance but can schedule up to 30 days in advance.
- To schedule food delivery: Members should complete and pay for an online "curbside pick-up" grocery order with a delivery day at least two full business days in the future at a participating Walmart, Giant Eagle or Kroger. When the order is placed the member should call to schedule the delivery at (866) 642-9279.

Reminder: When calling, members should have their home and food facility addresses ready to share. Every member has access to an extra benefit of 30 one-way trips or 15 round trips per year through our Transportation program.

Active Medicaid ID Number and National Provider Identifier (NPI)

Information for Medicaid and MyCare Ohio providers

Medicaid ID Number Reminder: Providers were required to have enrolled or applied for enrollment with ODM at both the **group practice** and **individual** levels by Jan. 1, 2019, in order to comply with the 42 CFR Rule § 438.602. Providers without a Medicaid ID number must submit an application to ODM. Enrollment is available through the Medicaid Information Technology System (MITS) portal or providers can start the process at <https://medicaid.ohio.gov>. Upon future notice by

Hospice Services to Require PA

Information for Medicaid and MyCare Ohio network providers

Molina has postponed the effective date for hospice services billed under HCPCS T2046 to require PA for inpatient and out-of-network (non-contracted) providers. The original effective date was Jan. 1, 2021. The new effective date is April 1, 2021.

For codes that require PA, always view the current PA Code List on our Provider Website, or use the PA Look Up tool on the Provider Portal.

Changes to Drug Test Codes

On Jan. 1, 2021, Molina, based on ODM guidance, will stop using the Current Procedural Terminology (CPT) codes maintained by the American Medical Association (AMA) for reporting of definitive drug tests and will adopt the HCPCS codes maintained by CMS. New HCPCS codes include: G0480, G0481, G0482 and G0483.

As a reminder, testing should be performed only for drugs or drug classes that are likely to be present, as indicated by:

- The patient's medical history
- The patient's current clinical presentation
- Current patterns of use and abuse in the general population

LabCorp COVID-19 Testing

LabCorp has partnered with Walgreens and CVS to provide no-cost, drive-up COVID-19 testing in certain locations in Ohio.

Individuals who wish to get tested will need to visit the Walgreens or CVS website to confirm testing locations and to answer a few screening questions before having the ability to select a location and time for the COVID-19 testing appointment.

Electronic Visit Verification (EVV)

Information for impacted home and community-based service providers who bill the following codes: G0151, G0152, G0153, G0156, G0299, G0300, S5125, T1000, T1001, T1002, T1003, T1019 and T2025

EVV system changes for Phase 3 started on Sept. 1, 2020. Per ODM, Mandatory use of the Phase 3

ODM, Molina will begin denying claims for providers that are not registered and thereby not known to the state.

National Provider Identifier (NPI) Reminder: Provider should confirm the Ordering, Referring and Prescribing provider has an active NPI and has not been deactivated in the National Plan and Provider Enumeration System (NPES). Referring Provider NPI is required when submitting a claim. For additional information visit www.hhs.gov, select “Laws & Regulations” then “HHS Guidance Portal” and in “Keyword Search” type in “[Announcement of December 2019 Encounter Data Software Release Updates](#).”

Medicare Part B - J Code Prior Authorizations

Information for Medicare and MyCare Ohio Medicare network providers

On Jan. 1, 2021, providers will be required to submit PA requests for Medicare Medical Part B injectable drugs (Healthcare Common Procedure Coding System [HCPCS] J codes) through a new fax number: (800) 391-6437 or through NovoLogix's, CVS Caremark's web-based application.

NovoLogix is offering WebEx training sessions on how to access the new PA tool, request PA and review the status of authorized services. Please choose a CVS Caremark (NovoLogix) training session date and time below, then join at <https://cvs.webex.com/meet/AMatimba>.

- Tues., Jan. 5, 2021, 2 to 3 p.m.
- Thurs., Jan. 7, 2021, 11 a.m. to 12 p.m.

The fax number and NovoLogix are to be used only for Medicare J codes requests. For questions about NovoLogix call (866) 378-3791, or email CVS.NLX.IT.Help_Desk@CVSHealth.com. To reach the Molina Pharmacy Team call (800) 665-3086.

You Matter to Molina!

Information for all network providers

Molina wishes to thank our providers for the feedback and ideas that have been submitted through the It Matters to Molina program. Based on recommendations from our provider partners Molina has launched our new Marketplace Provider Website. Let us know your feedback on the new user-friendly view and simplified organization of important information.

Please keep sharing your recommendations. We want to hear from you, **You Matter to Molina!** As a reminder, the Molina Provider and Member Websites are no longer supported on Internet Explorer. Please use Google Chrome or Microsoft Edge.

services will be effective on Jan. 1, 2021. Phase 3 includes participant-directed services and home health therapies.

For additional information visit <https://medicaid.ohio.gov/> and under “Initiatives” select the “Electronic Visit Verification” page, then “Providers” type in the sidebar.

As a reminder: When a provider receives the Remittance Message “Alert: In the near future we are implementing new policies/procedures that would affect this determination” for N363, it means that your claim will still be paid at this time; however, in the future claims could be denied.

The alert is part of the EVV validation process, and Molina was unable to find a matched, verified visit for the claim submitted. Review your visits in the Sandata Aggregator to ensure all visits are accurately logged, cleared of exceptions and that what is submitted on the claim matches.

COVID-19 (Coronavirus) Updates

Molina would like to thank you for the care you provide to our members. Please view the COVID-19 (Coronavirus) page on our provider website under the “Communications” tab for additional COVID-19 information.

As a reminder, billing members for Personal Protective Equipment (PPE) or additional COVID-19-related charges during the COVID-19 pandemic falls under the Balance Billing restrictions. For additional details see the “Balance Billing” section of the Provider Manual.

Fighting Fraud, Waste & Abuse

Do you have suspicions of member or provider fraud? The Molina AlertLine is available 24 hours a day, 7 days a week, even on holidays at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.