



## ***Talking Points for Provider Service and Provider Engagement Teams***

### **BACKGROUND INFORMATION:**

PsychHub is an online platform for digital mental health education. Molina members and providers are able to access PsychHub's free micro-video library hosts more than 180 consumer-facing, animated videos focused on improving mental health literacy and reducing stigma about seeking care. Currently the videos have subtitles available in English, French, Portuguese, and Spanish.

- Direct link for members/providers/stakeholders:
  - Website: <https://psychhub.com/videos>
  - YouTube: [https://www.youtube.com/channel/UC\\_zQoiPtBDvsThGroagm3ww?view\\_as=subscriber](https://www.youtube.com/channel/UC_zQoiPtBDvsThGroagm3ww?view_as=subscriber)

### **What is PsychHub?**

PsychHub is an online platform for digital mental health education. Molina members and providers are able to access PsychHub's free micro-video library hosts more than 180 consumer-facing, animated videos focused on improving mental health literacy and reducing stigma about seeking care.

### **What type of Providers can use PsychHub?**

Mental Health Providers, Medical Providers, Addiction Counselors, Healthcare Staff, Case Managers, Crisis Responders, Peer Workers, Paraprofessionals, Healthcare Staff, Employers, Gatekeepers, First Responders, Teachers, and Attorneys

### **What is the benefit for Providers (Non Behavioral Health)?**

Providers will be able to access free content and videos as well as access to behavioral health focused learning hubs. There is also a 'Mental Health Ally' certification option non- BH providers.

### **What is the benefit for BH Providers?**

Some course also have Continuing Education Credits available for Clinical Psychologist, Clinical Social Workers, and Licensed Professional Counselors. With the successful completion of courses, you'll unlock industry-recognized certificates delivered electronically.

### **How can providers get access?**

Providers can sign-up for PsychHub for FREE, without an access code. If a provider wants to enroll in one of the online courses on the PsychHub Learning Hub,



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they can enter the MOLINA defined coupon code instead of paying the fee for the course.

Why can't I just give out the code to anyone who asks?

Molina purchased a limited number of provider accesses. We want to provide access to interested in-network providers who would most benefit from utilizing the learning platform.

How will we know if a Non PAR Provider uses the coupon code?

PsychHub will send MHI BH a monthly report of users. The list of users by state will be sent to the respective Health Plan provider services team. If the health plan determines that the provider is Non-PAR and was not provided the information by the health plan, then MHI BH will request the person's access be revoked by PsychHub.

- If there is a NON PAR provider using the Molina Code, inform MHI BH immediately via email to [MHIBehavioralHealthOperationsteam@MolinaHealthCare.Com](mailto:MHIBehavioralHealthOperationsteam@MolinaHealthCare.Com)

### Process for Provider Access (For individual providers)

1. The Provider contacts Health Plan Provider Service/Engagement team
2. HP Provider Service/Engagement team verifies that the provider is PAR (In Network)
3. HP Provider Service/Engagement gives code to Provider and Provider Learning Hub User Guide (code is also within the user guide).
  - a. CODE is sGDcuXXmQXZEGsu
4. When enrolling in a course, a Provider uses the code in the 'coupon code' area.

### QUICK POINTS

- Limited to In-Network – PAR Providers
- Direct link for Providers to the Learning Hub - <https://lms.psychhub.com/>
- The Molina Access Code will have a PROVIDER designation
- Providers must use the code enrolling into the PsychHub Course
- MHI BH will receive a monthly report from PsychHub for the enterprise
- MHI BH will filter the report by health plan and provide a list to the Provider Services/Engagement Team for reference.

REFERENCE: User Guide for Providers