



# Provider Review Guidebook



# Welcome to Monroe Plan for Medical Care's IPA

Welcome to Monroe Plan for Medical Care's Independent Physician's Association!

This presentation provides an overview of the programs, services, and procedures available to support your practice. As we begin our collaboration; our aim is to assist you in meeting the healthcare needs of Molina Healthcare of New York members.

Communication with our network providers is crucial. Important updates about the IPA, Molina Healthcare of New York, Inc., and any state or federal regulations that may affect our operations will be provided via email, postal mail, and on our website under the News and Events section.

We are committed to offering support and guidance to our provider network. Monroe Plan for Medical Care, in partnership with Molina Healthcare of New York, Inc., offers Medicaid, Child Health Plus, HARP, and Essential Plan products. If you have patients who may benefit from enrolling in these plans, please contact us for assistance.

We look forward to working with you.





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# About Us

## Our Mission

Monroe Plan supports low-income individuals, working poor and other populations served by government sponsored programs to improve their health status and that of their families. We dedicate our efforts to:

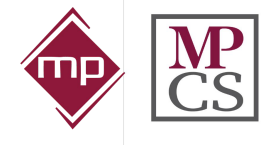
- Facilitating access to quality health care;
- Educating providers, individuals and their families in areas that foster empowerment, shared decision making and effective care;
- Supporting our partners and communities in delivering high quality health care services and promoting healthy lifestyles.
- Collaborating with others around issues that affect the health of our enrollees and their families.

## A Leader in Healthcare for Underserved Populations

For over 50 years, Monroe Plan for Medical Care, a not-for-profit health care services organization, has been focused on improving the health status of individuals and families who are recipients of government sponsored health insurance. Monroe Plan has consistently been recognized as a national leader in the “safety net” area, with a proven track record of improving health outcomes and reducing disparities.

At our inception, Monroe Plan established an Independent Physician Association (IPA) uniquely dedicated to serving government sponsored program recipients. Today, the IPA represents over 12,000 providers in Western NY. Monroe Plan also has a robust and growing Health Home Care Management Agency (CMA) that is contracted with Health Home Hubs Serving 29 counties and over 2600 members. Our CMA is widely recognized for providing expert and empathetic support to members and positively impacting health care outcomes as a result.

Monroe Plan is also the parent company of MP CareSolutions, our Healthcare Management Services Subsidiary. Through MP CareSolutions, we provide population health management services to healthcare companies, large and small, offering expertise in Care Management, Utilization Management, Analytics, Value Based Contracting, Provider Network Operations, Health Equity Assessments and more. At MP CareSolutions, we tell all our potential customers ... Give us your toughest, highest cost, hardest to reach populations. We'll give you decades of population health expertise delivering better outcomes, lower cost, and higher quality.





## *IPA and Provider Services*



### **Physician Founded; Service Driven**

Monroe Plan was founded in 1970 by a small number of prominent, progressive minded Western New York physicians. Today Monroe Plan's IPA represents an extensive, established network of approximately 12,000 physicians, allied healthcare professionals, and related ancillary agencies across the Western, Central and the Finger Lakes Region of New York. We are proud of our 55-plus year history of representing providers who serve our communities most vulnerable populations.

### **What is an IPA?**

An IPA is **not** an insurance company or a health care plan. Rather, the IPA is an alliance of providers and practitioners under one entity that:

- Represents the best interest of the IPA members in contract negotiations
- Advocates for the network by understanding the collective, critical operational and performance challenges and working toward resolution to the greatest extent possible
- Provides value added services to the IPA that meet the changing needs of our members





# *Quality and Population Health Management*



## **Monroe Plan's Quality Team**

Monroe Plan's Quality Team consists of clinical and non-clinical staff working on quality improvement initiatives for better health outcomes for our patients. We meet with a large network of provider groups in Western NY and the surrounding areas. The team works with both practice staff and patients.

For patients, we conduct telephonic outreach to close gaps in care such as Breast, Colorectal and Cervical Cancer screenings. Our outreach teams also address social determinants of health such as transportation, food, housing, utilities, etc. as well as linkage to primary or specialty care offices.

For Practice Staff, the team meets with provider groups to present quality data, gaps in care, and financial utilization trends.

## **Data Analytics and Population Health**

Monroe Plan's analytics team knows data, but just as importantly, they know health care. With over five decades of first-hand health care service experience, the team is uniquely qualified to solve data analytics challenges. The team also has a proven track record of turning data into actionable insights that lead to results. Powered by state-of-the-art tracking and predictive modeling systems, turbocharged by industry expertise, we can help your organization realize better outcomes and control costs.



# Health Home & Case Management Services

monroe plan  
FOR MEDICAL CARE

HEALTH HOME  
CARE MANAGEMENT  
SERVICES



*Do you serve Medicaid or Dually Eligible enrollees who are struggling to manage their health & social needs?*

**In many cases, free care management services are available!**

CALL 1.866.255.7969 OR EMAIL  
TRIAGE@MONROEPLAN.COM  
TO LEARN MORE!



**Our Care Managers work to connect qualified individuals with needed services!**

### **A HEALTH HOME is...**

A network of community resources that work together to help individuals reach their goals.

Members with chronic medical conditions receive needed healthcare & access to community services. Benefits include:

- Appointment Adherence Reminders
- Closing Gaps in Care
- Safety and Risk Reduction
- Community Based Visits
- Help Accessing Medical Transportation

-  **Mental Health Services**
-  **Medicaid Rides**
-  **Food Programs**
-  **Housing Resources**
-  **Substance Treatment Services**

AND MORE...

CALL  
1.866.255.7969



# Health Home & Case Management

## Eligibility and Referrals

### Eligibility Criteria

- Adult and Children who qualify for Medicaid **and** individuals who have both Medicaid and Medicare, including those who are already members of a managed care organization, who meet one of the following conditions:
- Children
  - 2 or more chronic health conditions, or
  - Living with HIV/AIDS, or
  - Living with complex trauma, or
  - With a serious emotional disturbance **and** have a significant risk factor(s)
- Adults
  - 2 or more chronic health conditions, or
  - Significant mental illness, or
  - Living with HIV/AIDS **and** have one or more significant risk factor(s)

### Referral Information

Visit our website:

[Monroe Plan for Medical Care - Health Home Referrals](#)

Click '*Complete Referral Form*' and email to [triage@monroeplan.com](mailto:triage@monroeplan.com)

If you have addition questions, call 1.866.255.7969



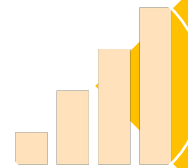
# Benefits of Joining Monroe Plan's IPA



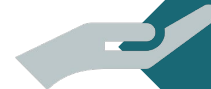
Provider Perspective,  
Knowledge and Relationships



Superior Service and Support



Clinical Quality Programs with  
Driven Results



Care Management  
Connection



# Our Service Area

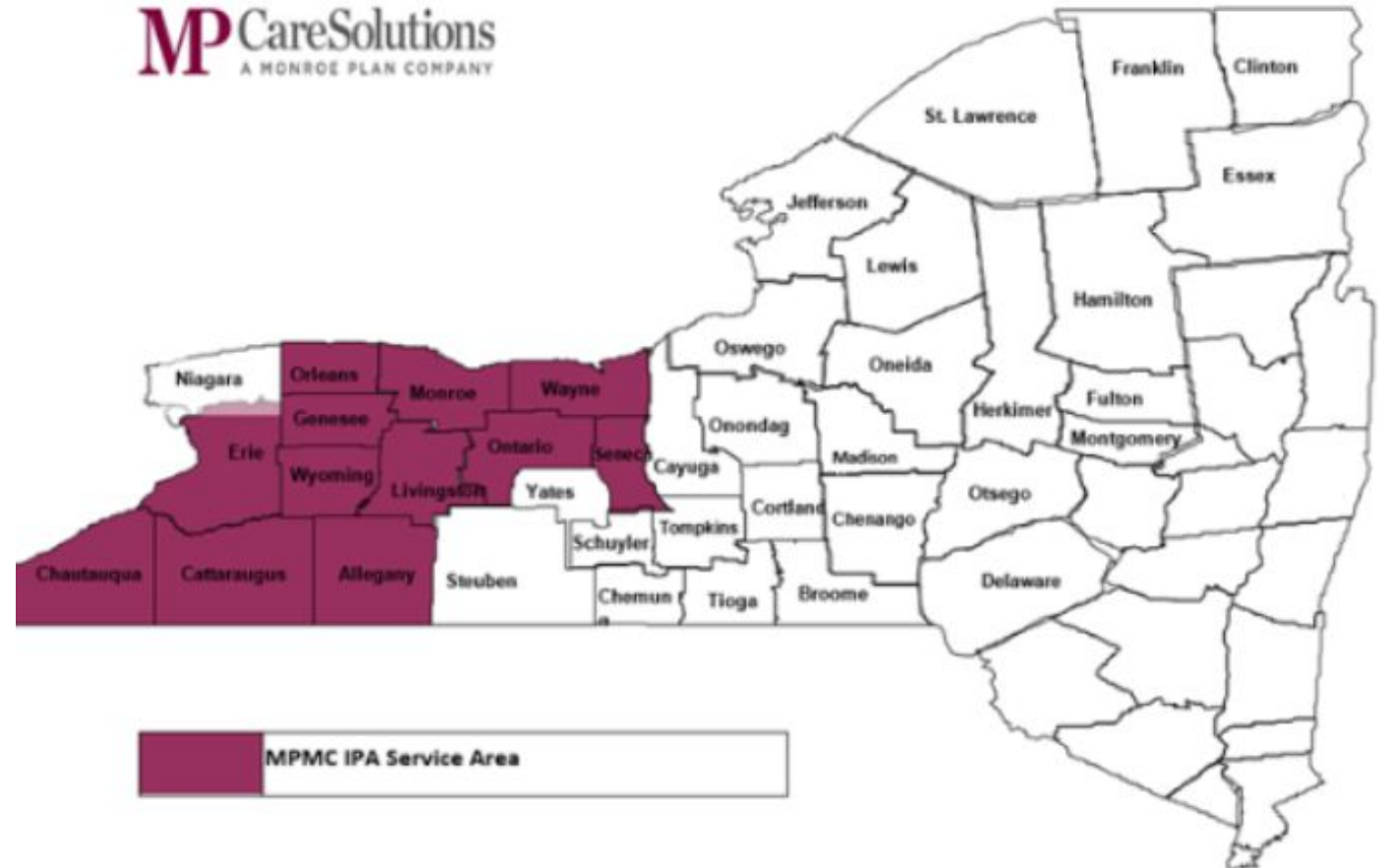
## Our Lines of Business:

Upstate LOB: Medicaid Managed Care (MMC) | HARP | Child Health PLUS (CHP) | Essential Plan (EP)

## Servicing Counties:

Allegany • Cattaraugus • Erie  
• Genesee • Livingston •  
Monroe • Ontario • Orleans •  
Seneca • Wayne • Wyoming

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A MONROE PLAN COMPANY



# Provider Responsibilities

Monroe Plan for Medical Care, in collaboration with our partner Molina Healthcare of New York, expects our contracted providers to respect the privacy of all Molina members (including those who are not patients of the provider) and comply with all relevant laws and regulations concerning the privacy of Protected Health Information (PHI). For further details, please refer to the "Provider Responsibilities" section of the Provider Manual, available here, [Provider Manual](#).



# Provider Reminders



## ACCESS AND AVAILABILITY STANDARDS REMIINDER

New York State routinely completes surveillance activities to evaluate compliance with the following appointment availability standards, (Medicaid Model Contract 15.2, Appointment Availability Standards) Click here for additional information: [Access-and-Availability-Standards\\_MPwebsite\\_TIPS\\_2022.pdf](#)



Mainstream Medicaid Managed Care Providers are required to ensure the cultural competence of practice staff and to certify annual completion of the cultural competence training curriculum. Molina Healthcare of New York encourages providers to participate in Cultural Competency training and educational opportunities to foster effective engagement with individuals from diverse backgrounds.

If suitable training is not otherwise accessible, providers are requested to complete Molina's Cultural Competency Training available through Availability Portal: [Availability Essentials portal](#), you must first log in and navigate to Molina Healthcare under **Payer Spaces**, then select the **Resources tab** then select the **Culturally and Linguistically Appropriate Services Provider Training Resources/Disability Resources and Links** to view the available resources and trainings.



Each year, Medicaid managed care providers are required to complete three brief attestation forms – DO, Employee, HIV forms. These forms are a NYS Medicaid Requirement. Below is a brief description of what each form will confirm. The forms are available through the Monroe Plan Provider Portal or our Monroe Plan website. If you have not already registered for the Monroe Plan Provider Portal, you can access the portal by clicking here: visiting our website: [Provider Resources & Forms - Monroe Plan for Medical Care](#). All forms should be sent to [providerrelations@monroeplan.com](mailto:providerrelations@monroeplan.com).

# Provider Data Accuracy and Validation



Accurate provider data is required by State, Federal regulations, and NCQA. Incorrect info can harm member care access, assignments, referrals, and claims processing. Providers must inform Monroe Plan of changes at least 30 days in advance per the Provider Agreement. This includes any updates to Provider information on file such as:

- ✓ Change in office location(s)/address, office hours, phone, fax, or email.
- ✓ Addition or closure of office location(s).
- ✓ Addition of a Provider (within an existing clinic/practice).
- ✓ Change in Provider or practice name, Tax ID and/or National Provider Identifier (NPI).
- ✓ Opening or closing your practice to new patients (PCPs only).
- ✓ Change in specialty.
- ✓ Any other information that may impact Member access to care
- ✓ For Provider terminations (within an existing clinic/practice), Providers must notify Monroe Plan in writing in accordance with the terms specified in your Provider Agreement.

Please Note: All credentialing applications, rosters, and demographic changes should be emailed to [pfmemails@monroeplan.com](mailto:pfmemails@monroeplan.com)

All forms may be accessed here: [Monroe Plan for Medical Care - Provider Resources & Forms](#)



# Monroe Plan and YourCare Partnership with Molina Healthcare of NY Overview for Practices and Providers



On July 1, 2020, YourCare Health Plan's Medicaid Managed Care, HARP, Essential Plan, and Child Health Plus transitioned to Molina Healthcare of New York, Inc. Monroe Plan for Medical Care agreed with Molina to provide network and care management services.

Monroe Plan's Provider contracts encompass Medicaid Managed Care, Health and Recovery Plan, Child Health Plus, and Essential Plan(s). Providers must serve members in all lines of business without exception. The Monroe Plan and affiliated IPAs aim to have numerous providers under contract in each region to ensure full access and referral options for members.

Together, we are stronger in supporting, serving, and connecting our community.





## Molina Healthcare of New York Provider Helpful Resources and Links



Molina Home Page: [New York Providers Home](#)



Managing Molina Claims: [Managing claims](#)



Molina Enrollment Information for ERA/EFT: [Enrollment Information for ERA/EFT](#)



Molina Portal Information through Availity: [Welcome to Molina Healthcare, Inc - ePortal Services](#)



Molina Provider Manual: [Provider Manual](#)



Molina Communications: [Updates and Bulletins](#)





## Verifying Member Eligibility





**Members may change their PCP at any time through:**

**Member Services**

- (800) 223-7242, 8 a.m. to 6 p.m., Monday-Friday
- For hearing impaired: TTY 711

**OR**

**Member Web Portal:**

**[Welcome to Molina's ePortal – Member Self Services](#)**

- Members can change a PCP, request a new ID card, check eligibility and more.

**PCP Assignment Members have the right to choose their PCP. If the member or his/her designated representative does not choose a PCP, one will be assigned using the information below:**

**Age & Gender**

**Previous PCP**

**Proximity (Less than 30 miles)**

**Language Preferences**

**Other covered family members**



# Prior Authorizations (PA)

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## Prior Authorization Form

You may also submit prior authorizations using the Prior Authorization Request form on our website at New York Providers Home ([molinahealthcare.com](http://molinahealthcare.com)) under the forms tab.

Service request forms may be faxed to the Utilization Management department using the number listed below or submitted via our web portal. Web Portal: [Molina Healthcare | Availity](#)

Fax General Authorizations (877) 872-4716 or (866) 879-4742

PA Advanced Imaging (855) 714-2415 or (877) 731-7218

PA Transplant (855) 714-2415 or (877) 813-1206

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# Contacts and Links



**Monroe Plan Home Page:** [Monroe Plan for Medical Care](#)



**Resources and Forms:** [Monroe Plan for Medical Care - Provider Resources & Forms](#)



**News & Events:** [Monroe Plan for Medical Care - Provider Resources & Forms](#)



**Data Validation submissions or questions:**

For provider data or records related inquiries, please email [pfmemails@monroeplan.com](mailto:pfmemails@monroeplan.com)

For contracting related questions email: [providerrelations@monroeplan.com](mailto:providerrelations@monroeplan.com)

For all other inquires, please contact [providerrelations@monroeplan.com](mailto:providerrelations@monroeplan.com)



**Quality & Coding Information:** [Monroe Plan for Medical Care - Provider Quality & Coding University](#)



**Care Management Information:** [Care Management | MP CareSolutions](#)





Thank you for being a participating Provider in  
the Monroe Plan for Medical Care, IPA network!