

Provider Newsletter

FOR PASSPORT BY MOLINA HEALTHCARE PROVIDERS



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Claims submission

Passport strongly encourages providers to submit their claims electronically – including secondary ones. Electronic claims submission provides significant benefits to the provider, including:

- Reducing operational costs associated with paper claims (printing, postage, etc.)
- Increasing accuracy of data and efficient information delivery
- Reducing claim delays since errors can be corrected and resubmitted electronically
- Eliminating the delay in mailing

Passport offers the option to directly submit claims electronically to us via the Availity Essentials provider portal or your Electronic Data Interchange (EDI) clearing house.

If electronic claims submission is not possible, please submit paper claims to the following address:



Passport by Molina Healthcare
PO Box 36090
Louisville, KY 40233

When submitting paper claims:

- Submissions are not considered “accepted” until received at the appropriate claims PO Box.
- If claims are sent to the wrong PO Box, they will be returned for appropriate submission.
- Submissions are required on original red and white CMS-1500 and CMS-1450 (UB-04) claim forms.
- Claims will be rejected and returned if the submission is not completed on the required forms. This includes black and white forms, copied forms and any altering – including handwritten claims.
- Claims must be typed using black ink in either 10- or 12-point Times New Roman font.

For more information, please see CMS claims submission guidance at [cms.gov/medicare/billing/electronicbillingEDIttrans/1500](https://www.cms.gov/medicare/billing/electronicbillingEDIttrans/1500).

Drug coverage change

Updated 2024 Part B Step Therapy Grid

Passport has updated medical Part B drug injectable (HCPCS codes) Step Therapy requirements. They are online at [Pharmacy and Prescription Benefits](#). Step Therapy is buy and bill medications, provided from the physician/facility stock and administered in the office/facility. The preferred drug list (Step Therapy) is a list of medications that Passport requires the provider to use before a non-preferred. If there is a medical reason why the preferred medicines cannot be used, Passport can approve a non-preferred with a prior authorization, regardless of whether it is buy or bill.

Part B Step Therapy requirements only apply to new therapy – existing therapies will not require Step Therapy utilization.



Medicare 2024 formulary removals and alternatives

Significant formulary changes for 2024 are summarized, along with covered formulary alternatives, on the next page. Full formularies can be found online at PassportHealthPlan.com.

Drug and drug class	Formulary alternatives
Antilipemics	
PRALUENT®	Repatha®
Antidepressants	
VIIBRYD® starter kit	vilazodone tabs (generic for VIIBRYD®)
Auvelity™	bupropion, bupropion SR, or bupropion XL
Diabetes	
Levemir®	BASAGLAR®, LANTUS®, Tresiba®, Toujeo®
NovoLog®	Fiasp, Admelog (biosimilar to Novolog and Humalog)
Victoza®	Trulicity®, BYETTA®, Ozempic®, Bydureon®, RYBELSUS®
Pulmonary agents	
ADVAIR DISKUS/HFA	Fluticasone/salmeterol, WIXELA INHUB®, BREO, ADVAIR HFA, DULERA®
FLOVENT DISKUS/HFA	ARNUITY ELLIPTA
PULMICORT®	ARNUITY ELLIPTA
SYMBICORT®	Fluticasone/salmeterol, WIXELA INHUB®, BREO, ADVAIR HFA, DULERA®

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry-standard survey tool used to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention but can also help increase compliance with physician recommendations and improve patient outcomes.

Focusing together on a positive patient experience will have many important benefits to your practice:

- Increase patient retention
- Increase compliance with physician clinical recommendations
- Improve patient's overall wellness and health outcomes
- Ensure preventive care needs are addressed more timely
- Reduce no-show rates

Additional resources are available for office staff and patients:

- For additional after-hours coverage, Passport members can call the 24-hour Nurse Advice Line
- Passport members can access Interpreter Services at no cost by calling Member Services
- Providers can access the Provider Web Portal at [MolinaHealthcare.com](https://www.molinahealthcare.com) to:
 - Search for patients and check member eligibility
 - Submit service request authorizations and/or claims and check status
 - Review Patient Care Plan
 - Obtain CAHPS® Tip Sheets
- Participate in online Cultural Competency trainings (also available at [MolinaHealthcare.com](https://www.molinahealthcare.com))

Please encourage your patients who have received the CAHPS® survey to participate. Listed below are several questions asked in the survey regarding patient care:

- When you needed care right away, how often did you get care as soon as you needed?
- When you made an appointment for a check-up or routine care at a doctor's office or clinic, how often did you get an appointment as soon as you needed?
- How often was it easy to get the care, tests, and treatment you needed?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor spend enough time with you?
- How often did your personal doctor explain things in a way that was easy for you to understand?
- How often did you and your personal doctor talk about all the prescription medicines you were taking?
- How would you rate your personal doctor?

Passport's 2023 quality improvement results

Passport conducts an annual program evaluation to assess how well we meet the performance goals and objectives for improving the quality and safety of clinical care and services specified within the Quality Improvement Program Description and annual Work Plan. Below are highlights from the annual evaluation.

CAHPS®

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) assesses Passport members' satisfaction with their health care. It allows us to better serve our members.

Passport has received the CAHPS® results of how our members rated our providers and our services.

Medicaid: In 2023, Passport did not improve in any of the measures.

Passport needs to make improvements in Rating of All Health Care, Rating of Personal Doctor, and Rating of Health Plan.

In 2022, Passport reported 'NA' (i.e., less than 30 members in the denominator) for the following measures: Getting Care Quickly, Getting Needed Care, Coordination of Care, and Rating of Specialist Seen Most Often. This limited Molina's ability to make a direct comparison with the 2023 ratings.

Medicare: In 2023, Passport met or exceeded the overall goal in Getting Care Quickly, Getting Needed Care, Coordination of Care, Customer Service, Rating of Health Plan, Rating of All Health Care, and Rating of Drug Plan.

Passport needs to make improvements in Getting Needed Prescription Drugs and Annual Flu Vaccine.

HEDIS®

Another tool used to improve member care is the Healthcare Effectiveness Data and Information Set or HEDIS®. HEDIS® scores allow Passport to monitor how many members are receiving the services they need. Measures include immunizations, well-child exams, Pap tests and mammograms. There are also scores for diabetes care, and prenatal and after-delivery care.

Medicaid: In 2023, Passport improved in Annual Dental Visits (ADV), Appropriate Testing for Pharyngitis (CWP), Appropriate Treatment for Upper Respiratory Infection (URI), Asthma Medication Ratio – Total (AMR), Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis (AAB), Breast Cancer Screening (BCS), Cervical Cancer Screening (CCS), Childhood Immunization Status - Combination #10 (CIS), Chlamydia Screening in Women – Total (CHL), Risk of Continued Opioid Use - 31-Day Total (COU), Controlling High Blood Pressure (CBP), Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD), Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence - 7-Day Follow-Up Total (FUA), Follow-Up After Hospitalization for Mental Illness - 7-Day Follow-Up Total (FUH), Follow-Up After High-Intensity Care for Substance Use Disorder - 7-Day Follow-Up Total (FUI), Follow-Up for Children Prescribed ADHD Medication - Continuation and Maintenance Phase (ADD), Initiation and Engagement of Alcohol and Other Drug Dependence Treatment - Engagement of AOD Treatment Total (IET), Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing Total (APM), Plan All-Cause Readmissions - Observed-to-Expected Ratio 18-64 Years (PCR), Prenatal and Postpartum Care - Postpartum Care (PPC), Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics – Total (APP), Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents - BMI Percentile (WCC), Use of Opioids at High Dosage (HDO), and Use of Opioids from Multiple Providers - Multiple Prescribers and Multiple Pharmacies (UOP).

We need to make improvements in Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA), Antidepressant Medication Management - Effective Continuation Phase Treatment (AMM), Blood Pressure Control (<140/90) for Patients With Diabetes (BPD), Eye Exam for Patients With Diabetes (EED), Follow-Up After Emergency Department Visit for Mental Illness - 7-Day Follow-Up Total (FUM), Hemoglobin A1c Control for Patients With Diabetes - HbA1c Control (<8%) (HBD), Immunizations for Adolescents - Combination #2 (IMA), Kidney Health Evaluation for Patients with Diabetes (KED), Pharmacotherapy for Opioid Use Disorder – Total (POD), Pharmacotherapy Management of COPD Exacerbation - Systemic Corticosteroids (PCE), Pharmacotherapy Management of COPD Exacerbation – Bronchodilator (PCE), Prenatal and Postpartum Care - Timeliness of Prenatal Care (PPC), Statin Therapy for Patients with Cardiovascular Disease - Received Statin Therapy Total (SPC), Statin Therapy for Patients with Cardiovascular Disease - Statin Adherence 80% Total (SPC), Statin Therapy for Patients with Diabetes - Received Statin Therapy (SPD), Statin Therapy for Patients with Diabetes - Statin Adherence 80% (SPD), and Use of Imaging Studies for Low Back Pain (LBP).

In 2022, Passport reported 'NR' (i.e., Not Reported) for Prenatal Immunization Status (PRS) Combination Rate. This limited Passport's ability to make a direct comparison with the 2023 ratings.

Medicare: In 2023, Passport did not meet the overall goal in Breast Cancer Screening (BCS), Care for Older Adults - Medication Review (COA), Care for Older Adults - Pain Screening (COA), Colorectal Cancer Screening (COL), Controlling Blood Pressure (CBP), Diabetes Care Blood Sugar Controlled (HBD), Diabetes Care Eye Exam (EED), Medication Reconciliation Post-Discharge (TRC), and Statin Therapy for Patients with Cardiovascular Disease - Received Statin Therapy Total (SPC).

Passport reported 'NA' (i.e., less than 30 members in the denominator) for Osteoporosis Management in Women Who Had a Fracture (OMW).

The progress related to the goals that Passport has set for the annual CAHPS®/QHP survey results and the annual HEDIS® measures can be viewed in more detail on the Passport Website. You can also view information about the Quality Improvement Program and print a copy if you would like one. Please visit the provider page on Passport's website at [MolinaHealthcare.com](https://www.molinahealthcare.com).

Requirements for prior authorization submission

Passport has partnered with MCG Health to offer Cite AutoAuth self-service for advanced imaging prior authorization (PA) requests.

What is Cite AutoAuth, and how does it work?

Providers can receive an expedited – often immediate – response by attaching the relevant care guideline content to each PA request and sending it directly to us. Through a customized rules engine, Cite AutoAuth matches Passport’s specific criteria to the clinical information and attached guideline content to potentially authorize the procedure automatically.

Self-services available in the Cite AutoAuth tool include, but are not limited to:

- MRIs
- CTs
- PET scans

If you want to see the complete list of imaging codes requiring PA, you can refer to the PA Code LookUp Tool online at PassportHealthPlan.com.

How to access and learn more

Cite AutoAuth can be accessed online via the Availity Essentials provider portal at provider.MolinaHealthcare.com in **Passport’s Payer Spaces**. It is available 24 hours per day, seven days per week.

This submission method is strongly encouraged as your primary submission route. However, existing fax/phone/email processes are also available.

Visit PassportHealthPlan.com for updates and additional information about Cite AutoAuth.

Council for Affordable Quality Healthcare

What is the Council for Affordable Quality Healthcare?

Council for Affordable Quality Healthcare (CAQH) technology-enabled solutions eliminate redundant and inefficient administrative processes between health plans and providers for credentialing, directory maintenance, coordination of benefits and other essential business functions. CAQH offers options to reduce the administrative burden for providers.

How does Passport use CAQH?

Passport uses the CAQH DirectAssure application to allow enrolled providers to attest and update their data in a single place shared by all companies contracted with and utilizing CAQH. Passport registers all of our non-delegated credentialed providers for CAQH DirectAssure and currently pays the monthly fees related to the attestation tools for the providers.

What are the benefits of using CAQH?

- **Decreased administrative burden:** CAQH provides a tool to facilitate providers meeting the requirement to attest to their demographics and key information on record with Passport every 90 days.
- **Increased Passport support:** As providers update their information in CAQH, we can systemically update our system, enabling our associates to assist providers with other needs.
- **More accurate records:** By obtaining more frequent provider updates, we'll have precise provider information for our records.

How does CAQH work for providers?

Providers enter updated information once in CAQH, which is shared with multiple entities utilizing the CAQH DirectAssure application. This simplifies the providers' administration work and reduces the need to track changes. The No Surprises Act (NSA) requires providers to attest to their data every 90 days. CAQH provides an effective way to meet that requirement.

What's next?

Passport is working with providers to encourage CAQH attestation. You may use other credentialing tools mandated by your state's regulatory agencies, but CAQH offers many other features and benefits beyond credentialing attestations.

We're excited to continue improving our automation of provider information processes to reduce the administrative burden on providers to update data.

Availity Essentials is Passport's exclusive provider portal

Availity Essentials is Passport's official, secure provider portal for traditional (non-atypical) providers (i.e., personal care, adult day care, taxi services or home modifications). Some core features available in Essentials for Passport include eligibility and benefits, attachments, claim status, Smart Claims and Payer Space (submit and check prior authorizations and appeal status and appeal/dispute).

Several new features and enhancements have recently been added to Availity Essentials for Passport providers. If you missed it, check out the latest enhancements to simplify workflows and reduce administrative burden!

What's new?	How does it benefit me?
Appeals	Submit your appeal and dispute requests online for Passport's finalized claims. Check the status of your requests submitted on Availity Essentials. View and import requests initiated through outside channels (mail, fax, etc.) and complete them within your Availity Essentials workflow. Upload supporting documentation for online requests. Receive a notification when requests have been finalized and processed by Passport.
Claims corrections	Passport providers can now access a new claims correction feature from the claim status page. Claims correction allows you to correct and resubmit a paid or denied claim from the claim status response page.
Overpayments	Eliminate mail and fax for faster dispute resolution and ensure overpayment requests are current. View the status and details of any claim Passport has identified as an overpayment. Request additional information, dispute or resolve the overpayment.
Patient search	Save time entering patient information for eligibility and benefits inquiries. Enter the patient's member ID or their last name, first name and DOB, then select the patient matching the criteria. The information will automatically populate on the request.
Passport Medicare is now included in the Passport Healthcare Payer Option.	Select only one option in the payer field. The Passport Medicare option no longer displays in the payer field. When you select the Passport option for the region, the plan coverage for the member includes Dual-Eligible, Marketplace, Medicare and Medicaid.

Not registered with Availity Essentials?

If your organization is not yet registered for Availity Essentials and you're responsible for the registration, please visit [availity.com/MolinaHealthcare](https://www.availity.com/MolinaHealthcare) and click **Register**.

Call Availity Essentials Client Services at **(800) AVAILITY (282-4548)** for registration issues. Assistance is available Monday-Friday from 8 a.m. to 8 p.m. ET.

Dive deeper into Availity Essentials

Once you have your Availity Essentials account, you can learn more about the features and functionality offered to Passport providers. Log in -> go to **Help & Training** -> **Get Trained** to register for a webinar.

Encourage your patients to use My Health Perks!

Back for 2024 – the My Health Perks program

Passport Marketplace subscribers and dependents 18 years and older are eligible for our health and wellness program – My Health Perks. The program provides access to interactive disease management programs and healthy lifestyle information. All eligible members will have the opportunity to earn a **\$100 gift card** by completing both of the following activities:

- A preventive wellness examination with their primary care provider.
- The My Health Perks wellness assessment via the My Wellness tab on the My Passport® member portal.

Eligible members who complete both incentivized activities will be notified via email and within the My Passport member portal to select a physical or digital gift card. Please encourage members to learn more about the My Health Perks program online via the **My Wellness** tab in their member portal. Members can also contact Member Services for additional information.



Passport's Silver 12 plan offers members four no-cost PCP or mental health visits

For 2024, Passport has added a new, low-cost Silver 12 plan, which includes four no-cost primary care or mental health visits to allow members to establish a strong relationship with their PCP within a plan year. The Silver 12 plan also offers simple cost shares – including low co-pay specialist and urgent care visits before a deductible. Most services are subject to a simple coinsurance structure.

Our gift to our providers: PsychHub subscription

Passport has partnered with PsychHub to offer our valued network providers a no-cost subscription to the PsychHub platform.

PsychHub is an online digital behavioral health education platform that providers can access PsychHub's online learning courses. Some of these courses offer continuing education opportunities for select licensures. Various learning courses – including the Mental Health Ally Certification Program – may benefit office staff and/or providers interested in learning more about working with the behavioral health population.

Ready to get started? Passport network providers can access this and other courses that offer continuing education units (CEUs) on the PsychHub platform by clicking the following link and simply creating an account:

app.psychhub.com/signup/molina-mhp/

Contact your Provider Services representative to set up an overview of the PsychHub platform and its resources.

PsychHUB

MOLINA HEALTHCARE

Let's Get Started

Already have an account? [Log in](#)

Email address

First name



Last name

Password

By continuing you are agreeing to Psych Hub's [terms and conditions](#).

SIGN UP

OR

Clinical policy updates from the fourth quarter 2023

Molina Clinical Policies (MCPs) are located at [MolinaClinicalPolicy.com](https://www.molinahealthcare.com/clinical-policy). The policies are used by providers, medical directors and internal reviewers to make medical necessity determinations. MCPs are reviewed annually and approved bimonthly by the Molina Clinical Policy Committee (MCPC).

The following new policies were approved:

- MCP-447: Casgevy (exagamglogene autotemcel)
- MCP-443: Fractional Laser Treatment of Traumatic and Burn Scars
- MCP-444: Implantable Peripheral Nerve and Nerve Field Stimulators for Chronic Pain
- MCP-445: Speech Generating Devices
- MCP-448: Lyfgenia (lovotibeglogene autotemcel)
- MCP-446: Wheelchair-Mounted Robotic Arm Devices

The following policies have coding updates only:

- MCP-436: Elevidys
- MCP-422: Neuromuscular Electrical Training for the Treatment of Obstructive Sleep Apnea or Snoring (eXciteOSA)
- MCP-433: Roctavian
- MCP-357: Skin Substitutes

The following policies were revised:

- MCP-406: Enteral Nutrition
 - Coverage indications updated to include chronic indications.
- MCP-245: Heart Transplantation with a Total Artificial Heart
- MCP-117: Small Bowel Multivisceral Transplantation
- MCP-114: Liver Transplantation (Adult and Pediatric)
 - The above transplant policies were updated as follows: Age for colonoscopy reduced to 45 years, added active pregnancy to absolute contraindications, updated active substance abuse contraindication to include potential requirement for formal substance use disorder evaluation.
- MCP-115: Lung Transplantation
 - Removed rapid fall in forced expiratory volume in one second (FEV1) in the presence of cystic fibrosis as an indication, added other end-stage lung disease as a potential indication for transplant, age for colonoscopy reduced to 45 years, updated active substance abuse contraindication to include potential requirement for formal substance use disorder evaluation.
- MCP-272: Hematopoietic Stem Cell Transplantation for Ewings Sarcoma
- MCP-194: Hematopoietic Stem Cell Transplantation for Germ Cell Tumors
- MCP-265: Hematopoietic Stem Cell Transplantation for Immunodeficiency Disorders
- MCP-193: Hematopoietic Stem Cell Transplantation for Neuroblastoma

- MCP-324: Hematopoietic Stem Cell Transplantation for Primary Myelofibrosis
- MCP-209: Hematopoietic Stem Cell Transplantation for Sickle Cell Anemia
 - The above transplant policies were updated as follows: Age for colonoscopy reduced to 45 years, updated active substance abuse contraindication to include potential requirement for formal substance use disorder evaluation.
- MCP-309: Hematopoietic Stem Cell Transplantation for Myelodysplastic Syndromes (MDS)
 - Age for colonoscopy reduced to 45 years, updated active substance abuse contraindication to include potential requirement for formal substance use disorder evaluation, added Molecular International Prognostic Score System (IPSS-M) score of 1 or more in the presence of other qualifying indications.
- MCP-121: Inhaled Nitric Oxide iNO for Neonatal Hypoxic Respiratory Failure
 - Updated indications to include failed trial of high-frequency jet oscillation and removed oxygenation index requirement.
- MCP-132: Percutaneous Ventricular Assist Devices
 - Coverage indications updated to include contraindications for Impella RP & RP Flex, and Impella therapy used in conjunction with ECMO or IABP. TandemHeart information removed.
- MCP-390: Radiofrequency Ablation (RFA) of the Renal Sympathetic Nerves as a Treatment for Uncontrolled Hypertension
 - Coverage indications updated to cover RFA in the appropriate setting.
- MCP-348: Zolgensma (onasemnogene abeparvovec)
 - Removed reference to SMA clinical subtype as a criterion. Updated to allow four copies of the SMN2 modifier gene to be present for approval. Added new warning from prescribing information about fatalities related to liver failure. Added requirement of recent (within 30 days of request) complete blood count within normal limits.

The following policies have been retired and are no longer available on the website:

- MCP-234: Bioimpedance Analysis for Lymphedema Assessment (see MCG)
- MCP-370: Durysta (bimatoprost implant) (see policy under pharmacy)
- MCP-282: Ozurdex (dexamethasone intravitreal implant) (see policy under pharmacy)
- MCP-243: Gastrointestinal Electrical Stimulation GES for Obesity (see policy 414)
- MCP-392: Monarch External Trigeminal Nerve Stimulation eTNS System (see MCG)
- MCP-391: Radiofrequency Ablation of Primary or Metastatic Liver Tumors (see MCG)
- MCP-134: Therapeutic Apheresis (see MCG)

Provider Manual updates

The Provider Manual is customarily updated annually but may be updated more frequently as needed. Providers can access the current Provider Manual online at MolinaHealthcare.com/Providers/KY/Medicaid/Manual/Medical.aspx.

Marketplace reimbursement policy for durable medical equipment (DME) rental vs purchase

As of **February 1, 2024**, Passport Marketplace has implemented a durable medical equipment (DME) rental versus purchase reimbursement policy. For more information regarding this reimbursement policy, please visit the Passport Marketplace policies website at MolinaHealthcare.com/Providers/Common/ReimbursementPolicies/Home.aspx.



On-time at 9 – HPV immunizations Take a Shot at Cancer

Last year, Passport rolled out a new initiative to encourage providers to discuss and administer HPV vaccinations starting with patients at nine years old instead of waiting until 11.

We have shifted to an “on time at 9” message and have sunset “start at 9.” In alignment with ACS and AAP, Passport strongly endorses providers offering the first HPV vaccine dose at the nine-year well-child exam.

Completing the HPV vaccine series by age 13 falls well below on-time completion for other vaccines like Tdap and meningococcal. Research has shown that by offering HPV vaccination before the other adolescent vaccines, between the ages of 9 and 10 years, the rate of on-time completion increases significantly. Providers are encouraged to discuss cancer prevention messaging with parents/caregivers and patients.



Passport has added a Healthy Reward for HPV immunizations for members between 9 and 13 years of age, reinforcing the importance of vaccines. Members can receive a \$20 gift card after their first dose and \$30 after the second. Provider attestation forms can be found on our website at:

MolinaHealthcare.com/-/Media/Molina/PublicWebsite/PDF/Providers/KY/Medicaid/Molina-KY-1663_2023-Healthy-Rewards-Attestation-Form_No-Amazon_FNL_R.pdf.

Passport will continue to provide care gap reporting for members ages 9-12 years, including the number of HPV vaccine doses completed. We also will closely monitor members ages 9-11 years. Our goal is to see gains over 2023 rates in administration of the first dose at 9 or 10 years of age and completion of both doses by the 11-year well exam.

Check out our list of [recent publications](#) to learn more.

Passport member outreach efforts

At Passport, we partner with providers to ensure our members and their families know the benefits and incentives offered to encourage healthy behaviors. Our Passport quality team is reaching out to members to help educate them on the various healthy rewards, assist with appointment scheduling and discuss barriers to care.

Providers with questions about Passport quality outreach efforts should email PassportQuality@MolinaHealthcare.com. Then, please take a few minutes to learn more about our [benefits and healthy rewards](#).

New HEDIS® measure: Social Needs Screening and Intervention

Social Needs Screening and Intervention (SNS-E) is a new HEDIS® measure introduced in 2023. SNS-E is an electronic reporting measure that identifies specific needs and connects members with resources to address them. This measure assesses members screened for insufficient food, housing and transportation, using prespecified instruments, at least once during the measurement period.

These three categories have been identified as high-priority and actionable domains of social determinants of health (SDOH).

Identifying members' social risk factors enables health care providers to deliver the appropriate interventions and connect them to the care they need. Completing an annual SDOH screening can become a powerful tool in proactive, patient-centered care.

Providers can improve HEDIS® quality scores for SNS-E by:

- Screening members during visits for food insecurity, housing instability, homelessness, housing and transportation insecurity using a HEDIS®-approved SDOH screening
- Using correct LOINC and Z-codes to ensure Passport members get referrals to assist with social needs
- Using electronic supplemental data to submit LOINC codes and close care gaps

The SNS-E measure addresses common SDOH barriers to care.

For more information about SNS-E, please visit Passport's HEDIS® tip sheets in the Availity Essentials portal. Simply log in to Availity Essentials and click on **Passport's Payer Space** -> **Resources**. Not registered for Availity Essentials? Visit [availity.com/MolinaHealthcare](https://www.availity.com/MolinaHealthcare).

Pediatric oral health

Effective January 2024, the KY Department for Medicaid Services (DMS) has implemented a Performance Improvement Plan (PIP) related to pediatric oral health. The PIP goal includes improving rates of oral evaluations (OED), topical fluoride application (TFC) and access to sealant receipt on permanent first molars.

Passport has implemented new interventions to address pediatric oral health, including addressing dental health professional shortage areas, enhancing member education for better routine and comprehensive oral care and encouraging PCP fluoride application.

The U.S. Preventive Services Task Force (USPSTF) recommends the application of fluoride twice a year for children with their first tooth eruption. For children who live in areas where fluoride is not in the water supply, PCPs should prescribe oral fluoride supplementation. The American Academy of Pediatrics (AAP)/Bright Futures Periodicity Schedule recommends that fluoride is applied at least once every six months for all children and every three months for children at high risk for caries.

Helping your patients establish a dental home is another important step to maintaining oral health. If you cannot help a patient find an oral health provider in your area, our Member Services team can help! Give them a call at **(800) 578-0603**.

Kentucky provider revalidation guidance

In accordance with the Patient Protection and Affordable Care Act, section 6401(a) and 42 CFR 455 Subpart E, all enrolled providers must revalidate every five years under current screening requirements. Pursuant to 42 CFR 455.450, providers are designated as a risk category, establishing the requirements the provider must complete to be revalidated.

Providers should complete revalidation using the KY Medicaid Partner Portal Application (KY MPPA). If you do not have a KY MPPA account, visit medicaidsystems.ky.gov/partnerportal/home.aspx and click **“Let’s Get Started”** to create an account.

For questions or assistance accessing the KY MPPA, please contact the KY MPPA contact center toll-free at **(877) 838-5085**, Monday–Friday 8 a.m.–4:30 p.m. ET. Please choose **extension 1** for access issues or **extension 2** for program or policy inquiries.

Stay up-to-date with Passport, register for eNews!

Passport developed the eNews program over a decade ago to give you Passport-specific information in a brief, easy-to-read format.

Register to receive eNews directly to your inbox by completing our brief [eNews registration survey](#). eNews registration is open to all office staff.

Miss a previously released eNews? Don't worry – all previously released eNews are posted online at PassportHealthPlan.com under **Health Care Professionals** -> **Communications**.

MKY 2130_APP 3/11/2024