

Provider Newsletter
December 2020

Monroe Plan Partnership with Molina Healthcare of New York, Inc. (MHNY)

Effective July 1, 2020, Molina Healthcare of New York, Inc. purchased the YourCare membership from Monroe Plan. At the same time, Monroe Plan for Medical Care and affiliated entities entered into an agreement with Molina to provide network management and care management services. This transaction does not interfere with your continued provision of medical services to previous YourCare members who now are enrolled in Molina.

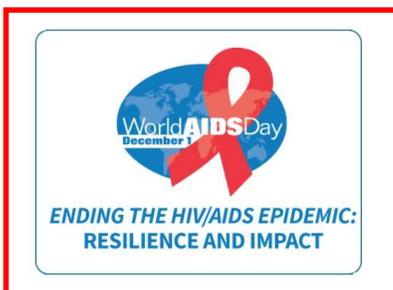
Important Contacts

- For demographic changes, please continue to contact Monroe Plan for Medical Care via fax 585-242-6206 or PFMemails@monroeplan.com.
- For contracting and portal questions, please continue to contact providerrelations@monroeplan.com.
- Molina will perform all Health Plan Operations including utilization management, pharmacy, claims, member, and provider services. For these matters, as well as claims, credentialing, authorization questions and provider complaints, please contact Molina directly. P: (877) 872-4716, F: (844) 879-4509, or email MHNYProviderServices@MolinaHealthcare.com.

Not sure who to contact? The Monroe Plan for Medical Care team is happy to assist.
Please contact providerrelations@monroeplan.com.

December 1 is World AIDS Awareness Day

Help End the Epidemic – Promote HOME AIDS Testing During COVID



In the United States, an estimated 1.1 million adults and adolescents were living with HIV in 2014 and close to 7000 deaths were directly attributed to HIV. Young people are most likely to be unaware of their infection. In fact, an estimated 51% do not know they are infected.

New York State continues its landmark effort to **End the HIV/AIDS Epidemic** by the year 2020. Dr. Gale Burstein, Erie County Commissioner of Health, states, “As a community, we need to continue our outreach efforts, public health

education and treatment to finally end this crisis.”

As health care providers, you can help *End the Epidemic (ETE)* by promoting HIV testing in two ways.

HIV Home Test

Your patients may qualify for a **free in-home test**. In response to COVID, NYS and the AIDS Institute launched a new and expanded free HIV Home Test Giveaway (HHTG). HHTG is an innovative home testing strategy that not only provides a safe option to testing, but also makes HIV testing easily accessible. The giveaway runs through **March 31, 2021**. Eligible participants will be emailed a discount code and instructions for redeeming a free HIV home test kit. For more information. The eligibility survey can be found at <https://survey.alchemer.com/s3/5977532/HHTG-Fall-2020-Eligibility-Survey-Live>.

In-Office Testing

According to the Aids Institute, testing for HIV by primary care physicians has been low despite Readily available testing guidance. Please be sure to review the NYS testing guidance available at <https://www.health.ny.gov/diseases/aids/providers/standards/index.htm>.

Monroe Plan for Medical Care and Molina Health Care of New York, Inc. are proud to have been awarded ETE grant dollars that have been used to outreach to HIV patients. HIV patients qualify for care management through New York State's Health Home Program. To learn more about Monroe Plan's care management services for HIV patients, please call (866) 255-7969 or email triage@monroeplan.com.

New Resources from Molina

Provider Prior Authorization LookUp Tool - Live on the Molina Website

Molina has upgraded the ability to determine whether a procedure code requires Prior Authorization with its new Prior Authorization LookUp Tool. This new tool replaces the previous PDF document and allows you to input the state, line of business and the code and will then provide indication of need for Prior Authorization. It can be located under the Health Care Professionals Tab located [here](#) on their website.

Please note: At this time, we cannot accept authorizations by phone or via email. Prior Authorizations can be submitted via fax to (866)-879-4742 or via the Provider Portal. Pharmacy authorizations should be faxed to (844)-823-5479.

PsychHub – A Provider Education Platform

PsychHub is an online platform for digital mental health education. Molina Providers are now able to access PsychHub's online learning for **FREE**, with access to the micro-video library which hosts more than 180 consumer-facing, animated videos focused on improving mental health literacy and reducing stigma about seeking care:

Website: <https://psychhub.com/videos>

You can also find the User Guide for Providers on Molina's provider website located [here](#), or call Molina's Provider Services Team at (877) 872-4716 for additional information.

Important Reminders:

Molina Provider Portal

If you have not already done so, please sign up for Molina’s Provider portal located [here](#) to check member eligibility, claims status, PCP rosters and more at your fingertips. Please reach out to the Molina Provider Relations Team at MHNYProviderservices@MolinaHealthcare.com with any questions.

Electronic Funds Transfer - Timely and Efficient Payment

Sign up for EFT to make the best use of your time and resources. Please follow the instructions in this [document](#) to register for EFT payments.

Help Your Patients End the Year Healthy: Close Gaps in Care

Closing gaps in care is a high priority that is particularly challenging given COVID-19. The Monroe Plan team offers 3 different types of assistance:

1. Outreach to patients on your behalf.
2. Assistance with access to recommended studies that might not be offered at your practice (e.g., mammography, retinal eye exams for individuals with diabetes, etc.).
3. In-home visits for select recommended services for patients who are reluctant to leave their homes during this time of the COVID-19 pandemic.

If you have any questions or interest in these support programs, email providerrelations@monroeplan.com.

To encourage members to practice good preventative health and close gaps in care, Molina offers the following member incentives:

MEMBERS EARN A \$25 WALMART GIFT CARD
Adults:
Adult Well Visits Ages 19 – 64
Breast Cancer Screening (Ages 40+)
Cervical Cancer Screening (Ages 21-64) <i>discuss testing options with your provider</i>
Colorectal Cancer Screening (Ages 50-75)
Diabetes (Note: Requires both HbA1c and Eye Exam)
Prenatal (1 visit within the first trimester)
Postpartum (visit 7 to 84 days after birth)
Children:
Well Child Check Ages 3 – 6
Well Child Check Ages 12 - 17
MEMBERS RECEIVE A CAR SEAT
Members who complete a total of 6 prenatal visits can earn a car seat.

How the Member Incentive Program Works:

1. Molina will send out self-mailer post cards to members who show a gap in care as a reminder to schedule their appointments with providers.
2. The member and/or provider should fill out the verification information on the post card.
3. The member will then drop off the completed pre-paid post card in the mail. The reward should be received within 3-6 weeks.

If there is a member that needs a post card, please contact Molina's Quality Team via email at: MHNYQuality@MolinaHealthcare.com. Inquiries about the program should be directed to Molina's Provider Relations team at (877) 872-4716.

Flu Vaccines Reminder



It's not too late to get vaccinated for the flu. If your office does not offer flu shots, please remind your patients to get the flu vaccine to help protect themselves and others. There many alternatives [sites that offer flu shots](#). Everyone aged 6 months and over is recommended to get vaccinated every year.

Access and Availability Requirements

Monroe Plan is committed to ensuring that the provider network is sufficient for members to receive care in a timely manner. Our staff monitors access and availability through phone calls and on-site surveys. The New York State Department of Health (NYSDOH) also periodically conducts "secret shopper" surveys. Please be sure that your staff is familiar with the (NYSDOH) Medicaid Managed Care (MMC) contractual guidelines for Access and Availability Standards. They can be located at www.health.ny.gov.

NYSDOH Appointment Standards	
Type of Visit	Required Timeframe
Urgent care visit	Within 24 Hours
Non-urgent sick visits	Within 3 days
Routine, preventive care visit	Within 4 weeks
First pre-natal visit	Within 3 weeks during 1st trimester (2 weeks during 2nd, 1 week during 3rd)
First newborn visit	Within 2 weeks of hospital discharge
First family planning visit	Within 2 weeks
Follow-up visit after mental health/substance abuse ER or inpatient visit	Within 5 days
Non-urgent mental health or substance abuse visit	Within 2 weeks
Adult baseline and routine physicals visit	Within 12 weeks

Contact pmfemails@monroepian.com with any questions.

Expedited Action Appeal vs. Standard Action Appeal Requests

What's the difference?

Providers can file a request for a fast track (expedited) appeal if the time needed for the standard appeal process **would jeopardize the members life, health, or your ability to attain, maintain, or regain maximum function**. For example, if a patient is currently in the hospital or urgently in need of a prescription).

Molina Healthcare of New York, Inc. will resolve expedited Action Appeals as fast as the Member's condition requires, and within two (2) business days after all information is received, but no later than 72 hours from the receipt of the Action Appeal. They will also resolve Standard Action Appeals as fast as the Member's condition requires, and no later than thirty (30) days from the receipt of the Action Appeal (verbal or written) but typically much sooner.

Things to consider:

- When requesting an expedited appeal, the appeal jumps to the head of the list. This will have an impact on other members who need medical services or supplies, who have been patiently waiting for their standard appeal to be reviewed , adding to their waiting time.
- Does your appeal need to be decided within 72 hours or can it wait a little longer without jeopardizing the member's life or your ability to attain, maintain, or regain maximum function?
- Providers can request standard appeals to be reviewed as quickly as possible without having to request an expedited appeal. This can be done by indicating a "due quickly" standard appeal with your submission. The majority of the time Molina can review it in as little as a week or less. This allows Molina to address the true expedited appeals.
- Examples of things that do not meet expedited appeal criteria: ADHD medication, acne medication, claim appeals, appeals for services that have already been rendered, and pre-service authorization denials.
- Please do not instruct patients to appeal on their own before providing them with the tools to be successful such as supporting documentation (clinical information, medical records, office notes, treatment plans, etc.).

Providers can submit appeal requests request (within 60 calendar days of the initial adverse determination) via Molina's **Provider Portal** or **fax**: 315-234-9812 (Attention: Appeals & Grievances Department).

You can also **mail** it:

Molina Healthcare of New York, Inc.
Attention: Appeals & Grievances Department;
5232 Witz Drive
North Syracuse, NY 13212

Molina In the Community

Molina Healthcare of New York, Inc. is proud to be the exclusive sponsor for two organizations that support the communities it serves in unique and impactful ways:

Passport to the World Club

The Passport to the World Club is a children’s cooking program initiative to educate families in the Syracuse, Buffalo, and Rochester Communities on how to live healthier lifestyles as related to seasonal cooking, nutrition, wellness, lifestyle skills, exercise, farming, and the environment all with a multicultural twist.

Sleep in Heavenly Peace

In New York State and across the US, too many boys and girls go without a bed—or even a pillow—to sleep on. Sleep in Heavenly Peace believes that a bed is a basic need for the proper physical, emotional, and mental support that a child need. Molina’s support will help provide beds and bedding to those children in need.

Upcoming Holiday Events/Giveaways

- Turkey giveaways
 - 200 turkeys to be donated in partnership with Access WNY in Buffalo
 - 400 turkeys to be donated in partnership with Tops in Buffalo
 - Rochester donation – 600 turkeys and 600 produce boxes in partnership with FoodLink

If you have ideas or feedback, please reach out to Molina’s Community Engagement Manager, Melinda Spire, at Melinda.Spire@MolinaHealthCare.Com.

**On behalf of Monroe Plan for Medical Care and Molina HealthCare,
Happy Holidays to you and your families!**

**Thank you for all you and your dedicated team members have done
to care for your patients and serve our members and communities
throughout this incredibly difficult year.**

We hope you have a safe and enjoyable holiday!

