

Nursing Facility Add-On Therapy Service

Prior Authorization and Claim Filing Process

Nursing Facility Add-On Therapy Services (NF Add-On Therapy Services), formerly known as Goal Directed Therapy (GDT), must be prior authorized, using only the designated CPT/HCPCS codes from the Texas Department of Aging and Disability Services (DADS) LTC Crosswalk.

Molina shall pay for Nursing Facility Add-On Services rendered to Members that are determined by Molina to be payable at the lesser of (i) Provider's billed charges, or (ii) the allowable amount payable under the applicable Medicaid Fee-For-Service Program fee schedule as set forth by the State of Texas in effect on the Date(s) of Service.

Claims for Nursing Facility Add-On Therapy Services must be filed within 95 days of the date of service. Molina will adjudicate clean claims for Nursing Facility Add-On Therapy Services no later than 30 days after the claim is received by Molina.

Prior Authorization requests and claims for Nursing Facility Add-On Therapy Service should include revenue codes, CPT/HCPCS codes and Modifiers from the DADS LTC Crosswalk. No other revenue codes, CPT/HCPCS codes or Modifiers will be accepted.

Service	Revenue code	CPT/HCPCS	Modifiers
OT Rehabilitative Service	0431	97039	U1, UA
PT Rehabilitative Service	0421	97039	U1, UA
ST Rehabilitative Service	0441	92507	U1, UA
OT Rehabilitative Service Contracted	0431	97039	U1, UA,GO
PT Rehabilitative Service Contracted	0421	97039	U1,UA,GP
ST Rehabilitative Service Contracted	0441	92507	U1,UA,GN

Department of Aging and Disability Services LTC Crosswalk (Nursing Facility - excerpt)

Nursing Facilities (NF's) may submit claims on behalf of employed therapists (e.g., therapists who have the same National Provider Identification (NPI) and tax identification number as the NF) or contracted therapist.

Molina cannot accept therapy claims through its portal that are submitted by a contract therapist who is not a Medicaid enrolled provider.

Rates for Nursing Facility Add-On Therapy Services can be found using the following link to the Texas Health and Human Services Commission: <u>https://rad.hhs.texas.gov/sites/rad/files/documents/long-term-svcs/2008/2008-nf-rehab-ss-rates.pdf</u>



Nursing Facility Add-On Therapy Services Prior Authorization

A Prior Authorization request for Nursing Facility Add-On Therapy Services may be made via fax (866) 420-3639 or through the Molina Provider Portal.

The use of the Molina Provider Portal is the preferred method of requesting a Prior Authorization.

An evaluation by the treating discipline should be completed prior to requesting an authorization. <u>No</u> <u>authorization is required for the initial evaluation.</u>

All authorizations will require supporting documentation to demonstrate medical necessity. Supporting documentation includes:

- Physician's order (a written telephone order is acceptable for initial request, but continued authorization requests will require a physician's signature)
- Therapy evaluation
- Additional supporting documentation as appropriate (examples: nurses notes, monthly summary, physician progress notes, fall history)
- Date and circumstances of an acute exacerbation of a chronic condition
- Diagnosis code
- Treatment CPT code with modifiers (only those on the DADS crosswalk as shown above)
- Number of visits/units
- Dates of Service The start date must be the date of Prior Authorization request or later, no authorization can be issued for retroactive dates of service
- Continued Authorization Requests should include an updated plan of care

Copies of the Molina Healthcare of Texas Prior Authorization/Pre-Service Review Guide and the Molina Prior Authorization Form may be downloaded from the Molina Healthcare website:

Authorization form:

http://www.molinahealthcare.com/providers/tx/medicaid/forms/PDF/pa-guide-q4-2017.pdf

2017 Q4 Prior Authorization Code Matrix

http://www.molinahealthcare.com/providers/tx/medicaid/forms/PDF/pa-matrix-q4-2017.pdf



Sample Prior Authorization Request Form submitted via fax with supporting documentation

Fax Number: (866) 420-363	39						
			MEMBER INF	ORMATION			
	Date	ofReque	st: <mark>4/30/15</mark>				
Plan:	Molin	a Medic	aid) Molina Med	licare	Other:		
Member Name: Rest	dent siva lont's Ma	line ID		DO	B:	mol day lyear	
Member ID#: Kesk	tive/Dout			Phor Expedited/U	ie: ()	-Facility Phone Number	
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this definition should be sub:	mitted as	routine/n	on-urgent.				
		Re	eferral/Service	Type Reques	ted		
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CPT/HCPC Code & Desc	ription:	Use CP	Codes fromDAI	DS crosswalk a	s noted prev	iously J Codes", de # of mas:	
Number of visits req	uested:		Date(s) of	Service: E:	xpected date	espan of therapy, starting date n	nay
Plea	se sen	d clinic	al notes and a	ny support	otbebefore: quest	submission of date of prior auth	
			PROVIDER IN	FORMATION			
Requesting	Provider	Name:	Name of Nursing l	facility or Indi	vidual Thera	pist if billing individually	
Contact at Requesting	Provider's	office:	Preferred contact t	o be the treatin	ig therapist		
Phone Number:	xxx-xx	x-xxxx	Fax Number:	xxx-xxx-xxxx			
TIN/NPI:	Matchi	ng the Rea	questing Provider	ADDRESS:	Matching th	he Requesting Provider	Ž
Provider/Facility Pr	oviding	Service:	Name of Nursin	g Facility or In	dividual The	rapist if billing individually	
Phone Number:	()		Fax Number:				
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Prior Authorization Request for NF Add-On Therapy Services via the Molina Provider Portal

The preferred method to request a Prior Authorization is through the Molina Provider Portal.

Access the Molina Provider Portal: <u>http://www.molinahealthcare.com/providers/tx/medicaid/Pages/home.aspx</u>

- > Log Into the Provider Portal or if necessary, Register
- Note: If the Nursing Facility has already been set up on the Provider Portal, you may request access/log in from the designated Portal Administrator in the nursing facility. You can make this request from the Molina Portal log in screen.





Instructions to Create a Nursing Facility Add-On Therapy Prior Authorization Request via Provider Portal

Provider Portal	Messages and Announce	ements Recent Act	tivity	My Favo	rites
Member Eligibility Claims Service Request/Authorization	You have (0) new messages	Click here to	view your recent Service Request/Authorizations view your recent Claims	Member Eligibility	Create Professional
Service Request/Authorization Status Inquiry Create Service Request/Authorization		Quick Member Eligibility	Search	Create Institutional Claim	Claim Status
Open Incomplete Service Request/Authorization Create Service Request/Authorization Template	What's New • New Claims Functionality • Correct and Void Claims • Claims Attachments • Appeal Claims - TX only • Batch send claims • Create and Manage Templates	Coming Soon ! • Michigan MMP Duals 5/1 • More Interdisciplinary Care Team functionality 5/1	Poll Do you like our new look? C Yes C No	Downloaded Claims Report	Create Servic Request/Author

- > Quick Member Eligibility Search Enter Member's Medicaid ID Number
- Select Create Service Request/Authorization

Advanced Search	Eligibility information is current as of	May 06 2015 04:42:47 AM PS
irst Name: *	Date Of Birth: *	🛐 mmddyyyy
valid information for Member Search.	Data of Rith	Sev
Made Inda	12/02/1950	F
City	State	Zip Code
	Advanced Search irst Name: *	Advanced Search irst Name: • Date Of Birth: • valid information for Member Search. Middle Initial Date of Birth Middle Initial Date of Birth 12/02/1950

- > Member demographics will populate based upon *Quick Member Eligibility Search*
 - Member ID is the Member's *Medicaid ID Number*



	Information*				
т	ype of Service : * Therapies	•			Submit Date : 05/06/201
PI	ace of Service : • Outpatient	•	Inpatient Notification : * Select		
Prop	osed Start Date : 06/01/2015 mmddyyy		Admission Date ; * mmddyyyy	Discharge Date : * m	mddyyyy
	Care Type : Elective	Urgent/Expe	dite Within 72 Hours CEmergency Only choose a CARE TYPE if other than a ROUTI	INE submission	
Reason For L	Jrgent/Expedite:				
Remove]	Diagnosis Code		Diagnosis Descrij	ption	
	438.0	9	COGNITIVE DEFICITS-CEREBRVASC DZ		
	728.2	9	MUSCULAR WASTING and DISUSE ATROPHY NEC		
	V41.8	9	OTHER PROBLEMS W SPECIAL FUNCTIONS		
dd more dia	gnoses)				
	Procedure Code		Procedure Description	Number of Units	Procedure Modifier
[Remove]	07000	9	PHYSICAL THERAPY TREATMENT	1	u1 ua
[Remove]	97039		SPEECH HEARING THERAPY	1	u1 ua
Remove]	92507	Q			

- Type of Service Select Therapies
- Place of Service -Select Outpatient
- Proposed Start Date The start date must be the date of Prior Authorization request or later, no authorization can be issued for retroactive dates of service
- > Care Type Select *Elective* (will be processed within 72 business hours)
- Reason for Urgent/Expedite Leave blank
- Diagnosis Code Enter the diagnosis to support the medical necessity of the requested therapy search option may be used will auto populate Diagnosis Description
- Procedure Code Enter Procedure Codes for therapy using <u>DADS LTC Crosswalk codes only</u> no other codes are acceptable NOTE: Code for PT and OT is the same, thus description will be the same, therefore the number of units requested must be combined. Clarify number of PT units requested and number of OT units requested in the remarks field.
- Number of Units Enter number of requested units (unit equals one treatment day)
- Procedure Modifier Enter Modifier using the DADS LTC Crosswalk code only, as shown below

Service	Revenue code	CPT/HCPCS	Modifiers
OT Rehabilitative Service	0431	97039	U1, UA
PT Rehabilitative Service	0421	97039	U1, UA
ST Rehabilitative Service	0441	92507	U1, UA
OT Rehabilitative Service Contracted	0431	97039	U1, UA, GO
PT Rehabilitative Service Contracted	0421	97039	U1, UA, GP
ST Rehabilitative Service Contracted	0441	92507	U1, UA, GN



Provider Information	
Demuestes Tofermation	*- Required Field
Name : * HEALTHCARE & REHABILITATION EAST HOUSTON	Phone # : [28145764
Contact Information Name : * Rehab Personnel	Phone # : • 201.555.5555 Fax # :
Accident Related Information Accident Cole : Select	Accident Date :
Pregnancy Related Information Last Menstrual Date :	Estimated Date of Delivery :
Other Condition Related Information SELECT CONDITION Chiropractic Required when healthcare services is requesting chiropractic certification DME Required when healthcare services is requesting durable medical equipment Oxygen Therapy Required when healthcare services is requesting oxygen therapy certification Function Limitation Required when the assessing provider has defined function limitation for the patient Permitted Activities Required when the assessing provider has defined activities permitted for the patient Mental Status Required when the patient mental status is relevant to the health care services review	

- > Requester Information Enter *Name of Nursing Facility and phone number*
- Contact Information Enter *Name of Requesting Therapist and phone number*
- > Accident Related Information Select from drop down box if applicable Enter date as applicable
- Pregnancy Related information not required
- > Other Condition Related Information Select *if appropriate*

Last/Facility Name	RE & REHABILITATION EAST H	Referring Provider : • First Name	: HEALTHO	NPI 17456786 City	State	Zip Code
Skilled mail ote: If you do not find the p	Rnw	Phone 281.555.5555 849 for more information		HOUSTON Fax	TX Specialty CUSTODIAL CARE	77049 FACILITY -
Idroce - Chillod		Aast Name ' ' Healthcare		First Name East Houston City * Houston Fax	State * TX Specialty Select	Zip Code •
Iditional Provider Acce	DCD Last Name		PCP First Name			Find a Provider
CP NPI	F GF EUST Hume					

- Referring Provider Information Enter Nursing Facility NPI
- > Referred to Provider Information Enter Nursing Facility NPI or manually enter fields required
- Additional Provider Access Do not need to complete



IPI 28735209 ddress • 109 SOUTH K STREET mail	Facility Name * I TRANSITIONAL CARE CENTED	City • MCALLEN Fax	EN	State • TX Specialty Select	Zip Code • 78503	de •	Image: Second State State ZD Code Second State Itel State
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- Referred to Facility Information will self-populate with entry of NPI
- Documents which support medical necessity
 - Physician's order (a written telephone order is acceptable for initial request, but continued authorization requests will require a physician's signature)
 - > Therapy evaluation
 - Additional supporting documentation as appropriate (examples: nurses notes, monthly summary, physician progress notes, fall history)
 - > Continued Authorization Requests should include an updated plan of care
- > Remarks Field supports up to 8000 characters for additional information
 - Recommend if requesting PT and OT in the same request, clarify in this field the request for both disciplines. The OT code is not a standard CPT/HCPCS for OT except with DADS LTC Crosswalk
- Once complete Select Submit
- If you prefer to fax your documentation, once you submit the request, you will receive the following message:



- > If YES is selected, you will receive a fax cover sheet to include with any Medical Documentation.
 - See example on next page



	Online Service Request Supporting Document Submission Form	
	Instructions	
	 Print this page Do not write on or change anything on this page Place this page in front of your supporting documentation Fax this page along with your supporting documentation to this number: Fax No: (866) 420-3639 Discard this cover sheet DO NOT reuse this cover page for supporting documentation associated with a different service request 	
	Submitted Tracking Number9876543210StateTX	
The docume to the sende recipient, M disclosure, d	CONFIDENTIALITY NOTICE ents accompanying this facsimile transmission contains confidential information belonging er, which is privileged. The information is intended only for the use of the intended lolina Healthcare. If you are not the intended recipient, you are hereby notified that any copying, distribution or taking of action in reliance on the content of this facsimile	

> Use the Molina provided coversheet to submit documentation via fax

information is strictly prohibited. If you have received this facsimile in error, please immediately

notify us via telephone at 1-866-665-4629. Thank you.

This cover sheet is specific to this request and will automatically attach to the Authorization Request in the Molina Provider Portal



Prior Authorization Request Determination

Fax Request

A Prior Authorization Request submitted via fax will not be available to view for status through the Molina portal.

If the request is "Denied" a Denial Letter will be mailed to the member and the provider. The Denial Letter will contain the exact reason for denial as well as information on how to appeal the denial.

Molina Provider Portal Request

A Prior Authorization Request submitted through the Molina Provider Portal can be monitored 72 hours after submission by viewing the Nursing Facility's home screen and selecting *Click here to view your recent Service Request/Authorizations*.

If the request is "Denied" a Denial Letter will be mailed to the member and the provider. The Denial Letter will contain the exact reason for denial as well as information on how to appeal the denial.

Recent Activity	
Click here to view your recent Service Request/Authorit	zations
ack to Home Page Recent Service Requests/Authorizations*	
Show All	You have no Service Requests/Authorizations is the last 30 days based on the Submission Date
	Tou neve no Service Requests/Automzations in the last 50 days based on the Submission Date.
* Displays the last 30 days' most recent Service Requests/Au	thorizations based on Submission Date



Claim Filing Instructions

Claims for Nursing Facility Add-On Therapy Services must be filed within 95 days of the date of service. Molina will adjudicate clean claims for Nursing Facility Add-On Therapy Services no later than 30 days after the claim is received by Molina.

Claims for Nursing Facility Add-On Therapy Service should reflect revenue codes, HCPCS/CPT codes and Modifiers from the Department of Aging and Disability Services (DADS) LTC Crosswalk. No other revenue codes, HCPCS/CPT codes or Modifiers will be accepted.

DESCRIPTION	CPT CODE	REVENUE CODE	MODIFIER 1	MODIFIER 2	MODIFIER 3	MODIFIER 4
OT-REHABILITATIVE SERV	97039	0431	U1	UA		
OT EVAL HIGH COMPLEX	97167	0434	U1	UA	GO	
OT EVAL LOW COMPLEX	97165	0434				
OT EVAL MOD COMPLEX	97166	0434	U1	UA		
OT EVAL HIGH COMPLEX CONTRACTED	97167	0434	U1	UA	GO	KX
OT EVAL MOD COMPLEX CONTRACTED	97166	0434	U1	UA	GO	
OT EVAL LOW COMPLEX CONTRACTED	97165	0434	U1	GO		
PT-REHABILITATIVE SERV	97039	0421	U1	UA		
PT EVAL HIGH COMPLEX	97163	0424	U1	UA	GP	
PT EVAL LOW COMPLEX	97161	0424				
PT EVAL MOD COMPLEX	97162	0424	U1	UA		
PT EVAL HIGH COMPLEX CONTRACTED	97163	0424	U1	UA	GP	KX
PT EVAL LOW COMPLEX CONTRACTED	97161	0424	U1	GP		
PT EVAL MOD COMPLEX CONTRACTED	97162	0424	U1	UA	GP	

Department of Aging and Disability Services LTC Crosswalk (Nursing Facility - excerpt)



DESCRIPTION	CPT CODE	REVENUE CODE	MODIFIER 1	MODIFIER 2	MODIFIER 3	MODIFIER 4
ST-REHABILITATIVE SERV	92507	0441	U1	UA		
ST ASSESSMENT-REHABILITATIVE SERV	92521	0444	U1	UA		
ST ASSESSMENT-REHABILITATIVE SERV	92522	0444	U1	UA		
ST ASSESSMENT-REHABILITATIVE SERV	92523	0444	U1	UA		
ST ASSESSMENT-REHABILITATIVE SERV	92524	0444	U1	UA		
ST-REHABILITATIVE SERVICE CONTRACTED	92507	0441	U1	UA	GN	
ST-ASSESSMENT-REHABILITATIVE SERVICE CONTRACTED	92506	0444	U1	UA	GN	
ST-ASSESSMENT-REHABILITATIVE SERVICE CONTRACTED	92521	0444	U1	UA	GN	
ST-ASSESSMENT-REHABILITATIVE SERVICE CONTRACTED	92524	0444	U1	UA	GN	
ST-ASSESSMENT-REHABILITATIVE SERVICE CONTRACTED	92523	0444	U1	UA	GN	
ST-ASSESSMENT-REHABILITATIVE SERVICE CONTRACTED	92522	0444	U1	UA	GN	

Nursing Facilities (NF's) may submit claims on behalf of employed therapists (e.g., therapists who have the same National Provider Identification (NPI) and tax identification number as the NF) or contracted therapist.

Molina cannot accept therapy claims through its portal that are submitted by a contract therapist who is not a Medicaid enrolled provider.

Rates for Nursing Facility Add-On Therapy Services can be found using the following link to the Texas Health and Human Services Commission:

https://rad.hhs.texas.gov/sites/rad/files/documents/long-term-svcs/2008/2008-nf-rehab-ss-rates.pdf



Completing a Claim on the Molina Provider Portal

Access the Molina Provider Portal: <u>http://www.molinahealthcare.com/providers/tx/medicaid/Pages/home.aspx</u>

- From the Home screen select *Claims*
- Select Create Institutional Claim (UB04) (opens on Member tab)
 - Every field with an asterisk must be populated
 - Using the DAD's LTC Crosswalk, enter revenue code, CPT/HCPS code and corresponding modifiers for therapy services rendered.
 - > Only the required fields must be completed:
 - Insured's ID or Last Name, First Name, DOB
 - *Patient relationship* (defaults correctly to "self")
 - Other Insurance (Y or N)
 - *Type of Bill* (select from drop down box)
 - Admission Date (date admitted to Nursing Facility)
 - Admission Type (select from drop down box)
 - Admission Source (select from drop down box)
 - Admission Hour
 - Status (Status will always be 30)
 - Value Code (leave blank)
 - *Patient Control Number* (Nursing Facility medical record number)
 - Revenue Code Description (per DADS LTC Crosswalk)
 - HCPCS/HIPPS Rate Codes/HCPCS Modifiers: (Use CPT/HCPCS and corresponding Modifiers from DADS LTC Crosswalk)
 - *Service date* (use first date of service)
 - Service Units (enter number of units delivered) (unit equals one treatment day)
 - Total Charges (per unit charges according to HHSC established rates) <u>http://www.hhsc.state.tx.us/rad/long-term-svcs/downloads/2008-nf-rehab-ss-rates.pdf</u>
 - Assignment of benefits (select from drop down box)
 - *Release of information* (select from drop down box)
 - Treatment Authorization code (same as prior authorization number)
 - *Principal diagnosis* (primary diagnosis related to therapy)
 - Admit diagnosis (diagnosis related to therapy)
 - Attending Physician NPI (Physician who wrote therapy order)
 - Supporting Information (No supporting information is needed when filing an initial claim)



Completed Claim example from Molina Provider Portal for UB04 Facility Claim

Member Tab

U8-04 Facility Claim
Member Provider Summary Next Save as Template Back To Claim Detail Cancel (Fields marked with * are required fields) Help FAQ Fields Fields Help FAQ
What would you like to do? @ Create Claim @ Correct Claim @ Void Claim
Eligibility Check Enter the Insured's ID or Last Name, First Name, Date of Birth and also Statement Date(s) Insured's ID:- Insured's ID:- OR Last Name: Advanced Search OR Last Name: First Name: First Name: Date of Birth: 09/19/1954 (mm/dd/yyyy) Statement From Date:- 03/01/2015 (mm/dd/yyyy)
Insured's Information Information Self Populates after Eligibility Check Last Name: Last name Insured's ID: Medicaid ID Address1: Address2: City: DALLAS Insured Group Number: VHC TX Employer Name: HHSC OFFICE OF GENER
Patient Information NOTE: If Patient is the Insured, Patient Information will be automatically populated Patient Relationship to Insured:* 18-Self
Other Insurance Is there another Health Benefit Plan: C Yes C No
Type of Bill* 223 Q
Patient Conditions Patient Condition related to: Employment C Yes C No Auto Accident C Yes C No Other Accident C Yes C No
Admission Date: • 01/06/2015 11 (mm/dd/yyy) Admission Type: • Emergency Admission Source: • 1 Q Admission Hour: • 12 (0 - 23) Discharge Hour: 0 (0 - 23) Status: • 30 Q
Condition Code: Co
Value Code: " C Amount(\$): Add Another Value Code

Select *Next* when *Member* tab is completed – will move to *Provider* tab



Provider Tab

	Member Provider Summ	ary	Previous Next	Save as Template	Back To Claim Detail Cancel
				(Fields mark	ced with * are required fields) Help FA(
	Billing Provider Information Billing Provider:	Facility Name will self populate]		
	Last Name Facily Address1 City	First Name Middle Initial	TIN Tax D Phone Number	NPI NPI Fax Number	Provider ID QMP000004716205
	Facility City	TX	800-555-5555		
	Claim Information Type of Bill Patient Control Number 223 1234566	Medical Record Number Document Control	Number		
	(Remove) Revenue Code De 1 0421 Q Physical Therapy -	HCPCS/HIPPS Rate scription: Codes/HCPCS NDC: : Modifiers: NDC: ! Visit Cl 97039u1ua	Service Date: • 03/01/2015 🛐 (mm/dd/yyyy	Service Units: • /) 3	Total Charges: Non-Covered Charges:
	Assignment of Benefits • Y-Yes	▼ Release	e Of Information • A-Appropr	iate Release of Informatior	n on File at Health 💌
	Treatment Authorization Code 12277444	Add Another Authorization Code			
	Diagnosis Code(s) (DX) and POA Indicators	Principal DX POA 728.87 - Q Y I Q Add Another Diagnosis Code			
	Admit Diagnosis • Patient Reason F 728.87	For Visit Code			
	Prospective Payment System Code (PPS Code)				
	External Cause of Injury (ECI) Code and POA I	indicators CI Q POA Select V OA Add Another EC	CI code		
	Principal Procedure Date Principal Pr (mm/dd/yyyy)	ocedure Code			
	Physician Information				
	Attending Physician*				

NPI- 1114989910	First Name DEEPAK	Last Name • PATEL	Secondary Qualifier Select	Physician ID	Add Another Physician
Supporting Information Type of Attachment : File :	Select	DDF_TIF_IDC_DND_and_CIF_L	Browse	Jpload	
	Supported file formats are Max size of each uploaded	PDF, TIF, JPG, BMP and GIF, U file should not exceed 5MB. T	Ipload 1 file at a time. Fotal Size of all Attachment	s should not exceed 20 MB.	
Remarks Clinical Notes or Comments: 256	character Max				
					256 characters remaining.

Select Next when Provider tab is completed – will move to Summary tab



Summary Tab

The summary tab allows viewing and editing of all fields of the claim.

4	8-04 Facility Claim		
1	Member	Provider	Summary
E	spand All		

> Expand All opens up the claim for review and editing

Once the claim is complete, you will have the option to

- Save For Later
- > Submit
- Save for Batch
- > Cancel

Once submitted, an email notification will be sent acknowledging the claim with a claim number.

> The claim will not be immediately viewable within the Molina Provider Portal

If additional assistance is needed with filing a Nursing Facility Add-On Therapy Service claim, please contact:

- > Your assigned Nursing Facility Provider Services Representative (NF PSR) via phone or email
- Or contact <u>NFProviderServices@Molinahealthcare.com</u>