

Provider Bulletin

Molina Healthcare of Washington, Inc.

September 9, 2024

Help Us Keep Your Molina Healthcare of Washington, Inc. Patients Healthy with ReferWell! (Medicare)

Molina is dedicated to providing our members with the best possible healthcare experience. Preventive care is crucial for the early detection of life-threatening diseases. To support this, ReferWell is sponsoring an outreach program to assist with scheduling preventive screenings for our Molina members.

ReferWell's care navigators will contact Molina members who are overdue for an Annual Wellness Visit, Breast Cancer Screening, or Colorectal Cancer Screening. They may also reach out to your office, as the member's Primary Care Provider, via a three-way call with the member to coordinate scheduling for these services. This program will launch on September 16th and run for 60 days.

The ReferWell team works with patients to schedule in-network appointments. Their scheduling technology automatically sends appointment confirmations and reminders to patients, reducing the administrative burden on provider offices. The program aims to decrease patient no-show rates, integrate care delivery, and close gaps in care. Additionally, ReferWell captures patient feedback and shares it, along with the results of the screening visit, with the patient's primary care provider.

If you have any questions, concerns, or member feedback, please reach out to your Molina contact at MHW_QI_Department@MolinaHealthCare.Com.