

Provider Newsletter

FOR SENIOR WHOLE HEALTH BY MOLINA HEALTHCARE PROVIDERS



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Claims submission

Senior Whole Health of New York – a Molina Healthcare plan – strongly encourages providers to submit their claims electronically – including secondary ones. Electronic claims submission provides significant benefits to the provider, including:

- Reducing operational costs associated with paper claims (printing, postage, etc.)
- Increasing accuracy of data and efficient information delivery
- Reducing claim delays since errors can be corrected and resubmitted electronically
- Eliminating the delay in mailing

Senior Whole Health offers the option to directly submit claims electronically to us via the Availity Essentials provider portal or your Electronic Data Interchange (EDI) clearinghouse; however, if claim is related to home health care, please utilize HHAExCHANGE (HHAX) for authorizations and claims submissions.

If electronic claims submission is not possible, please submit paper claims to the following address: (not applicable to home health)



Senior Whole Health of New York, A Molina Plan
PO Box 22668
Long Beach, CA, 90801

When submitting paper claims:

- Submissions are not considered “accepted” until received at the appropriate claims PO Box.
- If claims are sent to the wrong PO Box, they will be returned for appropriate submission.
- Submissions are required on original red and white CMS-1500 and CMS-1450 (UB-04) claim forms.
- They will be rejected and returned if the submission is not completed on the required forms. This includes black and white forms, copied forms and any altering – including handwritten claims.
- They must be typed using black ink in either 10- or 12-point Times New Roman font.

For more information, please see CMS claims submission guidance at [cms.gov/Medicare/Billing/ElectronicBillingEDITrans/1500](https://www.cms.gov/Medicare/Billing/ElectronicBillingEDITrans/1500).

Drug coverage change

Updated 2024 Part B Step Therapy Grid

Molina has updated medical Part B drug injectable (HCPCS codes) Step Therapy requirements. They are online at [Pharmacy and Prescription Benefits | Medicare \(MolinaHealthcare.com\)](https://www.molinahealthcare.com). Part B Step Therapy requirements only apply to new therapy – existing therapies will not require Step Therapy utilization. Step Therapy requirements are buy and build claims.



Medicare 2024 formulary removals and alternatives

Significant formulary changes for 2024 are summarized below, along with covered formulary alternatives. Full formularies can be found online at [MolinaHealthcare.com](https://www.molinahealthcare.com).

Drug and drug class	Formulary alternatives
Antilipemics	
PRALUENT®	Repatha®
Antidepressants	
VIIBRYD® starter kit	vilazodone tabs (generic for VIIBRYD®)
Auvelity™	bupropion, bupropion SR, or bupropion XL
Diabetes	
Levemir®	BASAGLAR®, LANTUS®, Tresiba®, Toujeo®
NovoLog®	Fiasp, Admelog (biosimilar to Novolog and Humalog)
Victoza®	Trulicity®, BYETTA®, Ozempic®, Bydureon®, RYBELSUS®
Pulmonary agents	
ADVAIR DISKUS/HFA	Fluticasone/salmeterol, WIXELA INHUB®, BREO, ADVAIR HFA, DULERA®
FLOVENT DISKUS/HFA	ARNUITY ELLIPTA
PULMICORT®	ARNUITY ELLIPTA
SYMBICORT®	Fluticasone/salmeterol, WIXELA INHUB®, BREO, ADVAIR HFA, DULERA®

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)/Marketplace Qualified Health Plan (QHP) enrollee experience survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an industry-standard survey tool used to evaluate patient satisfaction. Improving patient satisfaction has many benefits. It not only helps to increase patient retention but can also help increase compliance with physician recommendations and improve patient outcomes.

Focusing together on a positive patient experience will have many important benefits to your practice:

- Increase patient retention
- Increase compliance with physician clinical recommendations
- Improve patient's overall wellness and health outcomes
- Ensure preventive care needs are addressed more timely
- Reduce no-show rates

Additional resources are available for office staff and patients:

- For additional after-hours coverage, Senior Whole Health by Molina Healthcare (Senior Whole Health) members can call the 24-hour Nurse Advice Line
- Senior Whole Health members can access Interpreter Services at no cost by calling Member Services
- Providers can access the Provider Web Portal at MolinaHealthcare.com to:
 - Search for patients and check member eligibility
 - Submit service request authorizations and/or claims and check status
 - Review Patient Care Plan
 - Obtain CAHPS® Tip Sheets
- Participate in online Cultural Competency trainings (also available at MolinaHealthcare.com)

Please encourage your patients who have received the CAHPS® survey to participate. Listed below are several questions asked in the survey regarding patient care:

- When you needed care right away, how often did you get care as soon as you needed?
- When you made an appointment for a check-up or routine care at a doctor's office or clinic, how often did you get an appointment as soon as you needed?
- How often was it easy to get the care, tests, and treatment you needed?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor spend enough time with you?
- How often did your personal doctor explain things in a way that was easy for you to understand?
- How often did you and your personal doctor talk about all the prescription medicines you were taking?
- How would you rate your personal doctor?

Molina Healthcare 2023 quality improvement results

Senior Whole Health by Molina Healthcare (Senior Whole Health) conducts an annual program evaluation to assess how well we meet the performance goals and objectives for improving the quality and safety of clinical care and services specified within the Quality Improvement Program Description and annual Work Plan. Below are highlights from the annual evaluation.

CAHPS®

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Enrollee Experience Survey assesses Senior Whole Health members' satisfaction with their health care. It allows us to better serve our members. Senior Whole Health has received the CAHPS® results of how our members rated our providers and our services

Medicare: In 2023, Senior Whole Health did not complete the CAHPS® Survey

HEDIS®

Another tool used to improve member care is the Healthcare Effectiveness Data and Information Set or HEDIS®. HEDIS® scores allow Senior Whole Health to monitor how many members are receiving the services they need. Measures include immunizations, well-child exams, Pap tests and mammograms. There are also scores for diabetes care, and prenatal and after-delivery care.

Medicare: In 2023, Senior Whole Health improved in Care for Older Adults - Medication Review (COA) and Medication Reconciliation Post-Discharge (TRC).

In both 2022 and 2023, Senior Whole Health's reported 'NA' (i.e., less than 30 members in the denominator) for the following measures: Breast Cancer Screening (BCS), Colorectal Cancer Screening (COL), Controlling Blood Pressure (CBP), Diabetes Care Blood Sugar Controlled (HBD), Diabetes Care Eye Exam (EED), Osteoporosis Management in Women Who Had a Fracture (OMW) and Statin Therapy for Patients with Cardiovascular Disease - Received Statin Therapy Total (SPC).

In both 2022 and 2023, Senior Whole Health remained the same in Care for Older Adults - Pain Screening (COA).

The progress related to the goals that Senior Whole Health by Molina Healthcare has set for the annual HEDIS® measures can be viewed in more detail on the Senior Whole Health website. You can also view information about the Quality Improvement Program and print a copy if you would like one. Please visit the provider page on Senior Whole Health's website at

[MolinaHealthcare.com](https://www.molinahealthcare.com).

Requirements for prior authorization submission

Molina has partnered with MCG Health to offer Cite AutoAuth self-service for advanced imaging prior authorization (PA) requests.

What is Cite AutoAuth, and how does it work?

Providers can receive an expedited – often immediate – response by attaching the relevant care guideline content to each PA request and sending it directly to us. Through a customized rules engine, Cite AutoAuth matches Molina’s specific criteria to the clinical information and attached guideline content to potentially authorize the procedure automatically.

Self-services available in the Cite AutoAuth tool include, but are not limited to:

- MRIs
- CTs
- PET scans

To see the complete list of imaging codes that require PA, refer to the PA Code LookUp Tool online at [MolinaHealthcare.com](https://www.molinahealthcare.com).

How to access and learn more

Cite AutoAuth can be accessed online via the Availity Essentials provider portal at [provider.MolinaHealthcare.com](https://provider.molinahealthcare.com) in **Molina’s Payer Spaces**. It is available 24 hours per day, seven days per week.

This submission method is strongly encouraged as your primary submission route. However, existing fax/phone/email processes are also available.

Additional information about Cite AutoAuth is available in the Quick Reference Guide on [Senior Whole Health of New York](#).

Council for Affordable Quality Healthcare

What is the Council for Affordable Quality Healthcare?

Council for Affordable Quality Healthcare (CAQH) technology-enabled solutions eliminate redundant and inefficient administrative processes between health plans and providers for credentialing, directory maintenance, coordination of benefits and other essential business functions. CAQH offers options to reduce the administrative burden for providers.

How does Molina use CAQH?

Molina uses the CAQH DirectAssure application to allow enrolled providers to attest and update their data in a single place shared by all companies contracted with and utilizing CAQH. Molina registers all of our non-delegated credentialed providers for CAQH DirectAssure and currently pays the monthly fees related to the attestation tools for the providers.

What are the benefits of using CAQH?

- **Decreased administrative burden:** CAQH provides a tool to facilitate providers meeting the requirement to attest to their demographics and key information on record with Molina every 90 days.
- **Increased Molina support:** As providers update their information in CAQH, we can systemically update our system, enabling our associates to assist providers with other needs.
- **More accurate records:** By obtaining more frequent provider updates, we'll have precise provider information for our records.

How does CAQH work for providers?

Providers enter updated information once in CAQH, which is shared with multiple entities utilizing the CAQH DirectAssure application. This simplifies the providers' administration work and reduces the need to track changes. The No Surprises Act (NSA) requires providers to attest to their data every 90 days. CAQH provides an effective way to meet that requirement.

What's next?

Molina is working with providers to encourage CAQH attestation. While you may use other credentialing tools mandated by your state's regulatory agencies, CAQH offers many other features and benefits beyond credentialing attestations.

We're excited to continue improving our automation of provider information processes to reduce the administrative burden on providers to update data.

Availity Essentials is Molina Healthcare's exclusive provider portal!

Availity Essentials is Molina Healthcare's official secure provider portal for traditional (non-atypical) providers (i.e., personal care, adult day care, taxi services or home modifications). Some core features available in Availity for Molina include eligibility & benefits, attachments, claim status, Smart Claims and Payer Space (submit and check prior authorizations and appeal status and appeal/dispute).

Several new features and enhancements have recently been added to Availity for Molina providers. If you missed it, check out the latest enhancements to simplify workflows and reduce administrative burden!

What's new?	How does it benefit me?
Appeals	Submit your appeal and dispute requests online for Molina's finalized claims. Check the status of your requests submitted on Availity. View and import requests initiated through outside channels (mail, fax, etc.) and complete them within your Availity workflow. Upload supporting documentation for online requests. Receive a notification when requests have been finalized and processed by Molina.
Claims corrections	Molina providers can now access a new claims correction feature from the claim status page. Claims correction allows you to correct and resubmit a paid or denied claim from the claim status response page.
Overpayments	Eliminate mail and fax for faster dispute resolution and ensure overpayment requests are current. View the status and details of any claim Molina has identified as an overpayment. Request additional information, dispute or resolve the overpayment.
Patient search	Save time entering patient information for eligibility and benefits inquiries. Enter the patient's member ID or their last name, first name and DOB, then select the patient matching the criteria. The information will automatically populate on the request.
Molina Medicare is now included in the Molina Healthcare Payer Option.	Select only one option in the payer field. The Molina Medicare option no longer displays in the payer field. When you select the Molina Healthcare option for the region, the plan coverage for the member includes Dual-Eligible, Marketplace, Medicare and Medicaid.

Not registered with Availity Essentials?

If your organization has not yet registered for Availity and you are responsible for the registration, please visit [availity.com/MolinaHealthcare](https://www.availity.com/MolinaHealthcare) and click **Register**.

Call Availity Client Services at **(800) AVAILITY (282-4548)** for registration issues. Assistance is available Monday-Friday, 8 a.m. to 8 p.m. ET.

Dive deeper into Availity Essentials

Once you have your Availity account, you can learn more about the features and functionality offered for Molina providers. Log in -> go to **Help & Training** -> **Get Trained** to register for a webinar.



Molina's 2024 Medicare Advantage products are designed to meet members' needs

Molina is always working to meet the needs of our members through our diverse Medicare Advantage products offered each year. To help our providers learn more about the specific products being offered in New York in 2024, we have created a handy summary showing our service areas and highlighting the supplemental benefits for each product offered. Check it out here: [Benefits and Services | Senior Whole Health](#).

Our gift to our providers: PsychHub subscription!

Molina has partnered with PsychHub to offer our valued network providers a no-cost subscription to the PsychHub platform.

PsychHub is an online digital behavioral health education platform that providers can access PsychHub's online learning courses. Some of these courses offer continuing education opportunities for select licensures. Various learning courses – including the Mental Health Ally Certification Program – may benefit office staff and/or providers interested in learning more about working with the behavioral health population.

Ready to get started? Molina network providers can access this and other courses that offer continuing education units (CEUs) on the PsychHub platform by clicking the following link and simply creating an account:

app.psychhub.com/signup/molina-mhp/

Contact your Provider Services representative to set up an overview of the PsychHub platform and its resources.

PsychHUB

MOLINA HEALTHCARE

Let's Get Started

Already have an account? [Log in](#)

Email address
JohnSmith@gmail.com

First name
John

Last name
Smith

Password
Create Password

By continuing you are agreeing to Psych Hub's [terms and conditions](#).

SIGN UP

OR

Clinical policy updates from the fourth quarter

Molina Clinical Policies (MCPs) are located at [MolinaClinicalPolicy.com](https://www.molinahealthcare.com/clinical-policy). The policies are used by providers, medical directors and internal reviewers to make medical necessity determinations. MCPs are reviewed annually and approved bimonthly by the Molina Clinical Policy Committee (MCPC).

The following new policies were approved:

- MCP-447: Casgevy (exagamglogene autotemcel)
- MCP-443: Fractional Laser Treatment of Traumatic and Burn Scars
- MCP-444: Implantable Peripheral Nerve and Nerve Field Stimulators for Chronic Pain
- MCP-445: Speech Generating Devices
- MCP-448: Lyfgenia (lovotibeglogene autotemcel)
- MCP-446: Wheelchair-Mounted Robotic Arm Devices

The following policies have coding updates only:

- MCP-436: Elevidys
- MCP-422: Neuromuscular Electrical Training for the Treatment of Obstructive Sleep Apnea or Snoring (eXciteOSA)
- MCP-433: Roctavian
- MCP-357: Skin Substitutes

The following policies were revised:

- MCP-406: Enteral Nutrition
 - Coverage indications updated to include chronic indications.
- MCP-245: Heart Transplantation with a Total Artificial Heart
- MCP-117: Small Bowel Multivisceral Transplantation
- MCP-114: Liver Transplantation (Adult and Pediatric)
 - The above transplant policies were updated as follows: Age for colonoscopy reduced to 45 years, added active pregnancy to absolute contraindications, updated active substance abuse contraindication to include potential requirement for formal substance use disorder evaluation.
- MCP-115: Lung Transplantation
 - Removed rapid fall in forced expiratory volume in one second (FEV1) in the presence of cystic fibrosis as an indication, added other end-stage lung disease as a potential indication for transplant, age for colonoscopy reduced to 45 years, updated active substance abuse contraindication to include potential requirement for formal substance use disorder evaluation.
- MCP-272: Hematopoietic Stem Cell Transplantation for Ewings Sarcoma
- MCP-194: Hematopoietic Stem Cell Transplantation for Germ Cell Tumors
- MCP-265: Hematopoietic Stem Cell Transplantation for Immunodeficiency Disorders
- MCP-193: Hematopoietic Stem Cell Transplantation for Neuroblastoma

- MCP-324: Hematopoietic Stem Cell Transplantation for Primary Myelofibrosis
- MCP-209: Hematopoietic Stem Cell Transplantation for Sickle Cell Anemia
 - The above transplant policies were updated as follows: Age for colonoscopy reduced to 45 years, updated active substance abuse contraindication to include potential requirement for formal substance use disorder evaluation.
- MCP-309: Hematopoietic Stem Cell Transplantation for Myelodysplastic Syndromes (MDS)
 - Age for colonoscopy reduced to 45 years, updated active substance abuse contraindication to include potential requirement for formal substance use disorder evaluation, added Molecular International Prognostic Score System (IPSS-M) score of 1 or more in the presence of other qualifying indications.
- MCP-121: Inhaled Nitric Oxide iNO for Neonatal Hypoxic Respiratory Failure
 - Updated indications to include failed trial of high-frequency jet oscillation and removed oxygenation index requirement.
- MCP-132: Percutaneous Ventricular Assist Devices
 - Coverage indications updated to include contraindications for Impella RP & RP Flex, and Impella therapy used in conjunction with ECMO or IABP. TandemHeart information removed.
- MCP-390: Radiofrequency Ablation (RFA) of the Renal Sympathetic Nerves as a Treatment for Uncontrolled Hypertension
 - Coverage indications updated to cover RFA in the appropriate setting.
- MCP-348: Zolgensma (onasemnogene abeparvovec)
 - Removed reference to SMA clinical subtype as a criterion. Updated to allow four copies of the SMN2 modifier gene to be present for approval. Added new warning from prescribing information about fatalities related to liver failure. Added requirement of recent (within 30 days of request) complete blood count within normal limits.

The following policies have been retired and are no longer available on the website:

- MCP-234: Bioimpedance Analysis for Lymphedema Assessment (see MCG)
- MCP-370: Durysta (bimatoprost implant) (see policy under pharmacy)
- MCP-282: Ozurdex (dexamethasone intravitreal implant) (see policy under pharmacy)
- MCP-243: Gastrointestinal Electrical Stimulation GES for Obesity (see policy 414)
- MCP-392: Monarch External Trigeminal Nerve Stimulation eTNS System (see MCG)
- MCP-391: Radiofrequency Ablation of Primary or Metastatic Liver Tumors (see MCG)
- MCP-134: Therapeutic Apheresis (see MCG)

Provider Manual updates

The Provider Manual is customarily updated annually but may be updated more frequently as needed. Providers can access the Provider Manual at [Provider Manual | Senior Whole Health by Molina Healthcare](#).

The items listed below reflect significant changes made in the 2023 Provider Manual. Changes are broken down by line of business, manual section and page number.