



Monthly Topics for May 2022

All "Just the Fax" publications are available on Molina Healthcare's website via this link <https://www.molinahealthcare.com/providers/mi/medicaid/comm/Pages/provmailings.aspx>

May is Melanoma Skin Cancer Awareness Month

Skin cancer is one of the most common cancers in the U.S. Melanoma is a skin cancer that develops in the melanocytes which is the cell that gives the skin its color. Melanoma is less common than other skin cancers but it's more dangerous because it is more likely to spread to other parts of the body and grow out of control. There are many risk factors for Melanoma such as excessive sun exposure, smoking, family history, etc. There are several treatments for skin cancer and early detection allows more treatment options. But knowing your own skin is important to finding and detecting skin cancer early. To learn more information about Melanoma skin cancer visit:

<https://www.cancer.org/cancer/melanoma-skin-cancer.html>

COVID-19 Vaccine Incentive

We want to ensure you are protected against COVID-19. Once you receive your vaccination, you may qualify for \$100 Visa Gift Card.

To qualify, you must be:

- 12 years or older
- An active Molina Healthcare member
- Receive the COVID-19 vaccine from April 1, 2022 - September 30, 2022. This includes:
 - One dose of Johnson & Johnson vaccine
 - One or two doses of the Moderna or Pfizer vaccine

For more information, see the attached COVID incentive flyer. Please note: the program ends on **9/30/22**.

Additional Availability Live Trainings

Availity is offering (2) additional training sessions for this month. We hope you can join on one of the dates below:

Wednesday, May 11, 2022 at 11:00 am EST

Thursday, May 26, 2022 at 2:30pm EST

To register for one of the above training sessions, log into Availity Essentials and proceed to the Help & Training section located at the top right of the screen and select Get Trained. Once in the training catalog, go to the Sessions tab at the top of the page and then you will see the above trainings listed as **Availity Essential Provider Overview for Molina Providers-Live Webinar**.

Q2 Prior Authorization Updates

The Prior Authorization Guide and Prior Authorization Code Matrix is updated to display Q2 changes. All prior authorization tools are available online at <https://www.molinahealthcare.com> under "forms" and services that require a prior authorization are easily searchable with the PA code matrix.

Marketplace Authorization Fax Number Will Change

Effective, 6/1/22 Molina's Marketplace will change its toll-free fax number for authorization requests. The new fax number for Marketplace will be **1-833-322-1061**. This is only a change in the fax number utilized to submit authorization and/or notification of admission and clinical for UM review for **Marketplace providers only**. This fax change will not affect auths submitted through Availity.

Telehealth Coding Change Reminder

Providers must follow CMS Guidelines as well State-level requirements. All telehealth claims for Molina members must be submitted with the correct codes for the plan types. CMS recently added, POS 10 - Telehealth provided in a patient's home, the new definition of POS 02- Telehealth provided other than in a patient's home, and the addition of modifier FQ- audio only service. We will also continue to require POS 02 for all services provided via telemedicine. Please refer to MSA 20-09 update.

Claims Dispute Process Reminder

Molina strives for timely and accurate claims payment, applying state and national coding standards and requirements. Here are some tips to dispute a claim and receive a prompt response:

- File your dispute within 90 days of remittance advice date.
 - Molina will respond within 45 days for Medicaid/Marketplace and 60 days for Medicare.
- Please verify your pay to address (billing address from W9).
- Submit disputes utilizing the Availity Provider Portal – Payer Spaces or via fax using the claims dispute form (link below).
 - <https://www.molinahealthcare.com/-/media/Files/MHM-Claim-Dispute-Form-2-2020.pdf>

For more information on our claims dispute process, please review our provider manual.

Thank you for all you do for our patients and partnering with Molina Healthcare of Michigan!