

“It Matters to Molina” Corner

Information for all network providers

Thank you for the wonderful response to the “It Matters to Molina” question! Our winner is Beth Ayer from Zeph Center.

The May “It Matters to Molina” question: What is the online platform for digital mental health education that providers can access from the Molina Provider Website? This online platform gives providers free access to content and videos, in addition to behavioral health focused learning hubs.

- It Matters to Molina Program
- Molina Peer Support System
- PsychHub

The correct answer is c.

June Question: Molina has an abundance of online resources available for our providers to assist with claim submissions, prior authorization (PA) requests and provider data validation. These resources include which of the following?

- Provider Portal
- Molina Provider Website
- Claims and Member Appeals Timelines and Guidance
- Provider Online Directory
- Provider Manuals
- PA Code List
- All of the above

Email your answer to OHProviderBulletin@MolinaHealthcare.com by June 15 to enter the drawing. The correct answer and drawing winner will be announced in the July 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.

New Analytics Added to Prepayment Claim Reviews

Information for all network providers

On July 1, 2021, Molina will add two new analytics to the Optum prepayment claim review program. Reminder: Optum is Molina’s code editing vendor for these reviews.

National Correct Coding Initiative (NCCI) Modifier Override-Facility

- This is the facility version of the professional edits Molina already has in place whereby Molina will now review UB-04 claims in addition to CMS-1500 claims. The Healthcare Common Procedure Coding System (HCPCS)/Current Procedural Technology (CPT) code descriptors of two codes are often the basis of an NCCI Procedure-to-Procedure (PTP) edit. If two HCPCS/CPT codes describe redundant services, they should not be reported separately. Optum may request medical records to substantiate the use of override modifiers to bypass the NCCI code pairing conflict. Clear instructions for record submission will be sent via letter to the provider.

Hydration with Intravenous Push (IVP), Intravenous Piggyback (IVPB) Facility Outpatient

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Questions and Quick Links

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

- [Provider Manual](#)
- [PA Code List](#)
- [PA Request Form](#)
- [Provider Bulletin Archive](#)
- [It Matters to Molina Page](#)
- [Molina Provider Portal](#)
- [Availity Provider Portal](#)

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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- According to the American Academy of Professional Coders (AAPC), IV hydration codes 96360 and 96361 are for pre-packaged fluids and electrolytes. These codes should not be reported for hydration lasting 30 minutes or less or to report infusion of drugs or other substances. AAPC guidelines also state therapeutic, prophylactic and diagnostic injections should not be billed in conjunction to the hydration codes as the cost of these services are already built into the cost of the drug. Specifically, IV Hydration must be administered in an uninterrupted manner and it cannot be used simply as the delivery method for another substance, it must be utilized as a stand-alone hydration agent. Optum may request medical records to validate if hydration was administered without interruption for at least 31 minutes. Clear instructions for record submission will be sent via letter to the provider.

Following the medical record submission and review, if you disagree with Optum's decision, please follow the claim appeal/dispute process that is outlined in the Optum letter, Molina Provider Manual and/or provider contract. If you have any general questions or are not familiar with the appeals process, contact your Provider Services Team.

Notice of Changes to July 1, 2021 PA Requirements

Information for all network providers

On June 1, 2021, the updated PA Code List will be posted on our website, under the "Forms" tab for a July 1, 2021 effective date.

The following Current Procedural Terminology (CPT) codes are being updated. Please reference this summary document to accompany the specific details captured on the second tab of the posted July 1, 2021 list:

Addition of codes for all LOB in the following sections:

- Durable Medical Equipment (DME)
- Experimental/Investigational
- Healthcare Administered Drugs

Removal of codes for all LOB in the following sections:

- Genetic Counseling & Testing
- Healthcare Administered Drugs

Addition of code for the Marketplace LOB in the following sections:

- Therapy
- Unlisted/Miscellaneous

As a reminder:

- The PA Code List is for notification purposes only and does not determine if the benefit is covered by the member's plan.
- There are no changes to the process for obtaining PA. Please complete the Prior Authorization Request Form with all pertinent information and medical notes as applicable. The PA Request Form is available on our Provider Website, under the "Forms" tab.

Note: 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 July 1, 2021 Provider Manual

Information for all network providers

Website Roundup

Recently updated documents include:

- [COVID-19 Vaccine FAQs](#)

Did You Know?

Information for all network providers

Did you know 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.

Note: 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. To obtain the coupon code available to Molina's provider partners please reach out to BHProviderServices@MolinaHealthcare.com.

Provider Network Module (PNM) Portal

Information for all network providers

On July 26, 2021 the Ohio Department of Aging (ODA) is implementing a new Provider Network Management (PNM) system. PNM is a single point of entry provider portal that gives new and existing providers a singular way to manage enrollment administration. The PNM module streamlines the enrollment and revalidation processes and simplifies the user experience. In coming weeks ODA will be sharing information regarding the timing, resources and instructions for the PNM portal.

For additional information visit <https://aging.ohio.gov/> and select "For Agencies & Service Providers" then "Certification" and read the "[Coming Soon: Changes to Department of Aging Provider Certification Process](#)."

By July 1, 2021, the updated Combined Medicaid and MyCare Ohio Provider Manual will be posted on our website under the “Manual” tab for a July 1, 2021 effective date.

Molina posted the [2021 July Combined Provider Manual Significant Updates](#) document on our website under the “Manual” tab, which provides a section-by-section list of updates.

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.

Ordering, Referring and Prescribing Providers NPI

Information for all network providers

Effective July 1, 2021, Molina requires the billing of Ordering, Referring and Prescribing (ORP) providers based upon the requirements developed by the Ohio Department of Medicaid (ODM) in compliance with federal regulations 42 CFR 438.602 and 42 CFR 455.410.

Consistent with these rules, a valid National Provider Identifier (NPI) will be required on claims for select ORP provider types which are eligible to order, refer or prescribe including:

- Physicians
- Physician Assistants
- Advanced Practice Registered Nurse
- Optometrists
- Psychologists
- Podiatrists
- Chiropractors
- Dentists

Billing providers which need to bill with ORP NPIs on claim forms include:

- Imaging & testing facilities
- Clinical nurse specialists
- Portable x-ray suppliers
- Independent laboratories
- Skilled therapies (physical, occupational, speech)
- Federally qualified health centers (FQHCs) for skilled therapy
- Clinics including mental health clinics for select services (DME, laboratory and radiology imaging services)
- Home health agencies
- Private duty nursing
- Hospice
- Pharmacies
- Durable Medical Equipment (DME) suppliers
- Nursing facilities for select services (DME, skilled therapy, laboratory or radiology imaging)

For providers with notable ORP billing errors, Molina team members will be reaching out to address and educate. Molina will continue to share updates on these billing requirements in future Provider Bulletins.

Molina Transitioning Away from eviCore

Information for all network providers

Effective Sept. 1, 2021, prior authorizations (PA) will transition back to Molina and away from eviCore. Specific timeframes related to this transition will be communicated as the date nears. This change will apply to all Molina lines of business.

PA requests for Molina members that are currently required to be submitted through eviCore healthcare (eviCore) will transition back to Molina. This will impact PAs for the following specialized services:

- Imaging and Special Tests

For questions reach out to ODM’s dedicated provider network module email box at: PNMCommunications@medicaid.ohio.gov. Please keep Molina updated with any provider terminations or demographic changes.

Prescriptions for Insect Repellent Now Covered

Information for providers in the Medicaid networks

Prescriptions for Insect Repellent products are covered to assist in preventing the spread of the Zika virus. Molina Medicaid members may obtain these products free of charge from a network pharmacy with a valid prescription. Visit www.MolinaHealthcare.com/ProviderSearch for a list of network pharmacies.

The items are now covered include Coleman SkinSmart Insect Repellent, Cutter All Family, Cutter Backwoods, Cutter Backwoods Dry, Cutter Skinsations, Maxi Deet, Natrapel 12 Hour Tick and Insect Repellent, Off Active Smooth and Dry, Off Deep Woods, Off Deep Woods Sportsmen, Repel Hunters Formula, Repel Sportsmen Dry, Repel Sportsmen Max, Sawyer Premium Insect Repellent and Ultrathon Insect Repellent.

CAHPS Provider Tip Sheet

Information for all network providers

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry standard survey tool used to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention but can also help increase compliance with physician recommendations and improve patient outcomes.

Molina has posted a [2021 CAHPS Provider Tip Sheet](#) to the Molina website, under the “Communications” tab on the “It Matters to Molina” page, under the “Tools and Resources” dropdown menu. Below are the topics included in the 2021 CAHPS Provider Tip Sheet that will help to improve patient satisfaction and increase CAHPS® scores:

- Review access to care standards
- Review appointment scheduling protocols
- Maximize all visits

- Advanced Imaging (MRI, CT, PET, Selected Ultrasounds)
- Cardiac Imaging
- Radiation Therapy
- Sleep Covered Services and Related Equipment
- Molecular and Genomic Testing

Services performed without required PA, or that do not meet medical necessity criteria, will be denied for payment and the rendering provider may not seek reimbursement from the member beyond any applicable co-payments or cost share.

Learn more about Molina's PA requirements on the Molina Provider Website. Online resources include the PA code list for services that require PA and Molina's new PA Look-up Tool.

It's important to remember that benefits will vary based on the member's coverage and the service being rendered. Always check the member's eligibility and benefits through the [Provider Portal](#) or through Molina's automated phone system at: (855) 322-4079.

Questions regarding this transition, or PA requirements can be directed to your Provider Services Team.

Marketplace Authorization Fax Number Updates

Information for all Marketplace providers

On May 1, 2021, Molina Marketplace changed the toll-free fax numbers:

- Physical Health Inpatient and Outpatient PA to (833) 322-1061
- Behavioral Health Inpatient and Outpatient to (855) 502-5130

On June 6, 2021, Molina Marketplace is streamlining the toll-free fax numbers:

- Physical & Behavioral Health Inpatient and Outpatient PA combined to one fax (833) 322-1061.

As a reminder, a PA Request Form with all pertinent information and medical notes should be faxed for transplant requests to:

- Kidney transplants and Bone Marrow transplants (877) 813-1206
- All other transplants (866) 449-6843

The process for obtaining PA has not changed.

Medicare Authorization Fax Number Updates

Information for all MyCare Ohio and Medicare providers

In April 2021, Molina Medicare changed the following toll-free fax numbers:

- Physical Health and Behavioral Health inpatient authorization, concurrent reviews, admission notifications, discharge notifications for MyCare Ohio and Medicare members to (844) 834-2152
- Physical Health and Behavioral Health outpatient Prior Authorization for MyCare Ohio members to (844) 251-1451
- Physical Health and Behavioral Health outpatient Prior Authorizations for Medicare members to (844) 251-1450
- MyCare Ohio Opt-In Home Health and Hospice Room and Board (T2046) to (877) 708-2116
- See the new [PA Authorization Request Form](#) for reference

The process for obtaining PA has not changed.

Provider Training Opportunities

Information for all network providers

- Improve patient point of contact experience through positive framing
- Enhance patient triage process and office experience
- Encourage open communication with patient

Provider Termination Prior Notice Requirements

Information for Medicaid and MyCare Ohio providers

As a reminder, all providers are required to keep Molina updated with any provider terminations or demographic changes. Providers should utilize the [Provider Information Update Form](#) to submit updates.

For additional information on provider terminations or demographic change requirements, view the Ohio Administrative Code (OAC) [5160-26-05](#) under section B "Notification," subsection 3.

Note: Molina is required to notify ODM in writing of the expiration, nonrenewal or termination of any provider contract at least 55 calendar days prior to the expiration, nonrenewal or termination of the contract.

Quick Reference Guide: Diabetes and Hypertension Care

Information for Medicaid and MyCare Ohio network providers

When providers want to get care and services for members with diabetes and hypertension, our [Quick Reference Guide \(QRG\): Diabetes and Hypertension Care](#) is available to help. Find it on the Provider Website under the "Health Resources" tab.

Information includes:

- How to obtain a glucometer and home blood pressure monitor
- Molina program and contact information for: Behavioral Health, Care Management, Disease/Health Management, Health Education Programs, Medical Nutrition Therapy (diabetes), Nurse Advice Line, Non-emergency medical transportation and Provider Services

Depending on what members need and when they need it, the information available in the QRG can help connect them to appropriate programs and services.

Please consider attending an upcoming training session or open Q&A Forum to help save you and your staff valuable time. If you cannot attend the training session, each of the training decks will be posted on the Molina Provider Website for quick reference.

View upcoming training dates and times for IMTM Forums, Claims Training and Provider Portal Training on the:

- Provider Website Homepage: Listed on the right-hand side
- IMTM Page: Listed under the “Upcoming Trainings” drop-down menu
- Provider Bulletin Archive: In the Special Edition Provider Bulletin article “[Provider Training Opportunities](#)”

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

Electronic Visit Verification Updates and Training

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

ODM introduced a new Zendesk Ticket Portal on May 17, 2021 for Electronic Visit Verification (EVV). With the new Zendesk Ticket Portal in place, ODM is retiring the EVV email address EVV@medicaid.ohio.gov. The new Zendesk email address is ODMEVV@Sandata.com.

ODM and Sandata are offering introductory Zendesk Portal webinars on:

- Fri., June 4, starting at 10:30 a.m., register at <https://attendee.gotowebinar.com/register/6681141038940801808>
- Wed., June 9, starting at 12:30 p.m., register at <https://attendee.gotowebinar.com/register/2155883231526411536>
- Wed., June 23, starting at 2:30 p.m., register at <https://attendee.gotowebinar.com/register/5267302126527919888>

For immediate assistance call the EVV Provider Hotline at (855) 805-3505. The Zendesk Ticket Portal also links to the Sandata EVV Knowledge Center where users can find valuable information. All EVV users, including Alternate EVV system vendors, have access to the Zendesk Ticket Portal.

Providers who are looking for 1:1 help with the EVV system should visit <https://go.oncehub.com/ODMEVVHelp> and sign up for a training date and time. Check back if no dates are available as new sessions are added regularly. Providers may also utilize the video library for content review:

- Agency: <https://sandata.wistia.com/projects/vkywg2l6bp/channel>
- Non-Agency: <https://sandata.wistia.com/projects/qkz324kz0p/channel>

Note: Per ODM, the Sandata Mobile Connect Release schedule for June 2021 includes:

Product	Release	Release Date
SMC	Sprint 75	June 4, 2021
EVV	8.1.41	June 11, 2021
SMC	Sprint 76	June 24, 2021

Reminder: It is important to log visits via the EVV system and verify before billing the services.

The QRG also includes CPT® II codes for recent Hemoglobin A1c and blood pressure results. In addition to links for the Molina Provider Website and Provider Portal, the QRG includes links to the following:

- ACC Guideline: High Blood Pressure in Adults
- ADA Standards of Medical Care in Diabetes
- Ohio Medicaid Unified Preferred Drug List
- Diabetes MNT: Local Registered Dieticians

COVID-19 (Coronavirus) Updates

Information for all network providers

Molina wishes to thank you for the care you provide to our members. Please view the COVID-19 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

Information for all network providers

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.