

MHIL Provider Memo

Molina Healthcare of Illinois | April 2, 2024

Partnering with Molina Case Management to Benefit Discharging Patients

Molina Healthcare of Illinois (Molina) is reaching out to Social Workers so they know Molina's Case Management team can be contacted for assistance when a patient—a Molina member—is preparing for discharge from a health care facility, such as a hospital or Skilled Nursing Facility.

Molina has skilled, dedicated Case Managers, Transition of Care Coaches, and Community Connectors ready to assist members upon an inpatient admission to ensure support through their hospitalization and discharge.

Partnering with Molina Case Management can be beneficial to the discharged patient in many situations:

- **Complex Care Needs:** If the patient has complex care needs or requires ongoing care coordination, Molina Case Management can help ensure a smooth transition from the facility to home or another care setting.
- **Care Plan Development and Transition Planning:** Our Case Management team can assist in developing and supporting a member's safe discharge, including helping to arrange outpatient follow-up. We can also create a comprehensive care plan for the patient post-discharge, including coordinating services such as home health care, durable medical equipment, or physical therapy.
- **Medication Management:** Ensuring that the patient has access to necessary medications post-discharge and understanding any changes to their medication regimen.
- **Provider Follow-Up:** Coordinating follow-up appointments with primary care providers or specialists to ensure continuity of care.
- **Community Resources:** Identifying and connecting the patient with community resources and support services to help with their recovery and ongoing care needs.
- **Insurance Coverage:** Assisting the patient in understanding their coverage with Molina and any benefits available for post-discharge care.
- **Patient Education:** Providing education to the patient and caregivers on managing their health, recognizing signs of complications, and accessing support resources.
- **Social Determinants of Health:** Supporting connections to housing, food, clothing, legal assistance, and more. Teaching the patient to use [MolinaHelpFinder.com](https://www.molinahelpfinder.com).

Partnering with Molina Case Management early in the discharge-planning process can help ensure that the patient's transition from the facility to home or another care setting is seamless and that their ongoing care needs are effectively managed.

Note: Requests for a member to receive case management support can be sent to CMescalationIL@MolinaHealthcare.com.

Questions?

We're here to help. Contact your dedicated Provider Relations Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your dedicated Provider Relations Manager, visit our [Service Area page](#) at MolinaHealthcare.com.

Provider portal alert

Providers no longer have direct access to the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with the [Avality Essentials Provider Portal](#) today!

Get critical updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to receive updates curated for Molina's Illinois providers.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.