

It Matters to Molina: Care Coordination Portal

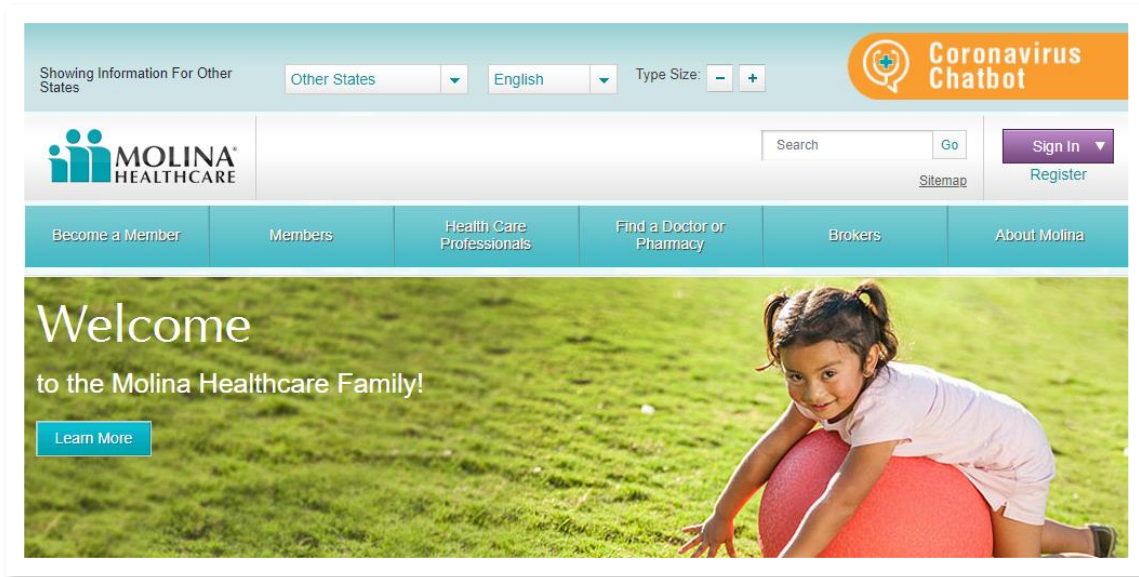
| Molina Healthcare

Agenda

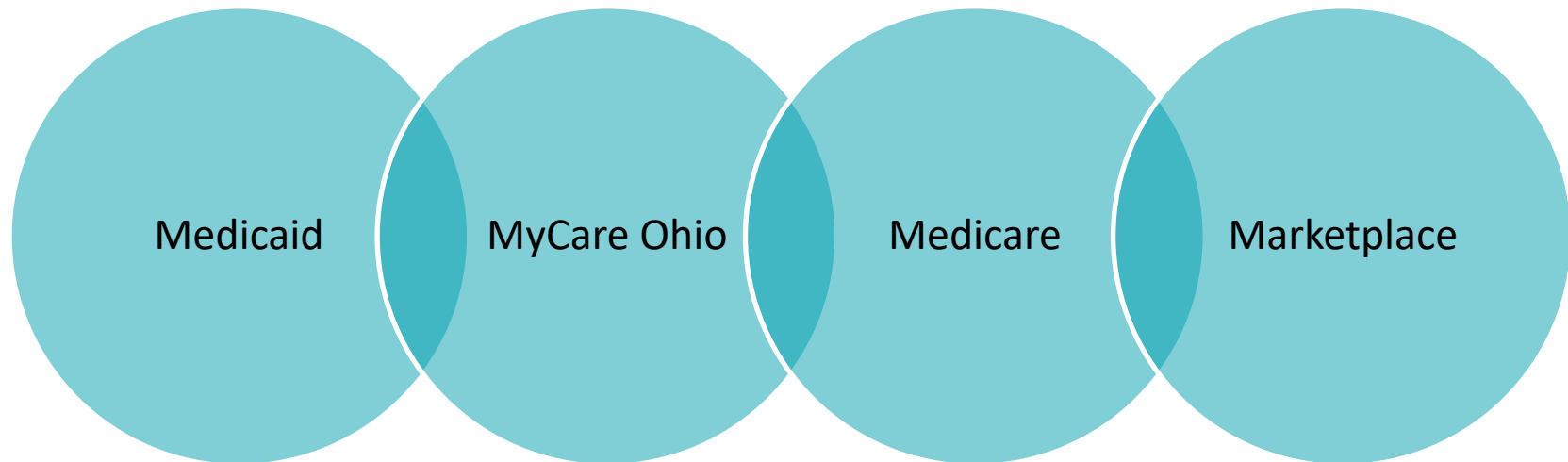
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Provider Resources

Provider Website



Molina has a Provider Website for each line of business.



Find the Provider Website at MolinaHealthcare.com.

Provider Online Resources

Molina's Provider Website has a variety of online resources:

Provider Manual

Dental Manual

Provider Portal

It Matters to Molina Page and a Claims Payment Systemic Errors (CPSE) Page

Provider Online Directory

Contact Information

Preventive and Clinical Care Guidelines

Claims Information

Health Insurance Portability and Accountability Act (HIPAA)

Advanced Directives

Frequently Used Forms

Pharmacy Information

Prior Authorization Information

Claim Reconsiderations

Provider Communications: Provider Bulletins and Provider Newsletters

Fraud, Waste and Abuse Information

Member Rights and Responsibilities

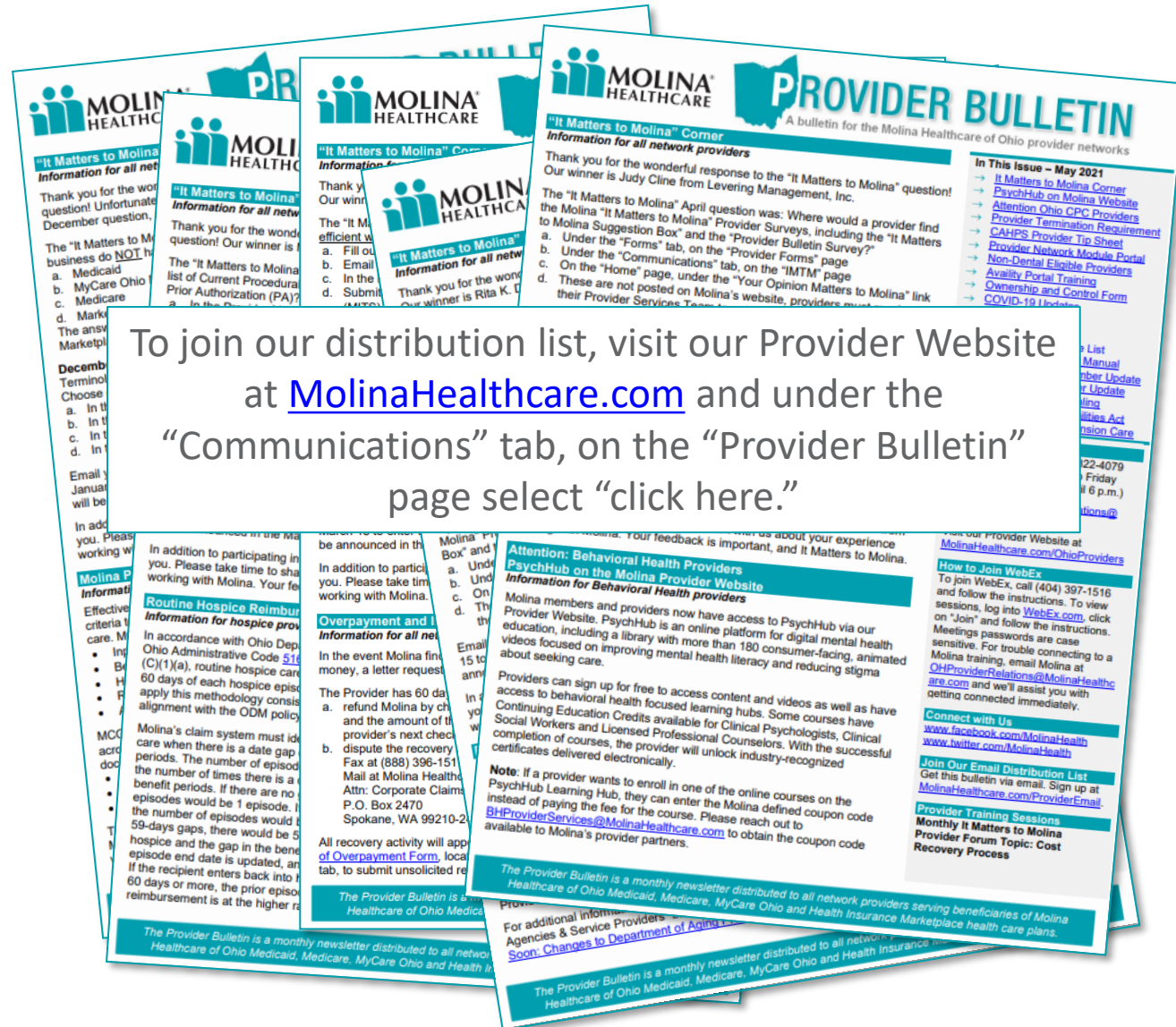
Molina Policies

Provider Bulletin

A monthly Provider Bulletin is sent to Molina's provider network to report updates.

The Provider Bulletin includes:

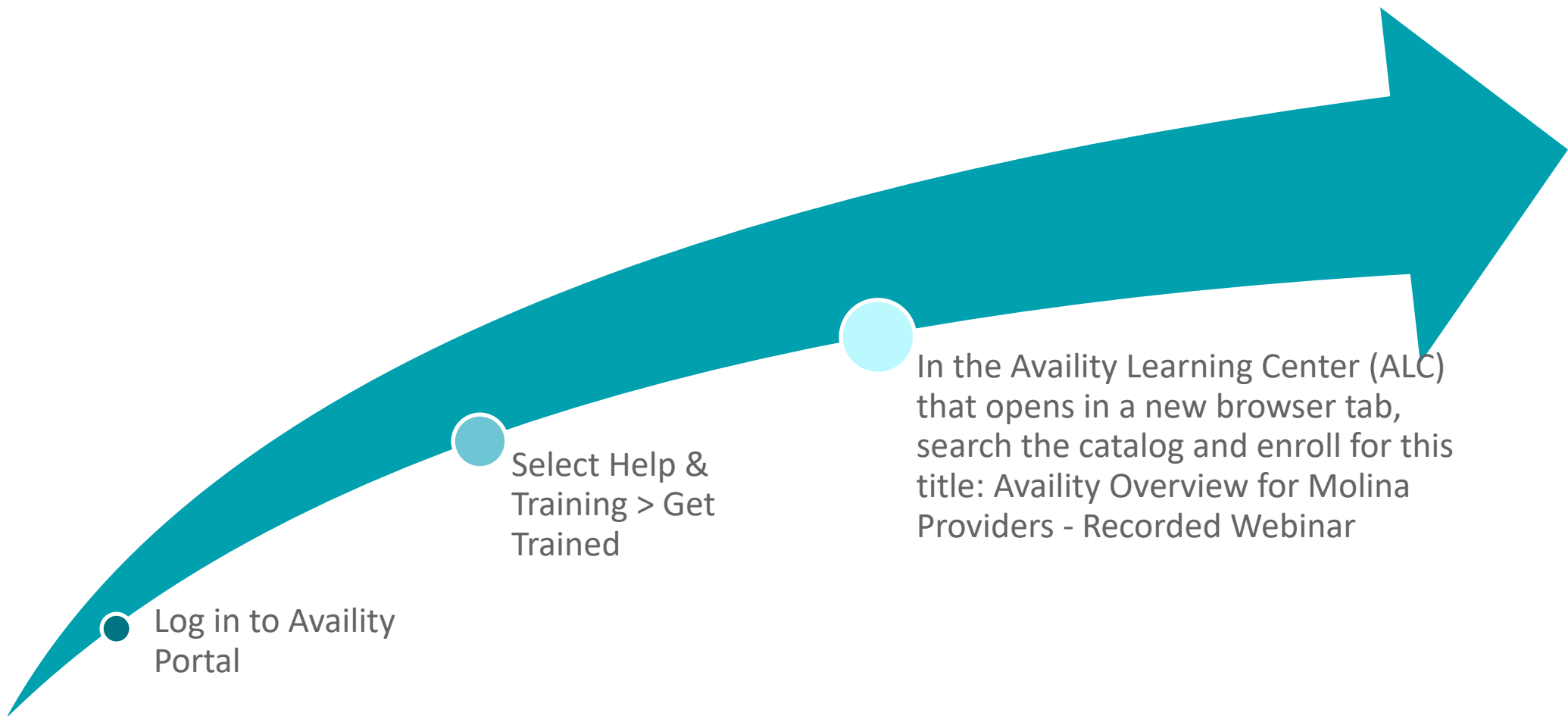
- Prior authorization changes
- Training opportunities
- Updates to the Provider Portal
- It Matters to Molina Corner
- Changes in policies that could affect:
 - Claim submissions
 - Billing procedures
 - Payment
 - Appeals



Availity Provider Portal

Availity Provider Portal

Once registered providers will have access to the Availity Portal training by following these steps:



Log in to Availity Portal

Select Help & Training > Get Trained

In the Availity Learning Center (ALC) that opens in a new browser tab, search the catalog and enroll for this title: Availity Overview for Molina Providers - Recorded Webinar

Atypical Providers:

Under “News and Announcements” select “Atypical Providers: Here’s your Ticket to Working with the Availity Portal” to view training sessions.

Provider Portal

The Provider Portal is secure and available 24 hours a day, seven days a week. Self-service Provider Portal options include:

Online Claim Submission

Claims Status Inquiry

Corrected Claims

Healthcare Effectiveness Data and Information Set (HEDIS®) Missed Service Alerts for Members

Member Eligibility Verification and History

Update Provider Profile

Online Claim Reconsideration Requests

Member Nurse Advice Line Call Reports

Check Status of Authorization Request

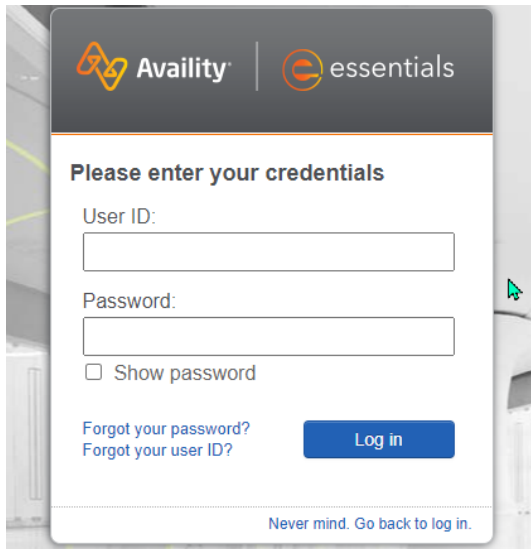
Coordination of Benefits (COB)

View PCP Member Roster

Submit PA Requests

Care Coordination Portal

Molina offers a portfolio of industry standard services on the Availity Essentials (multi-payer) Provider Portal.



- 1.6 million: Registered providers
- 6 million: Annual transactions
- 800k: Daily logins

Care Coordination Portal

Any classification of user provider, medical and non-medical, can gain access to the Availity Essential Provider portal to track, submit and share patient/member information and collaborate with care providers and care team coordinators through the many services available.

Personal Care Physician (PCP)

Care Manager, Care Guide

Care Manager Plus, Care Guide Plus

Non- Medical providers

Care Coordination external partners



Availity Essentials Portal is the central hub for Care Coordination and Data Sharing.

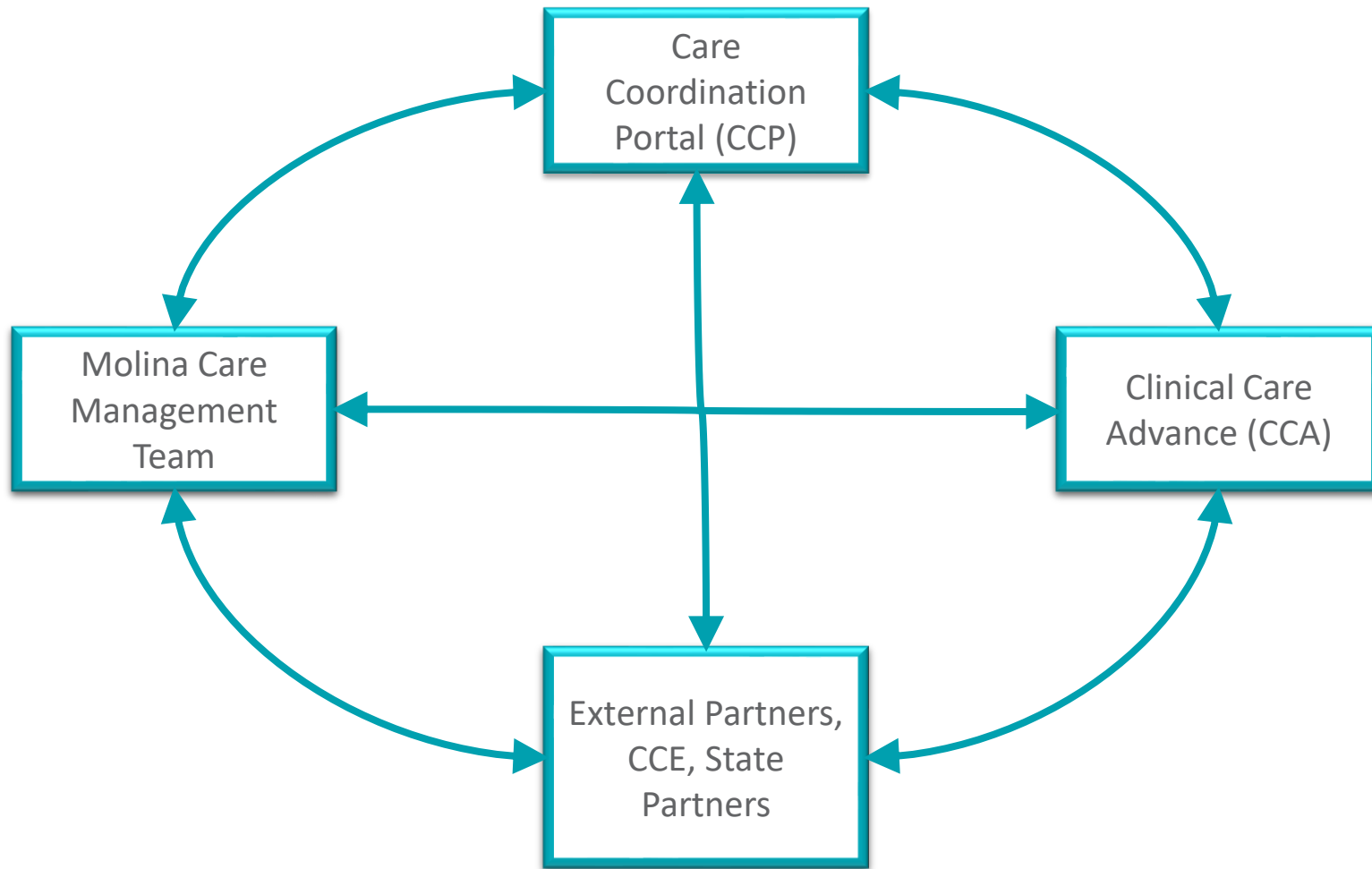
Care Coordination Portal: Data Sharing

Data Sharing - Care Coordination Introduction

Molina will support coordinated care using the Care Coordination Portal which will collect, store, integrate, share and push out pertinent member information amongst all entities minimizing duplicative efforts with entities involved in coordinating the member's care.

- Molina and other Managed Care Organizations (MCO), Care Coordinating Entities (CCE), Care Management Entities (CME) and Single Pharmacy Benefit Manager (SPBM)
- Member Name and Member Numbers
- Member Demographic and Contact Information
- Plan Care Coordination Assignment and Contact Information
- Risk Tier
- Plan Conducted Assessments
- Person-Centered Care Plans
- Care Team Contact Information
- Utilization Data

Data Sharing - Care Coordination Portal/System



Care Coordination Portal (CCP) Access

Types of Users for Care Coordination Portal: Access Through OH|ID

External Users



- Ohio Department of Medicaid (ODM)
- Care Coordinating Entities (CCEs)
- OhioRISE Plan and Care Management Entities (CMEs)
- Partners for Kids (PFK)
- Gainwell (SPBM)
- Public Children's Services Agencies (PCSA)
- Title IV-E Courts for Children

Ohio Department of Medicaid

OH|ID

One state. One Account. Your OH|ID.

OH|ID is a secure way for Ohioans and businesses to interact with multiple State agencies and access a variety of programs and services, with a single user account.

Create Account

Log into OH|ID

OH|ID (Username)

Forget OH|ID?

Password

Forget Password?

Log In

Find out more about OH|ID >

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies. You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM

External users and entities log in to the OH|ID Portal and Single Sign-on into Availity Essentials Portal.

Security Assertion Markup Language (SAML) SSO (Single Sign-on) to Availity will auto-register users the first time when an SSO-Login is completed.

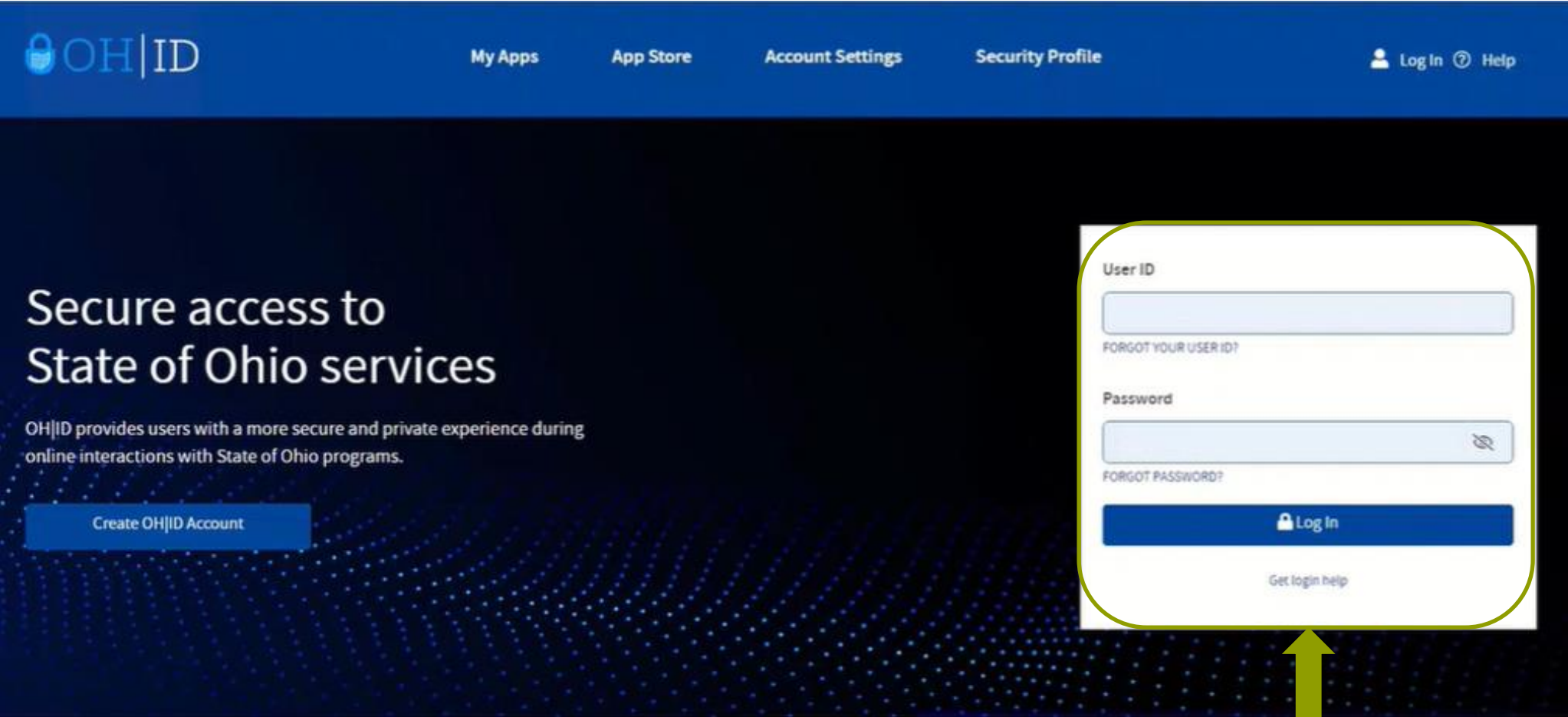
The users will be assigned a default role, necessary permission updates to be completed through the Organization Administrator.

Ohio Identification Account Registration-New User

The screenshot displays the OH|ID website interface. At the top, there is a navigation bar with the OH|ID logo on the left and links for 'My Apps', 'App Store', 'Account Settings', and 'Security Profile' in the center. On the right side of the navigation bar, there are links for 'Log In' and 'Help'. The main content area features the text 'Secure access to State of Ohio services' and a description: 'OH|ID provides users with a more secure and private experience during online interactions with State of Ohio programs.' A blue button labeled 'Create OH|ID Account' is highlighted with a yellow border and a green arrow pointing to it. To the right, an inset shows a login form with a 'User ID' field, a 'FORGOT YOUR USER ID?' link, a 'Password' field with an eye icon, a 'FORGOT PASSWORD?' link, a blue 'Log In' button, and a 'Get login help' link.

Create an OH|ID account at ohid.ohio.gov.

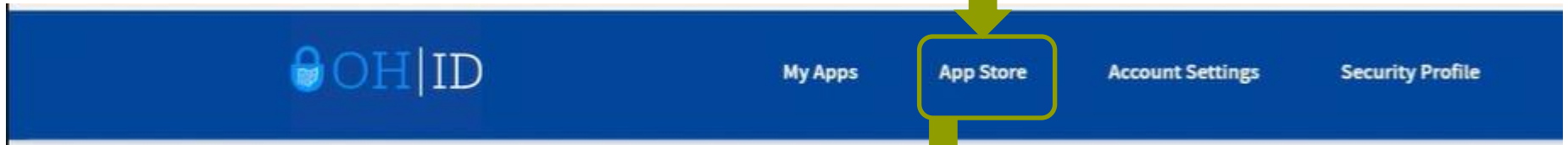
Ohio Identification Account Login-Existing User



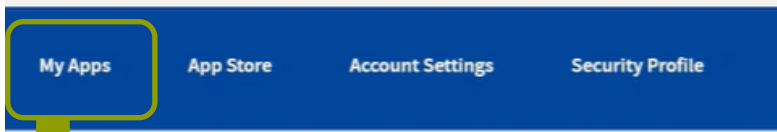
Log into OH|ID with User ID and Password.

App Store

Find Molina App in the App Store



My Apps



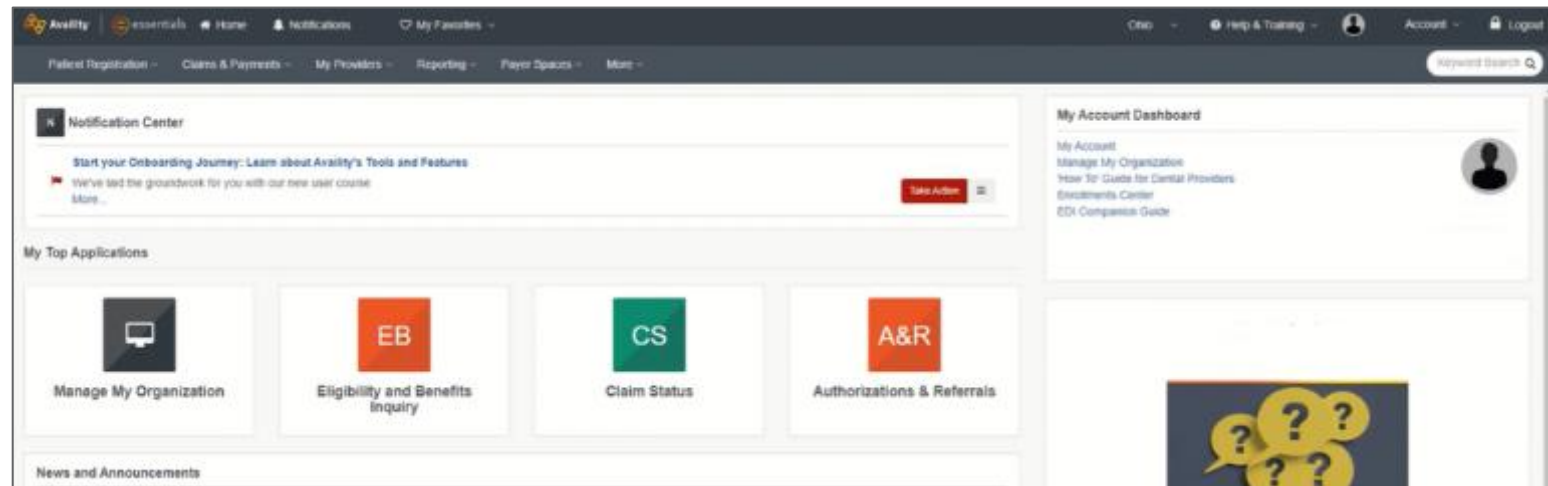
My Apps

Click the star to pin your favorite apps to the top of the page.

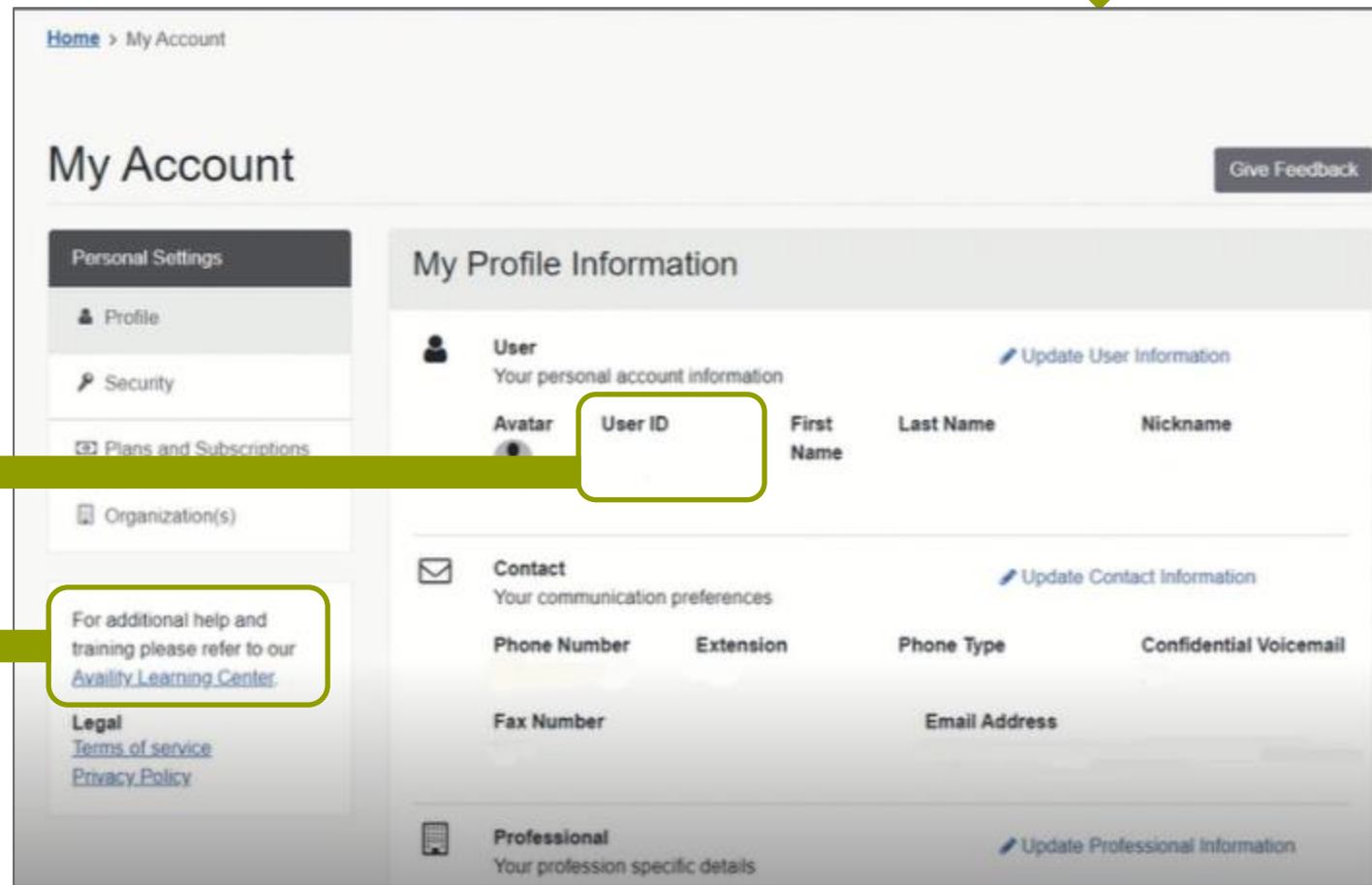


Once you have selected the open app button, you will be taken to the Availity landing page.

You will be notified by Molina and Availity once you have been provision access to the Molina Care Coordination Portal. (Usually takes 1 business day)



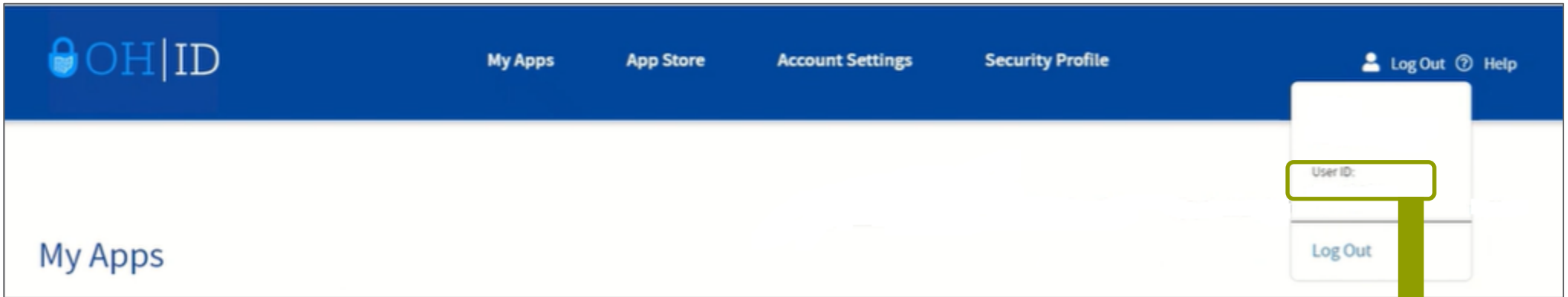
Availity User ID



Availity User ID is found under My Account.

Additional help and training is available on the Availity Portal.

Availity User ID, Continued



User ID is found on the OH|ID page, under the Profile drop-down menu.

Types of Users for Care Coordination Portal: Access Through Availity Directly

External Providers and SPBM Entities



- Accordant Care Rare
- Progeny Health
- Pure Healthcare
- Cityblock Health
- Healthmap
- Primary Care Physicians (PCP)

Please enter your credentials

User ID:

Password:

Show password

[Forgot your password?](#)
[Forgot your user ID?](#)

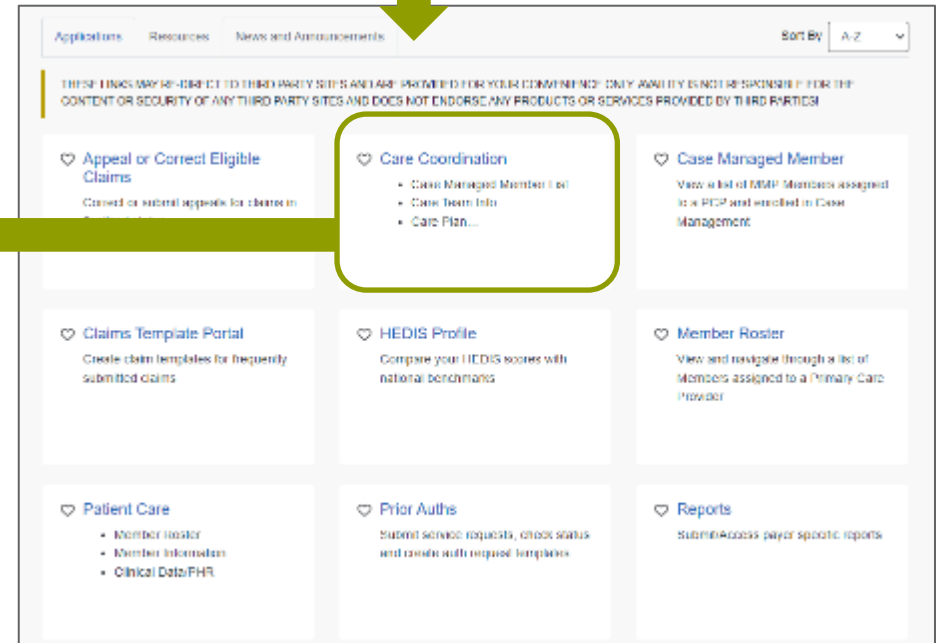
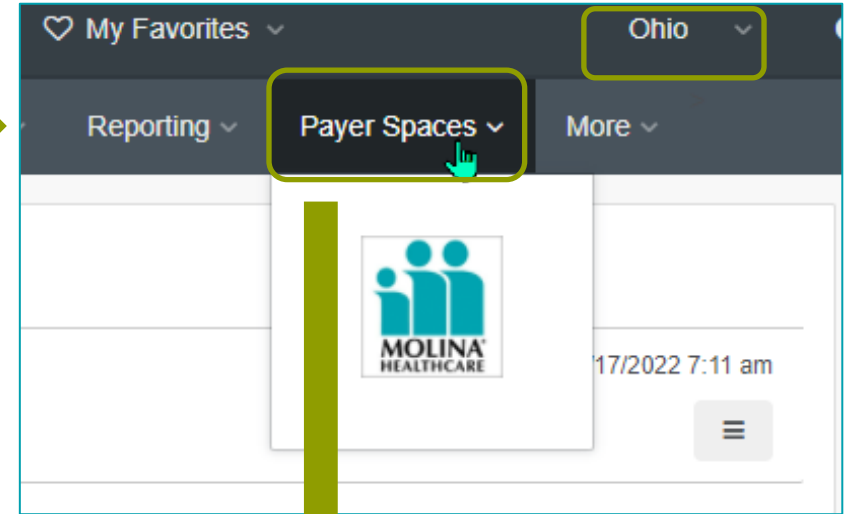
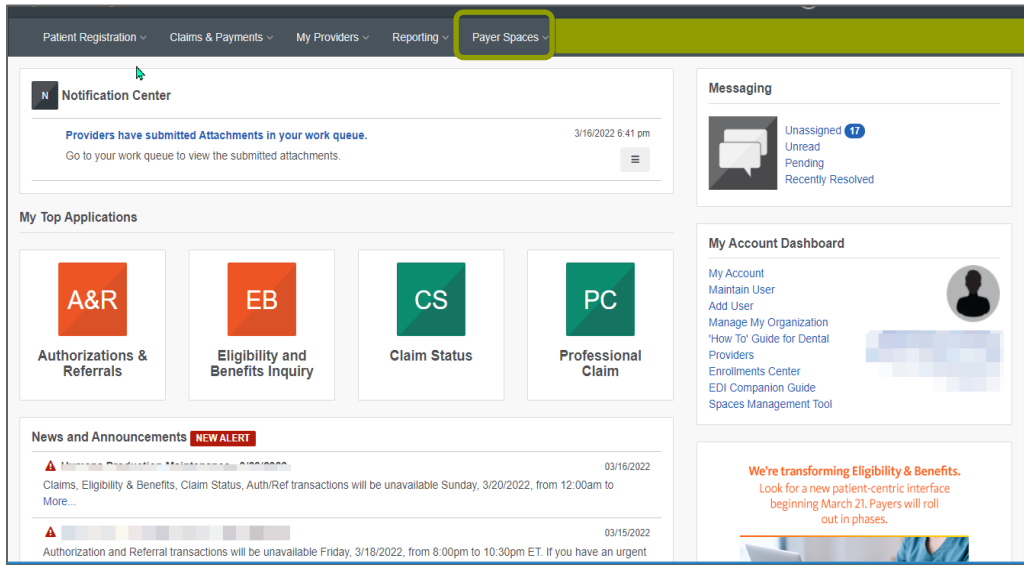
[Never mind. Go back to log in.](#)

Delegated Care Managers will directly access Availity Portal through the Availity login screen.

The users will be assigned appropriate access through their Organization Administrator.

Care Coordination Portal Functions / Features

Access the Care Coordination Portal



♥ Care Coordination
View a list of Members assigned to a PCP and assigned to a Care Coordinator

Care Coordination Profile

Member Health Messages

See member details for health messages

Search By : Member Number, Member Name, Case Manager, PCP Name, Case Status

Select a letter to find a Member by Last Name

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click on a column header to sort or hover over a ? for help with that column.

Member Number	Member First Name	Member Last Name	Case Manager Name	PCP Name	Case Status(Open/Closed)
987654321088	Katniss	Everdeen		Howser, Doogle	

After selecting Care Coordination in the Availity Essentials Portal, the Care Coordination Profile page will load.

This will display the member roster.

Member Roster - Searching in the Care Coordination Portal

Search By:

- Member Number
- Member Name
- Case Manager
- PCP Name
- Case Status

Search using the Alphabet.

Member Health Messages

Search By: Member Number, Member Name, Case Manager, PCP Name, Case Status

Select a letter to find a Member by Last Name

All A B C D E F G H I J K L M N O P Q R S T U V

W X Y Z

Click on a column header to sort or hover over a ⓘ for help with that column.

Member Number	Member First Name	Member Last Name	Case Manager Name	PCP Name	Case Status (Open/Closed)
987654321098	Kalniss	Everdeen		Howser, Doogie	

Member Roster - Opening Member File

Member Health Messages

See member details for health messages

Search By : Member Number, Member Name, Case Manager, PCP Name, Case Status

Select a letter to find a Member by Last Name

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click on a column header to sort or hover over a ? for help with that column.

Member Number	Member First Name	Member Last Name	Case Manager Name	PCP Name	Case Status(Open/Closed)
987654321088	Kalriss	Everdeen			

Select the Member Number to open the file.

Member Health Messages

Member Information Clinical/PHR Care Team Care Plan Member Health Message

- Member Profile
- Enrollment Information
- Primary Care Provider Information
- IPA/Group Information

Member Detail Information

Member Details Include:

- Member Information
- Clinical Personal Health Record (PHR)
- Care Team
- Care Plan
- Member Health Message

The screenshot shows a web interface for member details. At the top, there is a navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search field. Below this is a 'Back' button. The main content area displays member information in a table-like format:

Member ID:	Member Name:	Enrollment Plan:	Enrollment Status:	Enrollment Eff. Date:	Enrollment Term. Date:
987854321098	Everdeen, Katniss	HEALTHY FAMILIES CHIORISE	ACTIVE	04/01/2017	12/31/2078

Below the table, there is a 'member health messages' section on the left and a navigation menu on the right. The navigation menu includes: Member Information, Clinical/PHR, Care Team, Care Plan, and Member Health Message. The 'Member Information' tab is highlighted with a green box. Below the navigation menu, there are four expandable sections: Member Profile, Enrollment Information, Primary Care Provider Information, and IPA/Group Information. A green arrow points from the 'member health messages' section to the 'Member Information' tab.

Member Detail Information

Member Information Clinical/PHR Care Team Care Plan Member Health Message

Member Profile

Name: Everdeen, Katniss
Date of Birth: 06/09/1998
Mailing Address: 123 Main Street, Pleasantville, OH 01234
Member #: 987654321098
Gender #: F
Home #:
Alternative #:
Mobile #:
Email ID:

Additional Member Information

Primary Language Spoken: ENGLISH
Ethnicity: REFER TO MEMO

Enrollment Information

As of search date today

Enrollment Plan: HEALTHY FAMILIES Member has no current restrictions
Enrollment Status: ACTIVE
Enrollment Effective Date: 08/01/2019 Member has no other insurance
Enrollment Termination Date:
Rate Code: FC10C
Health Plan ID: 910001197304
Subscriber ID: 695775001C

Enrollment History

Benefit Plan Description	Effective Date	Termination Date	Eligibility Status
HEALTHY FAMILIES	07/01/2019	07/31/2019	INACTIVE
OHIORISE	07/01/2022	07/31/2022	ACTIVE

Primary Care Provider Information

Provider Name: Howser, Doogie
Provider NPI Number: 1234567890
Provider Specialty: Pediatric
Effective Date with Member: 11/01/2019
Service Location: Pleasantville Med
IPA/Group Name:
IPA/Group Effective Date: 02/01/2013

PCP History

PCP Name	Group/IPA Name	Effective Date	Termination Date	Status
Grey, Meredith	Pleasantville Peds	08/01/2018		

IPA/Group Information

Group Name: Pleasantville Peds
Mailing Address: 987 Main Street, Pleasantville, OH 01234
Physical Address: 456 Main Street, Pleasantville, OH 01234
Last Contract Effective Date: 11/01/2019
NPI #: 6543219870
Phone #: (555) 123-4567
Phone #:

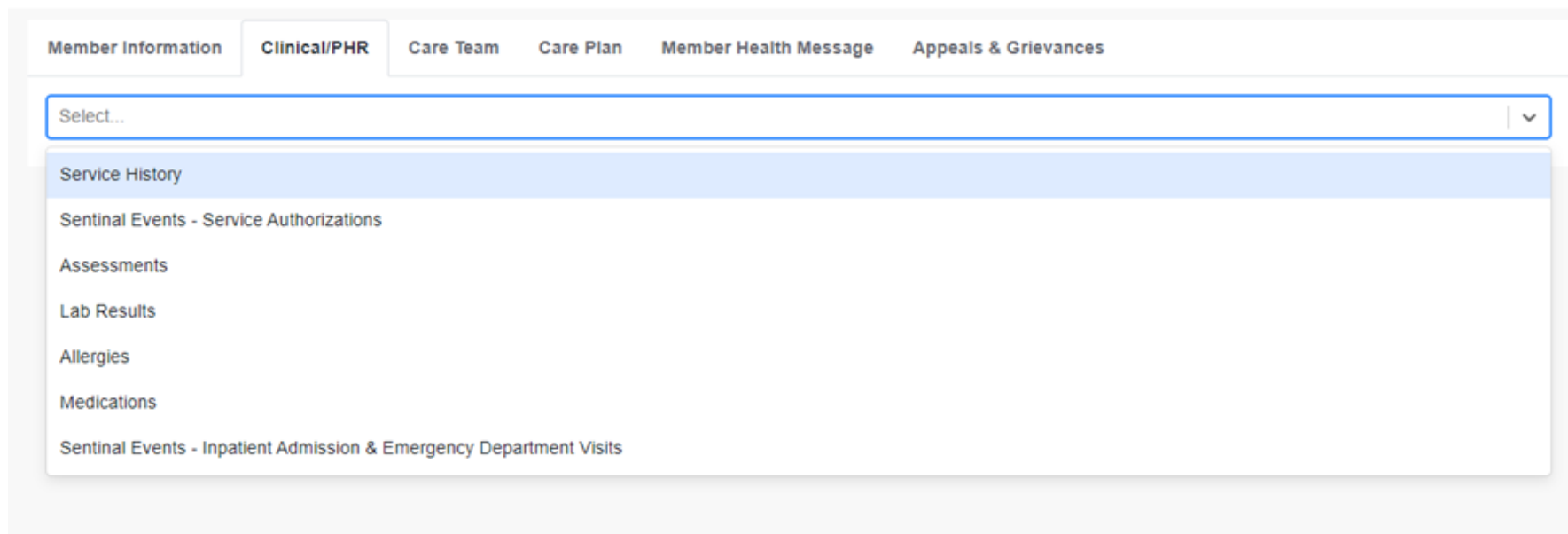
IPA/Group History

There are no History Records.

Member Information tab includes:

- Member Profile and Information
- Enrollment Information and History
- PCP Information
- Independent Physician Association (IPA)/Group Information and History

Clinical/PHR Tab



Clinical/PHR tab includes:

- Service History
- Sentinel Events- Service Authorizations
- Assessments
- Lab Results
- Allergies
- Medications
- Sentinel Events – Inpatient Admission and Emergency Department Visits

Clinical/PHR Tab- Service History

Member Information | **Clinical/PHR** | Care Team | Care Plan | Member Health Message | Appeals & Grievances

Service History

Service History

Date of Service

Start Date → End Date

Provider

All

Submit

Date of Service ↕	Provider ↕	Service Description ↕
4/15/2022		OFFICE VISIT
4/14/2022		OFFICE VISIT
4/11/2022		OFFICE VISIT
4/11/2022		OFFICE VISIT
4/7/2022		OFFICE VISIT

< Prev 1 2 3 4 5 6 ... 38 39 Next > 1-5 of 195 5 per page

This information is based on the claims and encounters data. If you know of any discrepancies or if you need any historical Service History information, please contact the Molina Case Manager or Provider Services.

Clinical/PHR Tab- Service Authorizations

- Member Information
- Clinical/PHR
- Care Team
- Care Plan
- Member Health Message
- Appeals & Grievances

Sentinal Events - Service Authorizations

Sentinal Events - Service Authorizations

Service Request/Auth No	Service Description	Referred From	Referred To	Referred To Specialty	Date of Request	Status
000000	Diagnostic Testing/Imaging	Scott, Michael	Vance, Robert	GENERAL ACUTE CARE HOSPITAL	8/15/2014	Approved
000000	Diagnostic Testing/Imaging	Scott, Michael	Malone, Kevin		8/5/2015	Denied
111111111111	Diagnostic Testing/Imaging	Braton, Creed	Scott, Michael	GENERAL ACUTE CARE HOSPITAL	9/17/2015	Approved
22222222	Inpatient Medical/Surgery	Helpert, James	Wallace, David	GENERAL ACUTE CARE HOSPITAL	9/21/2015	No Action Required
000000000	Behavioral Health	Martin, Angela	Kapoor, Kelly	PSYCHOLOGIST	4/13/2017	Approved

< Prev 1 2 3 4 Next > 1-5 of 18 5 per page

This information is based on the authorizations requests submitted to Molina; if you know of any discrepancies, please contact the Molina Case Manager or Provider Services.

Clinical/PHR Tab- Assessments

Member Information **Clinical/PHR** Care Team Care Plan Member Health Message

Assessments

▼ Assessments

Status	Category	Name	Last Updated	Completed By	Document
UPLOADED	Ohio Assessment	2022 OH Needs Assessment	06/28/2022	Croft, Lara	View Report

This completed assessments list is current as of 06/28/2022. If you would like to see the previous assessments history, please contact the Molina Case Manager.

Clinical/PHR Tab- Lab Results

Member Information | **Clinical/PHR** | Care Team | Care Plan | Member Health Message | Appeals & Grievances

Lab Results

Lab Results

Start Date → End Date

*Lab Results only go back until 08/06/2008.

Submit

Date Performed ↕	Lab Performed ↕	Your Result ↕
10/06/2021		
10/06/2021		
04/30/2021		12.50
01/20/2021		
01/20/2021		11.30

< Prev **1** 2 3 Next > 1-5 of 12 per page

This listing may not include all lab work completed. If you have any questions please contact Case Manager or Provider Services.

* NOTE: Lab Results are provided by LabCorp and Quest Labs only. These Lab Results are updated monthly.

Clinical/PHR Tab- Sentinel Events

Member Information **Clinical/PHR** Care Team Care Plan Member Health Message Appeals & Grievances

Sentinel Events - Inpatient Admission & Emergency Department Visits

Sentinel Events - Inpatient Admission & Emergency Department Visits

Admit Date

Start Date → End Date

Discharge Date

Start Date → End Date

Facility Name

All

Submit

Type	Facility Name	Primary Diagnosis	Admit Date	Discharge Date
Emergency Department Visit	Grey Sloan Memorial Hospital-1234567	DISEASE OF ESOPHAGUS UNSPECIFIED	3/14/17	12/26/2017
Emergency Department Visit	Grey Sloan Memorial Hospital-1234567	UNSPECIFIED SPRAIN LT FOOT INITIAL	12/12/22	
Emergency Department Visit	Grey Sloan Memorial Hospital-1234567	HTN HRT CKD W HF STAGE 1-4 UNS CKD	3/15/20	
Emergency Department Visit	Grey Sloan Memorial Hospital-1234567	HTN HRT CKD W HF STAGE 1-4 UNS CKD	6/7/22	
Emergency Department Visit	Grey Sloan Memorial Hospital-1234567	SEPSIS UNSPECIFIED ORGANISM	02/10/2022	

< Prev 1 2 3 Next > 1-5 of 11 5 per page

This information is based on authorizations/claims data and is current as of 10/26/2022 11:04:32 AM .If you know of any discrepancies with Inpatient Admissions & Emergency Department visits information or if you need any historical Inpatient Admissions and Emergency Department visits information, please contact Molina Case Manager or Provider Services.

Care Team Tab

The Care Team tab contains care team information.

Member Information Clinical/PHR **Care Team** Care Plan Member Health Message

Request Care Coordination

Care Coordination Team: Molina Healthcare

For Healthcare Providers/Entities, you may edit access levels and provide HIPAA Authorization below to allow access to Sensitive Service information, such as Behavioral Health, Substance Use/Abuse, or Communicable Diseases. To edit access level for General Medical Services or to add or remove participants, please contact your Molina Care Manager.

Serial #	Care Team Provider Full Name	Assigned Date	Contact Type	Phone Number	Care Manager Full Name	Care Manager Phone Number	Entity Type	Primary	Risk Tier	Category	Case Manager Status	Delegated Care Manager
1	Scott, Michael	01/01/2020	PCP	123-456-7890	Halpert, Pam	987-654-3210	Gurdian/Parent	Y		Care Manager	Assigned	Dunder Mifflin Care

Print

View Care Coordination History

Sr No	Date	Requesting Entity	Reason for Requesting	Request Status
1	08/03/2022	Gurdian/Parent	Medication, Transportation, Food,	Completed

Select Request Care Coordination to submit a request for care coordination.

Request Care Coordination x

Member Name*
Everdeen, Katniss

Member ID*
OH987654321098

DOB*
06/09/1998

Requesting Entity*

Mailing Address*
123 Main St., Pleasantville, OH 01234

Phone number*
5559876543

Email Address*
EverdeenK12@tribute.com

Reason for requesting care coordination*
Food

I confirm that the above information is correct

Care Coordination Request is already submitted. One request is allowed for every 24 hours.

Care Plan Tab

My Providers ▾ Reporting ▾ Payer Spaces ▾ More ▾ Keyword Search 🔍

Member Information Clinical/PHR Care Team **Care Plan** Member Health Message

1 / 4 | 59% | [Icons]

1

2

3

MOLINA HEALTHCARE Molina Healthcare Inc
Individualized Care Plan Report

Assigned Case Manager:
Not assigned.

Member Details:

Member Last Name:	Everdeen	Member First Name:	Kalniss
Member Middle Initial:	M	Date Of Birth:	06/06/1998
Medicaid ID:	987654321098	Medicare ID:	
Medicaid Effective Date:	04/01/2017	Medicare Effective Date:	
Current Acuity Level:			
Gender:	F	Primary Language:	English
Primary Phone:		Home Phone:	5559876543
Mobile Phone:			
Current Mailing Address:	123 Main Street Pleasantville, OH 01234		
E-Mail Address:			
Caregiver / Representative:		Contact Phone:	
Relationship To Member:			

Associated Providers (past 6 months):
No associated provider.

Reason for Recent Health Visits / Tests and/or Diagnosis History:

DX Date	DX Code	Description
11/05/2021	S02.91	Cutaneous abscess, unspecified
11/05/2021	T63.201A	Toxic effect of unspecified spider venom, accidental (unintentional), initial encounter
08/25/2020	S02.214	Cutaneous abscess
06/25/2020	S03.314	Cellulitis
04/26/2020	S03.011	Cellulitis of right finger

Recent Authorizations (past 6 months):
No authorization.

Assessments (past 6 months):
No assessment.

Enrollment in Inpatient / Outpatient Facilities (past 6 months):

Page 1 of 4 Date Printed: 6/26/2022 8:41:39 AM

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Member Health Messages

Member Health Message is the last tab of the Member Details page and contains Critical Incidents.

Member Health Messages

EVENTS

- 03/01/2022 11:01 AM EST
Visit D. Howser

HEALTH ALERTS

- 07/01/2022 11:01 AM 79
Weight IMA Immunizations
for Adolescents –
Combination 2



The Member Health Message window displays Sentinel and Critical Events that needed immediate attention.

Select an event for the member and the details are displayed.



Member Health Messages

Select a view

- Urgent Responses
- Event History

Date	Event Description	MCO Posting Time Required	Source	Location	Facility	Provider(s)	Condition
03/01/2022 11:01 AM EST	MRSS – services and was admitted to inpatient behavioral health unit and will be discharged in the next 4 days	24hr	HIE-Bridge	Pleasantville, OH	Pleasantville Med	Dr. Doogie Howser	Stable

Appeals & Grievances Tab

The Appeals & Grievances tab will show information on the member's Appeals & Grievances.

Member Information Clinical/PHR Care Team Care Plan Member Health Message **Appeals & Grievances**


Date Received

Start Date → End Date

Submit

*Appeals & Grievances only go back until 07/01/2022.

Case Type	Issue ID Number	State Appeal/ Grievance ID	NCQA Category	Status	Date Received	Date Resolved	Resolution Category	Resolution Sub Category	Mode of Resolution	Resolution Letter
Member Grievance			Other	Resolved-Completed	07/27/2021	07/28/2021	Resolved	Substantiated	Written	View Letter



Click “View Letter” to see a PDF of communication sent regarding the respective issues.

Contact Molina

Frequently Used Email Addresses

Molina of Ohio Provider Services Contact Information:

Molina has designated email addresses based on provider types to help get your questions answered more efficiently or to connect you to training opportunities.

- CCP Questions: Population_Health@MolinaHealthcare.com
- Behavioral Health questions: BHProviderServices@MolinaHealthcare.com
- Hospital or hospital-affiliated physician group questions: OHProviderServicesHospital@MolinaHealthcare.com
- MyCare Ohio LTSS and Medicaid Ancillary questions: OHMyCareLTSS@MolinaHealthcare.com
- Nursing Facilities questions: OHProviderServicesNF@MolinaHealthcare.com
- Physician practice questions: OHProviderServicesPhysician@MolinaHealthcare.com
- General questions: OHProviderRelations@MolinaHealthcare.com

For additional contact information view the “Contact Information” section of the Provider Manual, located at MolinaHealthcare.com.



Commitment to Provider Satisfaction

Molina Healthcare of Ohio is committed to increasing our Provider Partners' satisfaction by obtaining your feedback.

Some of the ways we do this include:

- Dedicated Provider Services Representatives in each region of the state for training and questions
- An annual Provider Satisfaction Survey
- An It Matters to Molina program that includes monthly forums and an information page on the Provider Website including surveys for providers to share feedback



Take our [“It Matters to Molina Suggestion Box”](#) or [“Molina Provider Training Survey”](#) on the [It Matters to Molina Page](#) of our Provider Website, under the “Communications” tab. Or take our “Molina Operations Meeting Survey”

Your Opinion Matters to Molina

[Email us](#) to share your comments, concerns or ideas. Your feedback is important to us. Let us know what we're doing well and what we can do to improve.

Please share your feedback with us so we can continue to provide you with excellent customer service!