PROVIDER NEWSLETTER

A newsletter for Molina Healthcare of New York, Inc. Providers

First Quarter 2022

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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, Molina Healthcare members can call the 24-Hour Nurse Advice Line 844-819-5977
- Molina Healthcare members can access Interpreter Services at no cost by calling Member Services 800-223-7242

This Provider Newsletter is a newsletter available to all network providers serving Molina Healthcare Members.

- Providers can access the Provider Web Portal at www.availity.com/molinahealthcare to:
    - o Search for patients & check member eligibility
    - o Submit service request authorizations and/or claims & check status
    - o Review Patient Care Plan
    - o Obtain CAHPS® Tip Sheets
    - o Participate in online Cultural Competency trainings (also available at MolinaHealthcare.com, under Health Resources tab)

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 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?

Molina Healthcare's 2021 Quality Improvement Results

Molina Healthcare 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®) Survey assesses Molina members' satisfaction with their health care. It allows us to better serve our members.

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

Medicaid: In 2021, Molina improved in the following CAHPS measures: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Coordination of Care, Rating of Health Care, Rating of Personal Doctor and Rating of Specialist Seen Most Often.

We need to make improvements in Customer Service/Plan Administration and Rating of Health Plan.

HEDIS®

The Healthcare Effectiveness Data and Information Set or HEDIS® is a tool used to improve member care. HEDIS® scores allow Molina 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 2021, Molina improved in Appropriate Testing for Pharyngitis (CWP) - Total, Antidepressant Medication Management (AMM) - Effective Acute Phase Treatment, Antidepressant Medication Management (AMM) - Effective Continuation Phase Treatment, Follow-Up Care for Children Prescribed ADHD Medication (ADD) - Initiation Phase, Follow- Up Care for Children Prescribed ADHD Medication (ADD) - Continuation and Maintenance (C&M) Phase and Appropriate Treatment for Upper Respiratory Infection (URI) – Total.

We need to make improvements in Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - BMI Percentile, Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - Counseling for Nutrition, Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) - Counseling for Physical Activity, Childhood Immunization Status (CIS) - Combination #10, Immunizations for Adolescents (IMA) - Combination #2, Breast Cancer Screening (BCS), Cervical Cancer Screening (CCS), Chlamydia Screening in Women (CHL) - Total, Controlling High Blood Pressure (CBP), Comprehensive Diabetes Care (CDC) - HbA1c Control (<8.0%), Comprehensive Diabetes Care (CDC) - Eye Exam (Retinal) Performed, Comprehensive Diabetes Care (CDC) - Blood Pressure Control (<140/90 mm Hg), Prenatal and Postpartum Care (PPC) - Timeliness of Prenatal Care and Prenatal and Postpartum Care (PPC) - Postpartum Care.

Culturally and Linguistically Appropriate Services/Disability Resources

Molina also assesses the cultural, ethnic, racial and linguistic needs and preferences of members on an ongoing basis. Information gathered during regular monitoring and annual network assessment is used to identify and eliminate cultural and/or linguistic barriers to care through the implementation of programs and interventions.

Medicaid: Between January 1 and September 30, 2021, 13,261 interpreter services were requested by Molina Healthcare of New York, Inc. Medicaid members which represents 16% of the plan's Medicaid members and 100% of members whose preferred language is not English. Spanish was the top language requested by Medicaid members followed by Mandarin and Cantonese. The top three languages requested among Medicaid members in 2020 were Spanish, Nepali and Karen. A significant year over year change in the top languages requested via interpreter services was observed.

Overall, Molina found that the current Culturally and Linguistically Appropriate Services program resources, structure, and practitioner and community participation are sufficient based on member needs. Additionally, Molina has a series of short Culturally Competency training videos (Health Disparities, LGBTQ+, Immigrants/Refugees, etc.) available on the Provider Portal and at MolinaHealthcare.com on the Culturally and Linguistically Appropriate Resources/Disability Resources page listed under Health Resources. Disability resources are also available at this location under Molina Provider Education Series: Americans with Disability Act (ADA), Members who are Blind or have Low Vision, Service Animals and Tips for Communicating with People with Disabilities & Seniors.

The progress related to the goals that Molina has set for the annual CAHPS® survey results and the annual HEDIS® measures can be viewed in more detail on the Molina 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 Molina's website at MolinaHealthcare.com.

Requirements for Submitting Prior Authorization for Molina All Lines of Business

Molina requires prior authorization (PA) for specific services. Molina offers three tools on the MolinaHealthcare.com website to assist you in knowing what services require Prior Authorization: The PA Code Matrix, the PA Guide, and the PA Code Lookup Tool. Both the PA Code Matrix and the PA Lookup Tool offer detailed information by CPT and HCPCS code regarding PA requirements. The PA Code Lookup Tool is conveniently located available on the "home" page of Provider area of MolinaHealthcare.com. Check it out here: https://www.molinahealthcare.com/providers/ny/medicaid/home.aspx. The most efficient prior authorization submission method is through our Provider Portal https://www.availity.com/molinahealthcare.

When submitting a prior authorization request, it is important to include all clinical information and medical records necessary to support the medical necessity of the requested service/item. The following is an example of documentation needed:

- Current (up to six months) patient history related to the requested service/item

- Relevant physical examination that addresses the medical need for the requested service(s)

- Relevant lab or radiology results to support the request (include previous MRI, CT, lab or X-ray report/results)

- Relevant specialty consultation notes

- Any other information or data specific to the request showing the member meets the criteria for approving the service/item

By providing all necessary clinical information with the initial request, Molina will be able to make a more timely and complete decision based on the member's current health condition while potentially avoiding a need to request additional supporting documentation. The Urgent/Expedited service request designation should only be used if the treatment is required to prevent serious deterioration in the member's health or could jeopardize their ability to regain maximum function. Requests outside of this definition will be handled as routine/non-urgent. The goal is to have all necessary information to make the appropriate decision during the initial review of the service/item and avoid the need for an appeal if the service/item is denied.

NOTE: In the event a denial is issued and subsequently appealed, please be sure to reference the original decision. If the denial was due to missing information needed to justify coverage, not providing that information with your appeal request will not change the decision and could further delay medically necessary covered services/items. Let's work together to ensure timely and appropriate care for your patients.

Strengthening the Primary Care Setting with Trauma-Informed Care

Molina Healthcare is dedicated to promoting the importance of Trauma Informed Practice. According to the National Council for Mental Wellbeing, an "individual's experience of trauma impacts every area of human functioning- physical, mental, behavioral, social, and spiritual. "Implementing a Trauma Informed Care approach in the Primary Care setting can benefit providers, members, and office staff alike. The National Council of Mental Wellbeing reports that Trauma-Informed primary care settings can:

- Create safer spaces for staff
- Improve clinical decision-making
- Equip providers to identify and respond to trauma
- Build collaborative care networks to increase provider capacity to address holistic needs

Molina has adopted the guideline for Fostering Resilience and Recovery: A Change Package for Advancing Trauma-Informed Primary Care from The National Council for Mental Wellbeing. For more information, please visit our Clinical Program Guidelines on our provider website or visit the National Council for Mental Wellbeing to access the guideline here.

Secure Messaging from Claim Status Screen Enabled in Availity Essentials Portal

Molina Healthcare strives to offer tools to provider partners so you can get more done with less effort. Molina now offers an integrated messaging feature from the Claim Status screen in the Availity Essentials portal.

You can submit secure messages from the Claim Status screen directly to Molina using Availity's Messaging Application.

Note: You will need the Claim Status and the Messaging App roles to access this function. If you're an administrator for your organization, you can assign roles by selecting Maintain User from your account dashboard. Then, select the user and View/Edit their roles.

Accessing Secure Messaging: Go to Claims & Payments | Claims Status

> 1. Initiate a message via the "Message this payer" option on the claim status results page. Important: The message must pertain to the current claim listed on the claim status results page.
>
> 2. Allow up to two business days for a response.
>
> 3. Access the Messaging Queue from the top right corner of your Availity home page.
>
> 4. Conversations display as cards. The color of the cards indicates the status.
>
> 5. All users have sorting and filtering options. If a message is missing from your queue, clear your filter options

Availity's Messaging App is a faster, more effective platform for resolving simple queries. The next time you have a question about the status of a claim, try messaging.

Customer Support: If you have questions about Messaging from Claim Status, you can reach Availity Client Services at (800) 282-4548 from 7 a.m. to 7 p.m. CT, Monday through Friday.

Additional Questions? We're here to help. Contact your Provider Relations Representative or email Provider Services at MHNYProviderServices@molinahealthcare.com.

Availity Essentials Portal: We are pleased to offer our providers the Availity Essentials portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered yet? Click here to get started.

Clinician Administered Preferred Drug List 2022

A clinician-administered drug is an outpatient drug other than a vaccine that is typically administered by a health care provider in a clinician's office or other outpatient clinical setting. For example, drugs that are infused or injected are typically clinician-administered drugs.

The Molina Healthcare, Inc. Medical Preferred Drug List encourages utilization of clinically appropriate and lower net cost products within the following therapeutic drug classes. The Molina Medical Preferred Drug List includes the listed products only and other product may be available under a plan's medical benefit. The listed preferred products must be used first. An exception process is in place for specific circumstances that may warrant a need for a non-preferred product.

Medicaid Medical Preferred Drug List - Through October 2022

Drug Class	Non-Preferred Product(s)	Preferred Product(s)
Alpha-1 Antitrypsin Deficiency	Aralast® (Alpha-1-Proteinase Inhibitor), Glassia® (Alpha-1- Proteinase Inhibitor), Zemaira® (Alpha-1-Proteinase Inhibitor)	Prolastin C® (Alpha-1-Proteinase Inhibitor)
Hematologic, Colony Stimulating Factors – Short Acting	Granix® (tbo-filgrastum) Leukine® (sargramostim) Neupogen® (filgrastim) Nivestym® (filgrastim-aafi)	Zarxio® (filgrastim-sndz)
Hematologic, Colony Stimulating Factors – Long Acting	Fulphila™ (pegfilgrastim-jmdb), Udenyca® (pegfilgrastim-cbqv), Neulasta® (pegfilgrastim) Nyvepria™(pegfilgrastim-apgf)	Ziextenzo® (pegfilgrastim-bmez)
Infliximab	Remicade® (infliximab)	Inflectra® (infliximab-dyyb) Renflexis® (infliximab-abda) Avsola™ (infliximab-axxq)
Lysosomal Storage Disorders – Gaucher Disease	VPRIV® (velaglucerase alfa) Elelyso® (taliglucerase alfa)	Cerezyme® (imiglucerase)
Multiple Sclerosis (Infused)	Lemtrada® (alemtuzumab)	Tysabri® (natalizumab) Ocrevus® (ocrelizumab)
Osteoarthritis, Viscosupplements	Gelsyn-3® (sodium hyaluronate 8.4mg/ml)	Euflexxa® (1% sodium hyaluronate)

	GenVisc® 850 (sodium hyaluronate) Hyalgan® (1% sodium hyaluronate) Hymovis® (hyaluronic acid 8mg/ml) Orthovisc® (1% sodium hyaluronate) Supartz® FX (1% sodium hyaluronate) TriVisc® (sodium hyaluronate) Visco-3® (1% sodium hyaluronate) Synvisc® (hylan (Avian) 8 mg/mL)	
Oncology	**Avastin® (bevacizumab)	Mvasi™ (bevacizumab-awwb) Zirabev® (bevacizumab-bvzr)
	Herceptin® (trastuzumab) Herceptin Hycelta™ (trastuzumab and hyaluronidase-oysk)	Herzuma® (trastuzumab-pkrb) Kanjinti™(trastuzumab-anns) Ogivri™ (trastuzumab-dkst) Ontruzant® (trastuzumab-dttb) Trazimera™ (trastuzumab-qyyp)
Paroxysmal Nocturnal Hemoglobinuria	Ultomiris® (ravulizumab-cwvz)	Empaveli® (pegcetacoplan)
Rituximab	Rituxan® (rituximab) Rituxan Hycela® (rituximab-hyaluronidase)	Truxima® (rituximab-abbs) Ruxience® (rituximab-pvvr) Riabni™ (rituximab-arrx)
Retinal Disorders (Eye)	Eylea® (aflibercept) Lucentis® (ranibizumab)	**Avastin® (bevacizumab)

Marketplace Medical Preferred Drug List - Through October 2022

Drug Class	Non-Preferred Product(s)	Preferred Product(s)
Alpha-1 Antitrypsin Deficiency	Aralast® (Alpha-1-Proteinase Inhibitor), Glassia® (Alpha-1-Proteinase Inhibitor), Zemaira® (Alpha-1- Proteinase Inhibitor)	Prolastin C® (Alpha-1-Proteinase Inhibitor)
Autoimmune	Actemra® (tocilizumab) IV, Cimzia® (certolizumab pegol), Orencia®(abatacept)	Enyvio® (vedolizumab), Ilumya™ (tilgrakizumab-asmn), Simoni Aria® (golimumab), Stelara®(ustekinumab)
Botulinum Toxins	Myobloc® (rimabotulinumtoxin B)	Botox® (onabotulinumtoxin A), Dysport® (abobotulinumtoxin A), Xeomin® (incobotuliniumtoxin A)

Hematologic, Colony Stimulating Factors – Short Acting	Granix® (tbo-filgrastum) Leukine® (sargramostim) Neupogen® (filgrastim)	Nivestym® (filgrastim-aafi), Zarxio® (filgrastim-sndz)
Hematologic, Colony Stimulating Factors – Long Acting	Fulphila™ (pegfilgrastim-jmdb), Udenyca® (pegfilgrastim-cbqv), Nyvepria™ (pegfilgrastim-apgf)	Ziextenzo® (pegfilgrastim-bmez), Neulasta® (pegfilgrastim)
Hematologic, Erythropoiesis - Stimulating Agents	Epogen® (epoetin alfa), Mircera® (methoxy polyethylene glycol-epoetin beta), Procrit® (epoetin alfa)	Aranesp® (darbepoetin), Retacrit® (epoetin alfa-epbx)
Hemophilia, Factor VIII	Eloctate® (antihemophilic factor recombinant Fc fusion protein), Helixate® [Antihemophilic Factor (Recombinant), Formulated with Sucrose], Nuwiq® [antihemophilic Factor (recombinant)]	Adynovate® [antihemophilic factor (recombinant), PEGylated], Jivi® [antihemophilic factor (recombinant), PEGylated], Kogenate® [antihemophilic factor (recombinant), Kovaltry®[antihemophilic factor (recombinant), Novoeight® [antihemophilic factor (recombinant)
Infliximab	Remicade® (infliximab)	Inflectra® (infliximab-dyyb) Renflexis® (infliximab-abda) Avsola™ (infliximab-axxq)
Long-Acting Reversible Contraceptives	Liletta® (levonorgestrel-releasing intrauterine system) Nexplanon® (etonogestrel implant)	Kyleena® (levonorgestrelreleasing intrauterine system), Mirena® (levonorgestrel-releasing intrauterine system) Skyla® (levonorgestrel-releasing intrauterine system
Lysosomal Storage Disorders – Gaucher Disease	VPRIV® (velaglucerase alfa) Cerezyme® (imiglucerase)	Elelyso® (taliglucerase alfa)
Multiple Sclerosis (Infused)	Lemtrada® (alemtuzumab)	Tysabri® (natalizumab) Ocrevus® (ocrelizumab)
Osteoarthritis, Viscosupplements	Gelsyn-3® (sodium hyaluronate 8.4mg/ml) GenVisc® 850 (sodium hyaluronate) Hyalgan® (1% sodium hyaluronate) Hymovis® (hyaluronic acid 8mg/ml) Supartz® FX (1% sodium hyaluronate) TriVisc® (sodium hyaluronate) Visco-3® (1% sodium hyaluronate) Synvisc® (hylan (Avian) 8 mg/mL)	Euflexxa® (1% sodium hyaluronate) Orthovisc® (1% sodium hyaluronate) Monovisc® (sodium hyaluronate)

Oncology	NA	Firmagon® (degarelix)
	**Avastin® (bevacizumab)	Mvasi™ (bevacizumab-awwb) Zirabev® (bevacizumab-bvzr)
	Herceptin® (trastuzumab) Herzuma® (trastuzumab-pkrb) Herceptin Hycelta™ (trastuzumab and hyaluronidaseoysk) Trazimera™ (trastuzumab-qyyp) Ontruzant® (trastuzumab-dttb)	Kanjinti™(trastuzumab-anns) Ogivri™ (trastuzumab-dkst)
Paroxysmal Nocturnal Hemoglobinuria	Ultomiris® (ravulizumab-cwvz)	Empaveli® (pegcetacoplan)
Retinal Disorder Agents (Eye)	Eylea®(aflibercept) Lucentis® (ranibizumab)	**Avastin® (bevacizumab)
Rituximab	Rituxan® (rituximab) Rituxan Hycela® (rituximab-hyaluronidase)	Truxima®(rituximab-abbs) Ruxience®(rituximab-pvvr) Riabni™ (rituximab-arrx)
Severe Asthma	Cinqair® (reslizumab)	Dupixent®(dupilumab) Fasenra®(benralizumab) Nucala®(mepolizumab) Xolair® (omalizumab)

Important Updates

Downstate Providers

For date of service 1/1/2022 and after, Affinity by Molina Healthcare will **no longer be utilizing Beacon Health Options** as a vendor. All Behavioral Health claims should be sent to Molina Healthcare of New York, Inc. (see additional information posted on our website here https://www.molinahealthcare.com/providers/ny/medicaid/comm/bulletin.aspx).

The NYS generated member IDs (CIN#, CHP ID, EP#) will not change, however the member's Affinity Health Plan generated ID number will not be active. Affinity had produced both IDs on their cards, whereas Molina only publishes the NYS generated ID. Claims billed with the Affinity Health Plan ID could be rejected, so please bill claims with the member ID on the new Affinity by Molina Healthcare ID card (NYS generated ID).

All Providers:

- 29-I VFCA: Effective July 1, 2021, children/youth in direct placement foster care in New York City and children/youth placed in foster care in the care of VFCAs statewide, are mandatorily enrolled in MMC unless the child/youth is otherwise exempt or excluded from enrollment. In addition, effective July 1, 2021, the MMC benefit package expanded to include Article 29-I VFCA Health Facility services for eligible children and youth. You can find more information at Quality Improvement Program (molinahealthcare.com)

Additional Provider Training for Foster Care:

Please see the May 2021 Medicaid Update Article related to this VFCA transition link provided here: https://www.health.ny.gov/health_care/medicaid/program/update/2021/no06_2021-05.htm#children and additional guidance here: https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/vol_foster_trans.htm.

Effective 2/1/2022, four Adult Behavioral Health Home and Community Based Services (BH HCBS) will be changing to Community Oriented Recovery and Empowerment (CORE). New York State is making this change because CORE Services are easier to get than BH HCBS. Eligible members can get CORE Services through a recommendation from a qualified provider. The services moving from BH HCBS to CORE Services are:

- Community Psychiatric Support and Treatment (CPST)

- Psychosocial Rehabilitation (PSR)

- Family Support and Training (FST)

- Empowerment Services-Peer Support

There is information on the overview of these services on the New York State website here: https://omh.ny.gov/omhweb/bho/core/. There is also information on CORE Provider Application and Designation here: https://omh.ny.gov/omhweb/bho/core/providers/.

We also have a Molina Healthcare of New York, Inc. Provider Training deck posted on the provider website under "Health Resources" located here: https://www.molinahealthcare.com/providers/ny/medicaid/home.aspx.

Please reach out to us at MHNYProviderservices@MolinaHealthCare.com with any questions or concerns.

Molina Legacy Portal:

- As part of Molina Healthcare's transition to the Availity Essentials portal, **effective March 1st, 2022, the Molina Legacy Provider Portal will no longer accept new user registrations.** Providers should register directly with Availity at www.availity.com/molinahealthcare.