

Molina Healthcare: *Health Plan 101, Billing Updates, and SBHIP*

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Topics



1. Health Plan 101
2. Billing Updates: How a provider gets paid
3. Student Behavioral Health Incentive Program (SBHIP)

Health Plan 101



Background/Overview

- **Molina started in 1980 as one clinic in Long Beach, aimed at addressing the disparities in access to quality health care, has grown into 19 health plans across the country.**
 - ***Molina Medicaid***
 - Molina Medicare
 - Integrated Medicaid/Medicare (Duals)
 - Molina Marketplace
- **Is a Medi-Cal Managed Care Plan (MCP)**
 - There are two Medi-Cal options in San Bernardino and Riverside Counties: **Molina** and **IEHP**.
 - To qualify, you would have to apply for Medi-Cal
 - **By Mail**
 - **In Person** at a County Social Service Office
 - **Online** (Covered California Website)
 - <https://www.dhcs.ca.gov/services/medi-cal/pages/applyformedi-cal.aspx>
- Works with **doctors, hospitals, and other health care providers** in the Molina Healthcare service area to give health care to you, the **member**.
- To learn more, **call 1-888-665-4621** (TTY/TDD or 711).
- You can also find member service information online at www.Molinahealthcare.com.



Medi-Cal

Benefits Basics

- Primary Care Doctor (PCP)
- Health Care Management
- Mental/Behavioral Health
- Substance Use/Abuse Treatment
- Prescriptions
- Vision
- Dental
- Services:
 - Transportation
 - Nurse Advice Line
 - Women’s Health Care Services
 - Audio and Large Print Handouts



Primary Care Doctor (PCP)

- A **primary care physician**, or PCP, is a medical practitioner who provides the everyday health care that you or your child needs.
- You know your health care needs best, so it is best if you **choose your PCP**.
- It is **best to stay with one PCP** so they can **get to know your health care needs**.
- However, if you want to change to a new PCP, you can change anytime. You must choose a **PCP who is in the Molina Healthcare provider network** and is **taking new patients**.
- Your new choice will become your PCP on the **first day of the next month after you make the change**.
- **To change your PCP**, call **1-888-665-4621** (TTY/TDD or 711).
 - You may also visit www.Molinahealthcare.com.



Health Care Management



- [Flu prevention](#)
 - Your health and safety is our top priority. Protect yourself and your loved ones by getting a flu shot.
- [Disease management](#)
 - Our disease management programs help you manage chronic health conditions.
- [Case management](#)
 - We provide special services for members who need extra help managing a health problem.
- [Education programs](#)
 - Our education programs teach you how to take care of yourself and your family: *Weight Loss, Diabetes Prevention, Stop Smoking, Motherhood Matters*
- [Guidelines to keep you healthy](#)
 - Our guidelines tell you about preventive health checkups and services.

Health Care Management: Case Management



- We provide special services for members who need extra help managing a health problem.
 - **Access services** that you are eligible to receive.
 - **Set up appointments and tests.**
 - Set up **transportation.**
 - **Identify any gaps** in care or health care needs.
 - **Access resources** to help you with special health care needs and/or your caregivers deal with day-to-day stress.
 - **Coordinate the move** from one setting to another. This can include being discharged from the hospital.
 - **Assessing eligibility for long-term care services and supports.**
 - **Connect with community resources.**
 - **Find services that might not be benefits.** This includes community and social services programs such as “Meals on Wheels”.
 - **Set up services with a primary care provider (PCP),** family members, caregivers and any other identified provider.

Mental/Behavioral Health

1. It is part of a bifurcated continuum of mental health benefits ranging from:
 - a. **County prevention and early intervention** programs
 - i. Adult club houses
 - ii. **Transitional aged youth (TAY)** drop in centers and other programs
 - b. **Molina** and **IEHP** cover **mild to moderate** levels of mental health needs.
 - c. **County MH/BH** programs cover **moderate to severe** levels of mental health needs.
 - i. County covers all alcohol and substance use services.
2. Molina [Outpatient Mental Health Benefits](#):
 - a. Individual and group mental health evaluation and treatment (**psychotherapy**)
 - b. **Psychological testing**, when clinically indicated to evaluate a mental health condition;
 - c. Outpatient laboratory, drugs, supplies, and supplements
 - d. **Outpatient services** for the purposes of monitoring drug therapy; and
 - e. **Psychiatric** consultation
 - f. Not covered:
 - i. Relational/couples/marital counseling
3. **Access**
 - a. **Talk to your doctor.**
 - b. Call **Molina Member Services** for screening/referrals.
 - i. Medi-Cal (888) 665-4621
 - ii. Covered California Marketplace (888) 858-2150
 - c. You can also call the county ACCESS unit
 - i. [San Bernardino County](#)
 1. Mental Health (888) 743-1478
 2. Substance Use (800) 968-2636
 - ii. [Riverside County](#)
 1. Mental Health (800) 499-3008
 2. Substance Use (800) 499-3008
 - d. **Statewide Crisis Line: 988**



Substance Use/Abuse Treatment

- San Bernardino County Department of Behavioral Health – Substance Use Disorder and Recovery Services
 - When you're ready, you or your family member/friend can call **(800) 968-2636** to reach our Substance Use Disorder Helpline, **24-hours of the day for a free and confidential assessment.**



Prescriptions

- Outpatient Prescription medications are administered by Medi-Cal Rx and are covered when: They are ordered by your provider or another doctor treating you or your child and the drug is listed on the Medi-Cal Rx Contract Drug List



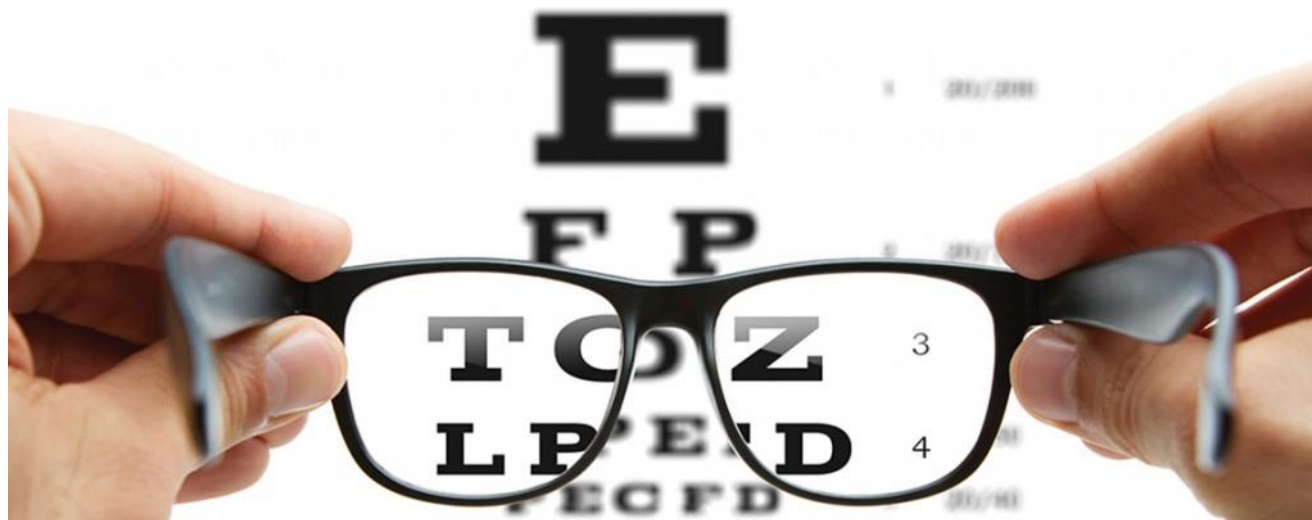
Vision

- Routine eye exams by a **physician** or an **optometrist**.
- Molina Healthcare partners with **March Vision Care** to provide you with covered vision services. Please check your **Molina Healthcare Provider Directory** to find optometrists or physicians that can provide you with covered eye care services.

NOT this VISION



THIS VISION



Dental

- Your **primary care physician (PCP)** will do a dental screening and refer you to a dentist for dental care.
- Please call **Denti-Cal** at **(800) 322-6384** for dental-related coverage and service questions.



Services

• Transportation

- **Emergency Medical Transportation:**
 - If you need emergency medical transportation, please call “911”.
- **Non-Emergency Medical Transportation:**
 - Your primary care physician (PCP) or specialist will need to complete a Provider Certification Statement form prior to receiving transportation. Please call American Logistics at 1 (844) 292-2688.
- **Non-Medical Transportation:**
 - Please call American Logistics at 1 (844) 292-2688.



• Nurse Advice Line

- Members can call the Nurse Advice Line with health questions.
- English: (888) 275-8750
- Spanish: (866) 648-3537
- Deaf and Hard of Hearing: 7-1-1 or (866) 735-2929



• Women’s Health Care Services

- You can go to any OB/GYN doctor in your Primary Care Physician’s (PCP) network and get out-of plan Certified Nurse Midwife (CNM) services.



Billing Processes



How a provider gets paid

Molina Healthcare pays providers in these ways:

- **Capitation payments**
 - Molina Healthcare pays some providers a set amount of money every month for each Molina Healthcare member. This is called a capitation payment. Molina Healthcare and providers work together to decide on the payment amount.
- **FFS payments**
 - Some providers give care to Molina Healthcare members and then send Molina Healthcare a bill for the services they provided. This is called a FFS payment. Molina Healthcare and providers work together to decide how much each service costs.
- To learn more about how Molina Healthcare pays providers, call 1-888-665-4621 (TTY/TDD or 711).



Student Behavioral Health Incentive Program (SBHIP)



Student Behavioral Health Incentive Program (SBHIP)

• Background

- The Student Behavioral Health Incentive Program (SBHIP) is Phase 1 of the Children and Youth Behavioral Health Initiative (CYBHI), a 5 year \$4.4-billion vision to reimagine better support systems to meet the behavioral health needs for ALL children/youth in California.

• Aims/Destination Statement/Goals

- **Break down silos and improve coordination of child/adolescent student behavioral health services through increased communication with schools, school affiliated programs, managed care providers, counties, and mental health providers.**
- **Increase the number of TK-12 students** enrolled in Medi-Cal receiving behavioral health services through the above mentioned educational and behavioral health organizations.
- **Increase prevention and early intervention behavioral health services** on or near school campuses.
- **Address health equity gap, inequities, and disparities** in access to behavioral health services.
- **Develop and expand interventions** that will be sustainable past 2024.

• Current Status in San Bernardino County

- **Molina and IEHP have partnered to support the SBHIP and the participating LEAs below:**
 - *Ontario-Montclair School District*
 - *Provisional Accelerated Learning Academy*
 - *Rialto Unified School District*
 - *San Bernardino City Unified School District*
 - *Victor Valley Union High School District*
- **LEA's have committed to the development OR expansion of services in 1+ areas below based on the their unique Needs Assessment:**
 - *Behavioral Health Wellness Plans*
 - *Care Teams*
 - *Substance Use Disorders*
 - *Expand the Behavioral Health Workforce*
- **SBHIP timeline in Q1 –Q2 2023 consists of detailed planning and initial implementation of SBHIP interventions for each LEA.**