

Molina Update

Medicaid Member Town Hall

7/13/23

Molina Implementation - First 13 days

Supporting Members

- Call centers are exceeding requirements for answering calls
- Members are receiving their medications
- Over 4337 members have signed up for member portal
 - half of PCP changes are through the portal
- Welcome calls to all members have begun
- 709 Health Risk Screenings have already been completed for members
- Member ID cards and welcome kits arrived by end of June
- Redetermination outreach has begun to members

Supporting Clinical Operations

- Prior authorization turnaround times are on track
 - New instructions issued on Prior Authorizations for providers
- Case Managers are active and engaging with members
 - 2,745 case manager encounters with members completed
 - LTSS case managers are assigned to members and outreaching

Processing Provider Claims

- Claims are coming in and being processed
- Molina is performing 100% quality assurance review of claims processing to assure accuracy
- CDAC claims are coming in and being processed

Member Services Hours

(844) 236-0894

(TTY: 711)

Hours

Monday-Friday

7:30 am- 6 pm CST

Molina Implementation - First 13 days

Supporting Providers

- Molina conducted over 23 training sessions and 14 open office hours prior to go-live
- Started provider office hours 3 times per week, 170 providers attended the first two Sessions this week
- Frequent contact with provider associations
- Issuing communication 'blasts' real time

Issue Resolution

- We are identifying issues as they come up, engaging the proper team, immediately researching, developing solutions, communicating

State and Molina oversight and troubleshooting

- Daily reporting of statistics to HHS and daily calls with HHS team
 - HHS team onsite first week
- Molina daily leadership calls with all operations areas for issue tracking and resolution and performance monitoring

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Reminder of Molina's Continuity of Care

NEW FAQ

- HHS led warm handoff where all three MCOs shared information and collaborated to assure smooth transition
- **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)**
 - NEW FAQ on 90-day PA waiver policy coming soon

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
Skilled 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	If Not part of a HCBS Person-Centered Service Plan, PA Required If Part of 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

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