



Provider Network and Provider Contact Center

Provider Cheat Sheet

Use this Cheat Sheet to assist your office with important information regarding Provider Contracting, Credentialing, Provider Services, and the Provider Contact Center. For complete guidelines, refer to our *MSCAN and CHIP Provider Manuals* available at: <https://www.molinahealthcare.com/providers/ms/medicaid/home.aspx>. Our websites are best viewed using Google Chrome as the browser.

Healthcare Professional Website

Molina Healthcare's website houses many provider resources. These resources include:

- Provider Forms
- Contracting and Credentialing Documents and Instructions
- Provider Manuals
- Provider Education and Training
- Claims Education
- Provider Reconsiderations and Appeals Instructions
- Prior Authorization Forms and Resources
- Pharmacy Education and Resources
- Provider Web Portal Links
- Contact Information
- COVID-19 Updates
- And Other Resources

<https://www.molinahealthcare.com/providers/ms/medicaid/home.aspx>

How to Join our Network

Thank you for your interest in joining Molina Healthcare of Mississippi's network of participating providers. Molina Healthcare of Mississippi currently provides coverage to MississippiCAN (Medicaid) and CHIP Members. Contracted providers are an essential part of delivering quality care to our members. We value our partnership and appreciate the family-like relationship that you pass on to our members.

The following steps are required to become a participating provider:

- To join Molina Healthcare of Mississippi's MississippiCAN (Medicaid) network, you must be enrolled as a Mississippi Medicaid provider and have an active Mississippi Medicaid ID number.
- Complete a Contract Request Form and submit it to: MHMSProviderContracting@MolinaHealthcare.com. The Contract Request Form is located at the following link: <https://www.molinahealthcare.com/providers/ms/medicaid/forms/fuf.aspx>

If your Contract Request Form is accepted, our Provider Contracting department will provide you with credentialing and contracting documents that must be completed. Documents you receive may differ depending on provider type, and may include:

- Provider Agreement;
- Provider Information Form;
- Ownership and Control Disclosure Form;
- W-9;
- Practitioner Application (if practitioner does not have an updated and attested CAQH profile); and/or
- Health Delivery Organization Credentialing Application

Upon receipt of completed documents, Provider Contracting will then begin the credentialing process.

Provider Contracting will work with Molina's Credentialing department to credential the facilities and/or practitioners included in your completed documents. The credentialing process may take up to 90 calendar days to complete. Once credentialing is completed, you will receive a notification from Molina's Credentialing department.

- The final step will be for Molina to countersign your Provider Agreement and provide you with a signed copy. Credentialed facilities and/or practitioners will also be loaded into Molina's claims payment system as in-network providers. The in-network effective date for each facility and/or practitioner will be the date of credentialing completion, which will be included in the notification that you will receive from Molina's Credentialing department (referenced above in Step 3 – Credential).

If you have any questions or concerns, email our Provider Contracting department at MHMSProviderContracting@molinahealthcare.com or call our Provider Contact Center at (844) 826-4335.

Participating providers and/or group that need to add a practitioner or update demographics may do so using the Provider Information Update Form located at the following link: <https://www.molinahealthcare.com/providers/ms/medicaid/forms/fuf.aspx>. Please email the completed form to: MHMSProviderContracting@MolinaHealthcare.com.

Delegation

- Molina MS has Providers who are delegated for Credentialing.
- For more information on delegation, please email our Delegation Department at: MHMSDO@MolinaHealthCare.Com

MSCAN and CHIP Network Overview

Overall Summary:

- 125+ Hospitals, 2,650+ PCPs, 3,350+ Specialists, 650+ Behavioral Health Providers

Regional Overview*:

- Region 1
 - 10 Hospitals, 350+ PCPs, 200+ Specialists, and 85+ Behavioral Health Providers
- Region 2
 - 8 Hospitals, 300+ PCPs, 225+ Specialists, and 50+ Behavioral Health Providers
- Region 3
 - 8 Hospitals, 300+ PCPs, 120+ Specialists, 30+ Behavioral Health Providers
- Region 4
 - 14 Hospitals, 350+ PCPs, 170+ Specialists, 30+ Behavioral Health Providers
- Region 5
 - 4 Hospitals, 425+ PCPs, 395+ Specialists, 130+ Behavioral Health Providers
- Region 6
 - 18 Hospitals, 515+ PCPs, 435+ Specialists, 120+ Behavioral Health Providers
- Region 7
 - 11 Hospitals, 515+ PCPs, 200+ Specialists, 65+ Behavioral Health Providers
- Region 8
 - 18 Hospitals, 400+ PCPs, 245+ Specialists, 120+ Behavioral Health Providers.



**This data is as of Q2 2021*

**Hospital numbers reference Hospitals in both Networks*

Provider Contact Center

Our Provider Contact Center is available from 7:30 am to 6:00pm CST Monday through Friday. The Contact Center is also available the second Saturday and Sunday of each month from 7:45am-5:00pm CST. The Provider Contact Center is available to assist with:

- Inquiring About the Status of an Authorization
- Verifying Eligibility
- Verifying Benefits
- Verifying Network Status
- Inquiring About Claim Status

Call us at **(844) 826-4335**. For members who need language assistance, contact **(844) 311-9777**.

Provider Field Services

The Provider Services Department provides education and training to the provider community. This team also handles telephone and written inquiries from providers for inquiries such as demographic changes, claims, credentialing, and web portal assistance.

The department has Provider Services Representatives who serve all providers in Molina Healthcare of Mississippi's provider network. Providers may contact the Provider Services Contact Center to locate the Provider Services Representative that serves their local area.

For a listing of Provider Services Representatives, please visit the following link:
<https://www.molinahealthcare.com/providers/ms/medicaid/comm/Provider-Representatives-Map.aspx>

New Provider Orientation

The initial Provider Orientation training shall be scheduled and conducted within thirty (30) days following the date that provider is deemed to be active in Molina's provider network. An active provider is one who has completed the contracting and credentialing processes and has been configured and loaded into Molina's system.

- Provider Field Services will facilitate the initial orientation.
- Provider Field Services will also facilitate ongoing training post the initial orientation.

Department Mailboxes:

- MHMSProviderServices@MolinaHealthCare.Com (General Provider Services Inquiries)
- MSBHProviderServices@MolinaHealthCare.Com (Behavioral and Mental Health Providers)

Provider Engagement

Molina Healthcare's Provider Engagement Program partners with select provider groups to promote the importance of preventive health care and encourage our members and your patients to lead healthier lifestyles and be more active participants in their ongoing health care.

Provider Advantages and Benefits:

- Opportunities for improvement to increase quality scores
- Proper coding
- Increased revenue by maximizing needed services
- Staff and patient educational materials and tips (multiple languages available)
- Alignment with other incentive programs
- Processes to identify barriers to care and avoid missed opportunities
- Coordinated member outreach events
- Specialized interventions and incentives
- Increased patient satisfaction
- Timely Provider Web Portal and training updates
- And more!

Role of the Primary Care Provider (PCP)

The PCP is the manager of the patients' total health care needs.

- PCPs coordinate all care that is given by Molina's participating specialists and facilities or any other medical facility where patients might seek care.
- The coordination provided by PCPs may include direct provision of primary care; referrals for specialty care and to programs including Disease Management, educational programs, public health agencies, and community resources.
- Even if a member is referred to Molina's Care Management program, the PCP is the primary leader of the health team involved in the coordination and direction of services for the Member.

Question: Who is responsible for coordinating feedback or reports from specialists or behavioral health providers that a member is referred to?

Answer: The member's PCP. The PCP should coordinate so that related feedback or reports are received within a timely manner. If a PCP is having trouble obtaining needed feedback for reports or is experiencing difficulties obtaining that information in a timely manner, the PCP can reach out to Molina for assistance by calling 1-844-826-4335 and selecting Option 5, or by sending an email to the following inbox: MHMS_CM_Referrals@MolinaHealthCare.Com.

Locating MSCAN and CHIP Providers

Molina's Provider Online Directory (POD):

- <https://providersearch.molinahealthcare.com>

Example (If searching for a Specialty Provider):

- In Enter Your Location, select Search by City or Zip.
- Then select MS as the State, choose a Distance Within mileage, and then enter your City or Zip Code.
- Next, select the Coverage (choose Medicaid), and then the Provider Type that you are looking for (Specialty Provider)
- Click Search
 - Providers within the selected Distance will then show in the search results.

Tips:

- When looking for individual providers, try using your zip code rather than a city.
- Consider the Geo Access Standards that apply to each Provider Type as detailed in Molina's MississippiCAN and CHIP contracts with the Mississippi Division of Medicaid.
 - Example: The standards for Specialists are 1 within 30 minutes or 30 miles for Urban counties and 1 within 60 minutes or 60 miles for Rural counties.
 - Those standards can be found on pages 104 and 105 of the MississippiCAN Contract and page 88 of the CHIP contract:
 - MSCAN Contract: <https://medicaid.ms.gov/wp-content/uploads/2019/12/Exhibit-A-MSCAN-Contract-Amendment-4-Molina-PPRB-Approved-07-10-19.pdf>
 - CHIP Contract: <https://medicaid.ms.gov/wp-content/uploads/2019/12/CHIP-Contract-with-Molina-7.10.19.pdf>
 - If you are unable to find a provider on the POD, and if you need help scheduling an appointment or finding a provider, call Molina Healthcare at 1-(844) 809-8438, TTY/TDD: 711.

