

“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 Jennifer Cherry from Community Teaching Homes, Inc.

The June “It Matters to Molina” 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

The correct answer is g.

July Question: The Molina Provider Portal is transitioning throughout 2021 to the _____ Provider Portal:

- Molina Extended
- Availity
- eviCore
- ODM

Email your answer to OHProviderBulletin@MolinaHealthcare.com by July 15 to enter the drawing. The correct answer and drawing winner will be announced in the August 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 Transitioning Away from eviCore

Information for all network providers

Effective Sept. 1, 2021, PA requests for Molina members that are currently being submitted through eviCore Healthcare (eviCore) will transition back to Molina. This change will apply to all lines of business.

This will impact PA processes for specialized services as outlined below. Additionally, with this transition, certain codes will no longer require PA; more details will be provided in subsequent communications.

Impacted Specialized Services	Molina PA Submission Method
<ul style="list-style-type: none"> Imaging and Special Tests: <ul style="list-style-type: none"> Advanced Imaging (MRI, CT, PET, Selected Ultrasounds) Cardiac Imaging 	<ul style="list-style-type: none"> Provider Portal (preferred) Medicaid Fax: (866) 449-6843 Medicare Fax: (844) 251-1450 MyCare Ohio Opt-In Fax: (844) 251-1451 MyCare Ohio Opt-Out Fax: (866) 449-6843 Marketplace Fax: (833) 322-1061

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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.

Connect with Us

www.facebook.com/MolinaHealth
www.twitter.com/MolinaHealth

Join Our Email Distribution List

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

Provider Training Sessions

Information for all network providers

<ul style="list-style-type: none"> • Radiation Therapy • Sleep Covered Services and Related Equipment • Molecular Genomic Testing 	<ul style="list-style-type: none"> • Provider Portal (preferred) • Medicaid Fax: (866) 449-6843 • Medicare Fax: (844) 251-1450 • MyCare Ohio Opt-In Fax: (844) 251-1451 • MyCare Ohio Opt-Out Fax: (866) 449-6843 • MyCare Ohio Fax: • Marketplace Fax: (833) 322-1061
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On and After Sept. 1, 2021 Providers Must Send Authorizations to Molina:

PA requests should be submitted through the Provider Portal or by using the appropriate fax number for the type of request as listed above. The Provider Portal is the preferred method.

Learn more about Molina's PA requirements, including where to submit PA requests on the Molina Provider Website. Resources include the PA Code List for services that require PA and Molina's convenient PA Look-up Tool.

Note: Benefits will vary based on the member's coverage and the service being rendered. Always check the member's eligibility through the Provider Portal or by calling Molina at: (855) 322-4079.

Questions on this transition, or PA requirements, can be directed to your Provider Services team at: OHProviderRelations@MolinaHealthcare.com.

Molina Provider Online Directory Information for all network providers

Ensuring your information is current on the Molina Provider Online Directory (POD) is critical. Please take this opportunity to confirm your demographic information and any special areas of focus or training are up to date and relevant. If you have updates, please contact Molina by:

- Roster Submissions: Submit the most current roster following the standard process
- Non-Roster Submissions: Submit your changes on the [Provider Information Update Form](#) located on the "Forms" page of the Molina Provider Website

Molina members utilize our directory to find the right providers for the care they need.

Molina Peer-to-Peer on Interactive Voice Response Information for Medicaid, MyCare Ohio and Marketplace providers

Molina has updated our Interactive Voice Response (IVR) phone system to assist providers attempting to schedule a Peer-to-Peer review.

The Molina Healthcare Utilization Management Department Peer-to-Peer line can be reached at (855) 322-4079 by selecting "0" for other options, then:

- "1" Medicaid, then "4" Authorizations and Admissions and 4 for Peer-to-Peer Reviews
- "3" Marketplace, then "4" Authorizations and Admissions and "4" for Peer-to-Peer Reviews
- "4" MyCare Ohio, then "4" Authorizations and Admissions and "4" for Peer-to-Peer Reviews

It Matters to Molina Open Question and Answer Forum:

- Wed., June 30, 9 to 10 a.m., meeting number 177 664 6029, password 3Te8Eft4mb8

It Matters to Molina Forum: Home Health Authorization Reconsideration Process and Best Practices

- Wed., July 14, 11 a.m. to 12 p.m., meeting number 177 664 2028, password giNdU9bZD43

Monthly Model of Care Training:

- Thurs., July 8, 2 to 3 p.m., meeting number 133 610 5740, password yhUGMTaK334

Provider Portal Claims Training:

- Fri., July 9, 8:30 to 9:30 a.m., meeting number 177 524 1329, password 6DpPyBh2At2

Quarterly Provider Orientation:

- Fri., Aug. 27, 1 to 2 pm., meeting number 177 079 3204, password tW6nb8qAhd2

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

Notice of Changes to Prior Authorization (PA) Requirements Information for all network providers

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 Information for all network providers

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.

Molina Provider Portal Moving to Availity

Information for all network providers

Molina has chosen Availity as its exclusive Provider Portal. Throughout 2021, Molina's Provider Portal, including all features, functionality and resources will transition to Availity. This is a phased transition, with access to both the Molina Provider Portal and the Availity Portal being available as features and functionality are deployed on Availity's Portal.

We want to encourage you to take action now to register and attend training with Availity. Providers who currently utilize Availity for Managed Care Plans already have access to Molina on Availity.

Availity Portal:

Get started at www.availity.com/molinahealthcare. Features currently available include submitting new claims, correcting claims, accessing claims reports and claim status, adding attachment, eligibility verification and Electronic Remittance Advice (ERA).

Once registered with Availity, providers will have access to the Availity Portal training by following these steps:

1. Log in to Availity Portal
2. Select Help & Training > Get Trained
3. In the Availity Learning Center (ALC) that opens in a new browser tab, search the catalog and enroll for this title: *Availity Overview for Molina Providers - Recorded Webinar*

Atypical Providers: Once registered with Availity, under "News and Announcements" select "Atypical Providers: Here's your Ticket to Working with the Availity Portal" to view training sessions.

For questions about enrolling in courses email training@availity.com. For training updates, email OHProviderRelations@MolinaHealthcare.com and include your email address and Tax Identification Number in your message to be added to the mailing list.

New Analytics Added to Prepayment Claim Reviews

Information for all network providers

As a reminder, on July 1, 2021, Molina is adding 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

- 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

Provider Newsletter

Information for all network providers

The [Q2 2021 Provider Newsletter](#) is available on the "Communications" tab on the Molina website. Articles in this edition include:

- Updating Provider Information
- Practitioner Credentialing Rights: What You Need to Know
- Molina's Utilization Management
- Drug Formulary and Pharmaceutical Procedures
- Care Management
- Resources Available on Molina's Provider Website
- Translation Services
- Member Safety
- Care for Older Adults
- Hours of Operation
- Non-Discrimination
- Member Rights and Responsibilities
- Population Health
- Quality Improvement Program
- Standards for Medical Record Documentation
- Preventive Health Guidelines
- Clinical Practice Guidelines
- Advance Directives
- Behavioral Health
- Care Coordination & Transitions
- Health Risk Assessment and Self-Management Tools

Also available on our website:

- Privacy Notices
- Provider Manuals
- PA Code List
- Quick Reference Guides and FAQs

Itemized Statement Requirements

Information for all network providers

Molina requires an itemized statement in order to process certain claims for payment. In these cases, when the itemized statement is not received with the initial claim, it will be denied for the missing information and a corrected claim will be needed.

In order to avoid a delay in payment please submit an itemized statement with your initial claim or corrected claim through the Provider Portal.

Itemized statements are needed with a claim in the following scenarios:

- Medicare benefits were exhausted
- Authorization date span does not match claim date span
- Claim is over \$100,000 in billed charges

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.

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

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.

You Matter to Molina: Provider Bulletin

Information for all network providers

Please help Molina in our drive to keep our Provider Bulletin as a valuable resource to you and your team. Molina has developed a five minute survey at <https://www.surveymonkey.com/r/LXV6Y6X> to request your feedback on how we can improve our communications to you.

Molina has over 12 years of Provider Bulletins on our Provider Website at www.MolinaHealthcare.com/OhioProviders, under the Communications tab. Molina Provider Bulletins are filled with information that includes:

- Updates to the PA Code List
- Changes in policies that could affect claim submission
- Billing procedures, payments or appeals
- Updates to the Provider Portal

To join the Molina Provider Bulletin distribution list select "[click here](#)" on the Provider Bulletin page or email us at OHProviderBulletin@MolinaHealthcare.com with the following information:

- Provider Name
- Provider Tax Identification Number (TIN)
- Provider Email Address

Molina of Ohio Check Runs

Information for all network providers

Molina makes regular check runs during the week. Molina currently runs all lines of business (LOB) every day.

EVV 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 for Electronic Visit Verification (EVV). ODM is retiring the EVV email address EVV@medicaid.ohio.gov. The new Zendesk email address is ODMEVV@Sandata.com.

The Zendesk Ticket Portal 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. For immediate assistance call the EVV Provider Hotline at (855) 805-3505.

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. 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/gkz324kz0p/channel>

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

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.