

## "It Matters to Molina" Corner

### Information for all network providers

Molina Healthcare of Ohio is now offering the opportunity for entry into a monthly drawing for a prize! To enter, you must join one of our provider trainings and share your name and email address during the training.

Molina hosts Live Provider Trainings that include:

- It Matters to Molina Forums
- Provider Orientations
- Specialized Orientations
- Model of Care Training

Visit the "It Matters to Molina" page and view upcoming trainings under the "Upcoming Trainings" header.

## Value-Added Benefits

### Information for Medicaid providers

Medicaid members are eligible for additional value-added benefits through Molina, including:

- \$0 co-pay for health visits, eye exams, and semi-annual dental cleaning
- Up to three months of Weight Watchers, including support from a Molina health coach
- Three months of Amazon Prime, including grocery and everyday item delivery
- Standard frames and lenses every 12 months. Kids also receive up to a \$150 allowance for contact lenses every 12 months
- Virtual Care with Teladoc®
- Additional Transportation benefits
- My Molina phone app and MyMolina.com with 24/7 online connection to health care
- Benefits for pregnant members include up to \$250 in gift cards. Find additional information in the Member's Obstetric and Gynecological Health Reminder article below

For details on these items and more, review the [Value Added Benefits for Members](#) document on our Provider Website, on the It Matters to Molina page, under Tools and Resources.

## Application of Modifier 78

### Information for Medicaid and Marketplace providers

As a reminder, Modifier 78 is a payment modifier used in medical billing to report an unplanned return to the operating room in a facility by the same physician for a related procedure during the postoperative period.

Claims that include modifier 78 on lines submitted when the place of service reported would not be appropriate for an operation procedure will be denied. Appropriate places of service for Modifier 78 would include 19, 21, 22, 23, 24, and 25.

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## Questions and Quick Links

Provider Services – (855) 322-4079  
Monday - Friday: 7 a.m. to 8 p.m. for Medicaid, 8 a.m. to 6 p.m. for MyCare Ohio, and 8 a.m. to 5 p.m. for Medicare and Marketplace

- Email us at [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com)
- Visit our Provider Website at [MolinaHealthcare.com/OhioProviders](https://MolinaHealthcare.com/OhioProviders)
  - [Provider Manual](#)
  - [PA Code List](#)
  - [PA Request Form](#)
  - [Provider Bulletin Archive](#)
  - [It Matters to Molina Page](#)
  - [Provider Portal](#)

## Join Our Email Distribution List

Get this bulletin via email. Sign up at [MolinaHealthcare.com/ProviderEmail](https://MolinaHealthcare.com/ProviderEmail).

## Connect with Us

[facebook.com/MolinaHealth](https://facebook.com/MolinaHealth)  
[twitter.com/MolinaHealth](https://twitter.com/MolinaHealth)

Find additional details in [Chapter 12 Physicians/Nonphysician Practitioners](#), at [cms.gov](#), under "Regulations & Guidance," then "Manuals," and "100-04 Medicare Claims Processing Manual."

### New Cotiviti Edit for Lipid Testing

#### Information for Marketplace providers

Effective Sept. 1, 2023, Molina will apply a new edit to Marketplace claims, denying lipid testing if not billed with the appropriate covered diagnosis codes. This edit will ensure Marketplace claims are billed in accordance with the published policy from the Centers for Medicare and Medicaid Services (CMS).

These billing requirements can be found in the National Drug Code Laboratory Coding Manual at [cms.gov/medicare-coverage-database/view/ncd.aspx?NCDId=102](#).

### EOP and 835 Files Refund Reporting Enhancement

#### Information for all network providers

On July 24, 2023, Molina made new enhancements to the reporting of refunds received that are displayed on the Explanation of Payment (EOP) and 835 files.

Refund amounts were previously combined as a bulk total for the payment with a reference ID of the payment check history ID (CHKHST ID) on an EOP and 835. These sections will be updated to utilize a reference ID of the claim itself, allowing for more precise reporting of these transactions. Note: The setup of using WO/72 code types will remain. Updates include:

- EOP: Reference ID on the EOP adjustment section will reflect the claim ID for the transactions related to each refund posting and no longer use the check history ID.
- Provider Level Balance (PLB) segment on the 835: Items labeled as Provider Return/Refund credit reflect on the 835 as adjustment code type 72 with a reference ID of the claim ID for each refund. Items labeled Overpayment Recovery reflect on the 835 as adjustment code type WO with a reference ID of the claim ID for each refund. This is Molina's method of recording refunds received and will result in a net total of \$0.00 on the payment.

View the April Provider Bulletin for the previous [EOP and 835 Files Refund Reporting Enhancement](#) article with additional information.

### Cost of Poverty Experience (COPE) Simulation

#### Information for all network providers

Molina is thrilled to offer our providers a Cost of Poverty Experience (COPE) Simulation on Thurs., Aug. 10, from 2 to 3:30 p.m.

COPE is a 90-minute, highly interactive online experience that helps to provide greater insight and understanding of poverty in the United States via a virtual simulation that explores the lived experience of poverty firsthand through the eyes of real families. Per [ThinkTank](#), COPE will help individuals to:

- Deepen their understanding of the realities of poverty in America.
- Improve practices and approaches to better engage low-income individuals and their families.
- Build partnerships with the broader community to improve outcomes for low-income families.

There is no fee to attend, but seats are limited, so register to reserve a spot at [thinktank.as.me/Molina](#).

### Provider Training Sessions

#### It Matters to Molina Forums:

- Cost Recovery: Thurs., Aug. 31, 1 to 2 p.m.
- Community Engagement: Wed., Sept. 27, 1 to 2 p.m.

#### General Provider Orientation:

- Fri., Aug. 4, 12 to 1 p.m.
- Thurs., Sept. 7, 10 to 11 a.m.

#### Claims and Billing Orientation:

- Tues., Aug. 15, 1 to 2 p.m.

#### Nursing Facility and Assisted Living Provider Orientation

- Mon., Sept. 18, 2 to 3 p.m.

#### Model of Care:

- Mon., Aug. 21, 2 to 3 p.m.
- Wed., Sept. 13, 1 to 2 p.m.

#### Molina Dental Services Provider Training:

- Thurs., Aug. 24, 11 a.m. to 12 p.m.
- Thurs., Sept. 28, 1 to 2 p.m.

Provider training sessions are in Microsoft Teams. Please visit the IMTM page on our Provider Website and click on the desired training to access meeting details.

#### Availity Essentials Portal – General Training:

- Tues., Aug. 8, 3 p.m.
- Mon., Aug. 28, 12 p.m.
- Contact [training@availity.com](mailto:training@availity.com) at any time to receive Availity Portal training.

Register for the Availity General Training in the Availity Portal. Under "Help & Training," select "Get Trained." Select the "Sessions" tab and choose a session.

### Website Roundup

Recently added or updated documents:

- [Medicaid Dental Provider Manual](#)
- [MyCare Ohio Dental Provider Manual](#)

### Balance Billing

#### Information for Medicaid and MyCare Ohio providers

Per Ohio Administrative Code (OAC) [5160-26-05 Managed health care programs: provider panel and subcontracting requirements](#) and OAC [5160-1-13 Medicaid consumer liability](#), providers contracted with Molina are prohibited from billing a member for any covered benefit. Balance Billing includes asking the member to pay the difference between the discounted and negotiated fees and the provider's usual and customary fees. Providers may not

## Marketplace Skilled Nursing Facility Per Diem

### Information for Marketplace providers

For Skilled Nursing Facilities with contracts containing updated Marketplace reimbursement rates, the following guidelines apply.

Billing with Revenue Code 0120 is no longer appropriate for per diem reimbursement. Only the following Revenue Codes should be used for per diem reimbursement:

- SNF Level 1 (Rev Code 0191): \$230 per diem
- SNF Level 2 (Rev Code 0192): \$300 per diem
- SNF Level 3 (Rev Code 0193): \$400 per diem
- SNF Level 4 (Rev Code 0194): \$480 per diem
- SNF Level 5 (Rev Code 0199): \$590 per diem

SNF Level of Care Guidelines:

Per Diem Inclusions: Per diems include, but are not limited to:

- Skilled nursing care
- Room and board (including enteral feedings)
- Laboratory services
- All medications, including IV
- Medical/surgical supplies
- Oxygen and supplies
- Durable Medical Equipment (DME) (to be used by the member while at the facility, which include, but are not limited to, overlay air mattresses, Positive Airway Pressure [PAP] therapy, and bariatric equipment)
- Medical social work)
- Physical Therapy (PT)/Occupational Therapy (OT)/Speech Therapy (ST) treatments
- Respiratory therapy
- Basic diagnostic tests (completed at the facility)
- Portable X-ray services

Per Diem Exclusions

- Physician coverage
- Psychiatric evaluations, psychotherapy, and psychopharmacology services
- Continuous Ambulatory Peritoneal Dialysis (CAPD)/hemodialysis
- Customized wheelchairs
- Devices and equipment needed for home placement and use only
- Ambulance transportation
- Total parental nutrition (TPN)
- Wound vacuum
- Customized orthotics, prosthetics, and orthopedic devices made for individual use
- High-cost medication (considered on a case-by-case basis)

## Molina Quality Living Program Awardees

### Information for all network providers

Molina is proud to announce the most recent quarter's performance for nursing facilities in the Molina Quality Living Program.

- Platinum Level: Crown Pointe Care Center, Golden Years Nursing Center, Siena Gardens, and Bethany Village
- Gold Level: Carlisle Manor, Willow Brook Christian Services

charge members fees for covered services beyond copayments, deductibles, or coinsurance. Providers are responsible for verifying eligibility and obtaining approval for those services that require prior authorization.

View the Balance Billing section of the [Provider Manual](#) on our Provider Website under the "Manual" tab for additional information.

### Reminder: Annual Mandatory Model of Care Training

#### Information for Medicare providers

The Centers for Medicare and Medicaid Services (CMS) requires contracted Medicare medical providers to complete basic training on the Dual Eligible Special Needs Plan (D-SNP) Model of Care by Dec. 31, 2023.

- Molina will host monthly Model of Care provider training to help train you and your staff and address questions. Find an upcoming training in the [Provider Training Session](#) article.
- Find information on Model of Care requirements in the [Model of Care Provider Bulletin](#).

### Reminder: Ohio CMC MCO Consolidated Resource Guide

#### Information for Ohio CMC providers

Since the launch of the Ohio Comprehensive Maternal Care (CMC) program on Jan. 1, 2023, CMC providers and the Ohio Medicaid Managed Care Organizations (MCOs) have worked together and identified opportunities for additional connections and collaborations between our organizations. One area of recommendation from CMC providers is the need for a single guide to reflect key information across all seven MCOs: AmeriHealth, Anthem, Buckeye, CareSource, Humana, Molina, and UnitedHealthcare.

As a result of this feedback, the seven MCOs have developed an [Ohio CMC: Ohio Medicaid MCO Consolidated Resource Guide](#) for CMC providers to use as a quick reference for key information from the MCOs. Molina has posted this new guide to our Provider Website for ease of reference under the "Health Resources" tab on the "Behavioral Health Resources" page. Additionally, ODM posted this guide to the [Ohio CMC](#) page. Please refer to this guide for quick access to a variety

- Silver Level: Dayview Care Center, Morris Nursing Home, Astoria Health & Rehab Center, Logan Acres Care Center, Meadow Grove City Inc, Capri Gardens, The Residence at Salem Woods, Loveland Healthcare Center, Harding Pointe, Arlington Nursing Home, St Margaret Hall, The Knolls of Oxford, Otterbein Lebanon, Friends Care Community, Trinity Community, Bayley Senior Care, and Four Winds Nursing Facility

About the Molina Quality Living Program: This program recognizes and awards nursing facility partners that meet or exceed select CMS quality measures when providing care to Molina MyCare Ohio members in custodial care.

**Members’ Obstetric and Gynecological Health Reminder**

**Information for Medicaid providers**

**Molina Rewards for the Member and Baby:** Molina offers members the chance to earn up to \$250 in gift card rewards for taking steps to live a healthy life.

- \$50: Current Molina members: For going to their first prenatal visit in their first trimester. Newly enrolled Molina members: For going to their prenatal visit within 42 days of joining Molina.
- \$100: For going to their postpartum visit 7 to 84 days after their baby is born.\*
- Up to \$100: For going to 6 well-child visits before their baby turns 15 months old. The members will receive \$10 for each visit – Plus, they get a \$40 bonus after they go to all six visits.

\*If the member had a C-section delivery, the staple removal visit will usually be separate from their postpartum visit. Members may only qualify once for postpartum reward during pregnancy.

**Text4baby:** Molina offers members personalized texts for new parents from Text4baby. Molina members can text “BABY” to 511411 to get texts every week on topics like the signs of labor, nutrition tips, and safe sleep education. Texts are personalized for members based on their baby’s due date – And anyone can sign up, including dads, grandparents, or other caregivers!

**24/7 lactation counseling through Pacify:** Members get the help they need during pregnancy and postpartum with a Pacify membership. Pacify is a mobile app that provides 24/7 virtual support from live lactation consultants. Members can get help with breastfeeding and ask questions anytime, day or night. The app also sends push notifications at key developmental milestones with tips and reminders based on the baby’s due date. Members can also contact the Molina 24-hour Nurse Advice Line, Member Services, and transportation line directly from the app.

**Updated: TenderHeart Health Outcomes Partnership**

**Information for Medicaid and MyCare Ohio providers**

Later this year, Molina is launching a new partnership with TenderHeart Health Outcomes. TenderHeart offers incontinence services and supplies. Molina members who choose to receive incontinence supplies from TenderHeart will have access to a personal incontinence coach to help ensure they have the right product(s) for their comfort and to prevent leakage. TenderHeart's program will help members to avoid negative health outcomes, such as skin breakdown and urinary tract infections.

Members will receive a letter from TenderHeart explaining the program and how to select TenderHeart as their new incontinence supplier. Members may

of topics, including primary MCO contacts for CPC, transportation information, and Pregnancy Risk Assessment Form (PRAF) resources.

**Reminder: Process for Submitting EDI Inquiries to Molina**

**Information for Medicaid providers**

Molina has received questions from providers and their Electronic Data Interchange (EDI) Clearinghouses/Trading Partners (TP) regarding the Ohio Department of Medicaid (ODM) Ohio Medicaid Enterprise System (OMES) EDI file submissions and response files.

As a reminder, these are the appropriate Payer IDs:

Medical Claims	
Line of Business	Payer ID
Ohio ABD (Medicaid)	0007316
Ohio Adult Extension (Medicaid)	0007316
Ohio Healthy Families (Medicaid)	0007316
Ohio Marketplace Program	20149
Ohio Marketplace Program Primary with Ohio Medicaid Secondary (ABD, Adult Extension, Healthy Families)	20149
MMP Medicare (MyCare Ohio)	20149
MMP Medicaid (MyCare Ohio)	20419
MMP Opt-Out/MMP Medicaid Secondary (MyCare Ohio)	20149
Medicare (MAPD)	20149

The information below outlines the steps to take so Molina can thoroughly research and advise on the next steps. Molina requests that providers also share this information with their EDI partners:

- Providers should submit an issue ticket with their respective clearinghouse to research and resolve all EDI issues before submitting the issue to Molina.
- For clearinghouses wishing to check the status of EDI submissions or have rejections researched, contact [OMESEDISupport@medicaid.ohio.gov](mailto:OMESEDISupport@medicaid.ohio.gov) or call the ODM Integrated Helpdesk (IHD): (800) 686-1516, option 4, sub-option 1. Representatives are available 8 a.m.-4:30 p.m. Monday-Friday.

also choose to stay with their current incontinence supplies provider. If a member chooses to join the TenderHeart program, they will still be able to receive other durable medical equipment items from their current provider. Or if a member receives an order for new durable medical equipment items outside the scope of TenderHeart, the member may choose any in-network provider to dispense those items. Please contact our Provider Services Team for more information about this program.

### Reminder: Quest Diagnostics: Molina's Preferred In-Network Clinical Laboratory Provider

#### *Information for all network providers*

Quest Diagnostics is Molina's Preferred in-network clinical laboratory provider. Quest offers numerous benefits to providers, including:

- Widespread patient access: Quest has free-standing Patient Service Centers in many locations across Ohio; they may also install a drop box in a provider office or send a courier out to pick up samples directly from the office.
- Extensive testing options: Quest can perform laboratory testing required to care for Molina's membership, including but not limited to routine medical labs, toxicology and prescription drug monitoring, and a wide array of genetic and other specialized test options.
- Access to test results: Providers can access Quest's online tools to order tests and view test results. Quest provides Molina with direct access to Molina members' test results, which helps to alleviate year-end HEDIS® record audits at the provider office. Quest also offers an online platform to give Molina members direct access to test results.

Please visit [QuestDiagnostics.com](https://questdiagnostics.com) or call (866) 697-8378 to learn more about Quest's testing offerings and the variety of options available for your practice to utilize Quest's services.

As a reminder, network providers are expected to utilize in-network clinical laboratory providers whenever possible. To find an in-network laboratory, visit our [Provider Online Directory](#), located by selecting "Find a Provider" on our Provider Website.

### Reminder: PsychHub Information on Provider Website

#### *Information for all network providers*

PsychHub is an online platform for digital mental health education, including a library with more than 180 consumer-facing, animated videos focused on improving mental health literacy and reducing stigma about seeking care. Providers can sign up for free to access content and videos at [app.psychhub.com/signup/molina-mhp](https://app.psychhub.com/signup/molina-mhp) and access behavioral health-focused learning hubs. Some courses have Continuing Education Credits available for Clinical Psychologists, Clinical Social Workers, and Licensed Professional Counselors. With the successful completion of courses, the provider will unlock industry-recognized certificates delivered electronically.

View the "[Psych Hub: Access Your Mental Health Practitioner HUB](#)" document on the "It Matters to Molina" page of the Provider Website for more details.

### Reminder: Annual Mandatory Model of Care Training

#### *Information for Medicare providers*

The Centers for Medicare and Medicaid Services (CMS) requires contracted Medicare medical providers to complete basic training on the Dual Eligible Special Needs Plan (D-SNP) Model of Care by Dec. 31, 2023.

- Molina will host monthly Model of Care provider training to help train you and your staff and address questions. Find an upcoming training in the Provider Training Session article.
- Find information on Model of Care requirements in the [Model of Care Provider Bulletin](#).

### Reminder: Molina Credentialing Update

#### *Information for Medicare and Marketplace providers:*

The below-listed provider types can submit one Ohio Department of Insurance (ODI) Standardized Credentialing Form Part B for Agency/Program/Organization Providers ("ODI Credentialing Form") to cover all their locations if they are all under the same ownership. Molina will only load the main/corporate office into our credentialing system. Additional and/or alternate locations will not be loaded into our credentialing system.

- Atypical (Non-Licensed Providers)
- Durable Medical Equipment Suppliers
- Federally Qualified Health Centers
- Indian Health Clinics
- Laboratories
- Physical Therapy/Occupational Therapy/Speech Therapy
- Radiology
- Rural Health Centers
- Transportation Services
- Urgent Care

Facilities with multiple locations that share one license only need to complete one ODI Credentialing Form.

### Reminder: Behavioral Health QMHS Billing Modifier

#### *Information for behavioral health providers in all networks*

Reminder Behavioral Health providers with a Qualified Mental Health Specialty (QMHS) should be billing the appropriate modifier for the level of licensure as shown below.

## Reminder: Review Your Molina Medicaid Member's Renewal Date in Availity

### Information for Medicaid providers

Perform individual Eligibility verifications in Availity. Results will show a redetermination date for any member upcoming in the next 60 days in scenarios where the member needs to take action.

- Log in to Availity.
- Choose to do an Eligibility and Benefits Inquiry.
- Enter the patient's information and click submit: Enter in either Molina Member ID or state ID along with Date of Birth (DOB) and select the state of residence. If you do not have the Member ID, enter the First Name, Last Name, and DOB, and select the state of residence.
- If the member has a renewal date coming within 60 days and needs to take action, a message will display with their renewal date.
- If the member does not have a renewal date coming within 60 days and/or does not need to take action, a message will not appear.

**As a reminder**, ODM resumed the Medicaid renewals (also referred to as "Medicaid redeterminations") process on Feb. 1, 2023. The first disenrollments for non-renewal, or loss of eligibility, occurred on April 30, 2023, with a May 1, 2023, effective date.

Please visit the FAQs on Molina's website [Medicaid Renewals](#), to learn more. Primary Care Providers may also access Renewals information on their member rosters located in Availity.

## Fighting Fraud, Waste, and Abuse

### Information for all network providers

Do you have suspicions of member or provider fraud? The Molina AlertLine is available 24 hours a day, 7 days a week, even on holidays at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.

- High School (QMHS): Practitioner Modifier HM
- Associate's (QMHS): Practitioner Modifier HM
- Bachelor's (QMHS): Practitioner Modifier HN
- Master's (QMHS): Practitioner Modifier HO
- 3 Years' Experience (QMHS): Practitioner Modifier UK

Claims could deny if the appropriate specialty and modifier are not billed accurately and updated in ODM's PNM system. Find additional information in the ODM Behavioral Health Provider Manual at [bh.medicaid.ohio.gov/manuals](http://bh.medicaid.ohio.gov/manuals).

## Notice of Changes to PA Requirements

### Information for all network providers

Molina posts new comprehensive PA Code Lists to our website quarterly. However, changes can be made to the lists between quarterly updates. Always use the lists posted on our website under the Forms tab instead of printing hard copies. This practice ensures you access the most up-to-date versions.

## Notice of Changes to the Provider Manual

### Information for all network providers

Molina posts a new comprehensive Provider Manual to our website semi-annually. However, changes can be made to the manual between updates. Always refer to the manual posted on our website under the "Manual" tab instead of printing hard copies. This practice ensures you are accessing the most up-to-date versions.