

Molina Healthcare of Iowa System Configuration Log – Week of May 13, 2024



Known System Issue	Brief Description	Date Issues Identified	Status	Provider's Types Impacted	Number of Providers Affected	Expected System Completion Date	Expected Claims Reprocessing Date	Overall Status
COB Claims / System Configuration Audit	Review of system edit configuration and claim denials related to COB.	3/29/2024	Audit of the system configuration was conducted and system update completed.	Multiple	TBD	4/9/2024	5/15/2024	Open
Benefit for Orthotics for IHAWP Non-Medically Exempt Members	Updating benefits to allow orthotics as payable.	2/28/2024	Configuration updated as of 4/18/2024 to allow payment for orthotics for IHAWP Non-Medically Exempt Members	Medical Professionals	TBD	4/18/2024	5/18/2024	Open
Nursing Facilities - Rates Updated	Nursing Facilities received updates on 3/5/2024 from HHS, with the effective date of 1/1/2024.	3/5/2024	Configuration completed/updated as of 3/13/2024	Nursing Facilities	389	3/13/2024	5/10/2024	Open
Vaccine Administration Denials	Provider reached out indicating vaccine administrations are being denied for VFC vaccines.	3/20/2024	Configuration updates are in process to correct the gap in covered/applicable VFC vaccine administrations.	Home Health	TBD	TBD	TBD	Open
Medical Professionals and Hospitals	Lead Testing Age Restriction: Age restriction in place for lead testing 83655 being removed per HHS guidance on External Claims & Benefits call.	3/28/2024	Configuration updates are in process to remove the age restriction that is currently configured on 83655.	Medical Professionals	29	3/29/2024	5/15/2024	Open
Nutrition Counseling	97802 – Medical nutrition therapy; initial assessment and intervention, individual, face-to-face with the patient, each 15 minutes: To members Ages 20 and below. 97803 – Medical nutrition therapy; re-assessment and intervention, individual, face-to-face with the patient, each 15 minutes: No age limits.	3/20/2024	4/19/2024 UPDATE: Adjustments completed; payments to be made to providers within 30 days. Configuration updates are in process to correct age limitations configured on 97803. If updates are required for 97802 or 97803 within the clinical editing components those will be sent if identified.	Multiple	TBD	4/8/2024	4/19/2024	Closed

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GEMT Ambulance All Claim Audit	Molina has conducted a claims audit of all GEMT claims for adjudication accuracy.	2/19/2024	Adjustment project will be submitted for identified underpaid/manual denial errors	GEMT Ambulance	39	TBD	3/26/2024	Closed
COB Nursing Facilities	Claims were denying for nursing facilities when member has primary insurance	8/17/2023	Claims have been manually corrected and will continue to be processed manually to override the edit until automation is completed.	Nursing Facilities	N/A	3/5/2023	N/A	Closed
FQHC/RHC Rates	Molina was paying some FQHC/RHC providers at interim rates.	10/19/2023	Molina is auditing all FQHC/RHC providers to ensure accurate, final rates are loaded. RHCs have been reviewed and updated, if necessary. FQHCs to be completed shortly. System will be updated and any impacted claims will be reprocessed.	FQHC/RHC	35	Complete	3/25/2024	Closed
BH Rates	Fallout from earlier BH September 2023 Rate Increase reprocessing.	9/22/2023	While the expected close date is listed as 2/8/24, we are expediting the reprocessing so plan to have this complete before that date.	Behavioral Health	350	2/8/2024	3/4/2024	Closed
96160 Primary Procedure Denials	96160 denying for missing primary procedure, H0046 & H1003 were reported on the claim as the primary procedure and were identified as applicable primary procedures.	1/19/2024	Edit configuration updates to allow 96160 with H0046 &/or H1003 as the primary procedure. Configuration updates in process, interim process is in place to override the current denial when the appropriate codes are reported on the claim.	Maternal Health	N/A	TBD	3/19/2024	Closed