monroe plan
FOR MEDICAL CARE

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December: A Time to Celebrate—Safely

🎄 **December: A Time to Celebrate—Safely** 🎉

December is a month of joy, reflection, and celebration. With beloved holidays like **Christmas Eve** and **New Year's Eve**, it's a time when families come together, friends reconnect, and communities embrace the spirit of the season. Yet behind the festive lights and cheerful gatherings lies a sobering truth: **December is also one of the deadliest months for impaired driving.**

Every year, **an estimated 100,000 Americans lose their lives** due to impaired driving. Crashes are most likely to happen during **evening hours, weekends**, and around major

holidays—especially **Christmas** and **New Year's Eve**, when alcohol and drug use are more common.

According to national data, **3 in 10 Americans** will be involved in an alcohol-related crash at some point in their lives. While **alcohol** remains a leading cause of impaired driving—responsible for **nearly one-third of all traffic-related deaths**—the scope of impairment is growing. Today, **cannabinoids, stimulants, opioids**, and even **prescription medications** significantly raise the risk behind the wheel.

The **U.S. Department of Transportation** reminds us that driving under the influence of **any impairing substance—legal or illegal—is illegal in every state and territory**. The **National Highway Traffic Safety Administration (NHTSA)** reports the following substances most commonly found in seriously or fatally injured drivers:

- **25.1%** tested positive for **cannabinoids**
- **23.1%** for **alcohol**
- **10.8%** for **stimulants**
- **9.3%** for **opioids**

The growing legalization of marijuana has contributed to increased marijuana-impaired driving. Though legal in many states, **marijuana can delay reaction times, impair judgment**, and **sharply increase crash risk**, making it just as dangerous as driving under the influence of alcohol.

🚗 **Keep the Holidays Joyful—Not Tragic**

This season, let's make sure our celebrations don't come at the cost of safety. Responsible choices now can ensure many more joyful holidays in the years to come. Here's how you can help:

1. **Plan ahead**: Before you take that first drink, arrange for a **designated driver**, **taxi**, or **ride-share service**.
2. **If you've used marijuana or any impairing substance—Do Not Drive.**
3. **Protect others**: If someone you know is impaired, **don't let them drive**. Take their keys and help them get home safely.

✨ **Celebrate the Season, Safeguard the Future**

Let's make this December one to remember—for all the right reasons. By making smart, safe choices, we can protect lives and preserve the true joy of the holiday season.

Stay safe. Drive sober. Celebrate responsibly.

Safely Home: Monroe Plan's Maternal and Infant Car Seat Initiative

Over the past two years, Monroe Plan's Clinical Quality Improvement Team has worked diligently to ensure that pregnant members have access to a critical resource—the car seat they need to safely bring their newborns home. This initiative uses a holistic approach that supports not only appointment compliance, but also the overall health and wellness of expectant mothers and their babies.

What began as a room filled with 200 car seats evolved into a coordinated outreach effort. In March 2024, the team expanded its engagement with newly pregnant members to assess their needs well before delivery. As a result of these efforts, more than 100 car seats were delivered in 2024, followed by an additional 90 distributed in 2025 to mothers across Buffalo, Rochester, the Southern Tier and surrounding areas.

We extend our sincere gratitude to the OB/GYN facilities and practice staff who partnered with us to ensure these car seats reached the mothers who needed them most. Your collaboration has been essential in promoting maternal and infant safety throughout our communities.

Erin Nelson, *Quality Outreach Representative,* is out in the community hand-delivering car seats to moms in need.

2025 Final Reminder: Supplemental Data Due!

All supplemental chart records must be submitted by: Tuesday, December 30th. Please submit via email to Quality@monroeplan.com or secure fax to 1-877-844-3771.

If your practice submits a monthly flat file, the deadline is January 16, 2026.

In 2026, the Quality Team will continue conversations about how your practice can configure an automated flat file data report from your EMR to reduce administrative burden and make you eligible for Molina's Pay-for-Performance Provider Incentive.

Interested now? Let us know! Please contact kbrusehaber@monroeplan.com

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Molina Corner

New UM Auth Process: Moving forward all authorizations are to be requested via Availity. Molina Healthcare will no longer accept auth requests via phone calls or fax numbers. What is changing? Providers will receive Utilization Management determination notifications (like approval or denial letters) directly through the Availity Essentials portal for authorization decisions they submit. All documents on the portal can be viewed, downloaded and saved at your convenience.

Why is this helpful?

- Provide faster, real-time access to Utilization Management decisions
- Reduce paper waste and administrative burden
- Improve overall turnaround time and transparency

Need training? Providers who would like to explore all the features Availity has to offer, access on-demand training anytime through the Help & Training section of Availity.com. Before accessing the training, be sure that:

- You're logged in to Availity

Your browser allows pop-ups from the following sites:

- Apps.availity.com
- Availity.com
- Learnupon.com

2025 Molina Model of Care Provider Training

In alignment with requirements from the Centers for Medicare & Medicaid Services (CMS), Molina requires PCPs and key high-volume specialists, including cardiology, neurology and hematology/oncology to receive training about Molina Healthcare's Special Needs Plans (SNP) Model of Care (MOC). The SNP MOC is the plan for delivering coordinated care and care management to special needs members. Per CMS requirements, managed care organizations (MCOs) are responsible for conducting their own MOC training, which means multiple insurers may ask you to complete separate training. MOC training materials and attestation forms are available at Molina Medicare Model of Care . The completion date for this year's training is December 31, 2025.

- Stay updated on Molina Healthcare's Provider Communications by visiting their website: <u>Updates and Bulletins</u>
- Find important information on events and training on the Events and Training tab of Molina Healthcare of New York's website: <u>Events & Training</u>.
- The Provider Manual is usually updated annually but may be revised more frequently. Access the latest version at: <u>Molina Provider Manual Link</u>.
- Changes to prior authorizations effective 7/1/2025, click on link below to obtain detailed guidance: <u>Changes to Prior Authorization Requirements</u>
- Availity Appeals and Reconsideration changes: <u>Availity Appeals and Reconsideration changes</u>

Important Claim information Reminder:

Reminder: For claims denying for: *additional information (Invoice, Itemized bills, etc.)* will have to be submitted as a corrected claim and attach the requested documentation. Claims will not be reviewed if submitted as an appeal with requested information. You must submit as a corrected claim.

Provider Data Validation

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

- 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.

Visit the Provider Resources & Forms – Monroe Plan for Medical Care section of our website. Click the link here: Provider Resources & Forms – Monroe Plan for Medical Care. You will have the option to download a PDF version of the form and email the form to pfmemails@monroeplan.com.

Your Guide to Staying Informed

Unlock key insights in the Monroe Plan for Medical Care Provider Guide: Monroe Plan Provider Guide. Stay informed-Don't miss out: Click on this link to learn more: Monroe-Plan-Provider-Orientation-Guide. If you have any questions, please reach out to: pfmemails@monroeplan.com or providerrelations@monroeplan.com

We invite you to join us in advancing health equity

Training modules and resources are available to enhance cultural competency when serving diverse patient populations. These materials support staff in addressing disparities and improving health outcomes. Molina prioritizes provider support and is committed to health equity by adhering to the National CLAS Standards and meeting all regulatory and accreditation requirements related to equity.

Building culturally competent health care: Resources for providers and staff Cultural competency can positively impact a patient's health care experiences and outcomes. Cultural competency training modules and resources are available to providers and office staff. You can access the resources through Availity Essentials portal: Molina Healthcare | Availity Portal.

Cultural competency educational resources include:

- Cultural competency, including culturally and linguistically appropriate services (CLAS)
- Language access services, including effective communication strategies
- Health equity and disparities
- Social determinants of health
- Federal requirements, including the Affordable Care Act and the Americans with Disabilities Act

These resources also provide helpful tips and recommendations for effectively supporting unique subpopulations and communities, including racially, ethnically, culturally and linguistically diverse communities, LGBTQIA+ individuals, older adults, people with disabilities and immigrants/refugees. The training modules last 5 to 10 minutes. Depending on the topic of interest, you may participate in all or just one module. Upon completing the training, please submit the provider attestation form available through Availity Essentials portal. You must first log in and navigate to Molina Healthcare under Payer Spaces, then select the Resources tab, and then the Culturally and Linguistically

Appropriate Services Provider Training Resources/Disability Resources and Links to view the available resources and training.

You can also access the New York State approved training, titled Think Cultural Health, offers several provider specific programs online, at no cost: Think Cultural Health .

Providers and appropriate staff should complete this training in the next 12 months and annually thereafter. Once finished, please share your certificate of completion with us at providerrelations@monroeplan.com.

Be sure to review the bulletin and resource below to ensure cultural competency and compliance!

Click here to download: NYSDOH Cultural Competency Notice

Click here to download: Are You Culturally Competent?

Please forward the completed and signed attestation form to providerrealtions@monroeplan.com.

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): Access-to-Care_82525.docx
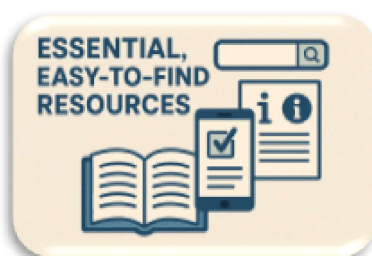

Essential, Easy-to-Find Resources Available on Monroe Plan for Medical Care Website

To save you time, we make it easy for you to obtain the support you need on the , <u>Monroe Plan for Medical Care</u> website.

Use our page to find out more about our services here: <u>About Us – Monroe Plan for Medical Care</u>.

- Find applications, forms, tip sheets, and more can be found here: <u>Provider Resources & Forms – Monroe Plan for Medical Care</u>
- Find our posted fee schedule effective 1/1/2024: <u>Provider Fee Schedules – Monroe Plan for Medical Care</u>.
- Provider Guide Link: <u>Monroe-Plan-Provider-Orientation-Guide</u>
- Previous newsletters and bulletins can be found here: <u>Provider News & Events – Monroe Plan Communications</u>