

Molina Healthcare of Wisconsin, Inc. & My Choice Wisconsin Integration Updates

May 28, 2024



Welcome & Agenda

- **Welcome**
- **Integration Status Update**
- **Provider Changes & Resources**
- **Member Changes & Resources**
- **In Closing: Resources / Contact Information / Questions**



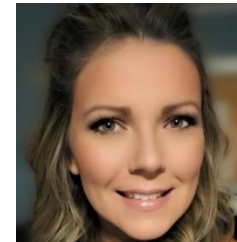
Joe Dietlin

VP, Network Management & Operations



Nicole Pagliaro

Director, Provider Services



Christina Weickardt

Director, Provider Contracts

Integration Status Update

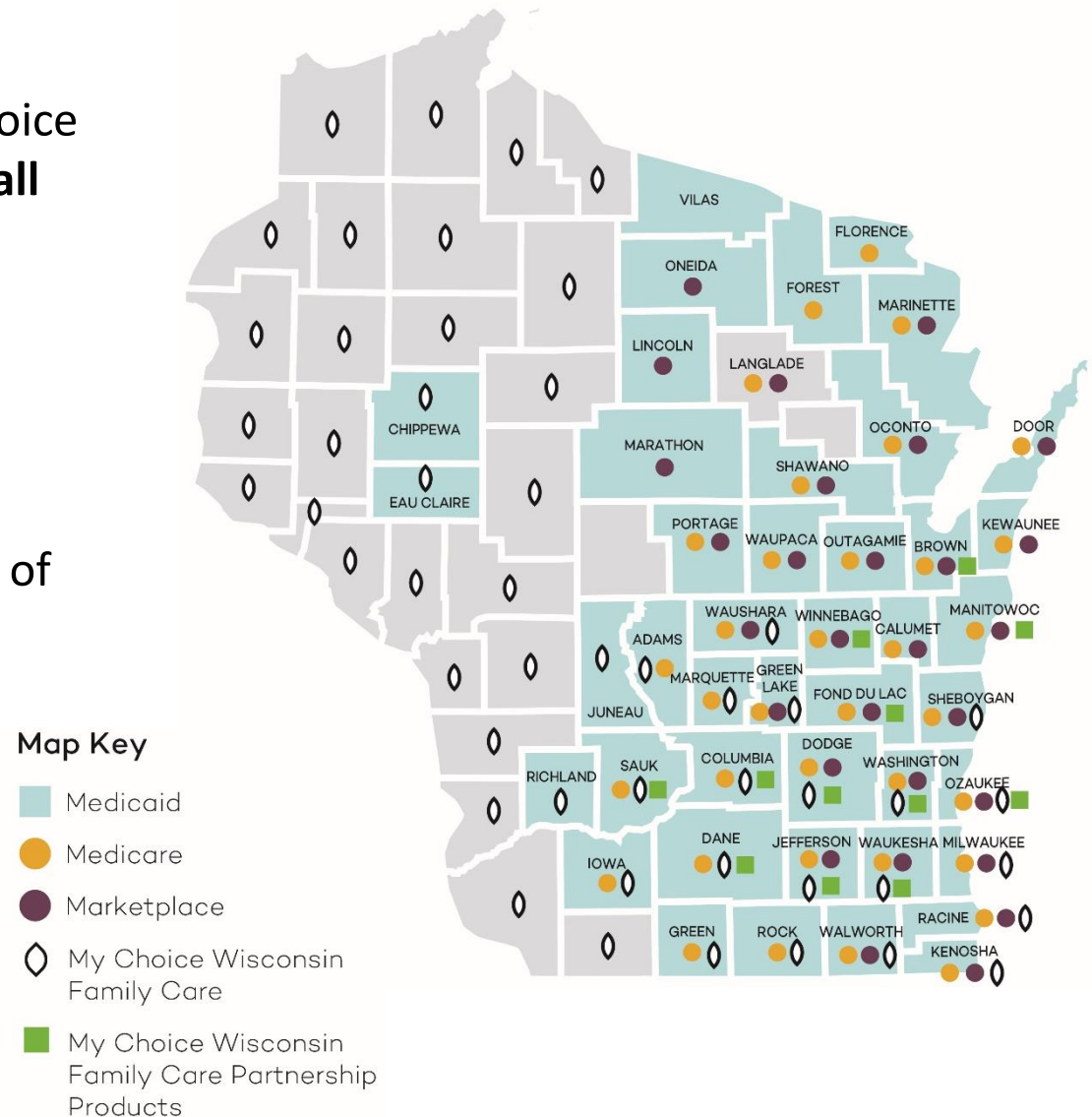


Molina & My Choice Integration Updates

- **Integration Overview:** Molina Healthcare of WI purchased My Choice WI in September 2023, combining **all** government-sponsored healthcare programs in WI.
- **Goals for Integration:** Minimize provider impact, leverage data integration opportunities, maintain transparency, and inform providers of changes in advance.
- **Current Status:** **ON TRACK**

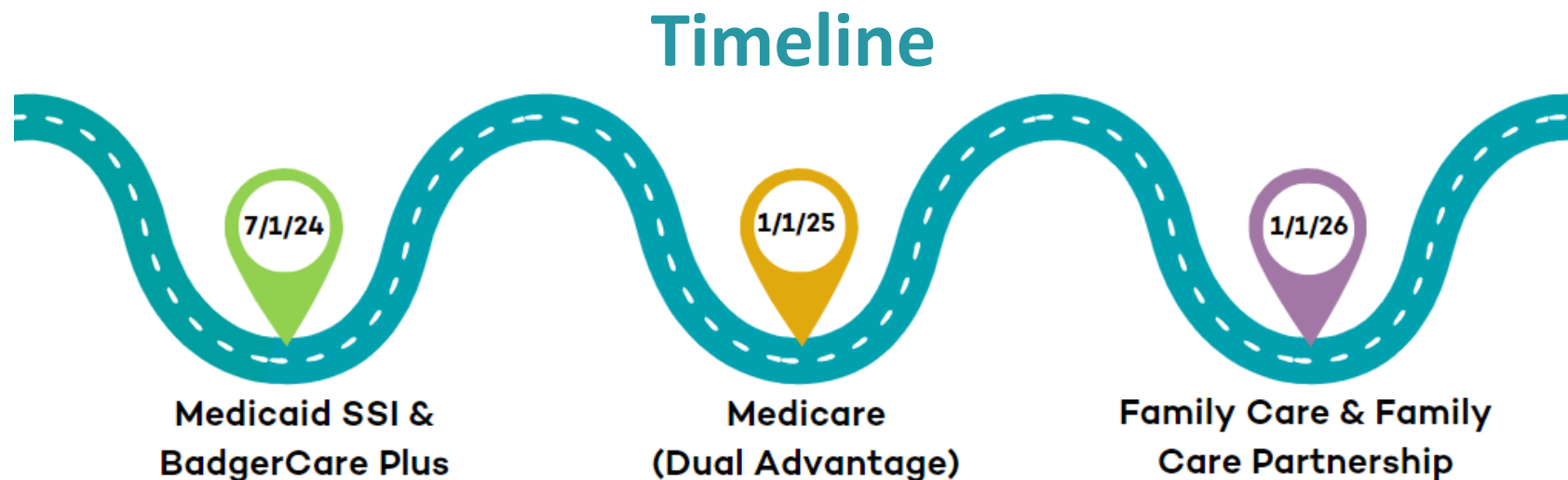
** The integration dates for Medicare, Family Care, and Family Care Partnership are subject to change. Molina will provide updated timelines as they become available.*

** Specific coverage may vary by product line and health plan in each county. Detailed county listings are available online.*



Integration Timeline & Key Changes

- **Current Focus:** July 1, 2024: Medicaid SSI and BadgerCare Plus transition to Molina systems.
- **Provider Portal:** Starting on July 1, 2024, providers will use Molina's Availity portal for Medicaid SSI and BadgerCare Plus.
- **Data Integration:** Seamless integration of My Choice Medicaid SSI and BadgerCare Plus data into Molina systems to ensure correct provider information in the Molina Provider Online Directory.
- **Future conversations:** January 1, 2025: Medicare Integration. January 1, 2026: Family Care and Family Care Partnership Integration.



Please note that the integration dates for Medicare, Family Care, and Family Care Partnership are subject to change. Molina will provide updated timelines as they become available.

Provider Changes & Resources



Contracting & Credentialing Processes

- **Contracting:** No action is needed for providers already contracted with Molina or legacy My Choice for Medicaid BC+ & SSI. If adjustments to legacy My Choice contracts are required, the Molina contracting team has or will contact you.

Contracted with both Molina and Trilogy/My Choice?

Molina contracts will be maintained as they currently exist to minimize changes to the claims payment process and reduce integration issues.

Contracted with Trilogy (BC+) or My Choice only?

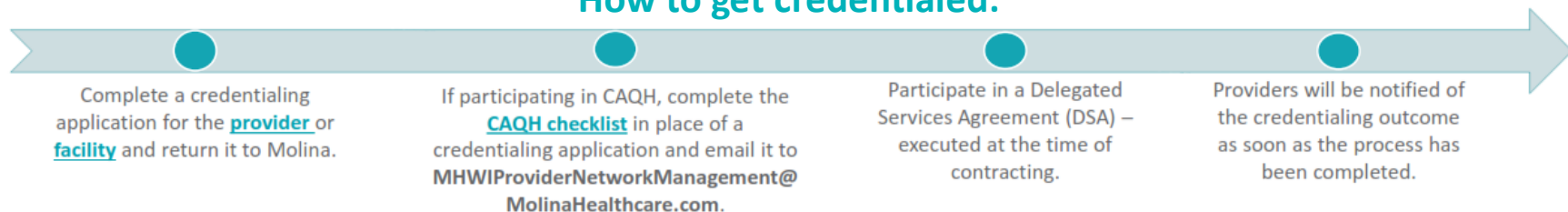
No action is typically necessary. Should any contract terms with Trilogy/My Choice conflict with Molina claims system (QNXT), we will reach out.

Contracted with Molina only?

No action needed.

- **Credentialing:** We have combined credentialing functions to reduce provider burden. If you have been credentialed with My Choice within the past three years, no action is needed unless you've already been contacted. Provider must be Medicaid certified and credentialed before rendering services.
- **Recredentialing:** At the next recredentialing cycle, providers will recredential with Molina.

How to get credentialed:



Prior Authorizations

- After July 1, Molina prior auth policies must be followed for Medicaid BC+ & SSI.
- Molina prior auth requests must be submitted via Availity or fax.
- If authorizations span the 7/1 integration, they will be integrated into the Molina system. Providers do not have to do anything.

Changes from MCW:

- **We do not perform retro reviews** unless there is an extenuating circumstance, you were unaware the member had Medicaid, or there was a Molina error. Please remember to check for member eligibility through Forward Health.
- **We do not require authorization for observations.**

Visit our website for a helpful [Prior Auth Guide](#) (with our UM #) and [Auth Code Look Up Tool](#).



MOLINA® HEALTHCARE MEDICAID PRIOR AUTHORIZATION/PRE-SERVICE REVIEW GUIDE EFFECTIVE: 01/01/2024

REFER TO MOLINA'S PROVIDER WEBSITE OR PRIOR AUTHORIZATION LOOK-UP TOOL FOR SPECIFIC CODES THAT REQUIRE PRIOR AUTHORIZATION

ONLY COVERED SERVICES ARE ELIGIBLE FOR REIMBURSEMENT

OFFICE VISITS TO CONTRACTED/PARTICIPATING (PAR) PROVIDERS & REFERRALS TO NETWORK SPECIALISTS

DO NOT REQUIRE PRIOR AUTHORIZATION.

EMERGENCY SERVICES DO NOT REQUIRE PRIOR AUTHORIZATION.

- **Advanced Imaging and Specialty Tests**
- **Miscellaneous & Unlisted Codes:** Molina requires standard codes when requesting authorization. Should an unlisted or miscellaneous code be requested, medical necessity documentation and rationale must be submitted with the prior authorization request.
- **Behavioral Health: Mental Health, Alcohol and Chemical Dependency Services:**
 - Inpatient, Residential Treatment, Partial Hospitalization, Day Treatment.
 - Intensive Outpatient Program –after 16 units requires
- **Neuropsychological and Psychological Testing,** after initial 4 hours of testing

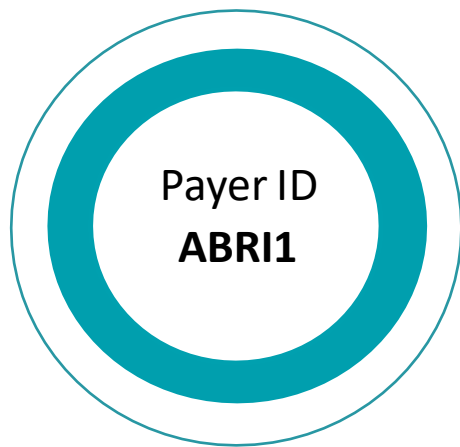
Need a Prior Authorization?

[Code LookUp Tool](#)



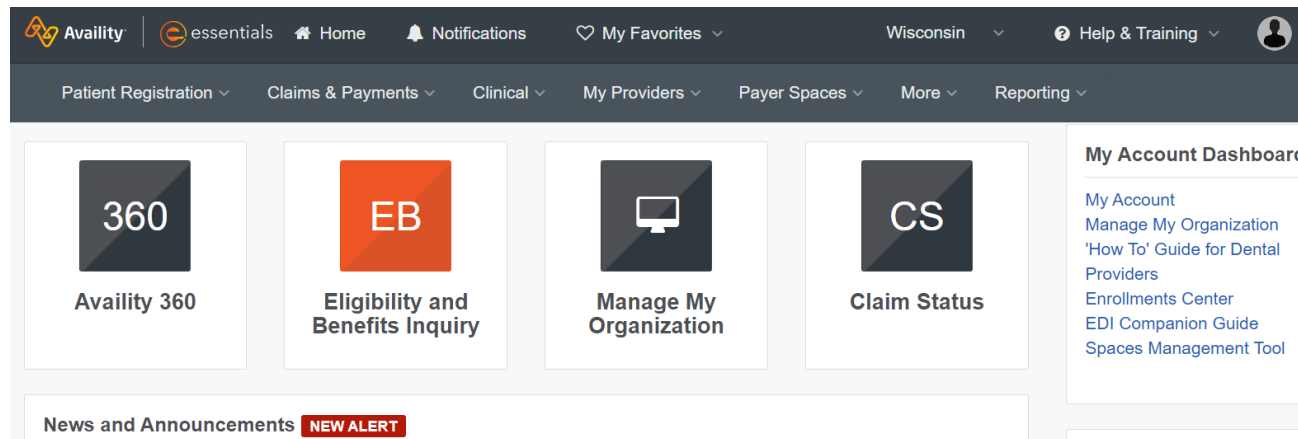
Billing & Claims

- Molina follows DHS ForwardHealth billing and coding guidelines for Medicaid and CMS for Medicare and Marketplace. Providers are expected to submit properly coded, clean claims within their contractual and state obligations.
- For more information on specific policies, check out the [policies](#) section of our website.
- Molina accepts claims submitted through multiple channels, though electronic is preferred. Claims can be submitted via EDI/Clearinghouse, Availity, or via postal mail.

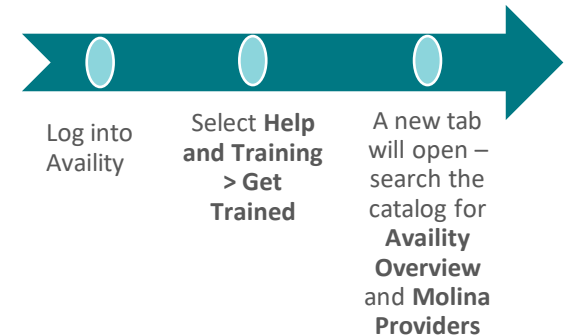


- **Clearinghouse:** Molina utilizes two external vendor options, Change Healthcare and SSI Claimsnet LLC, for Medicaid, Medicare, and Marketplace EDI/EFT transmissions.
 - All BC+ & SSI data transactions should be sent to Molina for dates of service 7/1 and after.
- Providers may use one of Molina's clearinghouses, or one of their choosing for EDI/EFT.
- **Availity:** Online submission is available via our provider portal for Molina Medicaid (BC+ & SSI), Medicare, and Marketplace transactions.

Availity Essentials



Getting trained on Availity



- Availity Essentials is Molina’s exclusive provider portal. To access Availity and/or register your organization, go to availability.com/molinahealthcare.
- Features of Availity Essentials:
 - Accessible 24/7 for secure, timely transactions
 - Multiplayer platform to streamline your organization’s workflows
 - Core features:
 - Eligibility and benefits, including Medicaid redetermination information
 - Claims submission/status/correction/remit information
 - Secure messaging sent directly to Molina
 - Appeal a claim
 - Submit a PA and check status
 - Overpayment and recoupment information
 - Primary care provider (PCP) rosters and provider demographic information
 - And more!

My Choice Integration Tip

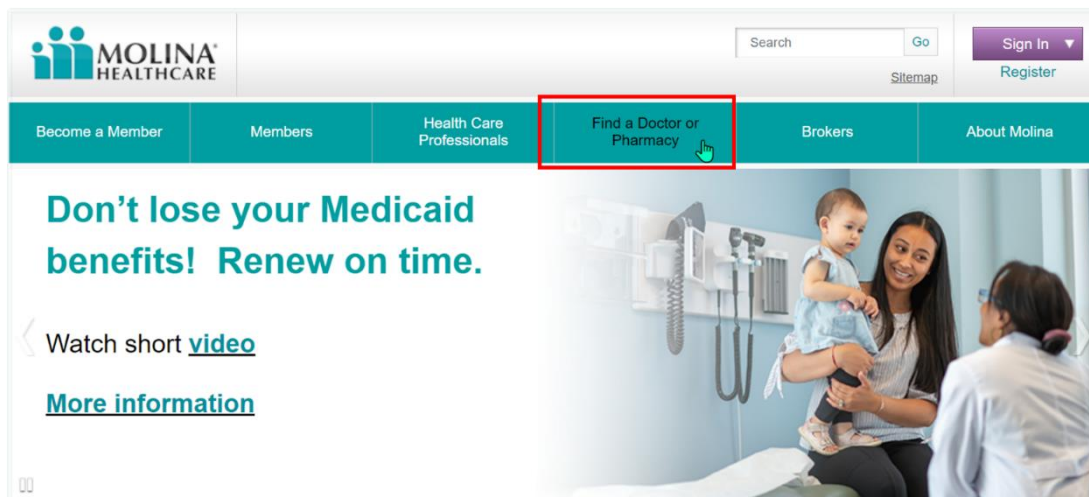
Availity is a multi-payer platform. If you are not registered with Availity for another payer, we highly recommend starting your registration process as soon as possible, well before 7/1.



Provider Online Directory

The Provider Online Directory (POD) is where our members and providers find in-network providers, specialists, and facilities.

- POD highlights include:
 - User-friendly navigation
 - Provider profile quick cards for quick access to information
 - Expanded search options and filtering to drill down on results
 - Browsing by category and/or common searches
 - Ability to quickly and easily export results
- Providers are encouraged to use the POD to verify their information and to find other in network providers.
- To find a Molina provider, click ***Find a Doctor or Pharmacy***:



My Choice Integration Tip

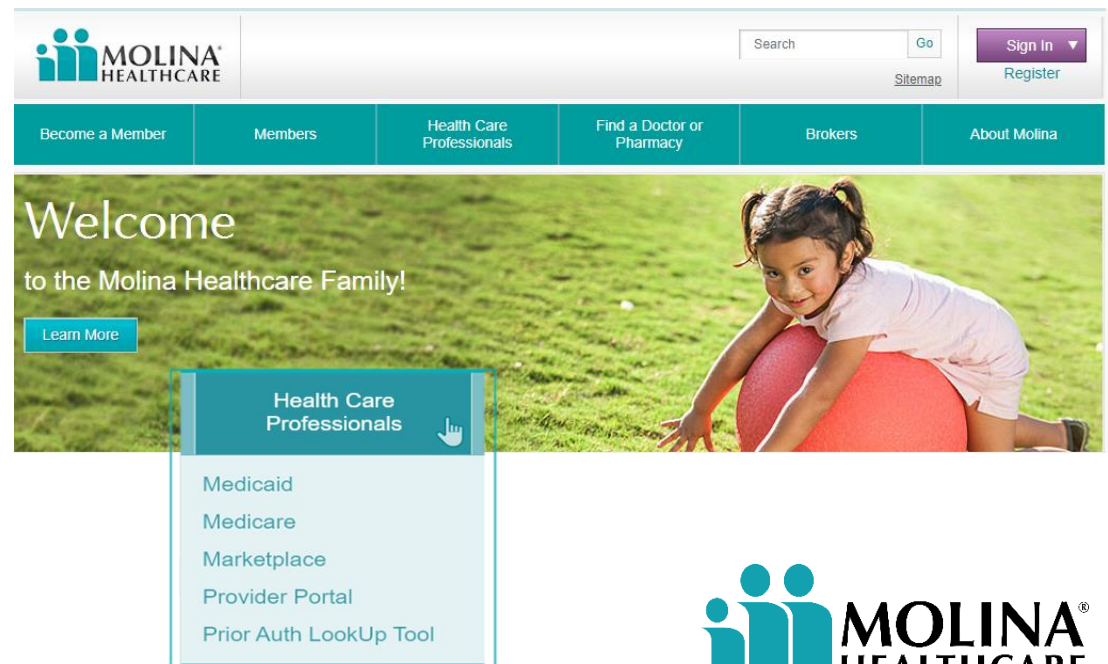
My Choice providers will be shown on Molina's POD effective 6/30/2024. Providers should continue to use the [My Choice Wisconsin POD](#) for DSNP, Family Care and Partnership.



Website

Our website is your best resource for all things Molina. Some of the online resources include:

- Provider manuals unique to each of our lines of business: Marketplace, Medicaid, and Medicare.
- Forms to help with notifications, prior authorizations (PAs), demographic changes, and more.
- Clinical and payment policies.
- EDI/ERA/EFT enrollment and support information.
- Health resources:
 - HEDIS® & CAHPS information
 - Cultural competency
 - Tool kits
 - And more!
- Communications:
 - Resources and training
 - Provider bulletins
 - Quarterly newsletters
 - You Matter to Molina



Provider Resources & Support

Visit our [Molina/My Choice Wisconsin Integration Updates page](#) for updates, FAQs, resources, and contact information or [Sign up for email updates](#).

Contact Information:

- Providers can email us at: MHWIProviderNetworkManagement@Molinahealthcare.com with any **SSI, BC+, and existing Molina Medicare** claim questions and concerns, provider demographic updates, credentialing, and general questions.
 - Continue to leverage your existing My Choice contact information and resources for My Choice Medicare/DNSP, Family Care, and Family Care Partnership questions:
Shfamcontracts@mychoicewi.org
- Provider Contact Center: (855) 326-5059
- Provider Portal: [Availity Provider Portal](#)

Resources:

- Provider manuals, forms, clinical policies, and more on Molina's [website](#).
- Technology solutions including secure portal and EMR integration.
- Support for quality, population health, and community engagement.

Communication:

- Multiple methods including email newsletters, manuals, Availity Essentials news, and the website.
- Satisfaction surveys and the "[You Matter to Molina](#)" program.

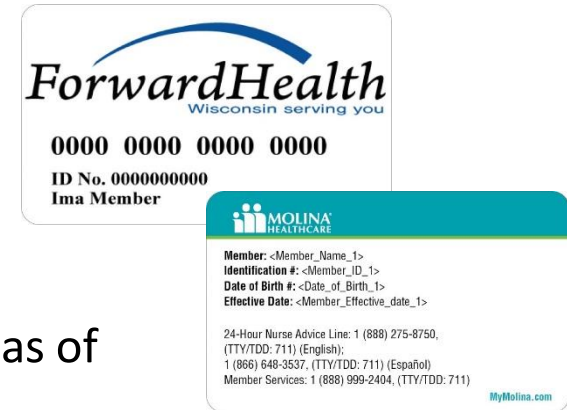


Member Changes & Resources



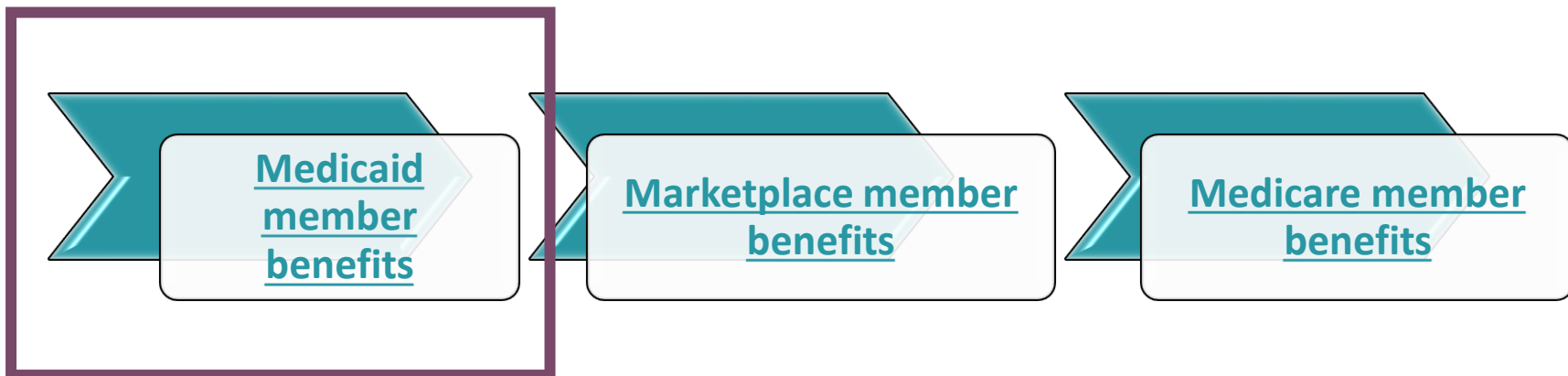
Operational Changes & Member Impacts

- **Medicaid BC+ & SSI Member Transition:** New ID cards issued by Molina starting July 1, 2024. Members may also present ForwardHealth ID cards.
- **Contracting:** For SSI & BC+, processed through Molina.
- **Credentialing & Recredentialing:** Managed by Molina, with combined functions to reduce provider burden.
- **Prior Authorizations:** Must follow Molina policies for BC+ & SSI as of 7/1. Approved legacy MCW Authorizations spanning 7/1 will be integrated into Molina's system.
- **Billing & Claims:** For SSI & BC+, processed through Molina, adhering to ForwardHealth guidelines.
- **Provider Portal:** Introduction of Availity Portal starting July 1, 2024; training options available.
- **Provider Online Directory:** Transition to Molina's directory for BC+ & SSI data effective June 30, 2024.



Benefit Overview

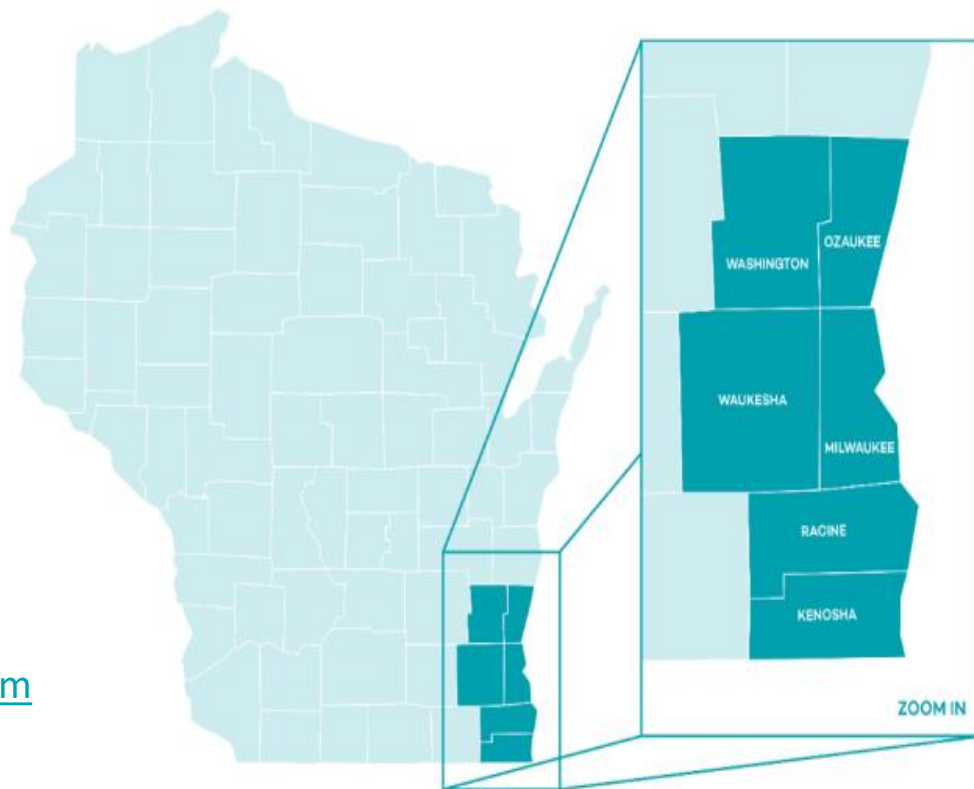
- As a payer of government-sponsored programs, we, as a managed care organization (MCO), do our best to ensure our members have access to quality health care and benefits. Member benefits vary by line of business. For Marketplace, they may vary by plan.
- Check out the member Evidence of Coverage (EOC) on our website to find specific members and plan information



Vendor Updates- Medicaid BC+ & SSI

Dental

- Medicaid BC+ & SSI Dental services will flow through Molina and our vendor, Skygen, as of 7/1 for the following six counties:
 - Washington
 - Ozaukee
 - Waukesha
 - Milwaukee
 - Racine
 - Kenosha
- Dental contact information:
 - Email: MDVSProviderServices@MolinaHealthcare.com
 - Phone: (855) 326-5059



Vision

- Medicaid BC+ & SSI routine vision services will transition to Molina's vendor, Herslof Opticians as of 7/1.
- **Vision contact information:**
 - Phone: (414) 760-7400 & (800) 822-7228
 - Website: herslof.com



My Choice Integration Tip

Only BC+ & SSI vendors are transitioning as of 7/1, the other LOBs will remain with current My Choice vendors (DentaQuest & EyeQuest)



Closing & Questions



Training & Onboarding Opportunities

- Molina and My Choice are here to support you throughout this transition. We have scheduled orientation & drop-in sessions scheduled throughout the next few months.
- Check out our integration [website](#) to sign up and mark your calendar.

Got a question about the integration?

Drop in - we're here to help!

If you have any questions/concerns related to the upcoming July 1, 2024 integration, please feel free to drop-in to these meetings. Our friendly Provider Relations team will be happy to help!

Click on the links below to join during the times noted.

- [Wednesday, June 5, 2–3 p.m.](#)
- [Friday, June 14, 9–10 a.m.](#)
- [Wednesday, June 19, 3:30–4:30 p.m.](#)
- [Monday, June 24, 8:30–9:30 a.m.](#)
- [Friday, June 28, 12–1 p.m.](#)
- [Monday, July 1, 9-10 a.m.](#)
- [Wednesday, July 3, 2–3 p.m.](#)
- [Friday, July 5, 10:30–11:30 a.m.](#)
- [Tuesday, July 9, 4–5 p.m.](#)
- [Thursday, July 11, 9:30–10:30 a.m.](#)
- [Monday, July 15, 12–1 p.m.](#)
- [Thursday, July 18, 2:30–3:30 p.m.](#)
- [Monday, July 22, 8:30–9:30 a.m.](#)
- [Friday, July 26, 3–4 p.m.](#)
- [Monday, July 29, 11:30–12:30 p.m.](#)

Provider Orientation



Join us for a provider orientation and onboarding session, including a high-level overview of Molina, important resources, and more!

Click on the links below to register.

- [Friday, May 17, 10–11 a.m.](#)
- [Tuesday, May 21, 3:30–4:30 p.m.](#)
- [Thursday, May 30, 2–3 p.m.](#)
- [Tuesday, June 4, 9–10 a.m.](#)
- [Friday, June 7, 12–1 p.m.](#)
- [Monday, June 10, 2:30–3:30 p.m.](#)
- [Thursday, June 13, 10–11 a.m.](#)
- [Tuesday, June 18, 9–10 a.m.](#)
- [Friday, June 21, 2–3 p.m.](#)
- [Tuesday, June 25, 3:30–4:30 p.m.](#)
- [Thursday, June 27, 10–11 a.m.](#)
- [Wednesday, July 3, 9-10 a.m.](#)
- [Friday, July 12, 8:30–9:30 a.m.](#)
- [Tuesday, July 16, 4–5 p.m.](#)
- [Wednesday, July 24, 11 a.m. –12 p.m.](#)



Contact Information

| Department | Contact information |
|--|--|
| Molina Provider Network Team General inbox for provider questions, concerns, contracting, credentialing and demographics | MHWIProviderNetworkManagement@MolinaHealthcare.com |
| Molina Provider Appeals: Medicaid and Marketplace | MWI.Appeals@MolinaHealthcare.com |
| Molina Provider Appeals: Medicare | MCRContProvRecon@MolinaHealthcare.com |
| Molina Dental Team: Medicaid & Medicare | MDVSproviderservices@MolinaHealthcare.com |
| Molina Member Services | (888) 999-2404 |
| Availity Essentials Availity Customer Support | Provider.MolinaHealthcare.com (800) 282-4548 |
| Change Healthcare: ECHO (EFT/ERA) | (888) 834-3511 EDI@echohealthinc.com |
| My Choice Provider Network Team | shfamcontracts@MyChoiceWI.org |
| My Choice Contact Center | Legacy BC+ (855) 530 -6790 Legacy SSI & all other LOBs (800) 963-0035 |
| My Choice MIDAS Provider Portal | mcfc-midas.com |

Questions?

