



# Molina Healthcare / My Choice Wisconsin Integration Frequently Asked Questions (FAQs)

Updated June 10, 2024

## About the Integration

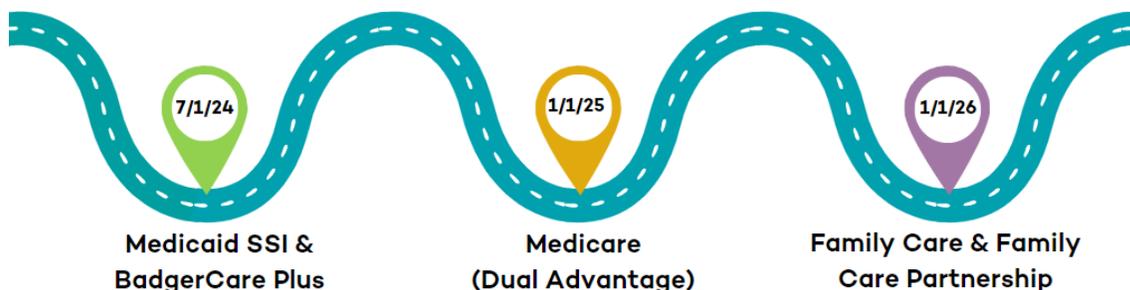
### Q: Why did Molina purchase My Choice Wisconsin (My Choice)?

A: Like My Choice, Molina is a mission-driven organization. Molina believes every person, family and community deserves access to high-quality health care regardless of their situation. With the My Choice acquisition, **Molina now offers access to all government-sponsored healthcare programs in Wisconsin\***. This allows us to provide even more Wisconsin members with continuity of care at every stage of life. It also allows us to continue My Choice's legacy of community involvement and expand existing, strong relationships with community organizations and providers like you.

*\*This includes BadgerCare Plus, Medicaid SSI, Marketplace, Medicare, Family Care and Family Care Partnership, and Molina's TMG subsidiary in the IRIS program.*

### Q: What is the integration timeline?

A: To minimize the impact to you and your members/patients, our plan is to integrate all My Choice providers and members into the Molina system according to the following staggered timeline:



*\*Dates are subject to change.*

### **NEW Q: Will the My Choice Wisconsin brand be retired and all products be known as Molina?**

A: Following the timeline above, our plan is for all My Choice members to eventually fall under the Molina brand. For now, however, the My Choice Wisconsin brand will remain in place for Family Care, Family Care Partnership, and Medicaid Dual Advantage plans.

## Contracting

### Q: If I am contracted with Molina only, what will change? What action is needed?

A: No action is needed. We appreciate the service you provide to Molina members and look forward to partnering further as our membership grows with the addition of My Choice membership.



**Q: If I am contracted with My Choice only, what will change? What action is needed?**

**A:** Likely, no action will be needed. In some instances, where a contract with My Choice has terms or structures that are not compatible with the Molina claims system (QNXT), we will reach out with potential changes.

**UPDATED: Q: If I am contracted with both Molina and My Choice, what will change? What happens to my agreements? **If the rates are different, which rate will be honored?****

**A:** Where a Molina contract exists, we intend to continue the Molina contract as it is currently in the Molina system. **Your Molina contract/rate will supersede your My Choice contract/rate effective July 1.** This creates the least amount of process change for claims payment and is intended to keep integration issues low. **If you have any questions or concerns, please reach out to us at [MHWPProviderNetworkManagement@molinahealthcare.com](mailto:MHWPProviderNetworkManagement@molinahealthcare.com).**

## Credentialing

**Q: If I am credentialed with Molina or My Choice, do I need to prepare for re-credentialing?**

**A: Good news!** Molina and My Choice credentialing functions have been **combined** to reduce the burden on providers contracted with both entities. No action is needed. We will reach out if anything is needed. If you just credentialed within your 3-year credentialing coverage period, you will not have to re-credential with Molina or My Choice until your next period. At your next recredentialing, it will be with Molina.

## Operational Changes

**Q: When will operational processes change?**

**A:** Some operational changes have already begun. For example, we have combined our credentialing function to reduce the burden on providers contracted with both Molina and My Choice Wisconsin. Our goal is to minimize the impact on our provider partners as much as possible. We promise to remain transparent and inform you of all changes in advance. Please watch your email and bookmark our new dedicated [Molina/My Choice Integration page](#) for frequent updates and information.

**Q: Which provider portal will we use post-integration?**

**A:** For BadgerCare Plus, Medicaid SSI, and Medicare Advantage programs, providers will be asked upon scheduled integrations (7/1/24 and 1/1/25) to begin using Molina's provider portal, [Availity](#). The portal for Family Care and Family Care Partnership is still being determined and an update will be provided in the future. We will share upcoming opportunities to begin training your staff on Availity.



**Q: Will my provider data, demographic, billing, and organizational information be integrated, or do I need to provide that again?**

**A:** Our goal is to seamlessly integrate all My Choice data into the Molina system with minimal impact to providers. We do want to ensure your information is presenting correctly in our Provider Online Directory. If you have any changes, please email [MHWIPROVIDERNETWORKMANAGEMENT@MOLINAHEALTHCARE.COM](mailto:MHWIPROVIDERNETWORKMANAGEMENT@MOLINAHEALTHCARE.COM).

**NEW Q: After July 1, where do I go for help with provider profile issues (such as incorrect taxonomy # or NPI #, linking clinic locations, etc.)?**

**A:** After July 1, our central email of [MHWIPROVIDERNETWORKMANAGEMENT@MOLINAHEALTHCARE.COM](mailto:MHWIPROVIDERNETWORKMANAGEMENT@MOLINAHEALTHCARE.COM) is your one stop for Molina activities! We will triage and get you to the right place to have your issue resolved.

**NEW Q: Will provider account representatives be changing from who I currently work with at My Choice Wisconsin?**

**A:** Our goal is to maintain your provider account rep relationship as much as possible. As the integration process continues, you may see changes in your relationship based on lines of business and where your claims are processing. If there will be a change of relationship, we will be sure to inform you and make introductions. If you have specific questions about your provider account rep, please reach out.

## Claims

**NEW Q: Who will process/handle any unresolved My Choice Wisconsin Medicaid claim issues for dates of service prior to July 1?**

**A:** All claims for My Choice Wisconsin Medicaid SSI and BadgerCare Plus members with dates of service June 30 and prior will be processed by My Choice Wisconsin. All questions and concerns should be directed to your existing My Choice Wisconsin contacts below. Portal links and mailing addresses are also available [here](#).

- Medicaid SSI – Cognizant – (855) 878-6699
- BadgerCare Plus – SMG – (414) 755-3619 or (855) 530-6790

**NEW Q: We are currently set up with our clearinghouse for Molina in another state. After July 1, will ECHO still be the payer? If so, can we use ECHO and what payer ID would we use?**

**A:** Yes. After July 1, the Molina payer will still be ECHO. If you are already enrolled with ECHO for a different payer or Molina health plan, you do not need to enroll again. Molina's payer ID, for all lines of business, is ABRI1.

**NEW Q: Will you accept both Forward Health and Molina ID cards for processing?**

**A:** Yes.



**NEW Q: Will Forward Health show the MCO as Molina after July 1 when I run eligibility?**

**A:** Yes.

**NEW Q: Will member ID numbers change when they are converted to Molina?**

**A:** Members' Forward Health ID number should remain the same, but their My Choice Wisconsin ID number will change to a Molina ID number.

**NEW Q: For our My Choice Medicaid members, do we need to update our systems with Molina Medicaid insurance, since the addresses are different?**

**A:** Yes, because all My Choice Wisconsin members with Medicaid SSI and BadgerCare Plus will be Molina members on July 1, 2024.

## Prior Authorizations

**Q: Will there be changes to the prior authorization process?**

**A:** Yes. After July 1, Molina prior authorization policies must be followed for Medicaid SSI and BadgerCare Plus members.

- One of the major changes is that Molina does not require authorization for observations.
- Another change is that Molina does not perform retro reviews unless you were unaware the member has Medicaid. (Please remember to check for member eligibility through Forward Health.)
- 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.

**NEW Q: If I submit a prior authorization to My Choice prior to July 1, will I need to resubmit the auth to Molina or will it carry over?**

**A:** Good news - you will not need to resubmit! All prior authorization submissions and approvals that were received prior to July 1 will carry over into the Molina systems.

**NEW Q: For patients who have My Choice Family Care, do we continue to obtain prior authorizations from their care manager?**

**A:** Yes, you may continue your existing process for these members. There are no process or information exchanges for My Choice Family Care, Family Care Partnership, or Medicare Dual Advantage members at this time.

## Member (Patient) Impact

**NEW Q: Is communication going out to patients about this change?**



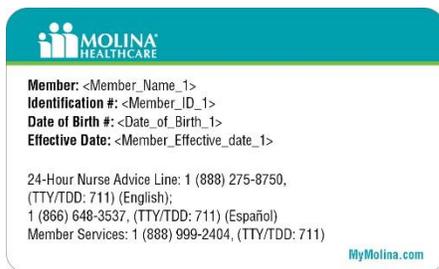
**A:** Yes, members received [this letter](#) in mid-May. They will be receiving a reminder in an upcoming newsletter, and will get a Welcome Kit on July 1 from Molina explaining the change. We have also shared this information [online](#) and via social media.

**UPDATED Q: Will member/patient-facing materials and communications be available for us to share?**

**A:** Yes, we have (and will continue to) post all information for you to share on our member-facing website, [here](#). If you are interested in cobranding or receiving print materials to distribute, please email us at [WICommunityEngagement@molinahealthcare.com](mailto:WICommunityEngagement@molinahealthcare.com).

**Q: Will My Choice members become Molina members? How will they present (ID cards, etc.)?**

**A:** Following the timeline noted above, our plan is for all My Choice members to eventually fall under the Molina brand. In July 2024, Medicaid SSI and BadgerCare Plus My Choice members will receive and may begin presenting Molina ID cards. Members may also still present with ForwardHealth ID cards.



**Q: What can I do as a provider to help with a smooth transition for both my office and my patients/members?**

**A:** Thank you for this wonderful question! We ask that you continue to engage actively in the communications and webinars that will be coming your way. Also, please reach out as soon as you see any issues with or variances from the expectations we set. Our goal is to minimize issues with an integration this large and complex by acting quickly to being transparent on the status of resolutions.

## Resources/Questions

**Q: Where can I find additional information and updates regarding the integration?**

**A:** Please visit our dedicated [Molina/My Choice Integration Updates webpage](#) and [sign up for email updates](#) if you aren't already. You may also continue to direct your questions to your day-to-day Molina or My Choice provider representative or email us at:

- [MHWIProviderNetworkManagement@MolinaHealthcare.com](mailto:MHWIProviderNetworkManagement@MolinaHealthcare.com) (for BadgerCare Plus, Medicaid SSI, or Medicare Advantage programs), or
- [Shfamcontracts@mychoicewi.org](mailto:Shfamcontracts@mychoicewi.org) (for Family Care and Family Care Partnership programs).



**Q: Who do I contact regarding any ‘routine business issues’ while the integration is taking place?**

**A:** Please continue to direct your questions to your day-to-day Molina provider relations or My Choice provider services contact, or visit our [dedicated provider webpage](#).

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



## Meet Your Provider Team

Medicare SSI/BC+,  
Marketplace, Medicare  
*Molina*

**Christina Weickardt**  
Director, Provider Contracts

**Joanne Swanson**  
Provider Contracts Manager

**Alicia Govek**  
Manager, Provider Relations

**Pamela Entringer**  
Provider Relations Manager

**Phyllis Salley**  
Provider Relations Manager

**Bridget King**  
Provider Relations Manager

Family Care, Family Care Partnership  
*My Choice Wisconsin*

**Nicole Pagliaro**  
Director, Provider Services

**Celine Unger**  
Manager, Provider Services

**Michael Kampmeier**  
Supv, Provider Network Admin

**Jennifer Winter**  
Sr. Rep, Provider Services

**Sheri Wojtowicz**  
Sr. Rep, Provider Services

**Samantha Monrial Garza**  
Sr. Rep, Provider Services

**John Jorgenson**  
Sr. Rep, Provider Services

**Gray Bolivar**  
Sr. Rep, Provider Services

**Jessica Cullen**  
Sr. Rep, Provider Services

**Sadi SanFelippo**  
Sr. Rep, Provider Services

