

## IMPORTANT NOTICE FOR ALL NETWORK PROVIDERS UPDATED CONTACT INFORMATION – JANUARY 12, 2022

Thank you for being a valued part of our Senior Whole Health provider network. On January 1, 2021 Senior Whole Health was purchased by Molina Healthcare. As we complete the integration into the Molina organization please note the following **changes effective January 1, 2022:**

- **New Payer ID:** The Electronic Payer ID for Senior Whole Health Massachusetts will be changing to **SWHMA**.
- **New Website:** The website URL will be - [www.SWHMA.com](http://www.SWHMA.com).
- **Paper Claims:** The address for paper claims will change to:

Senior Whole Health  
P.O. Box 22640  
Long Beach, CA 90801
- **Claims Payment:** Instead of receiving a single claims check that includes Medicare and Medicaid payments for members of our DSNP beginning January 1, 2022 through the second quarter of 2022 you will receive a check for the Medicare covered payment and then shortly thereafter for the Medicaid covered payment. A note on the explanation of payment will remind you that the Medicare covered payment is not payment in full and that the Medicaid covered portion will follow. **We will return to a single payment in the second quarter of 2022.**
- **Billing:** We are moving to a new claims system as of January 1, 2022. If you have claims that cross over 2021 and 2022 you will need to split your claims submission. You will continue to submit to the same clearinghouse with the new payer ID (SWHMA).
  - **Example:** For a professional claim with DOS 12/25/21 through 1/5/22, the first claim will include DOS 12/25/21 –12/31/21 and the second claim will include DOS 1/1/22 – 1/5/2022. Please note inpatient facility claims should not be split.
- **Claims Rejections:** Professional providers will no longer receive a denial notice for most unclean claims submissions. Effective 1/1/2022, most unclean claims submitted for professional providers will now be rejected back to you instead of appearing as denials on a remittance. For example, a claim submitted to us with a member that is not our member will be rejected upon submission. This benefits you, the provider, in not having to wait for that claim to go through processing, payment, and delivery on a remittance before having

**Cont'd:** to submit it. Molina utilizes the standard claim status code sets for rejection responses, found [here](#).

- **New SWH Provider Portal (Avality Essentials):** The Senior Whole Health current provider portal is no longer be available. Senior Whole Health began utilizing Avality Essentials for the provider portal effective January 1, 2022. Please register for Avality Essentials by following the instructions found on [www.SWHMA.com](http://www.SWHMA.com).
- **Legacy Provider Portal:** The vendor will no longer be supporting the current provider portal you utilize as of 1/1/22. This means you will no longer be able to check claims status for claims with a date of service prior to 1/1/22, regardless of the date the claim was submitted. For new claim submissions, with a date of service after 1/1/22, you will utilize the new Avality portal. In order to check claims status for claims with a date of service prior to 1/1/22 please contact our Provider Service Center at 1-855-838-7999.
- **Prior Authorizations:** Historically, Senior Whole Health has managed the prior authorizations of requested services by service category. These categories were communicated to you, our provider partners, and it was requested that you submit prior authorization requests for services that fell within those categories prior to rendering services to our members. Starting on January 1, 2022, Senior Whole Health, now operating as part of Molina Healthcare, Inc., will administer the prior authorization process utilizing a specific prior authorization code list. To view the **PA Look Up Tool** please go to [www.SWHMA.com](http://www.SWHMA.com). Please be sure to check both the Medicare and Medicaid product lines when verifying if a Prior Authorization is required. Please keep in mind, as always, that a prior authorization is not a guarantee of payment.
- **Prior Authorization:** Prior Authorization fax numbers will change to:
  - Outpatient (MAPD Product Only): 844-251-1450
  - Outpatient: 844-251-1451
  - Inpatient: 844-834-2152

Thank you for your continued support for our shared members. Should you have any questions, please contact the Provider Service Center, at 1-855-838-7999, your Provider Relations Account Manager directly, or email our team at [SWHProviderRelations@molinahealthcare.com](mailto:SWHProviderRelations@molinahealthcare.com).

Sincerely,  
*Lauren Morton*

Lauren Morton, MPA, CCM  
AVP Provider Services, Senior Whole Health – Massachusetts