



PROVIDER MEMORANDUM – Coronavirus FAQ

Will Molina Healthcare of New York, Inc. remain open and operating?

- Molina Healthcare of New York, Inc. will remain operating at full force. We have the ability to move our workforce remotely and have ensured that there will be no disruption of claim intakes, as we will continue our regular cycle of claims payment.

What if we have a question on eligibility?

- Our Member Services Center will remain open and operating at full capacity M-F 8am-6pm EST. Feel free to contact them at: **(800) -223-7242 (TTY:711)**.

Has the coding been updated in the system?

- We have implemented all the coding affiliated w/ CONVID-19 as provided by our State and Federal Regulators as follows:

Descriptor	Effective DOS	Codes	Rates
COVID-19 Telephonic Services	3/13/2020	99441	\$12.56
		99442	\$23.48
		99443	\$37.41
COVID-19 LABORATORY TESTS	3/3/2020	U0001	\$35.91
		U0002	\$51.31
Molina Healthcare will remove cost share for physician orders for testing for Coronavirus which causes COVID-19. Impacted CPT codes will be those associated with Office, Urgent Care	3/3/2020	99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215 with Necessary ICD-10 Codes in either the primary or secondary diagnosis space <i>B97.29; Z03.818; Z20.828</i>	Price per contract if PAR. NPAR will price per NYS Medicaid FFS Fee Schedule.
Molina Healthcare will remove cost share for physician orders for testing for Coronavirus which causes COVID-19. Impacted CPT codes will be those associated with Emergency Department		Impacted Rev Codes: 0450-0459 and CPT Codes: 99281, 99282, 99283, 99284, 99285 with Necessary ICD-10 Codes in either the primary or secondary diagnosis space <i>B97.29; Z03.818; Z20.828</i> Critical Care Codes 99291 & 99292 with a POS -23	Only difference is no member copay and no PA on any OON services with these diagnoses.



Member Outreach

- We have stratified our Membership and have started outreach telephonically to those at highest risk, in alignment with the CDC recommendations. We are ensuring that these members have access to care and are able to obtain any necessary refills on their prescriptions, as well as screening them to see if they are showing any symptoms and assisting them to see their respective providers if they do.

Member Retention and Enrollment locally online

- Molina Healthcare of New York, Inc. will continue to assist our Members with their recertification process to ensure their enrollment stays intact and they have continuous coverage. We are also available telephonically to assist people without insurance to apply. New York State of Health has opened a **special open enrollment period** for people with no insurance that is effective through **4/15/2020** for coverage starting **4/1/2020**. Additionally, New York State Department of Health has allowed Plans and Navigators to take enrollments telephonically for all Medicaid, CHP, and Essential Plan applicants.
- If you have a member who is due to recertify, or a patient needing coverage, please have them contact us at **(844)-239-4911**.

Case Management

- Molina Healthcare of New York, Inc. will continue to provide our Care Management Services throughout the pandemic. We will move to telephonic vs. in person, but we will manage the same membership base, while taking on newly identified. We will assist with all the same items we would in person. Our health plan will also have a heightened presence and sensitivity with the community aspects and needs of the clients we serve. (i.e. – local food pantries, ability to obtain formula, diapers, newborn supplies, guidance through mail order, or deliver of medications from local pharmacies, etc.)

Nurse Advice Line

- Molina Healthcare of New York, Inc. will maintain the Nurse Advice Line (NAL) with no changes to hours during this pandemic. Please feel free to use or pass the information to your patients that are Molina Members. **(800)-233-7242 (TTY:711)**.



Community Outreach – Specifically Food Insecurity

- Molina Healthcare of New York, Inc. is committed to working with our Community Based Organizations (CBOs) to identify essential resources that our members will be able to readily access such as food, soap, baby wipes, diapers, toothpaste, etc.
- Molina Healthcare of New York, Inc. will be available for any of our members to assist in connecting with these agencies. Please refer all members to our Member Services Center at **(800)-223-7242 (TTY:711)**.