

Provider Review Guidebook

Where Healthcare Gets Human



**elm
& oak**
HEALTH

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Welcome to Elm & Oak Health. 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



Who We Are & Our Purpose

- Elm & Oak 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 healthcare.
 - 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 healthcare services and promoting healthy lifestyles.
 - Collaborating with others around issues that affect the health of our enrollees and their families.
- At Elm & Oak, **Population Health** work is our purpose. It is a coordinated approach to improving outcomes for whole communities by using data, care coordination, and community-based support to identify risks early and address the clinical and social factors that shape health. We combine advanced analytics with hands-on, person-centered support to help partners deliver equitable, proactive care that strengthens both individual well-being and system performance.
 - And through our **Independent Practice Association (IPA)**, we support over 12,000 providers with tools to succeed in value-based care, offering resources, quality and coding support, and a framework that improves sustainability while keeping care patient-centered.



Quality and Population Health Management

Elm & Oak Health'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

Elm & Oak Health'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

Coordinated Care for Complex Lives.

Health Home Care Management connects high-risk Medicaid members to the full spectrum of medical, behavioral, and social services they need to live healthier, more stable lives. At Elm & Oak, we serve as the central point of contact—coordinating care across providers, settings, and systems to ensure no one falls through the cracks. Whether someone is managing multiple chronic conditions, facing housing insecurity, or coping with mental health needs, our team of care managers helps guide them forward with compassion, consistency, and a whole-person approach to health.

Health Home & Case Management Eligibility and Referrals

Who's Eligible?

Individuals may qualify for Health Home services if they:

- Are enrolled in Medicaid or dually eligible, and
- Have two or more chronic health conditions, or
- Have HIV/AIDS, or
- Have a serious mental illness (SMI)

Eligibility is determined through a combination of diagnosis and care complexity.

Referrals can be made by providers, family members, or the individuals themselves.



Make a Referral Today

Have a patient who could benefit from extra support?



Click Here for referral form: [Elm & Oak Health Referral Form](#)

OR



Call 866.255.7969

Benefits of Joining Elm & Oak's IPA



**Provider Perspective,
Knowledge and
Relationships**



**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



Provider Responsibilities

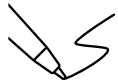
Elm & Oak Health, in collaboration with our partner Molina Healthcare of New York, expects our contracted providers to respect the privacy of all Molina members (including those who are not patients of the provider) and comply with all relevant laws and regulations concerning the privacy of Protected 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 REMINDER

New York State routinely completes surveillance activities to evaluate compliance with the following appointment availability standards, (Medicaid Model Contract 15.2, Appointment Availability Standards) [Access and Availability Reminder](#)



Annual Attestations

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: [Elm & Oak Forms](#)



Annual Cultural Competency

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 Availity Portal: Availity 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.

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@elmandoakhealth.com

All forms may be accessed here: [Elm & Oak Health Provider Forms](#)



Elm & Oak Health's Partnership with Molina Healthcare of New York

Overview for Practices and Providers

Effective July 1, 2020, YourCare Health Plan's Medicaid Managed Care, HARP, Essential Plan, and Child Health Plus lines of business transitioned to Molina Healthcare of New York, Inc. Through its agreement with Molina, Monroe Plan for Medical Care, now Elm & Oak Health, continues to support provider network operations. Elm & Oak Health provider contracts include Medicaid Managed Care, Health and Recovery Plan, Child Health Plus, and Essential Plan products. Contracted providers are expected to serve members across all applicable lines of business without exception.

Elm & Oak Health and its affiliated IPAs remain committed to maintaining a strong, accessible provider network across each region, ensuring members have access to quality care and appropriate referral options.

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



Molina Healthcare of New York Provider Helpful Resources and Links



Providing Quality Healthcare for over 40 years



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: [Molina Healthcare | Availity](#)



Molina Provider Manual [Provider Manual](#)



Molina Communications [Updates and Bulletins](#)

Molina Healthcare of New York Provider Helpful Resources and Links



Members may change their PCP at any time through: Member Services • (800) 2237242, 8 a.m. to 6 p.m., Monday-Friday • For hearing impaired: TTY 711

OR

Member Web Portal: [Welcome to Member Portal](#)
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:

Previous PCP
Age & Gender
Proximity (Less than 30 miles)
Language Preferences
Other covered family members



Molina Healthcare of New York Provider Helpful Resources and Links

Prior Authorization LookUp Tool

To access the Look up tool click on the below

[Molina's New York Providers Look Up Tool](#)



For Reference Only – Not for benefit coverage determinations.

Outpatient services only. Prior authorization is required for:

Elective inpatient admissions (Acute, SNF, AIR, LTACH), unless excluded by law.

All Medicaid LTSS services, regardless of code.

For emergent admissions, refer to the Provider Handbook for concurrent review requirements.

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) 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 | Availability](#)

- Fax General Authorizations (877) 8724716 or (866) 879 -4742
- PA Advanced Imaging (855) 7142415 or (877) 731 -7218
- PA Transplant (855) 714-2415 or (877) 813-1206

Elm & Oak Health Contacts and Links

Elm & Oak Links and Contacts

-  Elm & Oak Home Page elmandoakhealth.com
-  Provider Communications [Elm & Oak Provider Communications](#)

Data Validation submissions or questions

- For provider data or records related inquiries, please email pfnemails@elmandoakhealth.com
- For contracting related questions email: providerrelations@elmandoakhealth.com
- For all other inquires, please contact providerrelations@elmandoakhealth.com

Thank You For Partnering With Us To Serve Our Community.

