

Molina Healthcare of Iowa System Configuration Log – Week of October 9, 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 |
|--|--|------------------------|---|--|------------------------------|---------------------------------|-----------------------------------|----------------|
| 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 |
| 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 |
| 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 |
| PPS - Outpatient CCR are outdated. | State released updated rates in July and Optum to process the updates. | 8/25/2023 | Optum is updating the system and impacted claims will be reprocessed. | PPS - Outpatient CCR are outdated. | TBD | 11/15/2023 | 12/10/2203 | Open |
| 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 |

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| Podiatry Claims - restricted Dx List | Podiatry diagnosis restriction did not contain all applicable routine diagnosis codes. | 8/15/2023 | Molina has completed the contract affiliation updates and impacted claims have been reprocessed. | Podiatry Claims - restricted Dx List | All | Complete | 10/1/2023 | Complete |
| Nursing Facility - Quarterly Rate Updates | Molina updated rates but has received additional updates the week of 9/27/23. | 9/18/2023 | Molina is updating rates and will reprocess any impacted claims. | Nursing Facilities | All | 10/15/2023 | 10/27/2023 | 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 | Molina has updated the rates and new claims should be processing with the correct rates. Molina will reprocess any impacted claims. | BH Providers | All | Complete | 10/22/2023 | 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 | All | Complete | 10/22/2023 | Open |
| 340B Claims | Molina has not been applying lesser of logic to 304B claims from a subset of professional (non-facility) providers. | 10/5/2023 | Molina is updating systems to apply Lesser of Logic for impacted providers and will reprocess impacted claims. | Professional (non-facility) providers | Some | 10/22/2023 | 11/5/2023 | Open |