

# Provider Services

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March 2024

# Reminder: New Universal Provider Enrollment Forms

Passport by Molina Healthcare began implementing two new Universal Provider Enrollment forms – [Request to Add a New Provider Form](#) and [Facility/HealthCare Delivery Organizations \(HDO\)/Long Term Special Services \(LTSS\) Credentialing Application](#) – as of 11/1/2023 for all lines of business.

- As of January 1, 2024, Passport will only accept the Request to Add a New Provider form or the Facility/HealthCare Delivery Organizations (HDO)/Long Term Special Services (LTSS) Credentialing Application for new provider enrollments.
- For changes to existing network providers or termination requests, please utilize the updated [Provider Information Update Form](#) or the downloadable [Group Roster Template](#).
- All forms are available on our website, [www.passporthealthplan.com](http://www.passporthealthplan.com). Completed forms may continue to be submitted to [Contracting@passporthealthplan.com](mailto:Contracting@passporthealthplan.com).

## Provider Action Needed:

- Please ensure your office staff is aware of this change and has begun using the new Universal Enrollment forms and the updated Provider Information Change Form effective January 1, 2024.

# Reminder: Behavioral Health – Targeted Case Management (TCM)

Targeted Case Management (T2023) is a Medicaid covered service for certain behavioral health conditions.

To be reimbursed please be sure to include the correct modifier and relevant diagnoses for the type of case management being provided including both the behavioral health and medical diagnoses if providing TCM for members with a chronic or complex physical health issue.

Each TCM service has two regulations, both are essential to understand to deliver TCM appropriately.

- One focused on coverage provision
- One focused on reimbursement provisions.

This link (<https://apps.legislature.ky.gov/law/kar/titles/907/015/>) connects to all the regulations for each type of TCM.

Populations eligible for TCM:

- Substance Use Disorder (HF modifier required when billing)
- Mental Health or Substance Use Disorder and a Chronic or Complex Physical Health Issue (TG modifier required when billing)
- Severe Mental Illness (UA modifier required when billing)
- Severe Emotional Disability (HE modifier required when billing)

# Reminder: New Provider Orientation

- Our Provider Services team conducts provider orientation trainings to all newly contracted providers within 30 days of being active within the Passport network.
- We also offer annual reinforcement trainings. Training modules can be delivered through a variety of methods which include:
  - Provider written communications and resource materials
  - On-site training
  - Online training modules
- 2024 provider orientation document online [here](#).



# Reminder: 2024 Performance Improvement Plan – Pediatric Oral Health

- PIP started 1/1/2024 and runs through 12/31/2025
- Overall goals of the PIP is to improve:
  - OED: Oral Evaluation, Dental Services (replaced ADV)
  - TFC: Topical Fluoride for Children
  - Access to Sealant Receipt on Permanent First Molars, school-aged children

## OED Measure Description:

- The percentage of members under 21 years of age who received a comprehensive or periodic oral evaluation with a dental provider during the measurement year

[OED HEDIS Tip Sheet](#)

## TFC Measure Description

- The percentage of members 1 - 4 years of age who received at least two fluoride varnish applications, on different dates of service, during the measurement year.

[TFC HEDIS Tip Sheet](#)

# 2024 Performance Improvement Plan – Pediatric Oral Health Continued

## Fluoride Varnish Training for Health-Care Professionals

- Approved self-administered web-based trainings <http://www.smilesforlifeoralhealth.org>
  - Caries Risk Assessment, Fluoride Varnish, and Counseling (Course 6)
  - Child Oral Health (Course 2)
- Who can participate?
  - Primary Care Physicians
  - Pediatricians
  - Physician Assistants
  - Nurse Practitioners
  - Nurses
- Fluoride varnish takes 2 minutes to apply, it does not require dental cleaning prior to application and does not require special dental equipment.
- Provider reimbursement for TFC: CPT 99188. Reimbursement rate is \$18.75 per fluoride varnish application.



# 2024 Performance Improvement Plan – Pediatric Oral Health Continued

## DentaQuest Find a Dentist Tool

- Easy to use tool to assist members in finding a dental provider in their area.
- [www.Dentaquest.com](http://www.Dentaquest.com)
- Members are assigned a dental home but have the option of changing providers if they would like.



# 2024 Model of Care Training for Medicare Providers Now Available

Passport along with the Centers for Medicare and Medicaid Services require all medical providers contracted with Passport Advantage (DSNP) and Passport Medicare Choice (MAPD) complete the annual Model of Care training. We offer both virtual and in person trainings.

- Virtual Training
  - Training is available on our website or by accessing the below quick links. Please be sure to complete the attestation at the end of the training to ensure your office receives credit.
    - [Model of Care Provider Training Quick Reference Guide](#)
    - [Model of Care Provider Training](#)
    - [Model of Care Attestation](#)
- In Person Training
  - You may request an in-person or virtual Model of Care training for your office by contacting your Provider Services Representative.
- Completed Attestation(s) can be submitted via email to [PassportAdvantage.AnnualTraining@molinahealthcare.com](mailto:PassportAdvantage.AnnualTraining@molinahealthcare.com) or faxed to (502) 585-6060.



# Availity Essentials

## Check your email box!

Join us to complete Availity Experience Survey and chance to Win a Gift Card!

- We would like for you to participate in a quick survey so we can better support and help to optimize efficiency for your provider practice.
- Complete Survey by **March 8, 2024** and you will be added to our drawing for Gift Card!
- Please click on the link to access Survey Monkey to begin:

<https://molinahealthcare.surveymonkey.com/r/BT2RFHM>



# Community Engagement – March 2024

Passport by Molina Healthcare

## Mental Health Mondays

Topic: Let's Talk About Sleep

**Monday, March 4, 2024**

**12:00 p.m. EST**

**11:00 a.m. CST**



Featuring:

Megan Orton, M.A.

Micah Lewis, MA

Macy Browning, MA

Cassandra Lewandowski, MA

Scan the QR or visit <https://bit.ly/48aG4k8> to register. After registering, you will receive an email with directions on joining the meeting.

Sleep is vital for cognitive performance, and emotional well-being. Poor sleep can cause memory issues, concentration issues, and low mood. However, there are ways to improve sleep! We will discuss the importance of sleep to mental health and offer tips on improving sleep.



Molina KY 1845\_APP 5/22/2023\_WZ 15633



### American Cancer Society Power of Prevention Series

#### Colon Cancer

Colon cancer incidence and mortality in Kentucky is significantly higher than the overall nation, and remains one of the most commonly diagnosed cancers in the state. Join us to discuss ways to reduce risk and help prevent colon cancer.

Featuring:

**Ellen Schroeder**

American Cancer Society  
Associate Director,  
State Partnerships

**Date:**

Tuesday, March 5, 2024

**Time:**

11 a.m. to 12 p.m. CT

12 to 1 p.m. ET



**Register in advance for this meeting.**

After registering, you will receive a confirmation email containing information about joining the meeting.

WZ 15441



# Community Engagement OSHC Events – March 2024

OSHC Location	Event / Date
<p><b>Bowling Green</b> 636 U.S. 31 W Bypass Bowling Green, KY 42101</p> <p>Phone: (270) 698-9368</p>	<p>Healthy Living with Diabetes (Diabetes Workshop) 3/7/24, 3/14/24, 3/21/24, 3/28/24</p> <p>3Wellness Wednesday 3/6/24, 3/13/24, 3/20/24, 3/27/24</p>
<p><b>Lexington</b> 127 W. Tiverton Way Lexington, KY 40503</p> <p>Phone: (859) 997-9336</p>	<p>Expungement Fair 3/25/24</p>
<p><b>Owensboro</b> 410 Southtown Blvd Owensboro, KY 42303</p> <p>Phone: (270) 698-9371</p>	<p>Health Fair (Partnering with Matthew 25 to provide health info and local resources to the community) 3/28/24</p>

# Monthly Member Benefit Highlight – Glucose Monitors for Members with Diabetes

## Traditional Glucose Monitors - 1/year

- Abbott Freestyle:
  - Freedom, InsulinX
  - Lite
  - Precision
- Lifescan Onetouch
  - Ultra2
  - Verio Flex
  - Verio Reflect
- Corresponding test strips- 200/month
- PA can be done for more frequency

## Continuous Monitors

- Dexcom6
  - Transmitter 1/90 days
  - Sensor 3/90 days
  - Receiver 1/year
- Freestyle Libre 3 sensor 2/28 days
- PA can be done for more frequency

\*\* The above limitations apply when these supplies are obtained via the Pharmacy benefit. Different limitations may apply for supplies available via Durable Medical Equipment suppliers. \*\*

# Monthly Member Benefit Highlight – Glucose Monitors for Members with Diabetes

## Insulin Pens - 200/month

- BD UF: Micro, Mini, Nano, Orig & Short
- BD: Autoschild Duo & Nano
- PA can be done for more frequency

## Insulin Syringes – No limits

- BD Veo
- BD Insulin UV
- Sure Comfort
- Easy Touch/Insulin
- Trueplus

## Insulin Pumps

- Omnipod: starter, G6 into, or dash intro 1/5 years
- V-GO: 20/30/40 Disposable 30/30 days
- PA can be done for more frequency



\*\* The above limitations apply when these supplies are obtained via the Pharmacy benefit. Different limitations may apply for supplies available via Durable Medical Equipment suppliers. \*\*

# Appendix - February eNews



**Provider Appeal and Grievance Process  
Reminder**



**Optum-Change Healthcare Outage**



**Optum-Change Healthcare Outage 2nd  
Notification**

*Stay up to date with what's happening at Passport by registering to receive eNews via email! Click here to [register](#).*

# Appendix - Payment Policies Online

Passport payment policies can be found on our website [here](#).

- [Breast Cancer Genetic Testing Tier 1 vs Tier 2](#)
- [Corrected Claim Reimbursement policy](#)
- [Critical Care Codes when Discharging Home](#)
- [DRG Clinical Validation](#)
- [Duplicate claim reimbursement policy](#)
- [Early Elective Delivery payment Policy](#)
- [Facility Emergency Department Evaluation and Management leveling](#)
- [High-Level E/M with Preventive Medicine Policy](#)
- [Hospital Routine Supplies Services Reimbursement](#)
- [Hydrolyzed Enteral Formula – Diagnosis](#)
- [In-Office Lab Policy](#)
- [Intensive Outpatient Therapy for Substance Use Disorders H0015](#)
- [Newborn and NICU](#)
- [Observation Reimbursement Policy](#)
- [Optum Pause and Pay](#)
- [Outpatient Definitive Presumptive Drug Testing Medicaid Medicare](#)
- [Self Help Peer Support Services H0038](#)
- [Split Night Sleep Study](#)
- [Sterilization](#)
- [Therapeutic Behavioral Health Services H2019 H2020](#)
- [Timely Filing Reimbursement Policy](#)
- [Treatment Plan Development Payment Policy](#)

## Appendix - Resources

Provider Contact Center

- (800) 578-0775

Contracting Inquiries

- [KY\\_Contract\\_Management@MolinaHealthCare.com](mailto:KY_Contract_Management@MolinaHealthCare.com)

Credentialing Inquiries

- [Contracting@passporthealthplan.com](mailto:Contracting@passporthealthplan.com)

Appeals and Grievances

- [MHK\\_Provider\\_GnA@passporthealthplan.com](mailto:MHK_Provider_GnA@passporthealthplan.com)

Dental Inquiries

- [KentuckyProviders@DentaQuest.com](mailto:KentuckyProviders@DentaQuest.com)

Vision Inquiries

- [www.marchvisioncare.com](http://www.marchvisioncare.com)

Pharmaceutical Inquiries

- <http://kyportal.medimpact.com>



# Appendix - Online Tools

[Provider Manual](#)

[Quick Reference Guide](#)

[Prior Authorization Look-up Tool](#)

[eNews](#)

[Provider Portal: Availity](#)

[Passport Advantage](#)

[Marketplace](#)

[KHIE](#)