

An Introduction To Passport Health Plan By Molina Healthcare

Prepared for the
Medicaid Advisory Committee

November 19, 2020



Remember the Member



One of our Population Health Managers shared how we were able to help this member in rural Kentucky access groceries during the COVID-19 pandemic:

"I spoke with a member that lives in Williamstown, Kentucky that was not able to access groceries. She had no family nearby and was advised by her doctor to not leave the house due to having COPD and lung cancer. She did not access to a computer or internet to order groceries to be shipped to her, and there were scarce local resources in her area. I called a few local grocery stores that offered curbside service but not delivery. I was then able to reach the owner of family-owned grocery. He said that they do not offer delivery services being a small, locally owned operation. However, due to the circumstances with COVID-19 and people not being able to leave their homes; he would personally delivery groceries to the member. I provided the member his contact information and she was very grateful. She stated she was going to reach out to place an order with him right away."

[#TogetherKY](#) [#TeamKentucky](#) [#HealthyAtHome](#) [#Patriot](#)

1.4K 39 Comments 119 Shares

Like Comment Share



I want to thank that small grocery store owner for going out of their way to help others and I hope your business grows in size and thank you passport health I'm glad we still have people out there that cares about others and willing to help them prayers out to y'all

Like · Reply · Message · 29w



Agenda

- Introduction to Passport Health Plan by Molina Healthcare
 - Ryan Sadler, CEO & Plan President
- Office Locations / Provider Relations / Network Development
 - John Wiley, Vice President, Network
 - Melanie Claypool, Director, Provider Relations
- Clinical Model / Quality / Telehealth
 - Dr. Steven Houghland, Chief Medical Officer
 - Dr. Liz McKune, AVP, Population Health & Behavioral Health
- Prior Authorization Details
 - Dr. Steven Houghland, Chief Medical Officer
- Value Added Services
 - Melanie Claypool, Director, Provider Services
- Contact Information
- Questions



Better together. Giving you MORE!

About Passport Health Plan by Molina Healthcare

- Passport's 22 years of local experience with the Commonwealth is now owned, operated and supported by Molina Healthcare, a national powerhouse serving 4 million Medicaid members in 15 states.
- Together, Passport and Molina offers the **best of both worlds** to Kentucky Medicaid members.
- Our new leadership team brings new, innovative, national experience coupled with employees who are born and raised in Kentucky and dedicated to serving members in the Commonwealth for over 22 years.

Mission

We improve the health and lives of our members by delivering high-quality health care

Molina provides our members
with access to high-quality
healthcare



The mission is equally balanced
among
all those we serve



Advocates



Providers



Members



Government
Agencies



Employees

Passport Health Plan by Molina Healthcare's Value Proposition

Partner of choice by delivering cost effective, reliable, and seamless service



Low Cost



**Effective, High Quality,
and Appropriate
Access to Care**



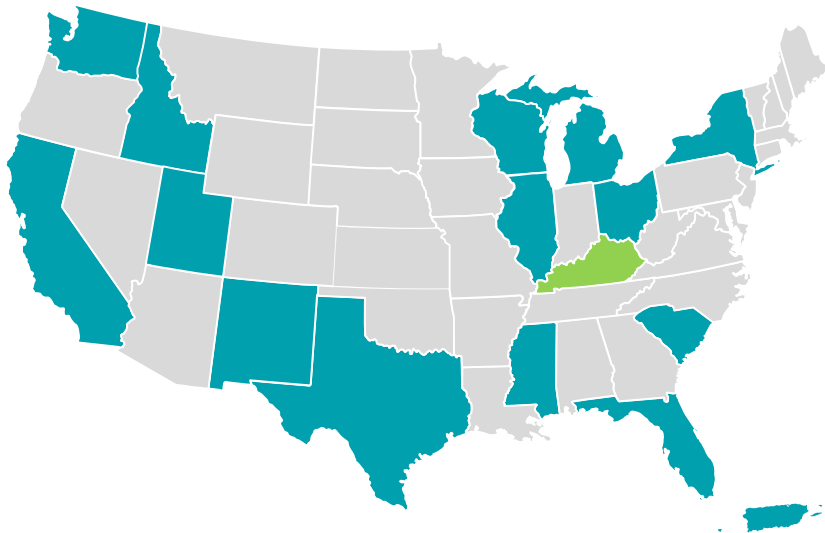
**Reliable Service and
Seamless Experience**



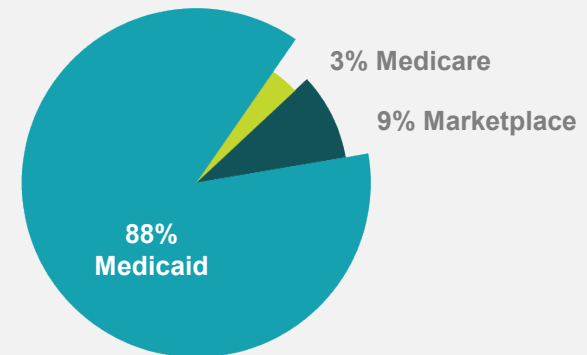
Partner of Choice

Broad Current Geographic Footprint

Geographically diverse and national in scope



Membership by Line of Business



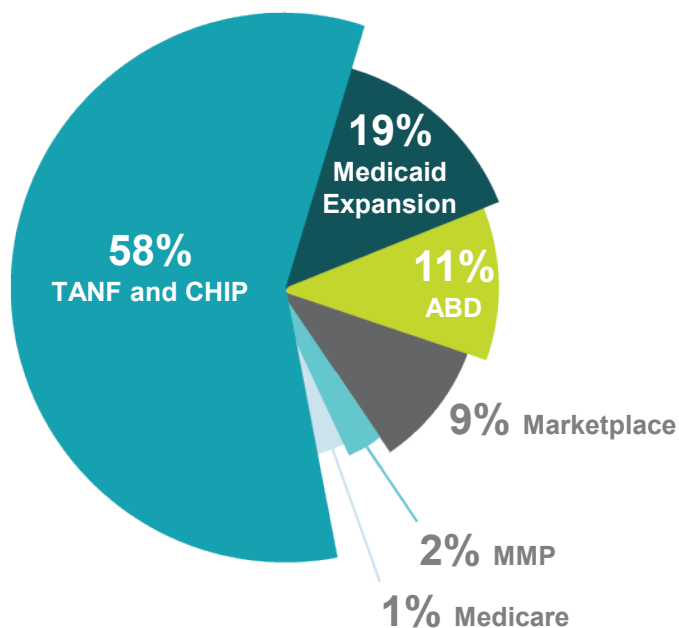
Business Snapshot – Members Served

Medicaid: 3,437,000

Medicare: 108,000

Marketplace: 325,000

Membership Profile



State	Membership*	State	Membership*
California	572,000	New York	31,000
Florida	131,000	Ohio	328,000
Idaho	10,000	Puerto Rico	167,000
Illinois	242,000	South Carolina	145,000
Kentucky	315,000	Texas	352,000
Michigan	377,000	Utah	86,000
Mississippi	92,000	Washington	913,000
New Mexico	23,000	Wisconsin	85,000
		TOTAL	3,870,000

*Membership as of June 30, 2020, except Kentucky membership as of September 1, 2020

One-Stop Help Centers

Six Molina One-Stop Help Centers

Covington • Bowling Green • Hazard
• Louisville • Lexington • Owensboro



To ensure our Enrollees benefit from local healthcare, resources, and supports, Molina is opening **six One-Stop Help Centers** across Kentucky to promote Enrollee and provider walk-ins and serve as community resource centers focused on assisting with any Enrollee and provider healthcare-related need.

The One-Stop Help Centers will aid providers, too. Providers can call or stop by a regional center to ask questions face-to-face; register complaints; receive training, education, and documentation; and attend meetings, as needed.



Training, education, and access to programs and CBOs



Free Wi-Fi, meeting rooms, ADA compliant, telehealth capabilities




Enrollee and provider walk-ins welcome



Face-to-face healthcare-related assistance

Provider Representatives



Aleksandra Jozic
Region 3
502-585-7308



Justin Radford
Region 3
Major Health Systems
502-585-7914



Crystal Roper
Regions 3 & 6
502-212-6763



Ginger Kovacevic
Louisville - Behavioral Health
502-585-7316




Shelley Fife
Region 3
Passport Advantage
502-212-6816



Henry Spalding
State Wide - Ancillary
502-212-6728



Chasity Dotson
Regions 1 & 2
502-212-6717



Amy Lewis
Region 5
502-585-7311




Donna Moor
Regions 7 & 8
502-566-7825



Beth Goodin
Region 4



Teri Hardman
Regions 1, 2, 3, & 4
Behavioral Health
502-212-6713



Christine Drake
Regions 5, 6, 7, & 8
Behavioral Health
502-212-6704



 Passport One Stop
Help Centers

30 mile radius



Join our Network!

Provider must contract with “Passport by Molina” either:

- Through a new contract between provider and Passport by Molina; or
- Notification from Passport of assignment of current Passport contract

Credentialed through Passport? Honored by Molina

Inquiries:

MHINewMarketsDevContracting@MolinaHealthcare.com

Our Organizational Structure

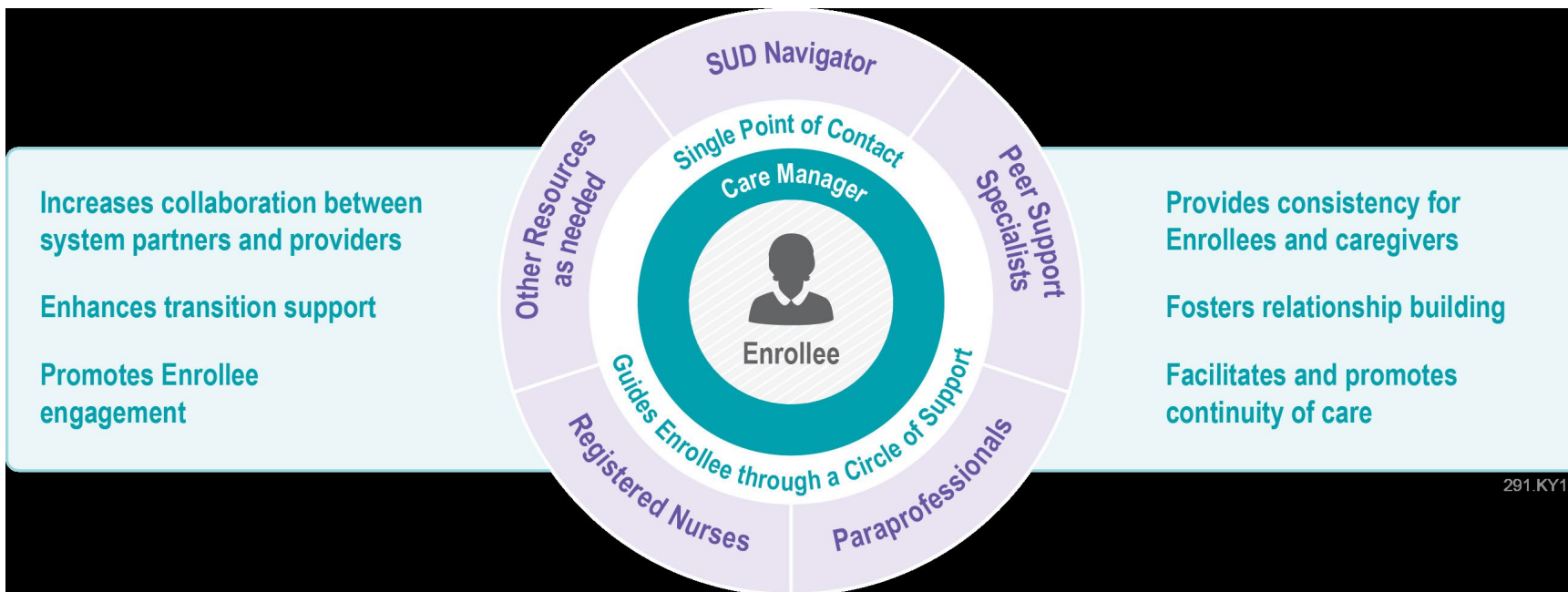
Centers on two key strategies to support whole-person integrated care, population health, and overall improvement of health outcomes in a cost-effective manner.

- ✓ First, we will integrate community-based teams and staff to enable us to directly and personally connect with members and providers.
 - Care Connections Nurse Practitioners
 - Community Health Workers
 - Housing Specialist
 - SUD Navigators
 - Peer Support Specialists
 - Transition of Care Coaches
 - Embedded Care Managers
 - Enrollee Locator Teams
- ✓ Second, we will deploy a fully integrated care management model in which we directly administer behavioral health services without the use of a subcontractor or affiliate.

Integrated Care Management Model

Whole Person Care: Physical Health – Behavioral Health – Social Determinants of Health
In a Recovery-Oriented System of Care

Comprehensive Circle of Support for Each Enrollee



Health

Housing

Community

Purpose

No wrong door!

Quality

- **Quality Assurance and Performance Improvement (QAPI)**
 - Actively engage providers and enrollees
 - Promote measurable gains in performance metrics
 - Adapts best practices that have been demonstrated to work
 - Support the Commonwealth in improving health outcomes for enrollees
- **Emphasizes a community-based regional approach**
 - Passport Quality Intervention Specialist will be assigned to regions
 - Help track data trends by region including demographics, culture, public health statistics, and concerns
- **Drives quality gains by partnering with providers**
 - Integrate quality improvement initiatives with provider initiatives to optimize efficient use of resources and foster a collaborative approach

Telemedicine and eConsult

To support our KY providers, members and employees, we offer telehealth tools and guidelines, such as the following:

- A Telehealth Resource Guide to help with researching and understanding telehealth requirements and clinical guidelines;
- Promote access and reduce barriers for existing providers to deliver services via telehealth when appropriate;
- 24/7 Access to physician or APRN for common urgent medical conditions including triage, diagnosis, and treatment with case management linkage and records back to PCP; and
- Ongoing external communications to update providers and members on Passport by Molina's support for telehealth, encouraging engagement with delivery and use of telehealth services.

Value Based Program Strategy

Built on the Below Key Characteristics



Alignment

Aligned goals and incentives across the healthcare continuum with administrators, physicians, hospitals, and payers



Technology

Supportive technology provides data to measure success and identify opportunities for intervention



Transparency

Transparency in all aspects of the partnership



Balance

Balances quality and efficiency without compromising patient care or outcomes



Improvement

Drives continuous improvement by applying lessons learned and capitalizing on best practices

Services Requiring Prior Authorization

Prior Auth Not Required: Office visits to contracted/participating (par) providers & referrals to network specialists do not require prior authorization. Emergency services do not require prior authorization.

Prior Auth Required: Refer To Passport's Prior Authorization Look-Up Tool For Specific Codes That Require Authorization. Only Covered Services Are Eligible For Reimbursement.

Other Services that require PA:

- Behavioral Health: Mental Health and Substance Use Disorder Services
 - Inpatient, Residential Treatment, Partial Hospitalization, Day Treatment, Intensive Outpatient, Targeted Case Management, Assertive Community Treatment
 - Electroconvulsive Therapy (ECT)
 - Applied Behavioral Analysis (ABA)

NOTE: BH SERVICES DO NOT CURRENTLY REQUIRE PRIOR AUTHORIZATION DURING COVID-19

- Cardiology: Select adult (over 18) services are administered by New Century Health (NCH)1
- Cosmetic, Plastic and Reconstructive Procedures (in any setting): Breast Reconstructive procedures do not require PA with Breast Cancer Diagnoses.
- Durable Medical Equipment (as described on the online PA lookup tool)
- Elective Inpatient Admissions: Acute Hospital, Skilled Nursing Facilities (SNF), Acute Inpatient Rehabilitation, Long Term Acute Care (LTAC) Facilities.
- Experimental/Investigational Procedures
- Genetic Counseling and Testing (Except for prenatal diagnosis of congenital disorders of the unborn child through amniocentesis and genetic test screening of newborns mandated by state regulations).

Services Requiring Prior Authorization Continued

Prior Auth Required: Refer To Passport's Prior Authorization Look-Up Tool For Specific Codes That Require Authorization.

Prior Auth Required:

- Injectable medications administered in an outpatient setting, excluding the ER, billed through the medical benefit (J Code drugs billed to medical) require Prior Authorization
- Home Healthcare Services (including home-based PT/OT/ST): PA not required for initial evaluation. PA required for continued visits.
- Hyperbaric/Wound Therapy
- Imaging and Special Tests
- LTSS: Standard Medicaid benefit does not cover LTSS services.
- Miscellaneous & Unlisted Codes: Passport requires standard codes when requesting authorization. Should an unlisted or miscellaneous code be requested, medical necessity documentation and rationale must be submitted with the prior authorization request.
- Neuropsychological and Psychological Tests
 - Psych Tests do not require prior auth during Covid
 - Neuropsych Tests do require prior authorization
- Non-Par Providers/Facilities: PA is required for office visits, procedures, labs, diagnostic studies, and inpatient stays except for Emergency Services
- Professional fee services for Medicaid enrolled providers associated with ER visit and approved Ambulatory Surgery Center (ASC) or inpatient stay do not require Prior Authorization

Services Requiring Prior Authorization Continued

Prior Auth Required: Refer To Passport's Prior Authorization Look-Up Tool For Specific Codes That Require Authorization.

Prior Auth Required:

- Other State mandated services, if any
- Nursing Home: Nursing Facility services will be provided through the Commonwealth's fee-for service program, not by Passport.
- Certain Outpatient Hospital/Ambulatory Surgery Center (ASC) Procedures
- Pain Management Procedures: (Except trigger point injections)
- Physical Therapy, Occupational Therapy, Speech Therapy: PA required after twenty (20) visits per calendar year, per member, per type of therapy. If medical necessity requires additional visits, the provider must request additional visits via prior authorization.
- Prosthetics/Orthotics
- Radiation Therapy and Radiosurgery
- Sleep Studies: (Except Home (POS 12) sleep studies)
- Transplants/Gene Therapy, including Solid Organ and Bone Marrow: (Cornea transplant does not require authorization)
- Transportation Services: Non-emergent air transportation

STERILIZATION NOTE: Federal guidelines require that at least 30 days have passed between the date of the individual's signature on the consent form and the date the sterilization was performed. The consent form must be submitted with claim.

Value-Added Services

- **FREE Gift Cards** \$10 to \$50 – Earn money rewards on a Prepaid MasterCard just for going to doctor visits and making healthy choices.
- **Adults get \$100 for eyeglasses or contacts** every 24 months
- **CVS Discount Card** – save 20% on thousands of health-related items
- **Experience You Can Trust** – A health plan with over 20 years of experience
- **FREE Cellphone**
- **FREE Over-the-counter drugs**
- **One-on-One Attention** – Health Counselors and personal Case Managers
- **FREE Eyeglasses** for Kids & Teens under age 21
- **FREE Community Assistance Program**
- **FREE GED Prep and Testing**
- **Text & Email Alert Programs**
- **24-Hour Help Lines**

Contact Information

Passport Member Handbook	www.MyPassportHealthPlan.com
Provider Directory	www.PassportHealthPlan.com/directory
Pharmacy Benefits	www. PassportHealthPlan.com/formulary
Member Services	1-800-578-0603
Provider Services	1-800-578-0775
Behavioral Health Benefits	1-800-578-0603
Virtual Urgent Care	www.PassportVirtualCare.com
24-Hour Nurse Line	1-800-606-9880
24-Hour Behavioral Health Crisis Line	1-844-800-5154

Commitments to Commonwealth



1,100 Jobs



Experience with smooth implementation for Enrollees



Commitment to hire locally



\$2.5 million investment in community organizations



Kentucky headquarters in Louisville



Innovations to address Social Determinants of Health



Regional Operations Center

Closing Questions