

August 31, 2022

Provider Memorandum

New Process for NICU Services Starting October 1, 2022

Molina Healthcare of Illinois (Molina) is reminding providers about our partnership with ProgenyHealth, a company that specializes in neonatal Care Management (CM) and Utilization Management (UM) services.

Beginning **October 1, 2022**, ProgenyHealth will assume CM and UM operations for Molina's NICU families. ProgenyHealth's Neonatologists, Pediatricians, and Neonatal Nurse Care Managers will work closely with Molina members—as well as their attending physicians and nurses—to promote healthy outcomes for premature and medically complex newborns.

What It Means for Providers and Families

- ProgenyHealth will serve as a liaison for Molina, providing inpatient review services and assisting with discharge planning to ensure a smooth transition to the home setting.
- Providers will notify ProgenyHealth's UM team **directly** of any Molina of infants admitted to a NICU or special care nursery.
- A dedicated team of subspecialists at ProgenyHealth will support Level of Care reviews.
- Providers will have the support of a team that has been specializing in the complexity of managing infants in the NICU since 2003.
- Families will have a Dedicated Case Manager who will provide support and education.
- Families will have access to an online library and an on-call Progeny staff member 24/7 year-round.

This partnership is a collaborative, proactive approach to Care Management that supports the timely and safe discharge to home for the best possible outcome.

Notification Process

Important: Your process for notifying Molina of infants admitted to a NICU or special care nursery will change on October 1, 2022.

You will notify ProgenyHealth's UM team **directly** of admissions via **secure online fax at (888) 817-3624**.

Progeny's clinical staff will contact your designated staff to perform Utilization Management, Care Management, and discharge planning throughout the inpatient stay.

Authorization Reference Numbers

Upon notification, ProgenyHealth will assign a unique authorization reference number. This unique identifier will include the letters PGNNCU, followed by two letters to represent the Illinois health plan (IL) and an eight-digit numeral:

- Example: **PGNNCUIL12345678**

Authorizations are initially created under the mother's enrollment until the baby becomes eligible for Molina coverage. Once baby is enrolled, the authorization number will be appended with a letter "A":

- Example: **PGNNCUIL12345678A**

Note: Any NICU authorizations already open on October 1 will be assigned a new ProgenyHealth authorization number shortly thereafter. It is **critical** for providers to use the new authorization number for all claims submitted on or after October 1.

Care Management

Providers and families can expect the same high level of engagement but with Progeny's team rather than Molina's team.

Claims and Appeals & Grievances

Providers should continue sending NICU claims to Molina as before. The Appeals & Grievances process relating to NICU denials will also remain with Molina.

Reconsiderations and Peer-to-Peer

ProgenyHealth will manage Peer-to-Peer and Reconsideration requests following the same process as Molina but using **Progeny's phone number (888) 832-2006**. These requests **must** be submitted to Progeny within five days of the denial.

Provider Training

Providers are **strongly encouraged** to attend live training sessions coming in September. Webinar dates and registration information will be sent in a separate memo.

To learn more about ProgenyHealth's services, call (888) 832-2006 or visit progenyhealth.com. Plus, look for upcoming provider training opportunities.

Thank you for your partnership in caring for Molina members.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.