

# Provider Bulletin

March 2025

## March is Colorectal Cancer Awareness Month

Colorectal cancer is the third leading cause of cancer-related deaths in both men and women in the United States. Regular colorectal cancer screening is the most effective way to prevent colorectal cancer.

The American Cancer Society recommends the following preventative measures:

- Start the screening process if you are 45 years or older
- Get regular physical activity and maintain a healthy weight
- Consume a diet rich in fruits, vegetables and whole grains
- Limit alcohol consumption
- Don't smoke

For more information on treatment options and colorectal cancer prevention, please visit [cancer.org/cancer/types/colon-rectal-cancer.htm](https://www.cancer.org/cancer/types/colon-rectal-cancer.htm)

Ways to improve colorectal cancer screening for your patients:

- Update patient history annually regarding colorectal cancer screening with type and date of test completed
- Encourage patients resistant to having a colonoscopy to have a stool test that can be completed at home
- Communicate to the member that a fecal occult blood test (FOBT) or fecal immunochemical test (FIT) has fewer dietary restrictions.
- Utilize standing orders and empower office staff to encourage at-home kits to patients who need colorectal cancer screenings or prepare referrals for colonoscopy
- Document patients with ileostomies (implies colon removal) and patients with a history of colon cancer
- When documenting a member-reported colonoscopy, flexible sigmoidoscopy, FIT-DNA test, CT Colonography or FOBT, when available, always include a date of service, although the year alone will be acceptable for compliance

### Provider Manual updates

Molina Healthcare of Michigan updates the Provider Manual for all four lines of business/products at least annually. Our 2025 Medicaid and Medicare Provider Manuals are now available at [MolinaHealthcare.com/providers/mi/medicaid/home.aspx](https://MolinaHealthcare.com/providers/mi/medicaid/home.aspx) and [MolinaHealthcare.com/providers/common/medicare/medicare.aspx](https://MolinaHealthcare.com/providers/common/medicare/medicare.aspx).

Our 2025 Marketplace and Dual Options Provider Manuals will be available soon.



### 2025 Model of Care provider training

In alignment with requirements from the Centers for Medicare & Medicaid Services (CMS), Molina requires PCPs and key high-volume specialists, including hematologists/oncologists, cardiologists and neurologists, to receive training about Molina's Special Needs Plans (SNP) Model of Care (MOC).

The SNP MOC is the plan for delivering coordinated care and care management to special needs members. Per CMS requirements, managed care organizations (MCOs) are responsible for conducting their own MOC training, which means multiple insurers may ask you to complete separate training.

MOC training materials and attestation forms are available at [MolinaHealthcare.com/-/media/Molina/PublicWebsite/2025ModelofCareProviderTraining.pdf](https://MolinaHealthcare.com/-/media/Molina/PublicWebsite/2025ModelofCareProviderTraining.pdf).

The target completion date for this year's training is October 31, 2025.

### Provider network management tool is available

Molina has added features for new and current providers to our provider network management portal. All submissions to join the Molina network or to add, term and/or update requests should now be submitted through the portal. Providers and practice managers will have their own designated login and password. Updates, add-ons and all required credentialing documents can be made directly on the portal.

Council for Affordable Quality Healthcare (CAQH) providers will have prepopulated information – minimizing the time it takes to fill out credentials. Delegated groups can upload rosters as needed, and non-delegated groups can add providers individually or via roster upload to make demographic updates such as:

- Change in office location, office hours, phone, fax or email
- Addition or closure of office location
- Addition or termination of a provider
- Change in taxpayer identification number (TIN) and/or National Provider Identifier (NPI)
- Open or close practice to new patients

### New resources regarding Molina's Doula coverage are available online!

Molina is pleased to offer providers additional resources regarding our coverage of Doula services. The resources – available in our online You Matter to Molina section at [MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx](https://MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx) – include the following:

- Links to the Michigan Department of Health & Human Services (MDHHS) resources for doulas
- Doula Contracting Quick Facts Guide
- Molina Michigan Healthy Beginnings Program and What is a Doula? handouts for providers

To access these resources, please visit [MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx](https://MolinaHealthcare.com/providers/mi/medicaid/comm/YouMattertoMolina.aspx).



## Provider orientations

To join any of the following orientations, please visit our “You Matter to Molina” website section for providers. Below are dates/times for upcoming live orientation sessions.

- Thursday, March 27, 9 a.m. - 10:30 a.m.
- Thursday, April 24, 9 a.m. - 10:30 a.m.

## Claim submission information and requirements

Molina strongly encourages providers to submit claims electronically, including secondary Claims. Electronic claims submission provides significant benefits to the provider, including:

- Helps to reduce operation costs associated with paper claims (printing, postage, etc.)
- Increases accuracy of data and efficient information delivery
- Reduces claim delays since errors can be corrected and resubmitted electronically
- Eliminates mailing time and claims reach Molina faster

Molina offers the following electronic claims submission options:

- Submit claims directly to Molina via the Availity Essentials portal
- Submit claims to Molina via your regular EDI clearinghouse

If electronic claim submission is not possible, please submit paper claims to the following address: Molina Healthcare of Michigan, Inc., PO Box 22668, Long Beach, CA 90801.

When submitting paper claims:

- Paper claim submissions are not considered “accepted” until received at the appropriate Claims PO Box.
- Claims received outside the designated PO Box will be returned for appropriate submission.
- Paper claims must be submitted on original red and white CMS-1500 and CMS-1450 (UB-04) claim forms.
- Paper claims not submitted on the required forms will be rejected and returned. This includes black-and-white forms, copied forms and any altering, including handwritten claims.
- Claims must be typed with either 10 or 12-point Times New Roman font, using black ink.

For more information, please visit [cms.gov](https://www.cms.gov) and use the Medicare menu to locate the information you need.

### Implicit bias training

Molina has partnered with Southeast Michigan Perinatal Quality Improvement Coalition (SEMPQIC) to host multiple workshops for providers to expand their skills and expertise on implicit bias, health equity and much more. Continuing education (CE) and continuing medical education (CME) credits will be offered for participation in the workshop. Vicki T. Sapp, PhD, will facilitate this workshop. For more information, please visit the Upcoming Trainings section online at [MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx](https://MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx).

### 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 website section at [MolinaHealthcare.com/providers/mi/medicaid/resource/cme.aspx](https://MolinaHealthcare.com/providers/mi/medicaid/resource/cme.aspx).

Molina Healthcare's Provider Education Series – Disability resources consist of the following educational materials:

- Americans with Disabilities Act (ADA)
  - Introduction to the ADA and questions and answers for healthcare providers (e.g., Which healthcare providers are covered under the ADA? How does one remove communication barriers that are structural in nature? Is there 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.
- Service animals
  - Examples of tasks performed by a service animal; tasks that do not meet the definition of a service animal; inquiries you can make regarding service animals, and exclusions, charges or other specific rules.
- Tips for communicating with people with disabilities and seniors
  - Communicating with Individuals who are blind or visually impaired, deaf or hard of hearing, communicating with individuals with mobility challenges, speech impairments and communicating with seniors.

Please contact your Provider Relations manager if you have any questions.

## Molina's language access services

Accurate communication strengthens mutual understanding of illness and treatment, increases patient satisfaction and improves health care quality. Providing language access services is a legal requirement for health care systems that receive federal funds. A member cannot be refused services due to language barriers. When needed, Molina provides the following services directly to members at no cost:

- 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 will also cover the cost of a language or sign language interpreter for our members' medical appointments. Molina members and providers are instructed to call the Member and 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://www.molinahealthcare.com).



# Understanding Dementia



**Topic:** Understanding Dementia: Impacts on Diverse and Inclusive Populations

**Date:** April 16, 2025

**Time:** 12 p.m.–1 p.m. ET

**Host:** Kate Pierce, LMSW – Program Director at the Alzheimer’s Association Michigan Chapter and Bruno Giordani, PhD Professor of Psychology at the University of Michigan and Associate Director for Michigan’s Alzheimer’s Disease Center

## Summary:

Please join us as we discuss how dementia impacts diverse groups including Black, Hispanic, Middle Eastern/North African (MENA), LGBTQ+, and Jewish Americans. In addition, those living with HIV and intellectual/developmental disabilities, and Veterans.

## CME Accreditation:

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the University of Michigan Medical School and the Alzheimer’s Association. The University of Michigan Medical School is accredited by the ACCME to provide continuing medical education for physicians. The University of Michigan Medical School designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credit(s)<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.”



**Scan the QR code to join us on Microsoft Teams as this is a virtual event**

