

RE: Details of Molina Guided Care rebranding**March 29, 2023****Dear Valued Provider:**

Molina Healthcare wants to inform you about **Molina Guided Care**, our new rebranded name for palliative care services. Guided Care still follows the same procedure for referral as palliative care.

Guided Care is not hospice care. It is intended to provide an improved quality of life by reducing pain, stress, and confusion. Members who begin Guided Care can expect reduced hospitalizations, fewer unnecessary or unwanted treatments, and support for both the member and their family.

More information about Guided Care can be found at MolinaGuidedCare.com, set to launch late March. Providers are encouraged to direct members to this website, where they will find a video, important documents, and other information about this program. MolinaCaregiving.com can also provide more information to members about non-professional caregiving from a family member or friend.

Authorization Requirements

Guided Care is not a specific benefit under most health plans but can still be covered under Medicare and Dual options. Guided Care requires prior authorization under most circumstances. To trigger a consult with our Guided Care program, a patient will need to be reported with ICD-10 code Z51.5 "Encounter for palliative care" along with the diagnosis codes for their chronic condition.

Examples of the most appropriate candidates for Guided Care are patients diagnosed with a chronic condition such as:

- Cancer
- Liver disease
- Congestive heart failure (CHF)
- Chronic obstructive pulmonary disease (COPD)
- A combination of serious conditions such as diabetes or stroke

From there, our team of nurse practitioners and case managers will identify what kind of care is needed for each individual case.

Provider Action Needed:

Providers be advised that palliative care is known as Molina Guided Care. Providers may direct members to MolinaGuidedCare.com for more information.

Sincerely,
Molina Healthcare of Arizona