

Molina Healthcare of Michigan

Provider Bulletin

April 2024

A new provider network management tool is coming soon!

Molina Healthcare is adding new features for new and current providers to the new provider network management portal. Launching on April 29, all submissions to join the Molina network or to add, term and/or update requests will now be submitted through a new **provider network management portal**.

Benefits of the new portal include:

- Providers and practice managers will have their own designated login and password
- Updates, add-ons and all required credentialing documents can be done directly on the portal
- Council for Affordable Quality Healthcare (CAQH) ID providers will have pre-populated information, minimizing the time it takes to fill out credentials
- Delegated groups can upload rosters as needed
- Non-delegated groups can add providers one by one or via roster upload
- Ability to make demographic updates such as:
 - Change in office location, office hours, phone, fax or email
 - Addition or closure of office location
 - Addition or termination of a provider
 - Change in tax ID and/or NPI
 - Open or close your practice to new patients

Molina will hold online webinars to showcase the new portal every Tuesday and Thursday at noon ET starting April 9 to assist in the transition. Join a webinar at

MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx

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April 24-30 is National Infant Immunization Week

National Infant Immunization Week (NIIW) is a yearly observance highlighting the importance of protecting children 2 years and younger from vaccine-preventable diseases (VPDs). The Centers for Disease Control (CDC) and the American Academy of Pediatrics (AAP) recommend that children stay on track with their well-child appointments and routine vaccinations. On-time vaccination is critical to protect against potentially life-threatening diseases. Visit cdc.gov/vaccines/events/niiw/index.html.

Tips for claims uploaded in Availity

- Multiple files can be attached
- Total accumulated size of all files loaded cannot be greater than 128 MB
- File types allowed: PDF, TIF, JPG, BMP and GIF
- File name format allowed: All alphabetic (A-Z) and numerals (1-9). No special characters (“&”, “[]”, “;”, and “.”)
- Duplicate file names are not allowed

Register now for a 2024 provider orientation training session

Molina hosts a series of provider orientation sessions for all in-network providers. These sessions provide an overview of our resources and materials designed to support you and your patients – our members. These resources include provider services, the provider portal, health care services, billing and more.

You can register online at

MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx.

A confirmation email will be sent. Below is a list of upcoming sessions.

- April 25, 2024, from 9 a.m.-10:30 a.m.
- May 23, 2024, from 9 a.m.-10:30 a.m.
- June 27, 2024, from 9 a.m.-10:30 a.m.



Community health workers reimbursement update

Effective January 1, 2024, Michigan Medicaid has begun reimbursing community health workers (CHW) for services provided to Medicaid beneficiaries. CHWs seeking reimbursement for their professional services to Medicaid beneficiaries must be approved on the MI Medicaid CHW Registry and be actively enrolled in the Community Health Automated Medicaid Processing System (CHAMPS) as a Medicaid provider. View the full policy by visiting michigan.gov/mdhhs/doing-business/providers/providers/medicaid/policyforms/2023-medicaid-policy-bulletins and selecting bulletin “MMP 23-74.”

MDHHS has created a CHW Beginner Guide containing instructions to walk providers through obtaining a National Provider Identifier (NPI), applying to the MI Medicaid CHW Registry and enrolling into CHAMPS. The guide is located at michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/medicaid-providers/medicaid-provider-alerts/data/pages/professional. Additional CHW resources can be found at michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/medicaid-providers/medicaid-provider-alerts/data/all-alerts-and-updates.

MDHHS is in the process of creating a CHW provider-specific website to house CHW information, which will be shared at a later date.

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For questions related to CHW policy or the MI Medicaid CHW Registry process, contact msapolicy@michigan.gov. Providers with CHAMPS or provider enrollment application questions should contact provider support at **(800) 292-2550** or by email at providersupport@michigan.gov.

CHW reimbursement considerations and billing guidelines

CHW services are to be reported as follows:

- 98960 (education and training for patient self-management; individual patient)
- 98961 (education and training for patient self-management; 2-4 patients)
- 98962 (education and training for patient self-management; 5-8 patients)

These codes must be reported in 15-minute increments and be billed with the CG modifier to be considered for payment. One 15-minute increment equals one unit of service. The group size may not exceed eight beneficiaries.

Availity training opportunities

Molina's Provider Portal is now Availity Essentials. Once you are registered with Availity, you can go to [availity.com/essentials-portal-registration](https://www.availity.com/essentials-portal-registration). Log in and go to **Help & Training > Get Trained** to register for a webinar. The next claims training webinar is scheduled for **April 9**.

Prior authorization updates effective

April 1, 2024

Molina's Prior Authorization (PA) Guide and PA Code Matrix were updated on **April 1, 2024**. All Provider Authorization tools are available online at MolinaHealthcare.com/Providers/MI/Medicaid/Forms/fuf.aspx. Services that require prior authorization are easily searchable within the PA code.

Reaching out to Molina

Provider Services launched their new centralized mailboxes based on provider types, designed to make it easier for the health care community to contact their provider relations manager. Please send all communication to **MHMProviderServicesPhysician@MolinaHealthcare.com** for all physician network-related issues. Here is a list of all the designated email addresses based on provider types:

Provider type	Email address
Health systems and hospital networks	MHMProviderServicesHospital@MolinaHealthcare.com
Physicians, specialists, physician networks, advanced imaging/ radiology, ambulatory surgical centers, FQHC, non-behavioral health providers, anesthesiologists, hospitalists, doulas, urgent care	MHMProviderServicesPhysician@MolinaHealthcare.com
Ancillary skilled nursing, long-term acute care, hospice, assisted living facilities, home health agencies, laboratories, ancillary dialysis centers, durable medical equipment, hearing	MHMAncillaryServices@MolinaHealthcare.com
Long-term services and support (LTSS)	MHMLTSSContracting@MolinaHealthcare.com
Behavioral health providers, behavioral health hospitals and FQHC behavioral health providers	MHMBHProviderServices@MolinaHealthcare.com
General inquires	MHMProviderServicesMailbox@MolinaHealthcare.com

Provider changes and Provider Online Directory validations

Molina needs to keep our Provider network information current. Up-to-date provider information allows Molina to accurately generate provider directories, process claims and communicate with our network of providers. Providers must notify Molina Healthcare at least 30 days in advance – when possible – of changes and validate Provider Online Directory (POD) information quarterly, including:

- Accepting new patients
- Street address and/or phone number
- Office hours
- Provider updates

Additions and terminations can be listed on the **Provider Roster Template/Provider Addition Roster** spreadsheet and emailed to the email address listed at the top left on the spreadsheet, which can be found online at MolinaHealthcare.com/Providers/MI/Medicaid/Forms/fuf.aspx.

For correction and/or updates, the **Provider Change Form** can be found online at MolinaHealthcare.com/Providers/MI/Medicaid/Forms/fuf.aspx.

Claims and billing updates

Change Healthcare: Please see our website for important updates regarding Change Healthcare.

Claim disputes/appeals: Providers can submit a claims dispute or appeal through Availity with a Claim Dispute Form or a formal appeal when a claim is denied. Molina will research, track and trend, and report to resolve or reaffirm the denied claim.

Thank you for your commitment to Molina members!