



Elm and Oak Health June 2026 Provider Newsletter

Office Operations

Health's Prenatal Infant Car Seat Incentive
Small Check, Big Impact, Your Elm & Oak Molina Reminders
Partnering to Deliver Timely Access to Care
Access and Availability Standard
Provider Guide- Stay Up to Informed
Provider Data Validation
Tools to Help Deliver Better Care

Provider Resources and News

PTSD Awareness Month
National Cancer Survivor Month
Essential Plan Updates

June 2026 is PTSD Awareness Month

Post-traumatic stress disorder (PTSD) is a mental health condition that can develop after an individual experience or witnesses a traumatic event. Trauma may result from violence such as combat exposure, sexual violence, or physical assault; natural disasters; motor vehicle collisions; interpersonal violence (including childhood physical or psychological abuse); or traumatic events involving a loved one. Approximately **6% of the U.S. population** will experience PTSD at some point in their lifetime. Veterans—particularly those who have deployed to combat zones—are at higher risk of developing PTSD compared to those who have not deployed.

PTSD can also affect children. In younger individuals, it may develop following experiences such as physical or sexual abuse, school shootings, natural disasters (e.g., floods), car accidents, or fires. For most people, symptoms emerge within a few months of the traumatic event; however, about **25% of individuals experience delayed onset**, with symptoms appearing six months or more after the trauma.

PTSD symptoms fall into **four primary categories**:

- **Intrusive symptoms** – recurring, distressing memories, nightmares, or flashbacks related to the traumatic event.
- **Avoidance** – efforts to avoid people, places, thoughts, or situations that trigger memories of the trauma.
- **Negative changes in thoughts and mood** – persistent feelings of guilt or shame, negative beliefs about oneself or others, emotional numbness, and loss of interest in previously enjoyed activities.
- **Hyperarousal** – feeling constantly on edge, irritability, angry outbursts, difficulty sleeping, or heightened startle response.

PTSD is diagnosed by a qualified mental health professional. The diagnostic process includes a comprehensive clinical interview to assess symptoms, thoughts, emotions, and behaviors related to trauma exposure. If initial screening suggests PTSD, a more in-depth evaluation is conducted. Clinicians also work to rule out other conditions—such as acute stress disorder, depression, substance use disorders, or traumatic brain injury—that may better explain the individual's symptoms.

As understanding of PTSD has advanced, effective treatments have continued to evolve. Evidence-based psychotherapies, particularly trauma-focused talk therapies, are the cornerstone of treatment. In addition, several medications have been shown to help reduce PTSD symptoms and may be used alone or in combination with psychotherapy.

PTSD is a serious but treatable mental health condition that affects individuals across all ages and backgrounds. PTSD Awareness Month provides an important opportunity to increase understanding, reduce stigma, and encourage those affected to seek help. With timely diagnosis and appropriate treatment, individuals with PTSD can experience significant symptom relief and improved quality of life.

National Cancer Survivor Month

In 2026, the Quality Team at Elm and Oak Health is focusing its outreach efforts on helping patients connect with a Primary Care Provider for their Annual Wellness Visit. During these calls, the team also reviews any open cancer screening gaps and offers support with scheduling, transportation, and other care needs.

Helpful Reminders and Tips:

- Stay up to date on recommended screenings based on patient age, health history, and risk factors. The CDC notes that routine screening is especially important for breast, cervical, colorectal, and lung cancer when recommended by a provider.
- Use the Annual Wellness Visit to discuss which screenings are right for the patient and when they should be completed.

Breast Cancer Screening Tips:

- Online appointment booking
- Refer to annual mammogram event calendar
- Your organization can always schedule your own mammogram event

Cervical Cancer Screening Tips:

- Encourage your high-volume OB/GYN providers to send over PAP results on your mutual primary care patients
- PAP result with the HPV co-testing is good for 5 years for patients over the age of 30 and 3 years for your patients 24-29 years of age

Colorectal Cancer Screening Tips:

- Several options available for screening
 - Code 3017F (colorectal cancer screening results documented and reviewed) with the (COL) Colorectal Cancer Screening diagnosis code (Z12.11)
-



Health's Prenatal Infant Car Seat Incentive Continues for 2026!

Supporting families is an important part of Elm and Oak Health's mission. By connecting low-income individuals, working families, and others served through government-sponsored programs with quality healthcare, we help foster healthier outcomes for patients, families, and the communities we serve.

Over the past 2½ years, our outreach team has distributed more than 200 car seats to expectant mothers, helping families welcome their babies with greater safety and support.

We sincerely appreciate the OB/GYN facilities and practice staff who have partnered with us to place these car seats with the mothers who need them most. Their continued collaboration plays an important role in supporting maternal and infant safety.

If your practice would like to receive the Referral and Incentive Forms, please contact quality@elmandoakhealth.com.



Small Check, Big Impact, Your Elm & Oak Molina Reminders Important Change

Tools Moved to Availity: Access to Cultural Competency, Disability, & Language Services Resources.

Molina Healthcare is committed to helping providers deliver care that is culturally and linguistically appropriate for every member. You can now access a wide range of helpful resources and training materials on cultural competency, disability related services, and language access services through the Availity Essentials portal or by visiting the Molina Healthcare website.

How to Access on Availity

1. Log in to the Availity Essentials portal. [Molina Healthcare | Availity](#)
2. Select Molina Healthcare under Payer Spaces.
3. Click the Resources tab.
4. Choose Culturally and Linguistically Appropriate Services Provider Training Resources/Disability Resources and Links.

These tools are designed to support you in delivering respectful, inclusive, and person-centered care to all Molina members. If you have questions or need more information about Molina's language access services or cultural competency resources, please reach out to your Provider Services representative they there to help.

Provider Manual

Molina Healthcare is committed to ensuring providers have access to accurate and up-to-date guidance that supports high-quality care for our members. The Provider Manual is reviewed annually and may also be updated more frequently as needed to reflect operational, regulatory, or program changes. The most current version of the Provider Manual is available online at: [Provider Manual](#)

- To review how to manage claims click here: [Managing claims](#)
- Availity Appeals and Reconsideration changes: [Availity Appeals and Reconsideration changes](#)
- Submit and track your appeals on Availity Essentials: [Submit and track your appeals on Availity Essentials](#)
- Molina Provider Q1 2026 Newsletter: [Provider Newsletter](#)
- Prior Authorization Lookup Tool: [Provider Prior Authorization Look-Up Tool](#)



Partnering to Deliver Timely Access to Care

New York State routinely completes surveillance activities to evaluate compliance with the following appointment availability standards, (Medicaid Model Contract 15.2, Appointment Availability Standards):

Molina maintains access to care standards and processes for ongoing monitoring of access to health care (including behavioral health care) provided by contracted primary PCPs (adult and pediatric) and participating specialists (to include OB/Gyn, behavioral health Providers, and high volume and high impact specialists).

Providers are expected to adhere to the Access to Care appointment standards outlined below to ensure that health care services are delivered promptly. *These standards require 100% availability for Emergency Services and at least 75% availability for all other services. The primary care provider, or their designated representative, must be accessible to Members 24 hours a day, seven days a week.*



Access and Availability Standards Reminder Grid

Appointment Access

All Providers who oversee the Member's health care are responsible for providing the following appointments to Molina Members in the timeframes noted:

Type of Care Request	Standard Timeframe
Primary Care Provider (PCP) or Prenatal Care	
Emergency Care	Immediately
Urgent Care	Within 24 hours
After Hours Care	24 hours/day; 7 day/week availability
Routine Symptomatic Care	Within 48 to 72 hrs of request
Routine Asymptomatic Care	Within 28 calendar days
Follow-up discharge	Within (7) days of discharge
Well Child Care	Within 4 weeks of request
Specialty Care Provider	
Urgent Care - High Impact	Within 24 hours
Routine Care - High Impact	Within 42 calendar days
Specialist Referral (non-urgent)	Within 4 to 6 weeks of request
Prenatal - First Trimester	Within 21 calendar days
Prenatal - Second Trimester	Within 14 calendar days
Third Trimester	Within 7 calendar days
Initial Family Planning Visit	Within 2 weeks of request
Behavioral Health	
Life Threatening Emergency	Immediately
Non-life threatening emergency care	Within 6 hours
Urgent care	Within 24 hours
Initial Routine care Visit	Within 10 business days
Follow-up Routine Care Visit	Within 5 calendar days
Appointment Wait Times	
Wait Time	Less than 1 hour

Additional information on appointment access standards is available from your local Molina Quality Department toll free at (877) 872-4716.

Office Wait Time

For scheduled appointments, the wait time in offices should not exceed sixty (60) minutes. All PCPs are required to monitor waiting times and adhere to this standard.

After Hours

All Providers must have back-up (on call) coverage after hours or during the Provider's absence or unavailability. Molina requires Providers to maintain a twenty-four (24) hour phone service, seven (7) days a week. This access may be through an answering service or a recorded message after office hours.

For PCPs and OB/GYNs, if a recorded message is used, it must provide an option to direct the Member to a live person. The service or recorded message should instruct Members with an Emergency to hang-up and call 911 or go immediately to the nearest emergency room.

Please visit the Provider Manual for additional information on access and availability: [Molina Provider Manual](#)

Unlock key insights in the Elm and Oak Health Provider Guide

Click on this link to learn more: [Provider-Orientation-Guide](#). If you have any questions, please reach out to: pfmemails@elmandoakhealth.com or providerrelations@elmandoakhealth.com.

Provider Data Validation

Kindly ensure your data is up to date by submitting the necessary documentation to update your practice's information to pfmemails@elmandoakhealth.com.

These changes include:

- 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 NPI.
- Opening or closing your practice to new patients (PCPs only).
- Change in specialty.
- Change in billing address.
- Any other information that may impact member access to care.



Tools to Help You Deliver Better Care

Stay organized and informed with quick access to quality programs, forms, training, and more. Access the latest enrollment forms, care coordination documents, and compliance information and more.

Click the link and scroll down to find the appropriate forms : [Elm and Oak Health IPA](#). You will have the option to download a PDF version of the form and email the form to pfmemails@elmandoakhealth.com.



Essential Plan Updates Ahead: What You Need to Know Starting July 1, 2026

The NYS Department of Health has shared resources explaining how federal budget legislation H.R. 1 (Public Law No. 119-21) affects New York's Essential Plan and Medicaid programs. These materials also include contact information for individuals who have questions or need assistance.

Federal funding cuts have affected New York's Essential Plan. Governor Hochul has taken steps to preserve coverage for most enrollees, but some changes will begin on July 1, 2026. Additional Medicaid changes will take effect on January 1, 2027. Please share these resources with your staff and patients and review how the changes may affect the people you serve. Providers and community-based organizations can also help raise awareness of the new eligibility rules and support proper documentation of conditions and community engagement requirements. Any Molina patient that has eligibility questions or concerns please reach out to : (844) 239-4911 or email Molina at Memberengagementemail@molinahealthcare.com and a renewal specialist will call them back.

To obtain more information on Molina healthcare's member eligibility and enrollment process visit: [Renew My Coverage | Molina Healthcare of New York](#)

Resources:

- **Impact of H.R.1 Legislation on New York's Essential Plan: [Federal funding cuts have impacted New York™s Essential Plan program.](#)**
- **Impact of Essential Plan Changes by Congressional District : [New York State 1332 Waiver Overview Deck](#)**
- **Stay Connected with NY State of Health: [Stay Connected With NY State of Health | NY State of Health](#)**
- **Changes to Medicaid Starting January 2027 : [READ: Medicaid Starting January 2027](#)**



Elm & Oak Health, 1120 Pittsford Victor Road, Pittsford, NY 14564, United States, 585-244-5550

[Unsubscribe](#) [Manage preferences](#)