

# Molina Update

Medicaid Provider Town Hall

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7/27/23

# Provider Services Wants to Meet You!

## ➤ Get to Know Your Rep

<b>Provider Services General Box</b>	<a href="mailto:IAProviderRelations@MolinaHealthcare.com">IAProviderRelations@MolinaHealthcare.com</a>
<b>Download Iowa's Provider Services Rep Map</b>	<a href="#">Molina PSR Map by County</a>
<b>Provider Services Contact Center</b>	Phone: (844) 236-1464 Hours: 7:30 am – 6:00 pm, Mon – Fri

## ➤ Town Halls: Monday/Wednesday/Friday from 12-1PM

- Live Q&A Sessions
  - Monday's feature Molina's LTSS team
  - Wednesday's feature Molina's Behavioral Health team
  - Friday's feature Availity specialists
- Click here to join the Webex meeting: [Molina IA Town Hall](#)

## ➤ Coming soon!

- On the road with our MCO partners and HHS for Annual Provider Trainings

# Claims and EFT Update

## ➤ Claims and Billing Updates

### Adjudication Information

- Extensive review of claims before finalizing
- Moving from one to two payment cycles per week (Wednesday/Friday) with eventual move to daily

### Top Rejection Issues

- Taxonomy in Box 33b
- Nine Digit Zip code (no hyphen)

### Important Reminders

- Ambulatory Surgical Centers (ASC) need to bill on a valid claim form (HCFA 1500)
- FQHC's and RHC's
  - Claims **should not include** rendering practitioner NPI when submitting for encounters
  - Missing encounter code T1015 on encounter claim submissions
- Individual CDAC providers should have received payment and if not, contact the member's case manager or Call our Provider Services Contact Center: (844) 236-1464

## ➤ ERA/EFT Updates



### Important Reminders

- Ensure you are signing up for the **FREE** ERA/EFT service; there is **NO CHARGE** for EFT with Molina
- To register with Change Healthcare/ECHO Health, go to [ECHO Enrollment](#)
- Questions? Call ECHO Health at [\(888\) 834-3511](tel:8888343511) or email [edi@echohealthinc.com](mailto:edi@echohealthinc.com)

# Molina's Continuity of Care Reminders

## ➤ Exceptions to the 90-Day PA Waiver

- Molina will honor all authorizations and plans of care approved by Amerigroup or Iowa Total Care for 90 days (through 9/30/23)
- Molina is waiving many authorizations for the first 90 days (exceptions - see the table)
- FAQ on 90-day PA waiver policy:

[90 Day PA FAQ](#)

## ➤ Molina is extending payments at 100% Medicaid for out of network providers through September 30

## ➤ **Update:** for the first 90 days, Molina is waiving Prior Auth on **PT/OT/ST** (new services)

**\*FAQ Table\***

Exceptions to 90-day Prior Authorization (PA) Waiver for New Services after 7/1/23	
Service	Requirement
Inpatient Hospital (includes Psych Inpatient, HHS Mental Health Institutes)	PA Required
PMIC	PA Required
<b>Skilled</b> Nursing Facility (does not include custodial care stays)	PA Required
ICF-ID including the State Resource Centers	PA Required
CAR T Transplants Gene Therapy Mepsevii	PA Required PA Required PA Required PA Required
Home Health	<b>If Not part of</b> a HCBS Person-Centered Service Plan, PA Required <b>If Part of</b> a HCBS Person-Centered Service Plan, must be included in the Service Plan. Work with member's Case manager to incorporate into the Service Plan
Durable Medical Equipment (DME)	For items with a combined total estimated payment of \$1500 or more - PA Required
HCBS Waiver and Habilitation	Authorization Required through Person-Centered Service Plan. Work with member's Case manager to incorporate into the Service Plan.
Neuropsychological or Psychological test	PA Required
Pharmacy: Exceptions for 90-days Prior Authorization (PA) Waiver for New Services after 7/1/23	
Pharmacy	PA Required after 7/01/23

# Availity Update

## ➤ Availity Troubleshooting

### Remittance Viewer

- To view remittances, please authenticate your organization
- How-To Webinar available in the remittance viewer

### Availity Access

- Be sure to check in with your organization's Availity admin to manage your access

### Get logged in to our Portal:

- Availity Essentials: [Molina Provider Portal](#)
- Provider can inquire via 'Secure Claims Messaging' or 'Claims Inquiry Tool'
- For further assistance, call Availity Help Desk:  
1-800-282-4548 / 8 AM – 8 PM ET / Monday - Friday



# Provider Escalation Steps

➤ **Do you have a question? We can help!**

## 1 **Call Provider Services Contact Center**

Phone: (844) 236-1464

Hours: 7:30 am – 6:00 pm, Mon – Fri

## 2 **Contact Availity**

Availity Essentials: [Molina Provider Portal](#)

Provider can inquire via **Secure Claims Messaging** or **Claims Inquiry Tool**

## 3 **Reach out to your Provider Services Representative**

Providers can contact the provider services general box: [IAProviderRelations@molinahealthcare.com](mailto:IAProviderRelations@molinahealthcare.com)

## 4 **Contact Health Plan Leadership Directly**

Rondine Anderson – Director, Provider Services: [Rondine.Anderson@molinahealthcare.com](mailto:Rondine.Anderson@molinahealthcare.com)

Angela Schmidt – Manager, Provider Services: [Angela.Schmidt@molinahealthcare.com](mailto:Angela.Schmidt@molinahealthcare.com)