

Molina Update

Medicaid Member Town Hall

7/27/23



Molina Supporting Members

➤ Member Call Center Updates

- Call centers have answered over **11,000 calls** with exceptional response times
- Molina continues to do outreach to members, including
 - Introductory calls to LTSS Members and Members in Case Management
 - Welcome calls continue to all Members ongoing
 - Reminder outreach regarding a Member's Medicaid redetermination

Member Services Hours
(844) 236-0894
(TTY: 711)

Hours
Monday-Friday
7:30 am- 6 pm CST

Sign-up for the Member Portal today!



Download the
My Molina App



Visit [MyMolina.Com](https://www.mymolina.com)

Molina Clinical Operations

➤ Clinical Updates

- Prior authorization turnaround times are on track
- Case Managers are active and engaging Members
- Members are submitting Member Health Risk Screenings
- LTSS case managers have been assigned to members and are currently performing outreach activities

Molina will honor all authorizations and plans of care approved by Amerigroup or Iowa Total Care for 90 days



Contact Case Management

Email: IA_CM@molinahealthcare.com

This email is monitored continuously throughout the day with rapid response for questions, and response to referrals for case management

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Molina Processing Provider Claims

➤ Claims Updates

- Claims are coming in and being processed and paid
- Molina is performing extensive quality assurance review of claims processing to assure accuracy
- All individual CDAC providers should have received at least one payment
 - If not, provider is encouraged to contact the member's case manager or call our Provider Services Contact Center: (844) 236-1464

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Member Escalation Steps

Do you have a question? We can help!

1 Contact Molina Healthcare of Iowa Member Services

Phone: (844) 236-0894

Hours: 7:30 am – 6:00 pm, Monday through Friday

Website: <https://molinahealthcare.com/ia>

Member Portal: MyMolina.com or My Molina App

Nurse Advice Line 24/7: (844) 236-2096

2 Member Advocates

We have member advocates to help you navigate issues related to your healthcare.

Email: IowaMemberServices@molinahealthcare.com

3 Contact Health Plan Leadership Directly

Email Jeremy Morgan: Jeremy.Morgan@molinahealthcare.com

Email Nafissa Egbuonye: Nafissa.Egbuonye@molinahealthcare.com