

Monroe Plan for Medical Care IPA February IPA Provider Newsletter

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Have a Heart to Heart

When we think of February it is only natural for us to consider matters of the heart if only because this is the month that includes Valentine's Day. But every February has been

designated American Heart Month in recognition of the need to appreciate how to maintain a healthy heart/cardiovascular system. Additionally, we can use this month to understand the impact of heart disease on our communities. 1 in 4 deaths are caused by heart disease, making it the leading cause of death for men and women in the United States. Luckily, heart disease can often be prevented through a healthy lifestyle and correct management of health conditions. American Heart Month makes a difference through spreading awareness about strategies for preventing heart disease and encouraging people to live heart healthy lives.

- High Blood Pressure Tip: *Retake if Results are High.*
- Obesity Pediatric Weight Assessment and Counseling for Nutrition and Physical Activity*
- Blood Cholesterol
- Smoking Cessation
- Mental Health Support

Learn how Monroe Plan's Quality Team can assist your practice and patients in addressing health and wellness.

Contact Monroe Plan for Medical Care's Quality Team at Quality@monroeplan.com



Housing/Rental Assistance Grant Program Molina Healthcare of NY Patients

This Social Determinants of Health Grant provides short term financial assistance to Molina patients experiencing financial hardship but who can sustain their housing, moving forward, with the assistance of the money awarded from this grant. This grant assists individuals or families who are living with chronic health conditions, are low income or

homeless, or are being evicted from current housing.

The goal is to ensure those in need are engaged with long term community housing supports while using these dollars to maintain housing stability.

Grant subsidies can only be used toward:

- Security deposit
- First month's rent
- Back rent owed

Healthcare providers can contact kkawa@evergreenhs.org and/or stolbert@monroeplan.com for grant application and guidance.



Let's Help Keep Patients Covered by Insurance

NY State of Health has released an informational fact sheet that can help providers inform patients who could be at risk of losing their health insurance, and what steps they may need to take during the Public Health Emergency unwind.

The fact sheet can be found on the NY State of Health website [here](#)

If your patient receives a renewal letter or loses their coverage and does not know what to do, please reach out to Quality@monroeplan.com for assistance.



March 28th, 2024 Monroe Plan for Medical Care will host the network in our Quality and Coding University. If you have not attended before, or know someone who would like to attend please contact Quality@monroeplan.com



Molina Provider Network Reminders

NY CHPlus Program HCBS Benefit has been delayed to February 1, 2024

In accordance with New York State, Molina Healthcare of New York, Inc., will enhance its Child Health Plus (CHPlus) Program by adding **Home and Community Based Services (HCBS)** effective **February 1, 2024**.

For additional information and a chart summary of the specific New York State Child Health Plus (CHPlus) Program Home and Community Based Services Benefit Enhancement, please visit our website link below:

Benefit Changes – Delayed Until 2/1/2024 Child Health Plus (CHP)
(molinahealthcare.com)

Note: Some benefits may have limitations. If there are questions as to whether a service is covered or requires Prior Authorization, please reference the Prior Authorization tools located on the Molina website: [New York Providers Home \(molinahealthcare.com\)](http://molinahealthcare.com).

Submit and track your appeals on Availity Essentials

Improve your appeals workflow on Availity Essentials Providers in your region will have access to a new streamlined multi-payer process for submitting appeals to Molina Healthcare on Availity Essentials.

You can look forward to the following functionality:

- Submit your appeal and dispute requests online for Molina's finalized claims
- Check the status of your requests submitted on Availity Essentials
- View and import requests initiated through outside channels (mail, fax, etc.) and complete them as part of your Availity Essentials workflow
- Upload supporting documentation for online requests
- Receive a notification when requests have been finalized and processed by Molina.

Will you need access to appeals on Availity Essentials? To use appeals on Availity Essentials, your organization's administrator must assign the claim status role to each user who requires access. To register click [here](#).



Providing Quality Healthcare with Dignity and Respect for 100 Years

“The health services that became the Anthony L. Jordan Health Center, began more than 100 years ago, in 1904, and was one of the first five Federally Qualified Health Center (FQHC) established in the nation. Located in neighborhoods where the most pressing need exists, Jordan's roots are steeped in service to underserved and uninsured residents,

meeting their need for comprehensive health services. “ To learn more about Anthony Jordan Center and its history and one stop healthcare click [here](#).



Essential, Easy-to-Find Resources

To save you time, we make it easy for you to obtain the support you need on the , [Monroe Plan for Medical Care](#) website.

- Use our page to find out more about our services here: [About Us – Monroe Plan for Medical Care](#).
 - Find applications, forms, tip sheets, and more can be found here: [Provider Resources & Forms – Monroe Plan for Medical Care](#)
 - Find our posted fee schedule effective 1/1/2024: [Provider Fee Schedules – Monroe Plan for Medical Care](#).
 - Previous newsletters and bulletins can be found here: [Provider News & Events – Monroe Plan Communications](#)
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When patients visit a healthcare facility, they want to make sure they're being seen and treated by a qualified medical professional. Provider credentialing is a systematic process used by healthcare organizations to verify and evaluate the qualifications, competence, and professional background of healthcare providers. It involves collecting and reviewing information such as education, training, licensure, certifications, work history, malpractice history, and references — all in pursuit of verifying that providers are who they say they are and qualified to deliver legitimate, safe, and ethical care.

To review a credentialing FAQ [HERE](#) – this will bring them to our website.