Molina Healthcare of Michigan
Provider Bulletin

February 2024

Molina Healthcare of Michigan names Martha Walsh, MD, as Medicaid chief medical officer

Molina Healthcare of Michigan has named Martha "Marti" Walsh, MD, as its new Medicaid chief medical officer. Dr. Walsh is a practicing OB/GYN, health care administrator and leader with decades of experience. Dr. Walsh previously served as medical director for two Medicare accountable care organizations. She most recently worked as a senior medical director in clinical partnerships at Blue Cross Blue Shield of Michigan and, before that, served as the chief quality and population health officer at Trinity IHA Medical Group.

"Dr. Walsh has led work to improve health care quality, health outcomes and health equity for Michiganders and enhance the patient and provider experience through a broad array of innovative population health programs," said Terrisca Des Jardins, plan president of Molina Healthcare of Michigan. "We are excited to bring her expertise and track record of success to Molina."

"I feel that we have tremendous opportunity to develop deeper connections with our provider community to improve health outcomes for our members," said Dr. Walsh. "I am excited to partner with the providers to learn more about how we can work together to best support our providers and members."

Dr. Walsh received her undergraduate degree from Albion College, her medical degree from Michigan State University College of Human Medicine and a master's degree in health services administration from the University of Michigan School of Public Health.

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The Health Risk Assessment (HRA) incentive was discontinued on January 1, 2024

The Healthy Michigan Plan's (HMP) Health Risk Assessment (HRA) incentive will no longer be incentivized for our HMP members, effective **January 1, 2024**.

HRA completion for D-SNP members is still required.

Can I still complete and submit an HRA for my patients?
The completion of HRA is still a requirement for D-SNP members. The data we receive helps Molina coordinate available services to our members – including identifying barriers to care, food and housing.

Will I still receive an incentive payment for HRAs completed in 2023?
Yes, incentive payments will be paid for HRAs completed through **December 31, 2023**. Please fax completed 2023 HRA forms to (855) 671-1283; please note that the fax line will be disconnected on Thursday, **February 29, 2024**.

Register now for a 2024 provider orientation training session

Molina hosts a series of provider orientation sessions for all in-network providers. These sessions provide an overview of our resources and materials designed to support you and your patients – our members. These resources include provider services, the provider portal, health care services, billing and more.

The February session is scheduled for **Thursday, February 22** from **9-10:30 a.m.** The March session is on **Thursday, March 28** from **9-10:30 a.m.**

You can register for either session online at **MolinaHealthcare.com/Providers/MI/Medicaid/Comm/YouMattertoMolina.aspx**. A confirmation email will be sent.

Molina's provider portal is now Availity Essentials!

The top five reasons to use Availity Essentials:

1. **Member eligibility and benefit information:** Users can verify member eligibility and view benefits, covered services and members' health records.
2. **Member roster:** Users can view a list of assigned memberships for primary care providers (PCPs) within the user's provider panel.
3. **Service requests/authorizations:** Users can create, submit and review prior authorization requests.
4. **HEDIS® profile:** Users can view their HEDIS® scores and search for members with needed services.
5. **Claims:** Users can submit, correct and void claims. Users can also check claim status and view claims reports for all submitted claims.

Please make sure you are registered with **Availity** at **availity.com/essentials-portal-registration**.

Tips for claims that need attachments:
- Multiple files can be attached.
- Total accumulated size of all files loaded cannot be greater than 128 MB.
- File types allowed: PDF, TIF, JPG, BMP and GIF.
- File name format allowed: All alphabetic (A-Z) and numerals (1-9). No special characters ("&", "[]", ";", and "."").
- Duplicate file names are not allowed.

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Community health workers reimbursement update

Effective **January 1, 2024**, Michigan Medicaid has begun reimbursing community health workers (CHW) for services provided to Medicaid beneficiaries. CHWs seeking reimbursement for their professional services to Medicaid beneficiaries must be approved on the MI Medicaid CHW Registry and be actively enrolled in the Community Health Automated Medicaid Processing System (CHAMPS) as a Medicaid provider. View the full policy by visiting **michigan.gov/mdhhs/doing-business/providers/providers/medicaid/policyforms/2023-medicaid-policy-bulletins** and selecting bulletin "MMP 23-74."

MDHHS has created a CHW Beginner Guide containing instructions to walk providers through obtaining a National Provider Identifier (NPI), applying to the MI Medicaid CHW Registry and enrolling into CHAMPS. The guide is located at **michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/medicaid-providers/medicaid-provider-alerts/data/pages/professional**. Additional CHW resources can be found at **michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/medicaid-providers/medicaid-provider-alerts/data/all-alerts-and-updates**.

MDHHS is in the process of creating a CHW provider-specific website to house CHW information, which will be shared at a later date.

For questions related to CHW policy or the MI Medicaid CHW Registry process, contact **msapolicy@michigan.gov**. Providers with CHAMPS or provider enrollment application questions should contact provider support at **(800) 292-2550** or by email at **providersupport@michigan.gov**.

Reaching out to Molina

Provider Services has launched our new centralized mailboxes based on provider types, making it easier for the health care community to contact their provider relations manager. For all physician network-related issues, please send all communication to **MHMProviderServicesPhysician@MolinaHealthcare.com**.
Here is a list of all the designated email addresses based on provider types:

Provider type	Email address
Health systems and hospital networks	**MHMProviderServicesHospital@MolinaHealthcare.com**
Physicians, specialists, physician networks, advanced imaging/ radiology, ambulatory surgical centers, FQHC, non-BH providers, anesthesiologists, hospitalists, doulas, urgent care	**MHMProviderServicesPhysician@MolinaHealthcare.com**
Ancillary skilled nursing, long-term acute care, hospice, assisted living facilities, home health agencies, laboratories, ancillary dialysis centers, durable medical equipment, hearing	**MHMAncillaryServices@MolinaHealthcare.com**
Long-term services and support (LTSS)	**MHMLTSSContracting@MolinaHealthcare.com**
Behavioral health providers, BH hospitals, and FQHC behavioral health providers	**MHMBHProviderServices@MolinaHealthcare.com**
General inquires	**MHMProviderServicesMailbox@MolinaHealthcare.com**

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Reminder:
Supplemental data deadlines for the measurement year 2023

Claims submission and electronic data exchange for **measurement year (MY) 2023** should be submitted by **February 29, 2024.**

Ownership and Control Form available online

Molina is required to maintain a current Ownership and Control Disclosure Form from providers participating in MI Health Link (MMP) line of business. The Ownership and Control Form on file with Molina must be signed and dated **at least every 36 months** during the re-credentialing process or sooner if updates need to be made to the previous one.

Providers are required to disclose any changes in the Ownership and Control Disclosure Form in accordance with the following:

- 42 CFR 455.104 Disclosure by Medicaid Providers and Fiscal Agents: Information on Ownership and Control
- 42 CFR 455.105 Disclosure by Providers: Information Related to Business Transactions
- 42 CFR 438.230 Subcontractual Relationships and Delegation

Providers contracted through a group affiliation must fill out the form at the group level. If a provider is contracted as an individual or independent provider, the form should be filled out at the provider level.

For your convenience, an electronically fillable version is available online at **MolinaHealthcare.com/providers/mi/medicaid/forms/fuf.aspx**.

Once completed, the Ownership and Control Form should be emailed to **MHMContractConfigDept@MolinaHealthcare.com** with the subject **Ownership and Control Form Update**.

Thank you for your commitment to Molina members!

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