

Provider Bulletin

Molina Healthcare of Virginia, LLC.

August 8, 2024

Molina Healthcare ADA Compliance Survey

Dear Providers,

We are reaching out to remind you of the critical importance of compliance with the Americans with Disabilities Act (ADA) and its direct impact on the quality of patient care. As part of our commitment to ensuring accessible health care for all members, including those with disabilities, we are conducting an ADA Compliance Survey.

The ADA requires providers to make reasonable access and accommodations for all persons with disabilities. Molina is providing you with the opportunity to self-attest to the attached ADA standards to verify core elements of ADA compliance and to service our members. Provider service locations that attest to being ADA compliant or have received an in-office assessment and determined to be ADA compliant will be published in the Molina Healthcare Provider Directory. Non-compliance may result in exclusion from the directory and potential loss of patients. The above requirement also aligns with the terms and conditions of the Cardinal Care program.

Please email or fax the attached form and supporting documentation* to

Email: MolinaVA.ProviderInquiry@molinahealthcare.com

Email Subject: ADA Survey Response

Fax: (888) 656 5098

Questions?

If you have any questions, please contact Molina's Provider Contact Center at **(800) 424-4518** or your dedicated Molina Provider Services representative at MolinaVA.ProviderInquiry@molinahealthcare.com. They are here to assist you.

Thank you

Molina Healthcare

* Supporting documentation might include but is not limited to photographs of the physical accommodations (e.g., parking, entrances, restrooms, waiting areas), engineering reports, compliance checklists, or certificates from third-party assessments confirming ADA compliance. It would be advisable to include documents that clearly illustrate how each ADA standard listed in the survey is met at the provider service location. For specific guidance or clarification on the required supporting documents, contact rv101 Molina Healthcare directly via the provided email or phone number.



Americans with Disabilities Act (ADA) Compliance Attestation

Please complete the following attestation for each provider service location.

Practice name: _____ **Tax ID Number:** _____

Service address: _____ **Phone number:** _____

Email address: _____

The Americans with Disabilities Act (ADA) requires providers to make reasonable access and accommodations for all persons with disabilities. Molina Healthcare is providing you with the opportunity to self-attest to the ADA standards below to verify core elements of ADA compliance and serve our members.

| ADA Standards | Response (Yes or No) |
|--|--|
| Accessible Parking The building has handicap-designated parking. Parking spaces are accessible with ramps and curb cutouts between the parking lot, office, and drop-off locations. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Access Solutions The building has an automatic entry option or alternative access method. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Accessibility Features The building has an elevator for public use (if the building is multi-level). The elevator has enough room for a wheelchair and scooter to maneuver. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Accessible Restrooms The restroom has a large stall and safety bars or other reasonable accommodations. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Accessible Design Waiting rooms (including furniture) can accommodate patients with physical and non-physical disabilities. The reception and waiting areas have enough room for a wheelchair and scooter to maneuver and turn around. | <input type="checkbox"/> Yes <input type="checkbox"/> No |

| ADA Standards | Response (Yes or No) |
|--|--|
| Accessible Exam Rooms At least one exam room can accommodate patients with physical and non-physical disabilities. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Enhanced signage Signage and way-finding are clear (e.g., color, symbol signage, and braille). | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Building and Room Accessibility Doors to access the building, office, and patient rooms are at least 32 inches wide. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Exam Tables and Chairs Accessibility The exam table moves up and down to facilitate getting on and off, whether standing or using a wheelchair or scooter. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Accessible Medical Equipment Diagnostic equipment can accommodate patients with disabilities. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Wheelchair and Scooter Accessibility The scale can accommodate a wheelchair or scooter. | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Provider service locations that attest to being ADA compliant or have received an in-office assessment and determined to be ADA compliant will be published in our Provider Directory.

I attest to the best of my knowledge that the above information is true, accurate, and complete.

Authorized signatory (printed) _____

Authorized signatory (sign): _____

Title: _____ **Date signed:** ____ / ____ / ____



Fax Cover Sheet

| | |
|--|---------------|
| To: | From: |
| Fax: | Phone: |
| Pages: | Date: |
| Re: Molina Healthcare ADA Survey Response | |

Comments (do not include PHI in the comments): Please use this section to provide any additional information or context that you believe is important for us to consider in evaluating your ADA compliance.