March is Colorectal Cancer Awareness Month

Colorectal Cancer is the third most diagnosed cancer and the second leading cause of cancer death in both men and women combined in the United States.

The American Cancer Society recommends:

- Screening for Colorectal Cancer
- Changing lifestyle habits of diet, weight, and exercise may help lower risk

Encourage patients resistant to a colonoscopy to have stool testing that can be completed at home, which offers fewer dietary restrictions (i.e. FOBT and FIT DNA)

Molina Portal Information

On March 1, 2022, the Molina Legacy Provider Portal will no longer accept new user registrations. Providers should register with Availity at availity.com   Once registered with Availity, providers will have access to the Availity Portal training by following these steps:

1. Log in to Availity Portal
2. Select Help & Training > Get Trained
3. In the Availity Learning Center (ALC) that opens in a new browser tab, search the catalog and enroll for this title: Availity Overview for Molina Providers - Recorded Webinar

To view the Availity new user guide, visit: https://www.availity.com/documents/Welcome_New_User.pdf
To learn how Molina is working with Availity: www.availity.com/molinahealthcare

Claims Dispute Helpful Information

Molina strives for timely and accurate claims payment, applying state and national coding standards and requirements.

Here are some tips to dispute a claim and receive a prompt response:

- File your dispute within 90 days of remittance advice date.
   -Molina will respond within 45 days for Medicaid/Marketplace and 60 days for Medicare.
- Please verify your pay to address (billing address from W9).
- Utilize the Provider Portal (Availity) whenever possible

   (For a complete list- please review the Claims Dispute Helpful Information attachment)

Supplemental Data HEDIS 2021

The deadline to submit claims and EMR/Registry data exchange is March 31, 2022 to count towards the 2021 HEDIS measurement year. The deadline to submit medical records ended January 15, 2022.

Molina Medicare and Marketplace are expanding in 2022

Molina Medicare is expanding into 8 Michigan counties in 2022. These counties include Benzie, Montmorency, Oscoda, Ogemaw, Iosco, St. Clair, Hillsdale and Lenawee. *Molina Marketplace* is expanding into 7 counties in 2022. These counties include Mason, Osceola, Newago, Mecosta, Montcalm, Ottawa and Barry.

Face to Face Interpreter Requests Form

Molina has an updated form to be used for any face-to-face sign language interpreter requests. The updated form can be found under frequently used forms on our website or at https://www.molinahealthcare.com/-/media/Files/MI-Interpreter-Request-Form-2022---508.pdf
If you have question or concerns, please contact your Provider Network Manager.

CAHPS Consumer Assessment of Healthcare Providers and Systems

A sample of members from all lines of business will receive surveys and reminders from February to June. The survey asks members how they feel about their doctor, their overall health, and their health plan. Please encourage patients to complete the survey. Flier is attached.

MDHHS, We Treat HEP C

The Michigan Department of Health and Human Services (MDHHS) has launched a public health campaign called We Treat Hep C aimed at eliminating Hepatitis C Virus (HCV) in Michigan. The initiative involves increasing the number of people who are tested for HCV. All adults ages 18 and older should be screened for HCV at least once in a lifetime, except in settings where the prevalence of HCV infection (HCV RNC-positivity) is less than 0.1%. Information/FAQ about HCV HEP C Provider talking points are attached.

Thank you for all you do for our patients and partnering with Molina Healthcare of Michigan!