



*To our partners and friends, Molina Healthcare extends best wishes for a joyous holiday season!*

As the holiday season approaches, we'd like to take this opportunity to thank you for your continued partnership. It is providers like you who make our jobs a pleasure and continue to improve the health of our members/your patients.

It has been a busy year of updates, improvements and celebrations at Molina Healthcare, including:

- Molina began an exciting, new partnership with the Cleveland Cavaliers.
- In July, the services available in Community Mental Health Centers and Substance Use Disorder Agencies moved into managed care from traditional fee-for-service for our Medicaid members. This carve-in of services to managed care will allow Molina to better manage and coordinate the medical and behavioral health needs of our members and develop greater partnership with the providers of these services.
- The Molina HOPE Diaper Bank was launched in the Cleveland area to help families in need.
- Molina hosted the 2018 Community Champions event, the first for the Cleveland area, and the largest Community Champions event in Molina Healthcare of Ohio's history.
- Provider Portal administrators are now able to give access to third party billers on the portal.
- We earned a four-star rating in the Access and Service and the Qualified Providers categories in the 2018 National Committee for Quality Assurance (NCQA) Health Plan Report Card.
- Molina improved provider satisfaction by 8.4 percent over last year's results based on feedback from our provider network.
- We worked to add an additional eight Ohio counties to the 2019 Marketplace Plan.

This year's improvements were possible because of your feedback. We continue to welcome your suggestions on ways Molina Healthcare can partner with you to increase provider and member satisfaction. We always encourage you to fill out an ***It Matters to Molina*** postcard or email us at [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com).

We hope your holiday season and New Year are filled with joy, happiness and success! We look forward to working with you in 2019 and for many years to come.

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#### Questions?

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](mailto:OHProviderRelations@MolinaHealthcare.com)

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