

Molina Update

Medicaid Provider Town Hall
Medicaid Member Town Hall

6/22/23

Molina is Ready to Serve Members



Molina Staffing

Hiring for Molina Healthcare of Iowa began last summer, and training is on track.



96% of positions filled



Complex Care Team

Molina's integrated case management prioritizes long term services and supports (LTSS) with a dedicated complex care team.



Member Outreach and Communications

Key communications to members are underway

- Welcome Postcards
- ID Cards/Welcome Kits
- Email and Text Campaigns
- Social Media Posts
- Welcome Calls

Call Centers opened June 1 and will be open extended hours the first two weekends of July to ensure member support and continuity of care.



Supporting a Smooth Transition

HHS led "Warm Handoff" MCO partnership: MCOs have exchanged information to ensure an individualized and personal member transition with a focus on continuation of services and supports and risk mitigation.

Molina will honor all previously approved prior authorizations and save them on the provider portal for providers to view.

Molina will waive authorizations for most newly requested services for the first 3 months.

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

July 1st and 2nd 8am-4pm CST;

July 8th and 9th 8am-4pm CST

Regular Hours Monday-Friday 7:30 am- 6 pm CST, Closed July 4th

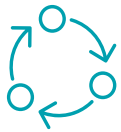
Molina is Ready to Pay and Work with Providers



Provider Network

Molina is committed to having a comprehensive and robust network to address challenges and serve Iowans where they are.

- Molina will have daily check runs
- Molina will pay all non-contracted providers 100% of Medicaid rates for at least first 30 days



Configuration

Molina has configured and tested all systems to the unique requirements of Iowa's benefits, rates, and other specifications for payment accuracy.



Claims Testing

Molina initiated provider testing with provider groups in February and received dynamic and comprehensive scenarios for processing.

- Every claim was reviewed in detail for accurate processing
- Findings led to Molina configuration updates and provider billing outreach and education



Provider Outreach

Molina has held "Office Hours," Q&A sessions, and **19** Provider Orientations with **2600+** providers since February.

- Prioritizing continual outreach to provider groups and associations



Paying Claims Timely and Accurately

Starting July 1, Molina will perform daily claims monitoring including:

- Manual review of all claim submissions to ensure accurate processing and payments
- Quick identification of issues
- Proactive outreach

After reviewing the claims for accuracy, Molina releases the payment timely.

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 their provider services representative

at: IAProviderRelations@molinahealthcare.com

Or call rep (see next slide).

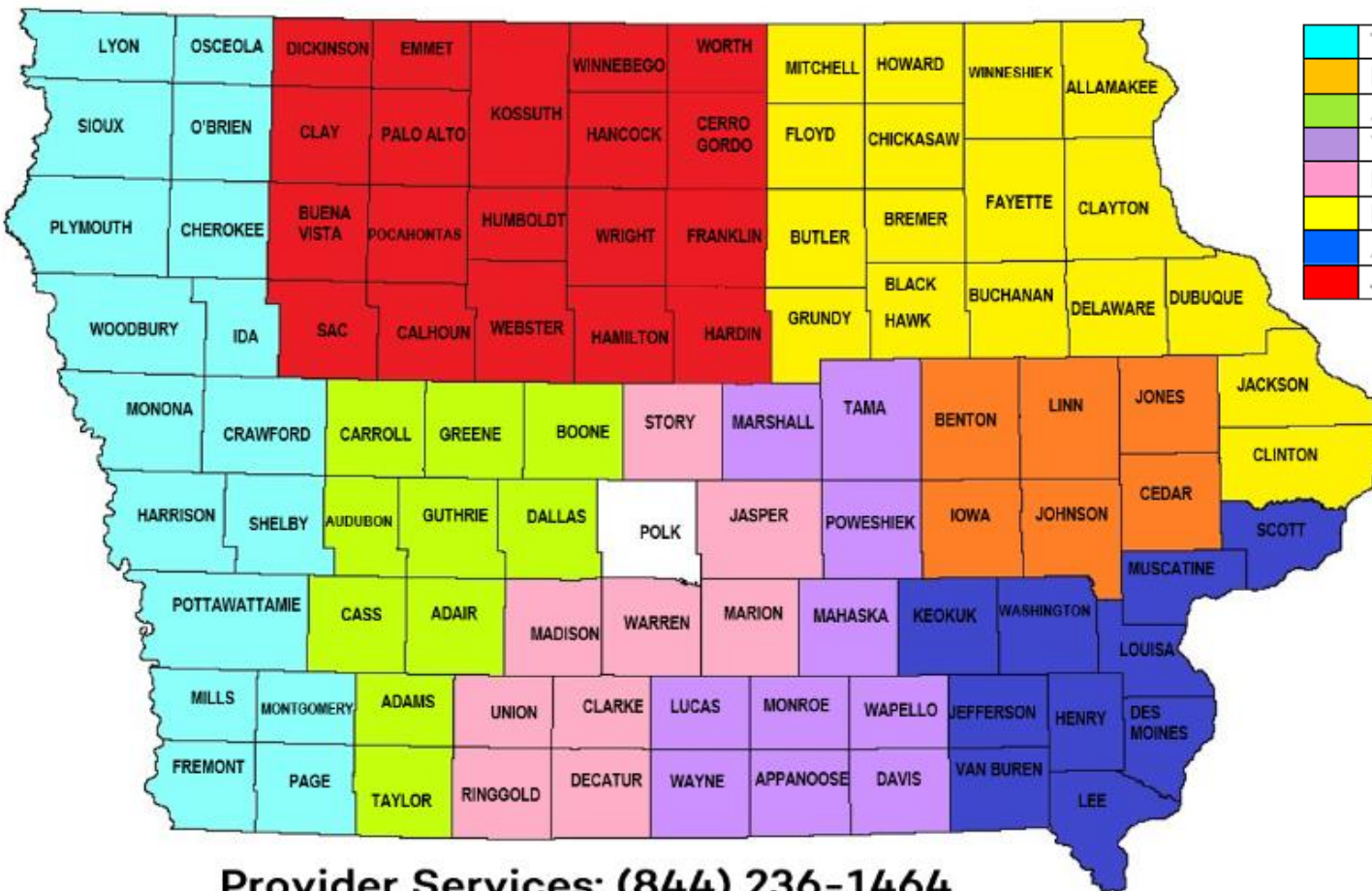
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Contact Health Plan Leadership Directly

Email Rondine Anderson: rondine.anderson@molinahealthcare.com

Email Angela Schmidt: Angela.Schmidt@molinahealthcare.com

Provider Services Map



Provider Services: (844) 236-1464

Additional Contacts:

Provider Services general box – IAProviderRelations@molinahealthcare.com

Rondine Anderson – Director, Provider Services: rondine.anderson@molinahealthcare.com

Angie Schmidt – Manager, Provider Services: angela.schmidt@molinahealthcare.com

Tiffany Verhey – Specialist, Health Plan Communications: tiffany.verhey@molinahealthcare.com

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

Electronic Visit Verification (EVV)

Molina Healthcare and our partner CareBridge are excited to work with providers starting July 1st!

Molina and CareBridge have been working to ensure that provider, member, and authorization data is available in our EVV solution.



EVV training and additional resources are available for providers, caregivers, and members. CareBridge EVV resource library:

<https://carebridgehealth.zendesk.com/hc/en-us/categories/360004330014-iowa>

EVV training:

<https://www.carebridgehealth.com/trainingiaevv>



The CareBridge Support Center will be extending hours to be available over the go live weekend (July 1 & July 2).

Please reach out to Molina Healthcare with questions or issues.

Or you can contact CareBridge here: iaevv@carebridgehealth.com