

Molina Healthcare of Wisconsin, Inc. & My Choice Wisconsin Integration Updates

November 7, 2024



Welcome & Agenda

- Welcome
- Integration Status Update
- Member & Operational Changes
- Provider Changes & Resources
- Questions



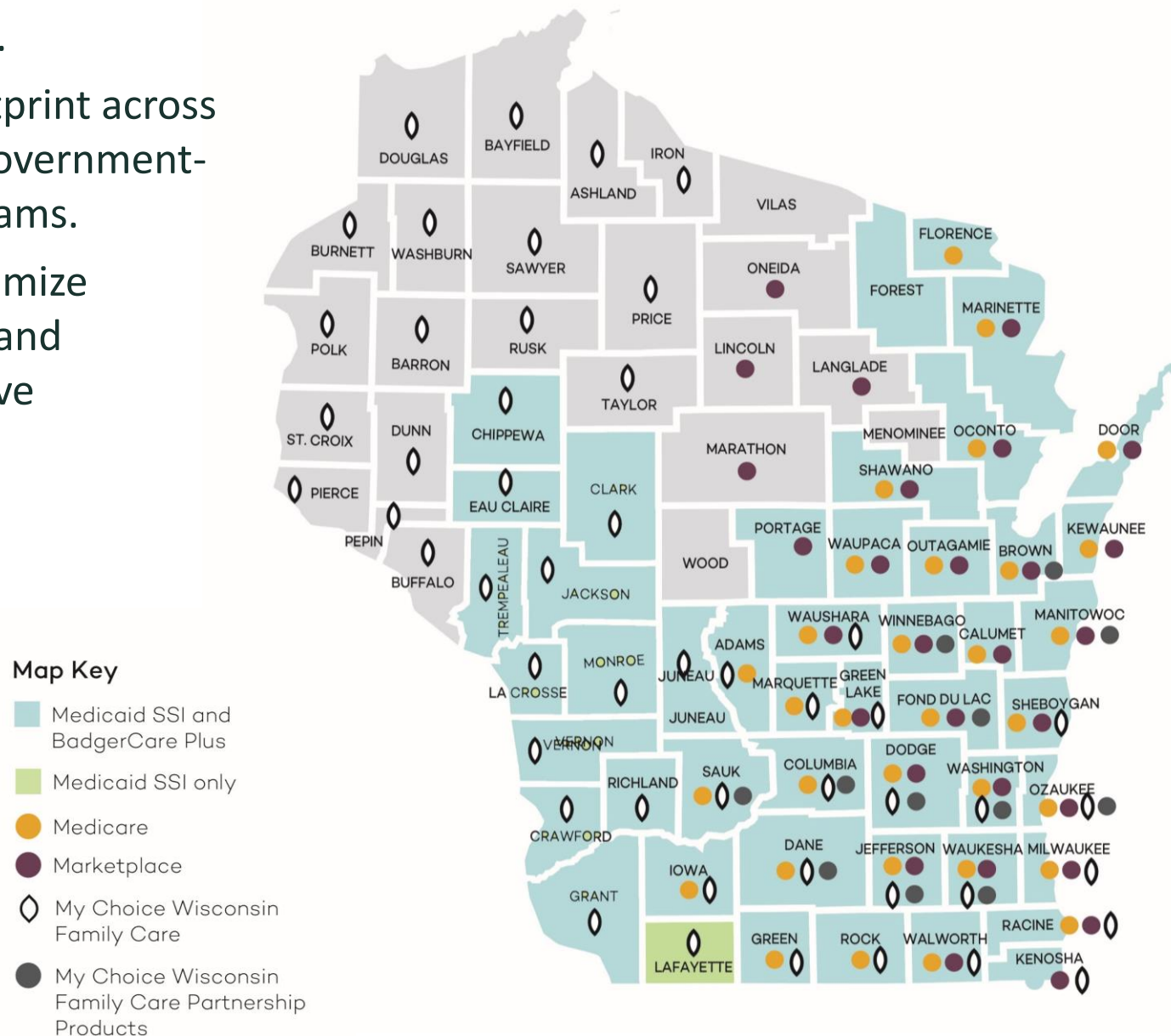
Integration Status Update



Molina & My Choice Integration Updates

- Molina Healthcare of WI purchased My Choice WI in September 2023.
- Expands our footprint across the State to all government-sponsored programs.
- Goals are to minimize provider impact and maintain proactive transparency.

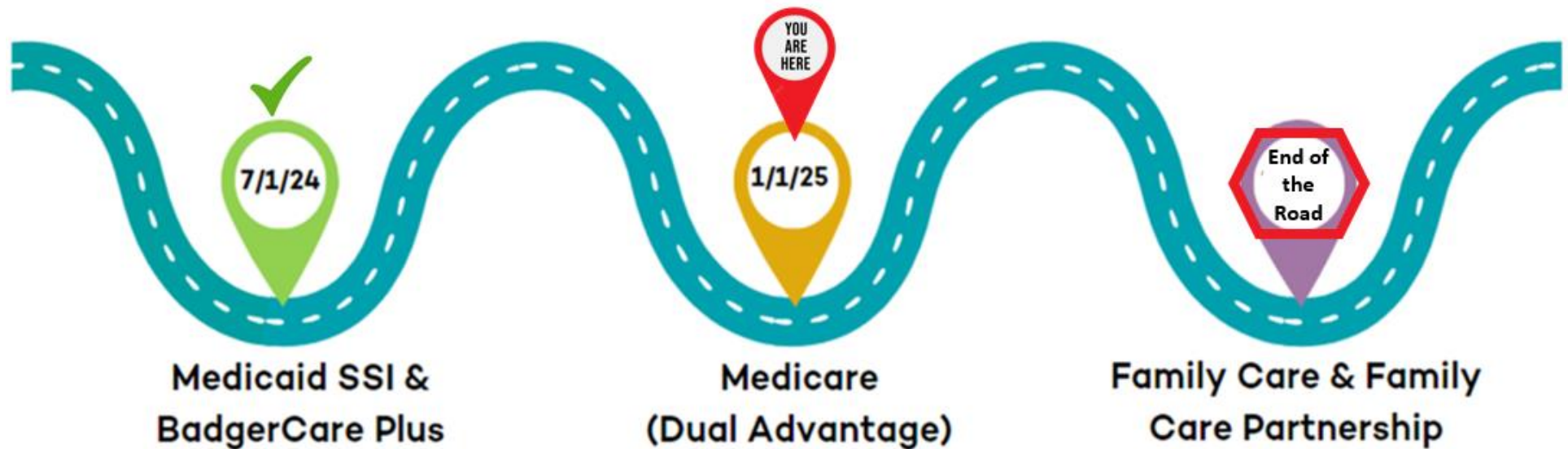
2025 Wisconsin Service Area:



Integration Timeline & Key Changes

- **Complete:** Medicaid SSI and BadgerCare Plus integration, effective July 1, 2024
- **Current Focus:** Medicare D-SNP Contract Consolidation, effective January 1, 2025
- **Future focus:** Family Care/Family Care Partnership integration

Integration Timeline



Member & Operational Changes



2025 Program Changes

- Effective January 1, all Molina Medicare members will be covered through My Choice Wisconsin by Molina Healthcare.
- In addition, we have updated our branding for the Family Care Partnership and Family Cares lines of business to My Choice Wisconsin by Molina Healthcare.



my choice
WISCONSIN
BY MOLINA HEALTHCARE

Enrollment Date: 10/01/2020

Member Name: John Q. Public
Member Number: 1234567

Toll Free: 1-800-963-0035
TTY: 711
www.mychoicewi.org



my choice
WISCONSIN
BY MOLINA HEALTHCARE

Partnership
Medicare/Medicaid

MEMBER NAME: «FIRSTNAME» «LASTNAME»

MEMBER #: «IDNUMBER»
ISSUED DATE: «EFFDATE»
GROUP #: «GROUPNUMBER»

Rx ID: «IDNUMBER»
Rx BIN: 004336
RX GROUP: RX51DH
PCN: MEDDADV

PAYOR ID: 27004
Issuer: 80840
<<CONTRACTPLANIDNO>>

MedicareRx
Prescription Drug Coverage X

www.mychoicewi.org



Vendor Changes

Dental Benefit



2025 dental benefits will be administered by Skygen.

- No change for legacy Molina members/providers
- Change from DentaQuest for legacy My Choice members/providers

Dental Contact Information:

- Email: MDVSPProviderServices@MolinaHealthcare.com
- Phone Number: (855) 326-5059
- To locate a dental provider, reference the [My Choice Provider Online Directory](#).

Vision Benefits



Routine 2025 vision benefits will be administered by VSP Vision Care

- Change from March Vision Care for Molina members/providers
- Change from EyeQuest for legacy My Choice members/providers

VSP Contact Information:

Phone number: (855) 492-9028

Website: vsp.com

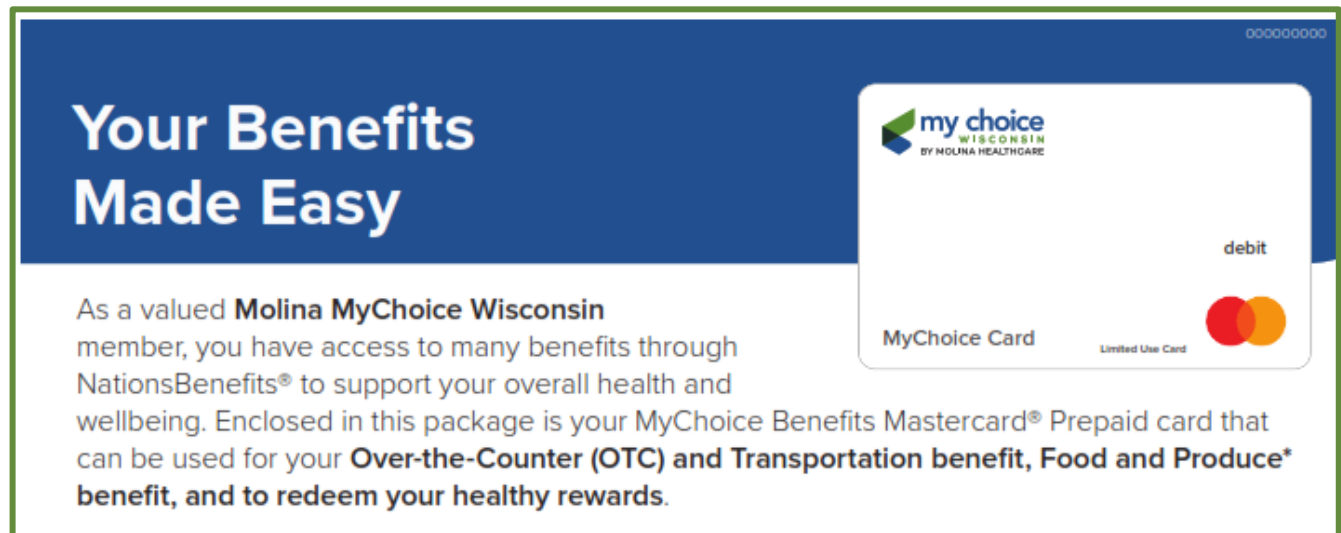


Extra Member Benefits

2025 Supplemental Benefits:

- Allowance every month for OTC and transportation
- Allowance every month for healthy food and produce
- Allowance every year for eyewear
- Up to 2 pre-selected hearing aids every 2 years
- \$2,500 annual dental benefit
- PERS+ (an in-home medical alarm system for emergency *and* non-emergency needs)
- And more!

For program specific (Medicare, Family Care, Family Care Partnership) benefits and allowance amounts, check out the Member's evidence of coverage on our website.



Your Benefits Made Easy

As a valued **Molina MyChoice Wisconsin** member, you have access to many benefits through NationsBenefits® to support your overall health and wellbeing. Enclosed in this package is your MyChoice Benefits Mastercard® Prepaid card that can be used for your **Over-the-Counter (OTC) and Transportation benefit, Food and Produce* benefit, and to redeem your healthy rewards.**



Provider Changes & Resources



Operational Changes - Medicare

Contracting

We continue to align our organization through contracts, processes, and resources. For the Medicare line of business...

- **If you have a Medicare agreement with MCW only:** No changes, continue to follow MCW contract terms and processes.
- **If you have a Medicare agreement with Molina only:** Molina contract terms will move to MCW systems for administration; follow MCW operational activities effective 1/1/2025.
- **If you have a Medicare agreement with both MCW and Molina:** Molina rates and contract terms will take precedence but be administered through MCW systems and operational activities.



Prior Authorization

Streamlining requirements for all LOBs

Molina and My Choice (MCW) partnered to streamline prior auth requirements for all LOBs, including Medicare.

- MCW will use the Prior Auth LookUp tool, mimicking Molina's functionality
- The above changes do not apply to any long-term care benefits/services; continue to work through Care Planning channels for LTC.

Prior Authorization Resources

- [My Choice Wisconsin Website & Authorization library](#)

Prior Authorization Contact Information

- Fax completed PA forms to **(608) 210-4050**
- To check PA status, call **(800) 963-0035**

All Medicare DSNP Prior Authorization requests must be submitted to My Choice for dates of service 1/1/2025 and after.



Claims Submission - Medicare

My Choice Wisconsin partners with Cognizant TriZetto for Medicare claims processing and payment.

Clean claims must be submitted in one of the following and should be appropriately coded in accordance with CMS guidelines.

- Electronic claims submission
- Paper claim form

Questions related to Medicare billing, claims, reimbursement, denials, adjustments, or refunds, should be directed to

My Choice Wisconsin Provider Help Desk (TriZetto)
(855) 878-6699
Monday - Friday, 8:00 a.m. to 4:00 p.m.

Provider should work with TriZetto to set up payment & remittance preferences.

Medicare:

[Cognizant \(TriZetto\) Web Portal](#)

EDI Payer ID: 27004

Paper Claims Mailing Address

My Choice Wisconsin

PO Box 226897


Dallas, TX 75222-6897



Provider Resources

We have several resources prepared to help ensure the successful administration of the Medicare product.

- [My Choice Provider Website](#)
- [Provider Handbook \(Family Care, Partnership, Medicare Dual Advantage\)](#)
- [My Choice Wisconsin Provider Orientation \(YouTube\)](#)
- [Molina and My Choice Integration Webpage](#)
 - [FAQs](#) – Will be updated following our call today
 - [2024 Quick Reference Guide](#)
 - [2025 Quick Reference Guide](#) – Updated to reflect Medicare Changes
 - [Orientation & Drop in Sessions](#) – Options throughout the integration to ensure your success.




Provider Orientation

Join us for a provider orientation and onboarding session, including a high-level overview of My Choice, important resources, and more!

Click on the links below to register.

- [October 30, 10-11 a.m.](#)
- [November 8, 9-10 a.m.](#)
- [November 12, 3:30-4:30 p.m.](#)
- [November 21, 2-3 p.m.](#)
- [December 3, 3-4 p.m.](#)
- [December 6, 9-10 a.m.](#)
- [December 9, 2-3 p.m.](#)
- [December 17, 9-10 a.m.](#)
- [December 20, 11-12 p.m.](#)
- [December 30, 10-11 a.m.](#)
- [January 3, 11-12 p.m.](#)
- [January 7, 3-4 p.m.](#)
- [January 16, 1-2 p.m.](#)
- [January 22, 10-11 a.m.](#)



Got a question about the integration?
Drop in - we're here to help!

If you have any questions/concerns related to the upcoming January 1, 2025 integration, please feel free to drop-in to these meetings. Our friendly Provider Relations team will be happy to help!

Click on the links below to join during the times noted.

- [December 19, 2-3 p.m.](#)
- [December 27, 9:30-10:30 a.m.](#)
- [January 3, 2-3 p.m.](#)
- [January 6, 10-11 a.m.](#)
- [January 9, 3-4 p.m.](#)
- [January 14, 2:30-3:30 p.m.](#)
- [January 23, 10-11 a.m.](#)

Provider Contacts

Department	Contact information
Member & Provider Services	Phone: (800) 963-0035
Provider Network General inbox for provider questions, concerns, contracting, credentialing and demographics	MHWIProviderNetworkManagement@MolinaHealthcare.com
Prior Authorizations	<u>Authorization Resource Library</u> Phone: (800) 963-0035 Fax: (608) 245-3096
Provider Appeals	<u>Claim Appeal Form</u> Phone: (800) 963-0035 providerhelpdesk@mychoicewi.org
Skygen Dental Team	Phone: (855) 326-5059 MDVSproviderservices@MolinaHealthcare.com
VSP Vision	Phone: (800) 877-7195 vsp.com
TriZetto Claims	<u>Portal</u> Phone: (855) 878-6699 <u>EFT Enrollment Form</u>

Get to know our provider team [here](#).



Questions?

