Molina Healthcare of Iowa System Configuration Log – Week of October 30, 2023

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 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	11/30/2023	N/A	Open
PPS - Outpatient CCR are outdated.	State released updated rates in July and Optum to process the updates.	8/25/2023	Optum updated their system on 10/15/23. Molina is identifying impacted claims to be reprocessed.	PPS - Outpatient CCR are outdated.	TBD	Complete	11/15/2023	Open
Nursing Facility - Quarterly Rate Updates	Molina updated rates but has received additional updates the week of 9/27/23.	9/18/2023	Systems have been updated for impacted providers. Molina is identifying impacted claims to be reprocessed.	Nursing Facilities	63	Complete	11/10/2023	Open
BH September 2023 Rate increases	Molina received updated BH rates for the following Fee Schedules: BH, CMH, Clinical Social Worker, Psychologist	9/22/2023	Systems have been updated for impacted providers. Molina is identifying and will reprocess any impacted claims.	BH Providers	171	Complete	11/10/2023	Open
Hospital Addendum B quarterly updates	Addendum B updates from July were being processed by Optum.	8/25/2023	Optum has updated the rates and claims are currently being pulled to be reprocessed	Hospitals	9	Complete	10/27/2023	Open
340B Claims	Molina has not been applying lesser of logic to 340B claims from a subset of professional (non-facility) providers.	10/5/2023	Systems have been updated for impacted providers as of 10/30/2023. Molina is identifying and will reprocess any impacted claims.	Professional (non-facility) providers	Some	10/22/2023	11/5/2023	Open
GEMT Ambulance Claims	Molina did not have the correct rates loaded for some ambulance providers to include GEMT	10/11/2023	Systems have been updated for impacted providers. Molina is identifying and will reprocess any impacted claims.	Ambulance	39	Complete	11/11/2023	Open

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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. System will be updated and any impacted claims will be reprocessed.	FQHC/RHC	TBD	11/10/2023	11/23/2023	Open
BH Modifiers missing from Fee schedules	Some BH modifiers were not loaded to all applicable fee schedules.	8/11/2023	Updated fee schedules on 8/23/2023. New claims are processing correctly and impacted claims have been reprocessed.	BH Providers	1891	Complete	9/18/223	Complete
Client Participation	Client participation was processed incorrectly on some claims causing overpayments.	8/10/2023	New claims are processing correctly and all known impacted claims are reprocessed. An audit is being performed to determine if any other misapplication of CP is found and if so, they will be reprocessed.	Nursing Facilities	TBD	Complete	9/30/2023	Complete
Correct Claim Timely Filing Denial	Timely Filing edits are causing incorrect denials.	8/22/2023	New claims are processing correctly and impacted claims have been reprocessed.	All	174	Complete	9/30/2023	Complete
Home delivered meals - Date Span	Incorrect calculation of units causing denials.	8/10/2023	New claims are processing correctly and impacted claims have been reprocessed.	Meal Providers	292	Complete	9/30/2023	Complete
Encounter rate denials when billing for non-encounter services	Encounter rate denials due to providers tied to professional contracts rather than an RHC/FQHC contract.	8/18/2023	Molina has completed the contract affiliation updates and impacted claims have been reprocessed.	Encounter rate denials when billing for non-encounter services	516	Complete	9/30/2023	Complete