

Welcome

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Sara Morones- Program Manager-Provider
Communications

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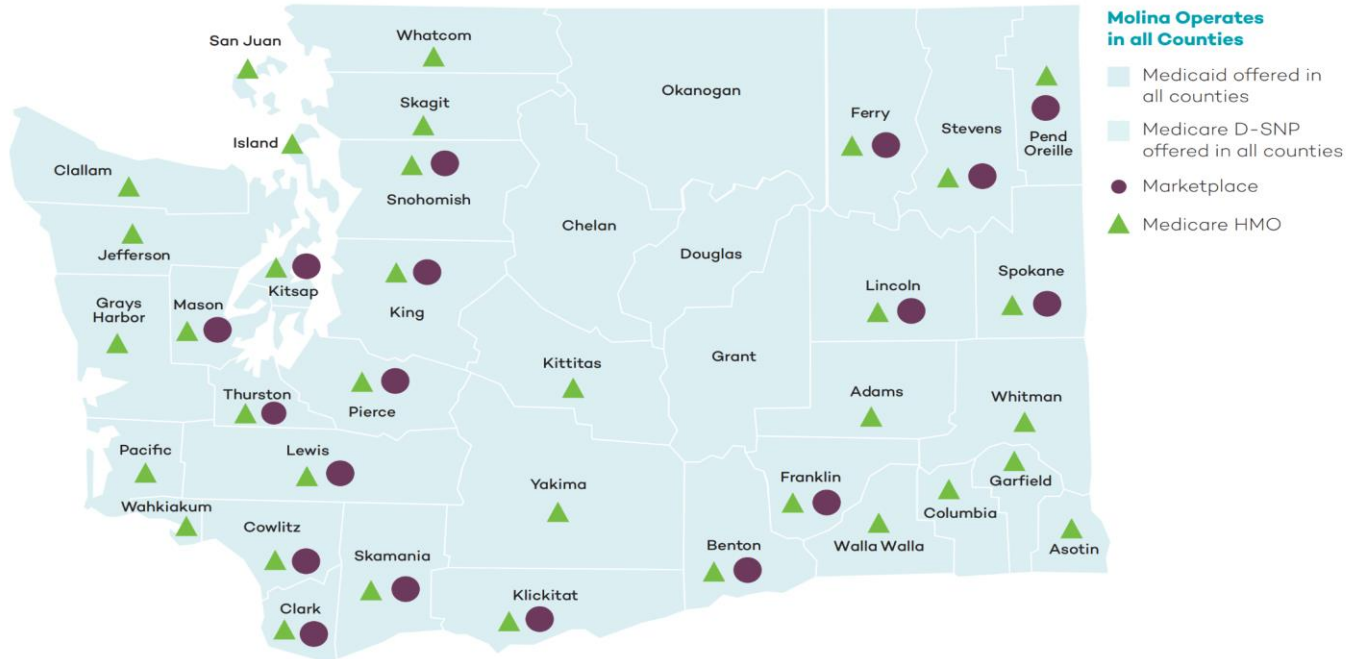
Carla Crooks Sr. Rep Provider Relations

Brandy Davis Sr. Rep Provider Relations



Molina Service Area Map

Molina Healthcare of Washington
Established 2000

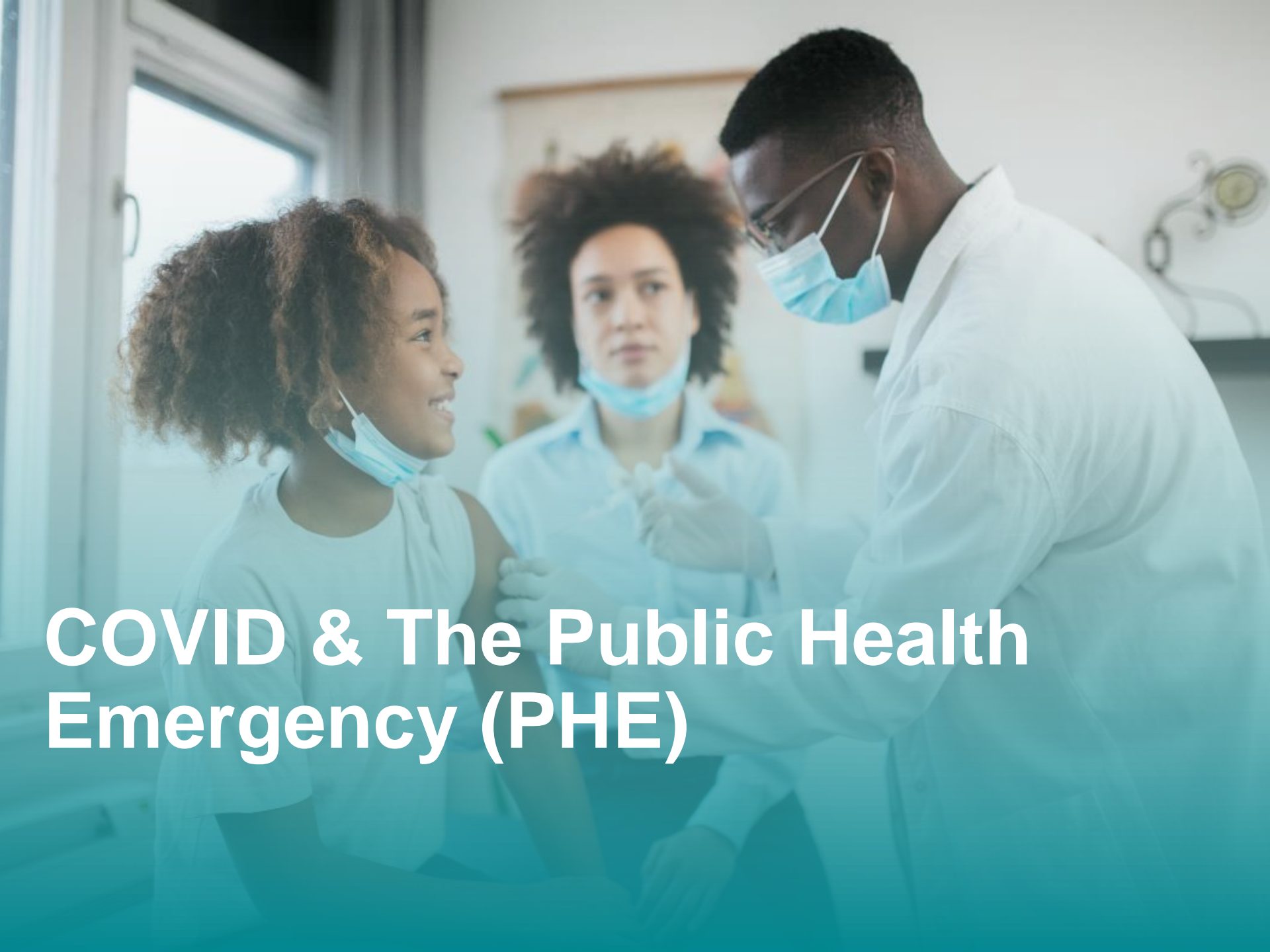


MolinaHealthcare.com

Information as of 04/05/2023
30925FLYMDWAEN 2304.01

Current Apple Health (Medicaid) membership:
1,038,017 or 51.27% Market share





COVID & The Public Health Emergency (PHE)

End of the Public Health Emergency

As part of the PHE, Apple Health enrollees have received uninterrupted health coverage without annual proof of eligibility. During this time, Molina provided over \$1M in COVID support to over 400 CBOs; \$250k to more than 100 local food banks, and \$250k in PPE donations. Molina also collaborated with Behavioral Health providers to deliver needed support for telehealth services for patients and their families.

The Apple Health (Medicaid) extension has ended due to the Consolidated Appropriations Act 2023. The HCA resumed normal operations on April 1, 2023. This means that redetermination efforts resumed, including requiring annual proof of eligibility starting with individuals with a renewal/redetermination date of 5/31/2023.

Redetermination

Apple Health members need to recertify their Medicaid benefits based on current eligibility—which, for many people, has changed. All Apple Health clients will go through the renewal process based on their system-assigned renewal end date. This includes clients who were:

- Previously extended three months at a time
- Already eligible for Apple Health who are due for a regular renewal
- Reinstated on coverage during the PHE.

At Molina, our goal is to continue providing the best possible service to our members through our Apple Health coverage. We've developed processes to assist in Medicaid renewal—or if no longer eligible, helping them to determine if they can stay covered with another Molina plan.

Working Together to Stay Covered

Molina and our partners must work together to provide education and resources to assist our Apple Health members and others in the community understand the renewal process. When their renewal date is near, all Apple Health members should get a renewal letter from Washington Healthplanfinder (Apple Health MAGI) or DSHS (Classic Medicaid). Members should read the letter, follow instructions, and return any requested information.

- **Today, we're asking for your support and partnership.**
- Please communicate with those we both serve about the importance of maintaining health coverage and making sure contact information is up-to-date.
- Please join us in reaching out and educating the community about renewing their coverage with Molina to protect their health and their families' well-being.

Availity Essentials and Payer Spaces



Legacy Portal Sunset Reminder

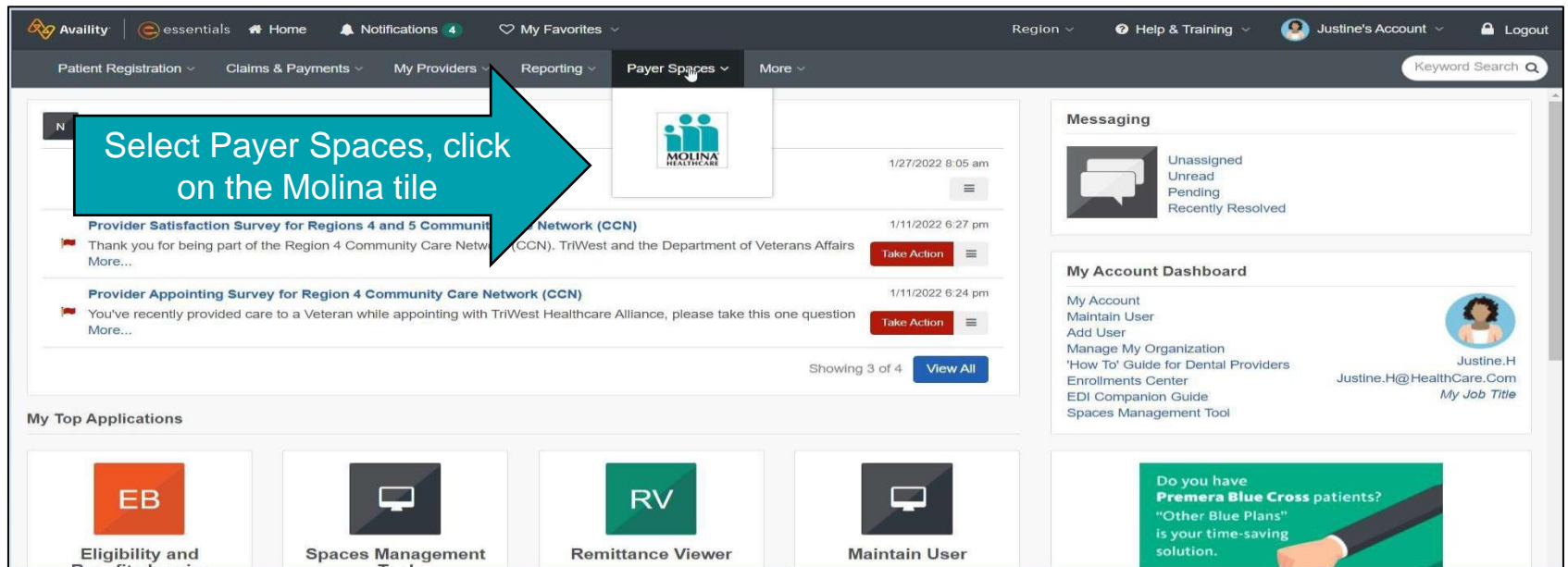
The Legacy WebPortal will be inaccessible starting June 22nd, 2023. After this date, the legacy WebPortal will not be able to be accessed directly, but Availity will still allow access to the tools and features not currently available on Availity.



Payer Spaces and SSO Process

Payer Spaces (1 of 7)

A Payer Space contains links to payer-specific Applications, Resources and News and Announcements. Molina's Payer Space is accessed via the Single Sign On process through Availity Essentials.

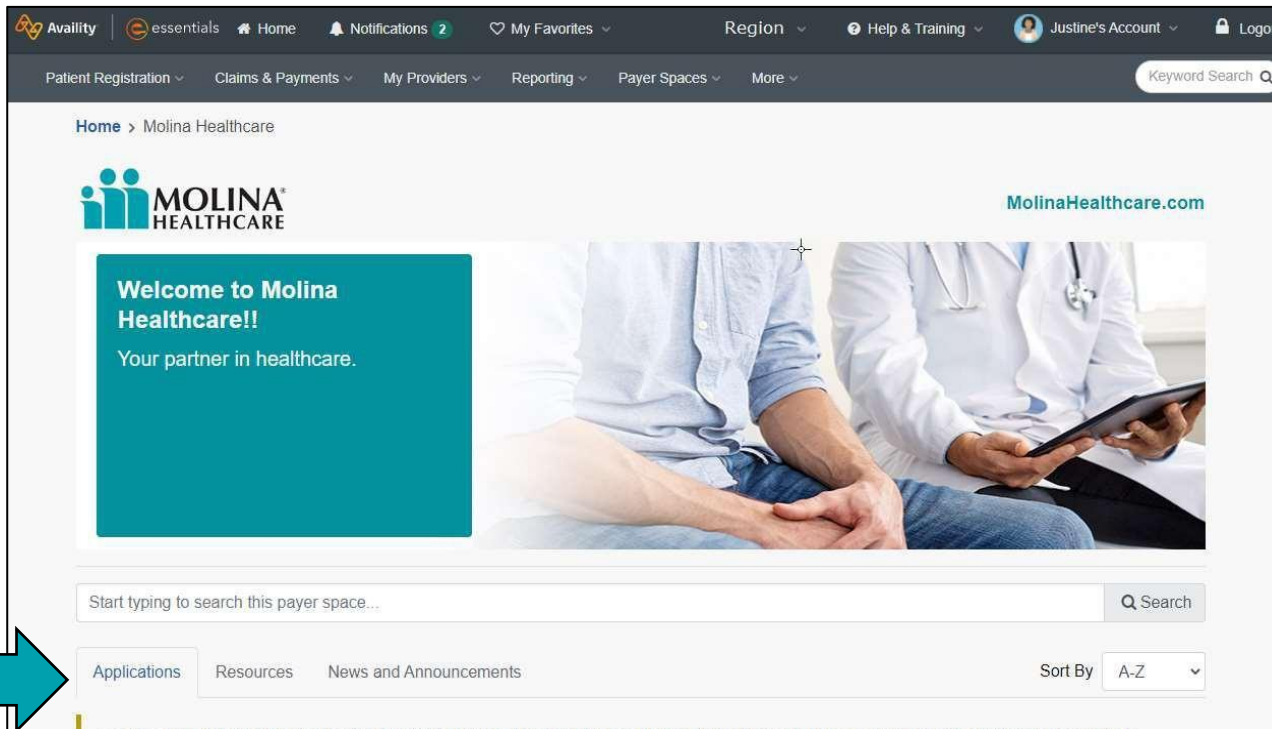


The screenshot displays the Availity Essentials user interface. At the top, the navigation bar includes 'Availity', 'essentials', 'Home', 'Notifications 4', 'My Favorites', 'Region', 'Help & Training', 'Justine's Account', and 'Logout'. Below this, a secondary menu contains 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A teal arrow points to the 'Payer Spaces' menu item, with the text 'Select Payer Spaces, click on the Molina tile' overlaid on it. The main content area shows a list of items, including a 'MOLINA HEALTHCARE' tile. Below the list, there are 'My Top Applications' with icons for 'EB Eligibility and', 'Spaces Management', 'RV Remittance Viewer', and 'Maintain User'. On the right side, there are sections for 'Messaging' (Unassigned, Unread, Pending, Recently Resolved) and 'My Account Dashboard' (My Account, Maintain User, Add User, Manage My Organization, 'How To' Guide for Dental Providers, Enrollments Center, EDI Companion Guide, Spaces Management Tool). A user profile for 'Justine.H' is visible in the account dashboard. At the bottom right, there is a promotional banner for 'Premera Blue Cross' patients.

Payer Spaces and SSO Process

Payer Spaces (2 of 7)

After clicking on the Molina Payer Space tile, the Payer Space landing page will appear.



Payer Spaces and SSO Process

Payer Spaces (3 of 7)

The Applications tab contains various tiles that will direct users to additional functionality offered by Molina. Please note, these tiles may vary by state!

Applications Resources News and Announcements Sort By A-Z

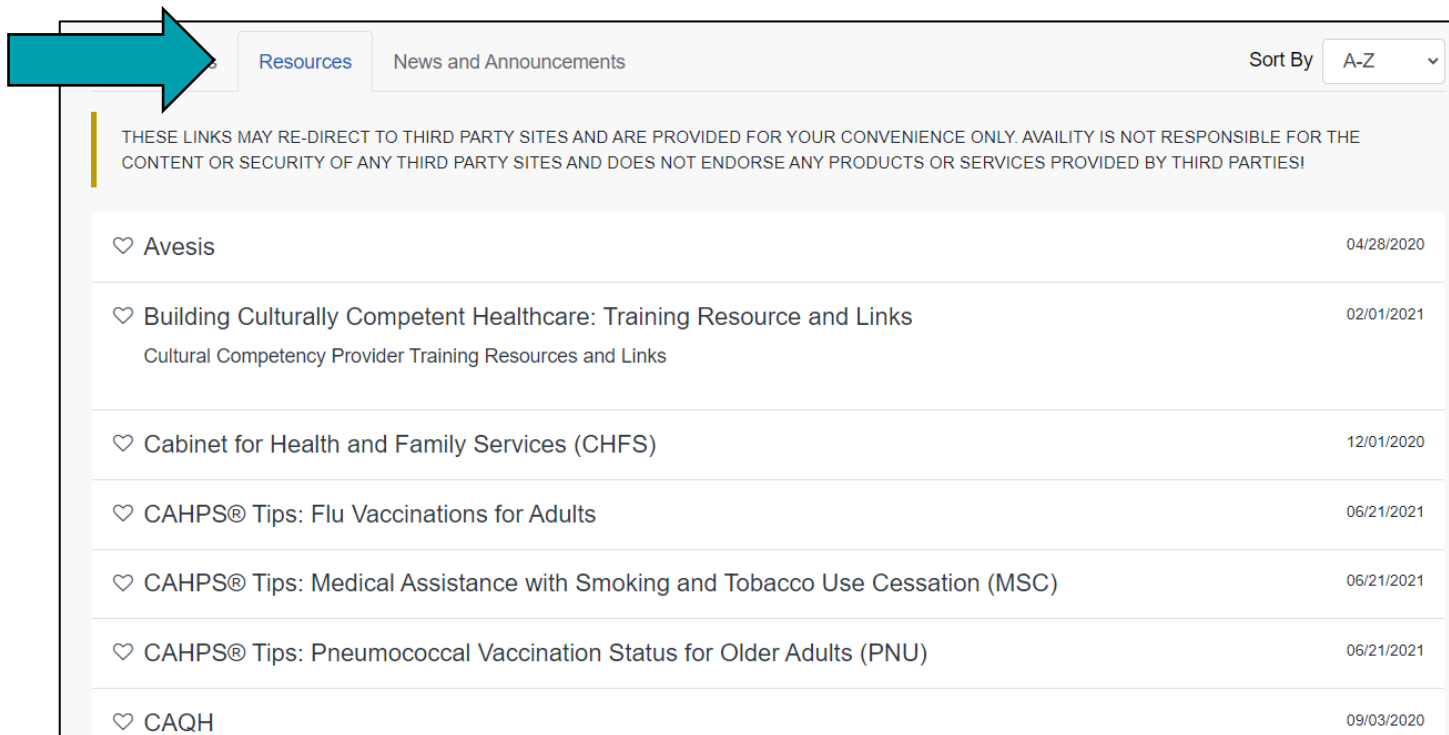
THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

- ♥ Appeal or Correct Eligible Claims
Correct or submit appeals for claims in finalized status
- ♥ Claims Template Portal
Create claim templates for frequently submitted claims
- ♥ HEDIS Profile
Compare your HEDIS scores with national benchmarks
- ♥ Member Roster
View and navigate through a list of Members assigned to a Primary Care Provider
- ♥ Prior Auths
Submit service requests, check status and create auth request templates.
- ♥ Reports
Submit/Access payer specific reports

Payer Spaces and SSO Process

Payer Spaces (4 of 7)

The Resources tab contains links to useful Health Plan specific resources.



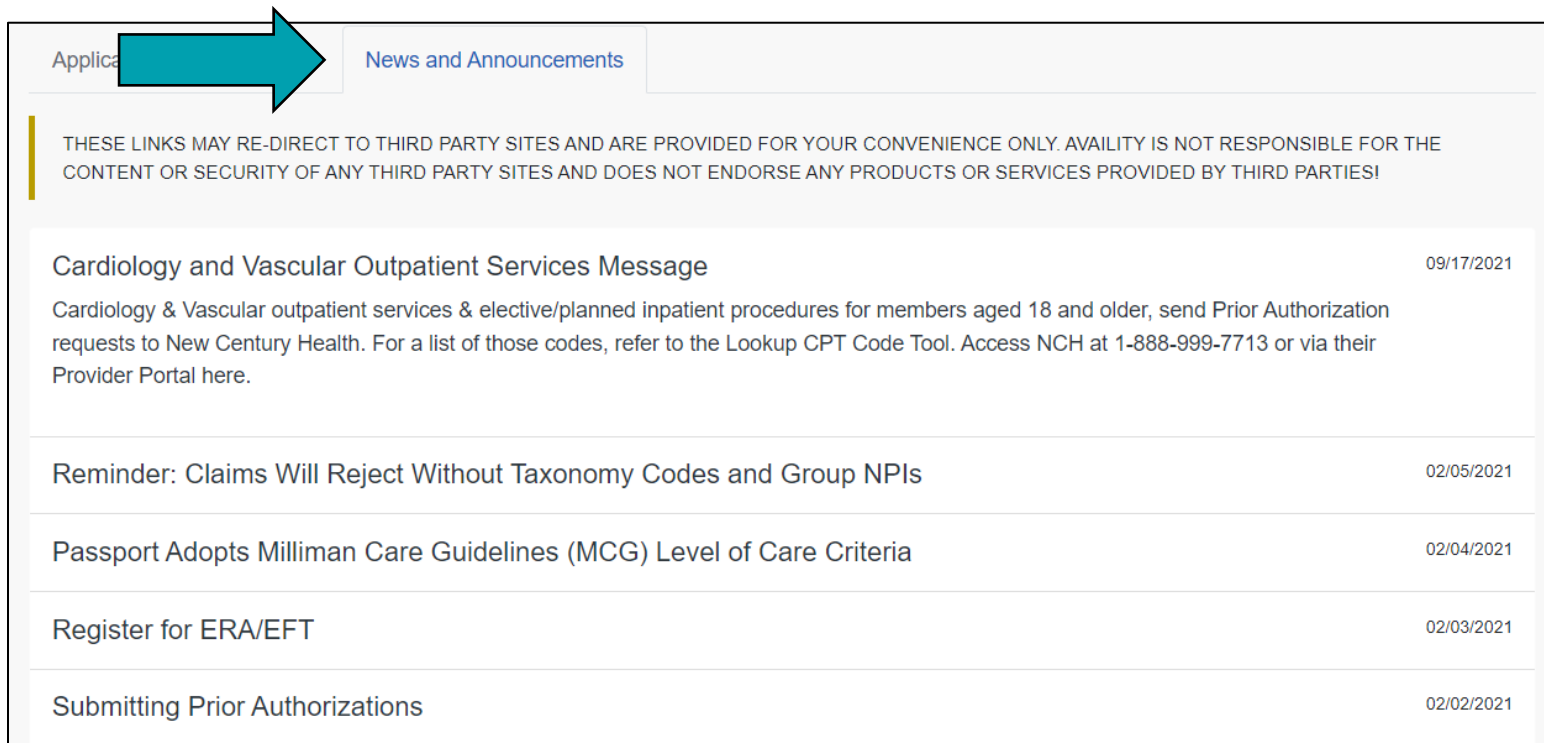
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Resource	Date
♥ Avesis	04/28/2020
♥ Building Culturally Competent Healthcare: Training Resource and Links Cultural Competency Provider Training Resources and Links	02/01/2021
♥ Cabinet for Health and Family Services (CHFS)	12/01/2020
♥ CAHPS® Tips: Flu Vaccinations for Adults	06/21/2021
♥ CAHPS® Tips: Medical Assistance with Smoking and Tobacco Use Cessation (MSC)	06/21/2021
♥ CAHPS® Tips: Pneumococcal Vaccination Status for Older Adults (PNU)	06/21/2021
♥ CAQH	09/03/2020

Payer Spaces and SSO Process

Payer Spaces (5 of 7)

The News and Announcements tab contains Health Plan specific communications.



Applica **News and Announcements**

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Cardiology and Vascular Outpatient Services Message	09/17/2021
Cardiology & Vascular outpatient services & elective/planned inpatient procedures for members aged 18 and older, send Prior Authorization requests to New Century Health. For a list of those codes, refer to the Lookup CPT Code Tool. Access NCH at 1-888-999-7713 or via their Provider Portal here.	
Reminder: Claims Will Reject Without Taxonomy Codes and Group NPIs	02/05/2021
Passport Adopts Milliman Care Guidelines (MCG) Level of Care Criteria	02/04/2021
Register for ERA/EFT	02/03/2021
Submitting Prior Authorizations	02/02/2021

Payer Spaces and SSO Process

Payer Spaces (6 of 7)

Each Application tile will prompt users to enter provider-specific information. Some tiles may require additional information.

The screenshot shows a web form titled "Appeal or Correct Eligible Claims" with the MOLINA HEALTHCARE logo in the top right. A "Give Feedback" button is also present. The form contains several fields: "Organization" (a dropdown menu with "Molina Healthcare Inc" selected), "NPI (Optional)" (a text input field with "Enter NPI..." placeholder), "Tax ID" (a dropdown menu with "Select TIN..." placeholder), "State" (a dropdown menu with "California" selected), "Medicare" (a dropdown menu with "No" selected), and "Provider ID" (a text input field with "Enter required field" placeholder). A blue "Continue" button is at the bottom. Three teal callout boxes with arrows point to specific fields: one to the Tax ID field stating "Your Tax ID is required to continue for all applications", one to the Provider ID field stating "Once you've entered the Tax ID, select the applicable Provider", and one to the Continue button stating "Click continue upon entering required information".

Appeal or Correct Eligible Claims Give Feedback

Organization
Molina Healthcare Inc

NPI (Optional)
Enter NPI...

Tax ID Your Tax ID is required to continue for all applications
Select TIN...

State
California

Medicare
No

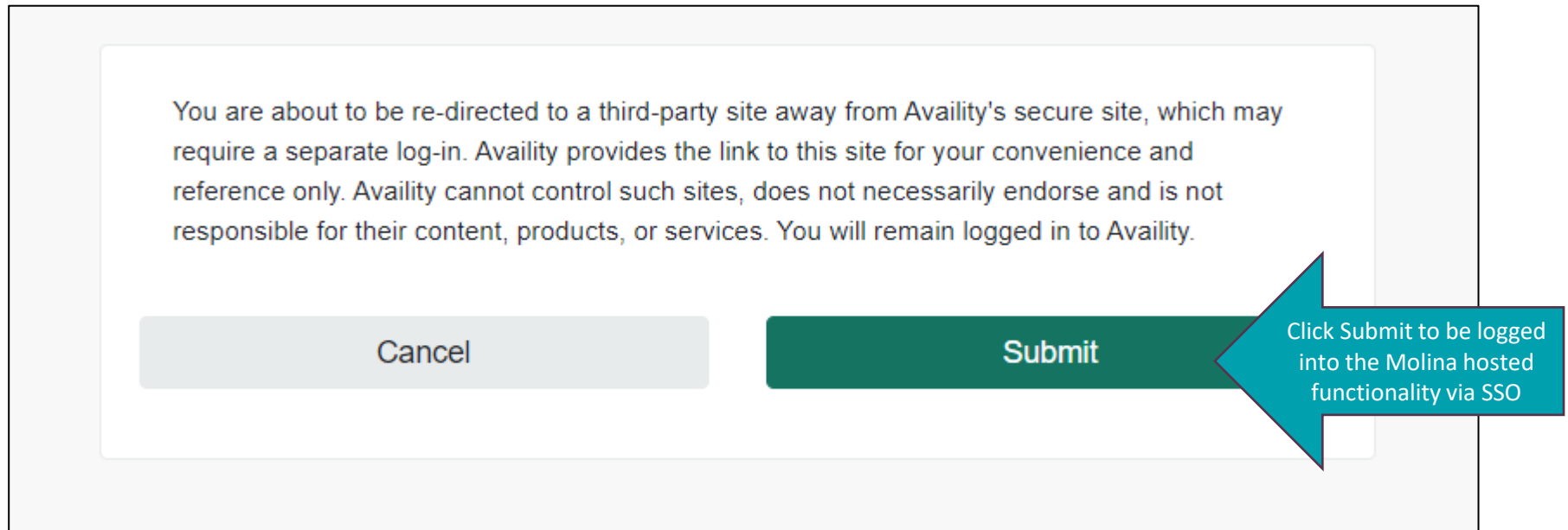
Provider ID Once you've entered the Tax ID, select the applicable Provider
Enter required field first

Click continue upon entering required information

Payer Spaces and SSO Process

Payer Spaces (7 of 7)

The below window will appear informing users they are being re-directed to a third-party site. This is the SSO process!

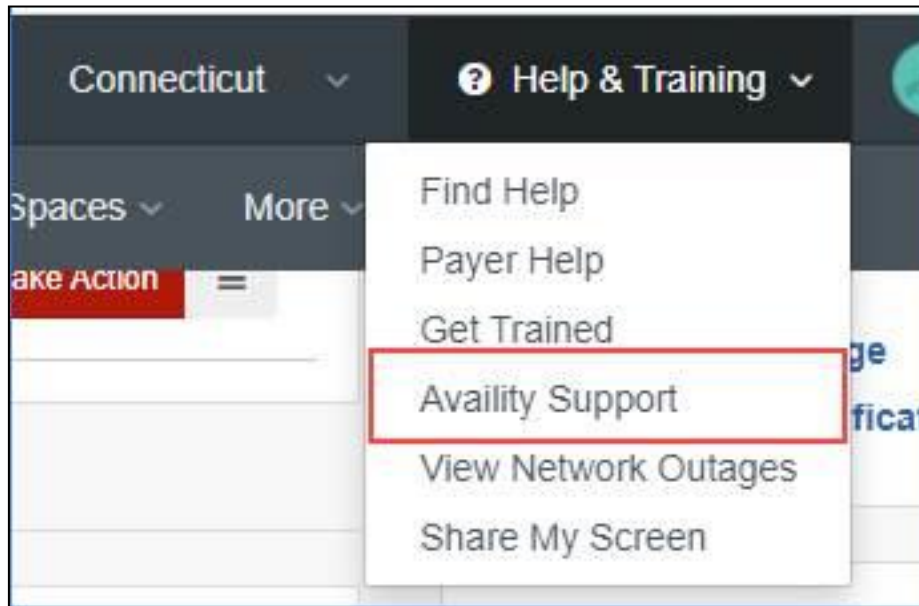


Reporting Portal Issues

Reporting Portal Issues (1 of 2)

Availity Essentials Issues:

- Contact Availity Customer Service (ACS) at (800) 282-4548
- Submit an ACS ticket by accessing Help and Training > Availity Support within the Availity Essentials Portal



Reporting Portal Issues

Reporting Portal Issues (2 of 2)

Payer Spaces / SSO Issues:

Alert your Provider Service Representative, providing the following as applicable:

- State & Line of Business
- TIN/NPI
- User ID & Email
- Claim number(s)
- SRA/Prior Auth number(s)
- Member ID(s)
- Issue detail
- Screen Shots
- Molina Legacy Portal user ID
 - This is the 'aka###' ID found in the upper right-hand corner of the Molina Legacy Portal

Welcome, All Access User: aka734434572853|KY [Log Out](#)

Coming Soon! Portal Enhancements

Molina constantly explores ways to improve the provider experience. Here are some portal enhancements you can expect to see throughout 2023*!

*Enhancements may vary by Health Plan.

Timeframes for go-live are contingent upon successful testing.




Coming soon: exciting new Availity Essentials portal functionalities

We're excited to announce new functionalities for the Availity Provider Portal that will help improve efficiency and add to a better experience for you. These are just some of the exciting capabilities coming your way!

Coming soon

- Claims Correction**
 - Allows providers to make correction on submitted claims that are not finalized
- E&B Accumulators**
 - For each member/plan submitted, the tool will provide the Molina plan, amount paid, and benefit/count level accumulated towards the threshold or limit
- Member Search**
 - Availity will return comprehensive Eligibility and Benefits details for subscribers and dependents
- Enhanced Member Roster**
 - PCPs and providers in the same group can customize member search, view various statuses (e.g., needed services, inpatient, new members, etc.)
 - Access other functions to view member details, submit claims and request service authorizations
- New E&B Interface**
 - Enhanced Eligibility & Benefits module will make finding the benefit information you need easier and quicker
- Authorizations Determination Correspondence**
 - Near real-time access to authorizations status notification materials (currently fax/letter)
- Prior Authorization (PA) Submissions and Status Reviews**
 - Submit and view authorizations status through Availity
 - View all-payor Authorizations Dashboard
 - More streamlined authorizations submittal process, with ability to add attachments
- Claims Overpayments**
 - Availity will conduct a recovery of all claims identified as overpaid or paid in error based on the specific state guidelines
- Automatic PA Requirement Checks**
 - Verify instantly if PA is required
 - Single Sign On (SSO) for Molina's delegated vendors
- Patient Cost Estimator**
 - View member cost estimate based on their individual member's benefits
- Claims Re-Evaluation (Appeals)**
 - Providers can submit claims disputes and view dispute status electronically
- Real-Time Authorization Approvals**
 - Real-time approvals for authorization requests for certain services

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Availity Essentials Recently Released Features

Claims Corrections: access to new claims correction feature from the claim status page.

Overpayments: eliminate mail and fax for faster dispute resolution and ensure overpayment requests are up to date.

Patient Search: save time entering patient information for eligibility and benefits inquiries.

Molina Medicare Now Included in the Molina Healthcare Payer Option

Availity Essentials is Molina Healthcare's exclusive provider portal

Availity Essentials is Molina Healthcare's official secure provider portal for Traditional (non-atypical) providers. Some of the core features available in Essentials for Molina Healthcare include eligibility & benefits, attachments, claim status, Smart claims, Payer Space (submit and check prior authorizations as well as appeal status and appeal/dispute).

Several new features and enhancements have recently been added to Availity Essentials for Molina Healthcare providers. In case you missed it, check out the latest enhancements that were designed to simplify your workflows and reduce administrative burden:

What's new?	How does it benefit me?
Claims Corrections	Molina providers now have access to 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 up to date. 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 last name, first name, and DOB, and select the patient matching the criteria. The information will automatically populate on the request.
Molina Medicare Now Included in 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 is not yet registered for Availity Essentials and you're responsible for the registration, please visit [Availity.com/MolinaHealthcare](https://www.availity.com/molinahealthcare) and click the **Register** button.

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

Dive Deeper into Essentials

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

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



Molina Provider Communications and Contact Information

Molina Healthcare of Washington Provider **Communications** can be found on our public website here:

- [Medicaid](#)
- [Medicare](#)
- [Marketplace](#)

Molina Healthcare releases a quarterly **provider newsletter**. Digital copy of the provider newsletter can be found on our Medicaid public website under the communications tab [here](#).

The **Molina Healthcare of Washington IMC Contact List and FAQ** can be found on our Medicaid public website under the contact us tab [here](#).



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