

PROVIDER NEWSLETTER

A newsletter for Molina Healthcare Provider Networks

SUMMER 2018



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Submitting Electronic Data Interchange (EDI) Claims

The benefits to using EDI:

- Electronic Claims Submission ensure HIPAA compliance
- Electronic Claims Submission helps to reduce operational costs associated with paper claims (printing, postage, etc.)
- Electronic Claims Submission increases accuracy of data and efficient information delivery
- Electronic Claims Submission reduces claims delays since errors can be corrected and resubmitted electronically!
- Electronic Claims Submission eliminates mailing time and claims reach Molina faster!

EDI Claims Submission

The easiest way to submit EDI claims to Molina Healthcare is through a Clearinghouse. You may submit the EDI through your own Clearinghouse or use Molina's contracted Clearinghouse. If you do not have a Clearinghouse, Molina offers additional electronic claims submissions options. Log onto Molina's Provider Services Web Portal <https://provider.molinahealthcare.com> for additional information about the claims submission options, available to you.

FAQ'S

- Can I submit COB claims electronically?
 - Yes, Molina and our connected Clearinghouses fully support electronic COB.
- Do I need to submit a certain volume of claims to send EDI?
 - No, any number of claims via EDI saves both time and money.
- Which Clearinghouses are currently available to submit EDI claims to Molina?

- Molina Healthcare uses Change Healthcare as our channel partner for EDI claims. You may use the Clearinghouse of your choice. Change Healthcare partners with hundreds of other Clearinghouses.
- What claims transactions are currently accepted for EDI transmission?
 - 837P (Professional claims), 837I (Institutional claims).
- Will you continue to accept paper claims?
 - While Molina requires all Providers to utilize EDI claims submission options, there are certain circumstances where exceptions may be made. For more information contact your Provider Services Representative.
- What if I still have questions?
 - More information is available at www.molinahealthcare.com under the Health Care Professionals tab. You may also call or email us using the contact information below.

Submitting Electronic Fee for Service Claims

1-866-409-2935

EDI.Claims@MolinaHealthcare.com

Molina Healthcare of California FFS Payer ID:38333

Electronic Fund Transfer (EFT)

Molina has partnered with our payment vendor, ProviderNet, for Electronic Funds Transfer and Electronic Remittance Advice. Access to the ProviderNet portal is FREE to our participating providers and we encourage you to register after receiving your first check from Molina.

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| <p>New ProviderNet User Registration:</p> <ol style="list-style-type: none"> 1. Go to https://providernet.adminisource.com 2. Click "Register" 3. Accept the Terms 4. Verify your information <ol style="list-style-type: none"> a. Select Molina Healthcare from Payers list b. Enter your primary NPI c. Enter your primary Tax ID d. Enter recent claim and/or check number associated with this Tax ID and Molina Healthcare 5. Enter your User Account Information <ol style="list-style-type: none"> a. Use your email address as user name b. Strong passwords are enforced (8 or more characters consisting of letters/numbers) 6. Verify: contact information; bank account information; payment address <ol style="list-style-type: none"> a. Note: Any changes to payment address may interrupt the EFT process. b. Add any additional payment addresses, accounts, and Tax IDs once you have logged in. | <p>If you are associated with a Clearinghouse:</p> <ol style="list-style-type: none"> 1. Go to "Connectivity" and click the "Clearinghouses" tab 2. Select the Tax ID for which this clearinghouse applies 3. Select a Clearinghouse (if applicable, enter your Trading Partner ID) 4. Select the File Types you would like to send to this clearinghouse and click "Save" <p>If you are a registered ProviderNet user:</p> <ol style="list-style-type: none"> 1. Log in to ProviderNet and click "Provider Info" 2. Click "Add Payer" and select Molina Healthcare from the Payers list 3. Enter recent check number associated with your primary Tax ID and Molina Healthcare <p>BENEFITS</p> <ul style="list-style-type: none"> ▪ Administrative rights to sign-up/manage your own EFT Account ▪ Ability to associate new providers within your organization to receive EFT/835s ▪ View/print/save PDF versions of your Explanation of Payment (EOP) ▪ Historical EOP search by various methods (i.e. Claim Number, Member Name) ▪ Ability to route files to your ftp and/or associated Clearinghouse |
| <p>If a provider has questions regarding the actual registration process, they can contact ProviderNet at: (877) 389-1160 or email: wco.provider.registration@changehealthcare.com.</p> | |

Note: Providers please ensure you are registered for EFT for all participating Lines of Business.

Are You Culturally Competent?

Cultural and linguistic competency is the ability to provide respectful and responsive care to members with diverse values, beliefs and behaviors, including tailoring health care delivery to meet members' social, cultural and linguistic needs. The National CLAS Standards, developed by the Health and Human Services Office of Minority Health, aim to improve health care quality and advance health equity by establishing a collective set of mandates and guidelines that inform, guide and facilitate culturally and linguistically appropriate services.



Communicating Across Cultures

Clear communication is the foundation of culturally and linguistically competent care.

Guiding the conversation

- Initial greetings can set the tone for an interaction. If the patient's preference is not clear, ask how they would like to be addressed (i.e. Mr. Jones, Michael, Ms. Gonzalez).
- Ask open-ended questions whenever possible.
- Some individuals can tell you more about themselves through story telling than by answering direct questions.
- Inquire about preferred language and preferred method of communication (i.e. written, spoken, graphics, sign language, assistive listening devices, etc.).
- Consider treatment plans with respect to the patient's culture-based beliefs about health.
- Ask about any complimentary or alternative medicine possibly used by the patient.

Assisting patients whose first language is not English

- Speak slowly and try not to raise your voice
- Use simple words and avoid jargon
- Do not use acronyms, idioms and avoid technical language if possible. (i.e. shot vs. injection)
- Please articulate words
- Give information in small chunks and short sentences
- Repeat important information and have the patient repeat information back to you
- Inform the interpreter of any specific patient needs
- Hold a brief introductory discussion
- Reassure the patient about confidentiality
- Allow enough time for the interpreted sessions
- Avoid interrupting during interpretation
- Speak in the first person
- Talk to the patient directly, rather than addressing the interpreter

Please remember that it is never permissible to ask a minor, family member or friend to interpret.

Molina's language access services

Molina strives to ensure good communication with members by providing language access services. Providing language access services is a legal requirement for health care systems that are recipients of federal funds; a member cannot be refused services due to language barriers. Language access services ensure mutual understanding of illness and treatment, increase patient satisfaction and improve the quality of health care for Limited English proficiency patients.

Molina provides the following services to members at no cost, when needed:

- Written material in other formats (i.e. large print, audio, accessible electronic formats, Braille)
- Written material translated into languages other than English
- Oral and Sign Language Interpreter Services
- Relay Service (711)
- 24 Hour Nurse Advice Line
- Bilingual/Bicultural Staff

Also, Molina's materials are always written simply in plain language and at required reading levels. For additional information on Molina's language access services or cultural competency resources, contact Provider Services or visit www.molinahealthcare.com.

Sources:

U.S. Department of Health & Human Services: Office of Minority Health. Health Research & Educational Trust, 2013.

Industry Collaboration Effort, Better Communication, Better Care: Provider Tools to Care for Diverse Populations.

Industry Collaboration Effort, Cultural and Linguistic Services, 2017.

Model of Care

The 2018 Model of Care Provider Training materials are now available on MolinaHealthcare.com. This training complies with the Centers for Medicare and Medicaid Services (CMS) requirement that contracted Providers who have been identified as directly or indirectly facilitating and/or providing Medicare Part C or D benefits for any Molina Healthcare Medicare and/or MMP Members complete both an initial training and an annual Model of Care training. In order to ensure Molina Healthcare remains compliant with CMS Regulatory Requirements for Model of Care training, receipt of your completed Attestation Form is due to Molina Healthcare no later than December 1, 2018. If you have any additional questions, please contact your local Molina Healthcare Provider Services Representative.



Is Your Authorization Request Urgent?

CMS defines expedited/urgent authorization requests as - "applying the standard time for making a determination could seriously jeopardize the life or health of the enrollee or the enrollee's ability to regain maximum function"

Impacts of submitting urgent requests and ensuring understanding of guidelines associated with submitting a routine/non-urgent vs urgent request through targeted education. Providers are to be advised of the following:

- Urgent/Expedited service request designation should only be used if the treatment is required to prevent serious deterioration in the member's health or could jeopardize the enrollee's ability to regain maximum function. Requests outside of this definition will be handled as routine/ non-urgent.
- Priority is based on turn-around time and then order of receipt.
- Molina Healthcare's turn-around time is 72 hours for urgent for Medicare, Medi-Cal and Marketplace and 14 days for standard for Medicare and 5 days for standard for Medi-Cal and Marketplace.

Health Management and Education Programs Improve Member Health

Molina Healthcare's Health Management programs and educational resources provide patient education to Members and facilitate Provider access to chronic disease programs and services. Health Management staff, Registered Nurses, Registered Dietitians, Licensed Vocational Nurses, Social Workers, and/or Health Educators are available telephonically to share information about Molina Programs. They will assist Members with preventative education and management of conditions. Molina staff will collaborate with the Member and Provider relating to specific needs identified for best practices.

Health management programs and educational resources include:

- Breath with Ease Asthma Program
- Building Brighter Days Adult Depression Management Program
- Pregnancy Program
- Weight Management Program
- Tobacco Cessation Program
- Diabetes Prevention Program (for Marketplace members only)
- Member Health and Family Newsletter
- Member Health Education Materials

If you have a Molina Healthcare patient you think will benefit by receiving health education and disease management, please refer to our programs and educational resources, or call the Health Management Department at (866) 891-2320 for more information.

Breathe with Ease Program Asthma Program

Molina Healthcare provides an asthma health management program designed to assist Members in understanding their disease. Molina Healthcare has a special interest in asthma, as it is the number one chronic diagnosis for our Members. This program was developed with the help of several community Providers with large asthma populations. The program educates the Member and family about asthma symptom identification and control. Our goal is to partner with you to strengthen asthma care in the community.

Building Brighter Days Adult Depression Management Program

Our Adult Depression Management Program is a collaborative team approach comprised of health education, clinical case management, and provider education. The overall goal is to provide better

overall quality of life, quality of care, and better clinical outcomes for members who have a primary psychiatric diagnosis of major depressive disorder. This will be accomplished by providing disease-specific measurable goals for Members and their support systems that are also easily measured by Molina staff. The Molina team works closely with contracted practitioners in the identification assessment and implementation of appropriate interventions for adults with depression. Molina's Building Brighter Days Program strives to improve outcomes through early identification, continual, rather than episodic care and monitoring, and most importantly interventions focused on self-advocacy and empowerment of the Member.

Pregnancy Program

Molina offers support, education, and services to pregnant members to ensure a healthy pregnancy. We also offer specialized support for members who are at risk for preterm labor. This program strives to improve birth outcomes, reduce costly hospitalizations, and guide the mother with the care of her newborn.

Weight Management Program

Molina's Weight Management program is for adults and is comprised of one-on-one telephonic education and coaching by a case manager to support the weight management needs of the Member. Health Education staff work closely with the Member, providing education on nutrition, assessing the Member's readiness to lose weight, and supporting the Member throughout their participation in the program. We also work closely with the Member's Provider to implement appropriate intervention(s). The program consists of multi-departmental coordination of services and uses various approved health education and information resources. These resources are intended to provide both general telephonic health education and targeted information based on the needs of the individual.

Tobacco Cessation Program

MHC members are eligible for Provider tobacco cessation counseling, medications as prescribed, referrals to group counseling or classes, and telephonic counseling. We refer to the California Smoker's Helpline for telephonic counseling. They have specialized services for teens, pregnant smokers and tobacco chewers. Providers may refer directly to the California Smoker's Helpline by using their online referral system at <https://www.nobutts.org/>.

PCPs can prescribe nicotine replacement therapy as appropriate. A Prior Authorization (PA) Request Form may be needed for some NRTs. The PA form and prescription should be faxed to (866) 508-6445. For a list of group counseling, support groups, or cessation classes in all counties of operation for referral by providers, please visit Molina's provider website at:

<http://www.molinahealthcare.com/medicaid/providers/ca/forms/Pages/fuf.aspx>

Diabetes Prevention Program (for Marketplace Members only)

Molina Healthcare has teamed up with Yes Health to bring members the Diabetes Prevention Program (DPP). The Yes Health DPP is an online program that is recognized by the Centers for Disease Control and Prevention (CDC). This is a one-year program, using a mobile app that focuses on healthy eating, stress reduction, and physical activity to create long-term changes and lasting results. It is designed for members who have prediabetes or are at risk for type 2 diabetes. This program is not for members who

already have diabetes. Please refer Molina members directly to the following website to check for eligibility and to enroll in the program: <https://www.yeshealth.com/molina>.

Member Health & Family Newsletter

Molina produces newsletters for members containing a variety of topics suggested by members and the California Department of Health Care Services. Newsletters are for information only and do not take the place of Provider/Practitioner advice. All newsletters are made available on the Molina website at: <http://www.molinahealthcare.com/members/ca/en-US/mem/medicaid/medical/resources/news/Pages/memnews.aspx>

Member Health Education Materials

Molina offers a variety of low literacy health education materials in English and Spanish at no cost to Providers or members. All health education materials are available online for providers to download and print on demand, under the following categories:

Appropriate Use of Healthcare Services

- Use of Managed Healthcare Services
- Screenings and Immunizations

Risk-Reduction and Healthy Lifestyles

- Nutrition
- Behavioral Health Management
- Fitness
- Dental
- Flu Prevention
- Sexually Transmitted Infections

Self-Care and Management of Health Conditions

- Diabetes
- Cancer
- Pregnancy
- Postpartum
- Renal Disease
- Asthma and COPD
- Caring for Your New Baby
- Senior Health

Member health education materials can be accessed online at:

<https://www.molinahealthcare.com/providers/ca/medicaid/comm/Pages/Health-Education-Materials.aspx>

Culturally Competent Care

Providing language access services is essential to providing culturally competent care. Federal and state legislation requires that all limited English proficient (LEP) beneficiaries' language access needs be met for all medical appointments. To refuse an LEP beneficiary access to language services is a violation of that individual's civil rights. Section 1557 of the ACA also prohibits providers from requesting a beneficiary to provide his or her own interpreter or rely on a staff member who is not qualified to communicate directly with the LEP individual. MHC network providers should work together with Molina's language access services to ensure that all members have equitable access to health care.

Molina offers the following language access services:

- Qualified telephonic interpreter services 24 hours a day, 7 days a week across all lines of businesses.
- Qualified face-to-face interpreter services at medical appointments for complex care including: some medical or surgical procedures or tests, end-of-life care, cancer care, organ transplants, behavioral health appointments, initial physical therapy, hearing loss appointments, and others as directed by a medical director.
- Qualified sign language interpreter services at medical appointments to all deaf and hard of hearing members. Molina needs 3-5 working days' notice to identify a qualified sign language interpreter.

To access Molina's language services, please call Molina's Member and Provider Contact Center:

- For Medi-Cal members call (888) 665-4621 Mon-Fri, 7am-7pm
- For Marketplace members call (888) 858-2150 Mon-Fri, 8am-6pm
- For Medicare members call (800) 665-0898 Mon-Fri, 8am-8pm
- For Cal MediConnect (Duals) members call (855) 665-4627 Mon-Fri, 8am-8pm
- For after-hours and weekends, please call Molina's Nurse Advice Line to arrange for this service: English (888) 275-8750; Spanish (866) 648-3537.

We have updated our **Provider Cultural and Linguistic Services Grid** to reflect changes in Federal and State laws regarding interpretation and translation services. We still offer cultural and linguistic consultation and trainings to all network providers and IPAs. If you prefer using our online interactive web-based question and answer forum, "*Ask the Cultural and Linguistics Specialist*," you will receive a response within 72 hours from Molina's Cultural Anthropologist.

Our updated Provider C&L Service grid can be found at:

<http://www.molinahealthcare.com/providers/ca/PDF/MediCal/cultural-and-linguistic-services.pdf>

"*Ask the Cultural and Linguistics Specialist*" can be found at:

http://www.molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask_cultural.aspx

Provider Portal Corner



Did you know we are improving our electronic tools? The second phase of the Portal Claims Denial Messaging project was deployed on May 17. This change will bring the portal messaging into alignment with the information which is currently printed on Explanation of Payment (EOP).