



## Molina Healthcare of Florida Provider FAQs

Molina Healthcare and Magellan Complete Care are committed to making our transition into one company, one team as smooth as possible. We value our relationship with you and will publish updates as we know more. In the meantime, we will continue to provide the quality and compassionate service we are known for. Thank you.

**Q: What is happening with MCC of FL? Is it going away?**

A: MCC of FL was acquired by Molina Healthcare January 1, 2021

**Q: Are any benefits changing? (Regular and/or enhanced)**

A: Our focus remains on providing you and our members the quality service you and they have come to expect from us.

As of 09/01/2021, Access2Care will be the primary non-urgent transportation vendor for members. Access2Care is a national ground transportation company serving customers since 1998. To make trips easier, they have an agreement with Lyft for covered trips. If members have services scheduled with Veyo prior to 09/01/2021, they do not need to cancel scheduled transportation. Access2Care will work with Veyo to provide services. For any new or scheduled appointments on or after 09/01/2021, please call Access2Care.

As of 10/1/2021, Molina's Specialty plan members will have Doula services available as an expanded benefit, as our current MMA members have available to them.

If further benefits change, we will notify you in advance, per our contracts with you and the state.

**Q: Is the network changing?**

A: As of September 1, 2021, MCC Providers will be integrated into the MFL Network and will be considered as MFL Providers.

**Q: Are authorization/pre-approval rules changing?**

A: As of September 1, 2021, for new authorization requests for services 9/1/21 and forward, providers must follow Molina's Prior Authorization process. This includes an update to an existing open authorization for upcoming services 9/1/21 and forward. Molina will coordinate with Magellan Complete Care to transfer all pertinent authorizations to the Molina system required for continuity of care and claims payment.

**Q: What about the changes to rules based on COVID-19?**



A: We will continue to follow all CMS and state guidelines that have been modified/put in place as a response to COVID-19, including things like removal of sequestration 2% for Medicare payments.

**Q: Are any processes, websites/portals or other systems changing?**

A: As of September 1, 2021, all MCC providers will be required to utilize MFL's provider portal.

**Q: Will there be any changes to my Pharmacy Services?**

A: As of September 1, 2021, Specialty Plan members will have the same Preferred Drug List (PDL) as our current Molina Healthcare of Florida Medicaid members, which you can access at: [https://ahca.myflorida.com/Medicaid/Prescribed\\_Drug/preferred\\_drug.shtml](https://ahca.myflorida.com/Medicaid/Prescribed_Drug/preferred_drug.shtml)

**Q: Will I get a new provider relations representative?**

A: Until further notice, you will continue to work with your current MCC of FL and Molina Healthcare contacts. We value our relationship with you and are committed to continuing to provide the same level of service and care we are known for.

**Q: Does anything change in the services you provide for me or our members?**

A: Nothing is changing right now. Our focus remains on providing you and our members the quality service you and they have come to expect from us. If something is going to change, we will notify you in advance, per our contracts with you and the state.

**Q: I have existing authorizations from MCC of FL. Are they still valid?**

A: All existing authorizations are valid, and new authorizations will be valid as we move closer to September 1<sup>st</sup>. Molina will coordinate with Magellan Complete Care to transfer all pertinent authorizations to the Molina system required for continuity of care and claims payment.

## CLAIMS

**Q: Where do I send claims now, prior to September 1<sup>st</sup>?**

A: Please continue to submit claims in the same manner you currently do.

**Q: Where do I send claims after September 1<sup>st</sup>?**

A: For dates of services 9/1/21 and forward, claims must be submitted to Molina Healthcare. Claims with DOS prior to 9/1/21 shall be billed to MCC until 12/31/21. Claims with DOS prior to 9/1/21 submitted after 12/31/21, need to be billed directly to Molina. Any claim billed directly to MCC after 12/31/21 will be rejected.

Appeals and Grievances will be for MCC claims with DOS prior to 9/1/21 will be processed by MCC until 12/31/21. Effective 1/1/22, all Appeals and Grievances will be processed through Molina.

Claims may be submitted in one of the following formats:

- Electronic claims submission (EDI) – Change Healthcare (formerly Emdeon)



- Molina Payer ID: 51062
- Provider Portal –<https://provider.molinahealthcare.com/Provider/Login>
- Paper - All claims must be sent to:

Molina Healthcare of Florida  
PO Box 22812  
Long Beach, CA 90801

**Q: I am in the middle of being credentialed/re-credentialed. Has that stopped?**

A: All credentialing and re-credentialing activities are continuing, and there has been no change to the process. If something changes, our credentialing team will reach out to you.

**Q: When can I get access to the Molina provider portal and other systems?**

A: Membership will be available under Molina portals on September 1<sup>st</sup>. As of September 1, 2021, all MCC providers will be required to utilize MFL’s provider portal.

**Q: Will my EFT registration remain the same? Or do I have to switch/re-enroll?**

A: We do not have this information at this time. When it becomes available, we will inform you in plenty of time to take the necessary actions.

**AUTHORIZATIONS AND REFERRALS**

**Q: How do I find out status of my referrals and authorizations?**

A: Please continue the same referral and authorization processes you currently use for all dates of service.

**Q: Can I submit referrals on MCC of FL forms, or do I need to use Molina referral forms?**

A: Please continue to use the same referral forms and processes you currently do. As of September 1, 2021, providers will be required to utilize all MFL Processes and Forms located at: <https://www.molinahealthcare.com/providers/fl/medicaid/forms/fuf.aspx>

**Q: When will I get new authorizations?**

A: As of September 1, 2021, for new authorization requests for services 9/1/21 and forward, providers must follow Molina’s Prior Authorization process.