

Molina Web Site: Though a manual paper-based process is sometimes used to submit a request, this checklist is completed based upon the web-based ‘Create service request authorization’ process

Function	Provider Workflow	BPR-specified Capabilities	‘MET’, Scheduled Date, or ‘NA’	Comment
Checking Eligibility and Benefits	<p><u>Steps</u></p> <p>Check eligibility either via the automated batch interface or on the Molina web site, using the ‘Quick member eligibility search’</p>	Identify services that are benefit exclusions for the patient	Met	<p>The PA list (on the secure Private Portal) indicates whether a code is not covered. For Medicaid, the following (on the Molina public site) also identifies not covered services:(http://www.molinahealthcare.com/providers/wa/medicaid/manual/PDF/04-Benefits-and-Covered-Services-2016.pdf)</p> <p>Phone calls have to be made to find out about limitations.</p>
Determining whether Pre-Auth or Medical Necessity Review is required	<p><u>Steps</u></p> <p>Molina’s pre-auth list is used</p> <ul style="list-style-type: none"> • Find most current pre-auth list on the Molina web site • Look up service by cpt code or Jcode to determine if pre-auth is required? 	Provide up-to-date navigation information on OHP’s Workflow Navigator		
		<p>Look up/Search</p> <ul style="list-style-type: none"> • for the care service by CPT code, keyword or functional category. • for the medication by J-code (for Meds that have a J code) and Brand Name and Generic Name 	Met	
		Information is specific to a product/group or plan, i.e. not a generic list.	Met	The pre-auth lists contains information for all of Molina’s plans
		<ul style="list-style-type: none"> • Identify whether any entered service require a pre-authorization. This includes Unlisted Procedures. 		See comment #A.5

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		<ul style="list-style-type: none"> Explicitly indicate if a service does not require a pre-authorization, e.g. no pre-auth required unless specifically indicated on this list. 	Met	
		Identify whether any entered service require a medical necessity review (separate from a pre-auth). This includes Unlisted Procedures.	NA	A Medical Necessity Review is not performed on services that do not require a pre-authorization
		Identify any professional restrictions related to delivering the service, e.g. type of provider, site of care, etc.	Met	See Comment #A.3 above
		Identify whether Medication needs to be obtained from a Specialty Pharmacy. If so, contact information of the specialty pharmacy	NA	All medications are buy and bill
		Identify if/what supporting documentation that needs to be sent with a review request, including documentation for Unlisted Procedures		Supporting documentation requirements are not posted on the web site.
		Identify Clinical Criteria	Met	Clinical Criteria is posted on the Molina main site but not on the site that is accessed via OHP logon.
		Identify whether approval of this service is dependent upon previously trying other services, i.e. "tried and failed".		Is not on the web site

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Submitting Review Request	<p><u>Paper-Based Steps</u></p> <p>Use either Molina's pre-auth form or the prpvider organization's pre-auth form and attach clinical documentation</p> <p><u>'Create service request authorization' Steps (for Inpatient and Hemotology-Oncology)</u></p> <p>Complete the interactive request form.</p> <p>Sometimes supporting documentation is included in the notes section of the request form and sometimes not. It is unclear whether notes will get attached to the request.</p>	Provide an online form/web page for requesting pre-service review	Met	
		On form/web page - Allow specification of the "urgency" of the request	Met	
		Identify the timeframe under which the request will be reviewed, somewhere in the process		
		On form/web page - Allow specification of ALL the services/medication/administration to be reviewed	Met	
		On form/web page - Include questions about any relevant professional restrictions (as applicable)		Place of service differences in the pre-auth list do no appear as a question in the web app for those services.
		If form/web page asks for clinical information, either offer check list selection of appropriate clinical information or allow provider to submit ALL clinical information relevant to the specific request for services, and not restrict provider from sending this relevant information	NA	
		Allow for submission of form electronically or faxed with supporting documentation	Met	
		Provide acknowledgement of receipt of the review request	Met	A pended reference number is provided

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	At the completion of the process, a reference number is generated by the web site.	Able to print the completed request form and/or review on-line the information submitted on the request.	Met	
	For both processes, Molina will call-back or fax if additional clinical information is required. SCH staff will use SHC's additional information form to submit the documentation using the Molina nurse's name or provided reference number	Perform review for ALL submitted services that are valid per the BPR, not just those requiring a pre-authorization -- including Unlisted Procedures, except for those listed on health plan web site.	NA	Since a medical necessity review is only conducted on services that require a pre-auth, no review will be done for services that do not require a PA.
		Perform review without a provider signature on the request	Met	
		On web page, identify how changes are to be made to previous requests and how providers will be notified of decisions		
Checking Status of Request	<u>Steps</u> Access Molina web site – 'Service request / authorization inquiry' tab	Provide status information on web site per the BPR Identify any information that is missing.		Statuses are Pended, Authorized, Denied, and Under medical review (inpatient only) No information is provided about why Pended (e.g. what, if/any additional information is required) and no information is provided about why Denied
		Allow access to status information by the provider/organization that requested the services, the provider/organization that is doing the services and, as appropriate, the facility/organization where the services are to be done	Met	