

# PROVIDER NEWSLETTER

A newsletter for Molina Healthcare Providers

## Second Quarter 2023

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### Payment Solutions

Molina Healthcare has partnered with our payment vendor, Change Healthcare to disburse all payments and payment support via the ECHO Health (ECHO) platform. Access to the ECHO portal is *free* to providers and we encourage you to register after receiving your first payment from Molina.

The ECHO payment platform offers enhanced functionality to serve Molina providers such as e-check and virtual credit card (where available). Additionally, 835’s will be generated and available to you for every transaction. You will also have access to yearly 1099’s directly through your account.

ECHO support is available to answer questions regarding registration and 835’s. They can be contacted at (888) 834-3511.

Login or register for the ECHO payment platform today: [providerpayments.com/Login.aspx](https://providerpayments.com/Login.aspx)

### Cultural Competency Resources for Providers and Office Staff

Let’s partner to achieve health equity! Complete refresher trainings on Cultural Competency to review

topics related to communicating with diverse patient populations available on [MolinaHealthcare.com](https://www.molinahealthcare.com). These trainings offer the opportunity for you and your staff to better understand and address disparities to improve health care. As our partner, assisting you is one of our highest priorities. We look forward to supporting your efforts, so all patients have the equal opportunity to attain their highest level of health.

We are committed to improving health equity as a culturally competent organization. We support and adhere to the [National Standards for Culturally and Linguistically Appropriate Services \(CLAS\) in Health and Health Care](#) as established by the Office of Minority Health. We also maintain compliance with accreditation standards focused on multicultural healthcare. Cultural and linguistic competency is the ability to provide respectful and responsive care to patients with diverse values, beliefs and behaviors, including tailoring health care delivery to meet patients' social, cultural and linguistic needs.

### ***Molina's Building Culturally Competent Healthcare: Training for Providers and Staff***

Cultural Competency can positively impact a patient's health care experience and outcomes. A series of five short Cultural Competency Training videos are available to providers and office staff on the *Culturally and Linguistically Appropriate Resources/Disability Resources* page under the *Health Resources* tab at

[https://www.molinahealthcare.com/providers/ms/medicaid/resource/care\\_diverse.aspx](https://www.molinahealthcare.com/providers/ms/medicaid/resource/care_diverse.aspx).

#### **Training topics:**

- Video 1: Introduction to Cultural Competency
  - The Need for Cultural Competency
  - How Culture Impacts Health Care
  - Implicit Bias
  - Federal Requirements Related to Cultural Competency (Affordable Care Act, Americans with Disabilities Act)
- Video 2: Health Disparities
  - Examples of Racial Health Disparities and Health Disparities Among Persons with Disabilities
  - Health Equity
  - Social Determinants of Health
- Video 3: Specific Population Focus – Seniors and Persons with Disabilities
  - Social Model of Disability and Accepted Protocol and Language of the Independent Living/Disability Rights Movement
- Video 4: Specific Population Focus – LGBTQ and Immigrants / Refugees
  - Health Disparities Among LGBTQ Population
  - Clear Communication Guidelines for Healthcare Providers Interacting with LGBTQ Patients
  - Disparities Among Immigrant and Refugee Communities
  - Clear Communication Guidelines for Healthcare Providers Interacting with Immigrant and Refugee Patients
- Video 5: Becoming Culturally Competent
  - Perspective-taking
  - Clear Communication Guidelines
  - Tips for Effective Listening
  - Assisting Patients whose Preferred Language is Not English
  - Tips for Working with an Interpreter

- Teach Back Method
- Molina's Language Access Services

Each training video ranges in length from five to ten minutes. Viewers may participate in all five training modules, or just one, depending on topics of interest. Upon completion of the trainings, please complete the provider attestation form that is available on the Culturally and Linguistically Appropriate Resources/Disability Resources page under Health Resources at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). Please contact your Provider Services Representative if you have any questions.

### ***Americans with Disabilities Act (ADA) Resources: Provider Education Series***

A series of provider education materials related to disabilities is now available to providers and office staff on Molina's website. Please visit Molina's *Culturally and Linguistically Appropriate Resources/Disability Resources* page under the *Health Resources* tab at [MolinaHealthcare.com](http://MolinaHealthcare.com) to view the materials.

#### **Resources consists of the following educational materials:**

- American with Disabilities Act (ADA)
  - Introduction to the ADA and questions & answers for healthcare providers (i.e., which healthcare providers are covered under the ADA; how does one remove communication barriers that are structural in nature; Is there any money available to assist with ADA compliance costs?).
- Members who are Blind or have Low Vision
  - How to get information in alternate formats such as Braille, Large Font, Audio, or other formats that members can use.
- Service Animals
  - Examples of tasks performed by a service animal; tasks that do not meet the definition of service animal; inquiries you can make regarding service animals; and exclusions, charges, or other specific rules
- Tips for Communicating with People with Disabilities & Seniors
  - Communicating with Individuals who Are Blind or Visually Impaired; Deaf or Hard of Hearing; Communicating with Individuals with Mobility Impairments; Speech Impairments; and Communicating with Seniors.

Please contact your Provider Services Representative if you have any questions.

### ***Molina's Language Access Services***

Language access services ensure mutual understanding of illness and treatment, increase patient satisfaction, and improve the quality of health care for Limited English proficiency patients. Molina Healthcare strives to ensure good communication with members by providing language access services. Providing language access services is a legal requirement for health care systems that are recipients of federal funds; a member cannot be refused services due to language barriers. Molina Healthcare provides the following services directly to members at no cost, when needed:

- Written material in other formats (i.e., large print, audio, accessible electronic formats, Braille)
- Written material translated into languages other than English
- Oral and Sign Language Interpreter Services
- Relay Service (711)

- 24 Hour Nurse Advice Line
- Bilingual/Bicultural Staff

In many cases, Molina Healthcare will also cover the cost for a language or sign language interpreter for our members' medical appointments. Molina members and providers are instructed to call member or provider contact center to schedule interpreter services or to connect to a telephonic interpreter.

Also, Molina's materials are always written simply in plain language and at required reading levels. For additional information on Molina's language access services or cultural competency resources, contact Provider Services or visit [MolinaHealthcare.com](https://MolinaHealthcare.com).

## Is Your Authorization Request Urgent?

Molina Healthcare renders decisions on prior authorization requests as quickly as a member's health requires. In accordance with CMS and state guidelines, providers may submit expedited or urgent requests when standard timelines could seriously jeopardize a member's life or health.

When submitting prior authorization requests, keep the following items in mind:

- The recommended route for prior authorization submission is through the Availity Essentials portal. Supporting documentation can be submitted through the portal. Additionally, providers may be able to receive immediate authorization approval for advanced imaging requests by utilizing the MCG Cite AutoAuth tool available through portal submissions.
- An urgent/expedited service request designation should be used only when "applying the standard time for making a determination could seriously jeopardize the life or health of the enrollee or the enrollee's ability to regain maximum function." When submitting requests that don't fulfill this definition, please mark them elective/routine in the portal submission process or on the Molina Healthcare Prior Authorization Request Form if requesting via fax.
- By requesting an expedited/urgent authorization, providers are asking Molina to make a decision within mandated timeframes. Because these timeframes are measured in hours rather than days, the provider or provider's office staff must be available to answer any potential questions about the request in a timely manner.
- Submit all necessary information with the request. Failure to do so will require Molina to ask for additional information, which could delay the decision. If Molina requests more information, we urge providers to respond immediately to allow Molina to render a decision within the mandated expedited timeframe.
- Molina will provide member prior authorization notification and decisions in accordance with CMS and/or any state guidelines which may include verbal and written decisions.

## Submitting Electronic Data Interchange (EDI) Claims

Submitting claims electronically through methods like clearinghouses or through the Availity Essentials portal offers many advantages. These include:

- Improved HIPAA compliance
- Reduced operational costs associated with paper claims (printing, postage, etc.)
- Increased accuracy of data and efficient information delivery

- Fewer claim delays since errors can be corrected and resubmitted electronically
- Claims reach Molina faster with the elimination of mailing time

### How to submit EDI claims

A clearinghouse is the easiest way to submit EDI claims to Molina. You may submit EDI transactions through Molina's gateway clearinghouse, Claimsnet, or use a clearinghouse of your choice. If you do not have a clearinghouse, Molina offers additional options for electronic claims submissions. Log onto the Availity Essentials portal at [provider.Molinahealthcare.com](https://provider.Molinahealthcare.com) for more information.

### Frequently Asked Questions

- Can I submit COB claims electronically?
  - Yes, Molina and our connected clearinghouses fully support electronic COB.
- Do I need to submit a certain volume of claims to send EDI?
  - No, any number of claims via EDI saves both time and money.
- Which clearinghouses are currently available to submit EDI claims to Molina?
  - Molina uses Claimsnet as our channel partner for EDI claims. You may use the clearinghouse of your choice. Molina partners with hundreds of other clearinghouses.
- Which claims EDI transactions Molina Utilize?
  - 837P (Professional claims) and 837I (Institutional claims)
  - 270/271 (Health Care Eligibility Benefit Inquiry and Response)
  - 278 (Health Care Services Review - Request for Review and Response)
  - 276/277 (Health Care Claim Status Request and Response)
  - 835 (Health Care Claim Payment/Advice)
- What is Molina's Payer ID?
  - Molina Healthcare of Mississippi Payer ID is 77010
- What if I still have questions?
  - More information is available at [Molinahealthcare.com](https://Molinahealthcare.com) under the EDI tab.

### Availity Essentials is the Official Portal for Molina Healthcare Providers

Availity Essentials is the secure portal for provider transactions with Molina Healthcare. It is available to all Molina providers at no cost. It is designed to reduce administrative burden and make it simple to conduct secure transactions and obtain reports from Molina.

Molina is sunsetting our legacy tool, the Molina Provider Portal. Direct Access to the legacy Molina Provider Portal sunset on March 28<sup>th</sup> for the following states: FL, NM, WI, SC and UT. Watch for further updates on the sunset of the legacy Molina Provider Portal for providers in CA, ID, IL, MI, MS, NY, OH, WA and TX.

Enhance your workflows on Availity Essentials today and save time using the following:

Within this tool:	Check out these timesavers:
<b>Claim Status</b>	Expanded search options include member name, service dates, claim history, and the 276 HIPAA standard.
<b>Smart Claims</b>	A simplified claim submission tool with only the essential fields you need.
<b>Eligibility &amp; Benefits</b>	Use data from prior eligibility & benefit submissions to search for patients and autofill your claim.  On the Eligibility & Benefits Results page, you can also review visit limits, deductibles, and out-of-pocket amounts accumulated toward the plan limit for your Molina Marketplace members and those Medicaid members in NM, SC and UT.
<b>Attachments</b>	Upload supporting documentation (up to 10 attachments) with your claim using the <b>Send Attachments</b> feature.
<b>Payer Space</b>	Access applications, resources, and news and announcements specific to Molina Healthcare. Access tools still on Molina's legacy portal from the <b>Resources</b> tab in the Payer Space: Prior authorization, Appeals or Correct Eligible Claims, Referrals, Member roster, Claims template, Case Managed

### Your Blueprint for Success

Learning your way around a new neighborhood is easier with a guide. For a list of tools and features available on Availity Essentials, use the [Crosswalk from Molina Healthcare to Availity Essentials Help Topic](#). Or checkout our microsite [www.availity.com/molinahealthcare](http://www.availity.com/molinahealthcare). If you're a registered Availity Essentials user, you can also take advantage of our live webinars, "Availity Essentials Provider Portal Overview for Molina Providers," simply login > go to Help & Training > Get Trained to register for a webinar.

## Molina's Featured PsychHub Training

### Molina's Featured PsychHub Training of the Quarter: Trauma Informed Care

Molina encourages providers to adopt trauma-informed practices in all primary and specialty settings. Trauma-informed care is a practice of identifying and acknowledging a patient's life experiences in order to deliver effective care (SAMHSA). Medical practices which implement trauma-informed care have the potential to improve engagement, adherence, and overall health outcomes for their patients.

Through Molina's partnership with PsychHub, providers and office staff alike can access this two-part training to become more familiar with trauma-informed care and the benefits of applying it with their populations.



### TRAUMA-INFORMED CARE: FOUNDATIONS (PART 1)

This course provides a firm foundation before learning about the principles and practice of trauma-informed care. The intended audience for this course includes the healthcare team and behavioral health providers.

**Intermediate | 2.25 Hours | 1.50 - 2.00 CE CREDITS**

[COURSE DETAILS](#)



### TRAUMA-INFORMED CARE: FOUNDATIONS (PART 2)

This course continues the learning of Trauma-Informed Care understanding and application that began in Trauma-Informed Care: Foundations (Part 1).

**Intermediate | 2.25 Hours | 1.25 - 2.25 CE CREDITS**

[COURSE DETAILS](#)

PsychHub is an online platform for digital behavioral health education. Molina Providers are able to access PsychHub's online learning courses through PsychHub's Learning Hub for FREE. Continuing Education opportunities are also available to select providers through a variety of courses. Contact your local Molina Provider Services team to learn more.

[Click here to visit PsychHub and create your free account!](#)

## Marketplace Benefit Interpretation Policy Guide

Molina Healthcare is committed to bringing transparency to providers around the benefits available to our Marketplace members. One way we do this is by making our Marketplace benefit interpretation policies available for reference and review on the [MolinaMarketplace.com](https://MolinaMarketplace.com) website. The Marketplace benefit interpretation policies provide:

- Description of the benefit(s) from the Marketplace evidence of coverage (EOC) filed for each state
- Overview of applicable federal and/or state regulations for each Marketplace state
- Enhancements to the Marketplace benefit by state, if any
- Applicable exclusions for each Marketplace state
- Clinical perspective, if any

How to Access:

[MolinaMarketplace.com](https://www.molinamarketplace.com) Home Page → Provider → Policies → Benefit Interpretation Policies

Note: Please be sure you select the state you are referencing in the drop down on the Molina Marketplace website.

Site: <https://www.molinamarketplace.com/marketplace/ms/en-us/Providers/Policies/benefit-interpretation-policies>

## Helping Your Patients Shouldn't Stop When You Leave Your Office

### Now it doesn't have to

Molina Healthcare (Molina) is proud to offer Molina Help Finder – a one-stop resource powered by findhelp – to assist Molina members in finding the resources and services they need, when they need them, right in their communities.

With Molina Help Finder providers can also refer patients in real time, right from [Avaity Essentials](#). Simply search by category for the types of services needed, like food, childcare, education, housing, employment and more. Results can then be narrowed by applying personal and program-specific filters.

If you have any questions about Molina Help Finder, reach out to your local provider services team. You can also visit [MolinaHelpFinder.com](https://www.molinahelpfinder.com) to learn more.

## Save Your Humira® Patients Money by Switching to Amjevita®, the First Humira® Biosimilar

In January 2023, Amjevita® (adalimumab-atto) – the first biosimilar for Humira® (adalimumab) – was made available to patients in the United States. Molina Healthcare is dedicated to providing value in the drug coverage our plans offer.

Drug lists for Molina plans offered on the healthcare exchange (i.e., Marketplace/Commercial) will be updated April 1st to include coverage for Amjevita® with prior authorization. A number of additional biosimilars are anticipated to launch mid-to-late 2023. Molina's Pharmacy & Therapeutics Committee will review each drug, launch-by-launch for formulary consideration. Humira® will continue to be listed on formulary at least through the end of 2023.

For Medicaid, many state's Medicaid agencies design a single state preferred drug list for all managed care organizations to use. Some state Medicaid agencies may be adding one or more Humira® biosimilars to the drug lists they design this year, independent of Molina decisioning for the drug lists we design. Please check your Medicaid patients' drug list regularly for any updates to coverage.

If you are considering prescribing Amjevita® for one of your patients, you may take into consideration when selecting a product, that there are two different price tags on Amjevita®.

Amgen has set two different prices for its biosimilar, one with a lower cost and no rebate offering, and one with a higher cost and rebate offering.

- Packages with the National Drug Codes 72511-04-0001 or 72511-04-0002 have an ingredient cost of about ~\$3,200 for one-month (2x 40 mg dose) supply.



- Packages with the National Drug Codes 55513-04-0001 or 55513-04-0002 or 55513-04-1101 or 55513-04-1001 have an ingredient cost of about ~\$6,700 for one-month (2x 40 mg dose) supply.
- This is in comparison to the ingredient cost of ~\$7,100 for a one-month (2x 40 mg dose) supply of the originator product, Humira®.
- Amgen, the manufacturer of Amjevita®, offers a patient assistance program to help with patient cost-sharing according to need.

You may also consider that Amjevita® (adalimumab-atto) is a low concentration, citrate-free formulation that has labeled indications for the following conditions: Rheumatoid Arthritis, Juvenile Idiopathic Arthritis, Psoriatic Arthritis, Ankylosing Spondylitis, Crohn's Disease, Ulcerative Colitis, and Plaque Psoriasis. It is available as a single-dose prefilled syringe or SureClick autoinjector. The key difference between Amjevita® and the Humira® product in current use is product concentration. A few years ago, Humira's manufacturer launched and replaced its low concentration product (40mg/0.8mL) with a high concentration one (40mg/0.4mL). Most of the biosimilars launching this year are in reference to Humira's previous low concentration version of the drug.

### Clinical Policy Update Highlights from First Quarter 2023

Molina Clinical Policies (MCPs) are located at [www.molinaclinicalpolicy.com](http://www.molinaclinicalpolicy.com). The policies are used by providers as well as medical directors and internal reviewers to make medical necessity determinations. MCPs are reviewed annually and approved bimonthly by the Molina Clinical Policy Committee (MCPC).

The following new policies were approved:

- MCP-429: Hemgenix (etranacogene dezaparvovec-drlb)
- MCP-425: Hydrogel Spacer for Prostate Radiotherapy (SpaceOAR)
- MCP-427: Microwave Tumor Ablation
- MCP-428: Mobile Cardiac Outpatient Telemetry
- MCP-426: Stem Cell Therapy for Orthopedic Applications

The following policies were revised:

- MCP-067: Back Braces
- MCP-321: Category III CPT Codes
- IMCP-364a: COVID-19 Co-Pays and Cost Share Marketplace
- MCP-364b: COVID-19 Co-Pays and Cost Share Medicaid
- MCP-364c: COVID-19 Co-Pays and Cost Share Medicare
- MCP-335: Deep Brain Stimulation for Epilepsy
- MCP-406: Enteral Nutrition
- MCP-216a: Gender Affirmation Treatment and Procedures Medicaid
- MCP-216b: Gender Affirmation Treatment and Procedures Medicare
- MCP-216c: Gender Affirmation Treatment and Procedures Marketplace
- MCP-312: Magnetic Resonance Guided Focused Ultrasound MRgFUS for Essential Tremor
- MCP-407: Negative Pressure Wound Therapy (formerly Wound Care)
- MCP-275: Noninvasive Positive Pressure Ventilation
- MCP-412: Prescription Digital Therapeutics
- MCP-384: Water Vapor Thermal Therapy for BPH
- MCP-348: Zolgensma (onasemnogene abeparvovec)

### Radiology

- MCP-124: 3D Interpretation and Reporting of Imaging Studies
- MCP-614: Chest MRI (reinstated)
- MCP-618: Lumbar Spine CT (reinstated)
- MCP-629: Upper Extremity MRI (reinstated)

The following policies have been retired and are no longer available on the website:

- MCP-639: Abdomen MRI
- MCP-601: Brain CT
- MCP-619: Cervical Spine MRI
- MCP-612: Chest CT
- MCP-647: CT Angiography Heart with 3D Image CCTA
- MCP-620: Thoracic Spine MRI
- MCP-355: Occipital Nerve Block Therapy for Headache and Occipital Neuralgia
- MCP-224: Stereotactic Radiosurgery and Stereotactic Body Radiotherapy

\*\* Note: Policy had an update in January & February 2023.

### **Service Limits**

In accordance with Mississippi Medicaid State Plan and Administrative Code, service benefits should be accumulated by state fiscal year (July 1 – June 30). This requirement is also reflected in MSCAN rate certification letters. The MSCAN SFY 2024 Emergency Contract will include definitions and clarifying language to address the use of state fiscal year for benefit tracking. Each Coordinated Care Organization must confirm compliance for all applicable programs with the service limit accumulation requirement by July 1, 2023.