



Your Extended Family.

## Molina Healthcare's COVID Response

April 17, 2020

### Support for Molina Members

- Waiving all COVID-19-related out-of-pocket expenses for all Molina Members (Marketplace, Medicare, Medicaid).
- Covering comprehensive telehealth services rendered by Molina Provider Partners
- Providing access to 24/7 Molina Virtual Care to augment the clinical services provided by our Provider Partners at no out of pocket cost for all Molina Members.
- Encouraging all Molina Members to either move to mail order or obtain free home delivery of prescriptions through any CVS Pharmacy.
- Offering a Coronavirus Chatbot tool for members seeking information about their COVID-19 risk factors and recommended next steps, which is now available on the [Molina website](#), member portal, and mobile app.
- Providing smartphones, currently with unlimited texting, minutes and an extra 5GB of data to our Medicaid Members through the federal Safelink program and our Molina partnership with Tracfone.
- Providing three months of membership to Amazon Prime to our adult Medicaid enrollees allowing them to receive expedited free delivery of everyday essentials without leaving their home.
- Educating Members that they are now also able to use their EBT benefits through Amazon to access EBT covered food items from Amazon Fresh and Pantry (with free delivery with or without a Prime account). See here for [Amazon EBT FAQ](#)
- Routinely updating our COVID Member Resources at: [MolinaHealthcare.com/members-wacovid19](#)

### Support for Molina Community Partners

Providing both financial and supply donations to Community Based Partners across the state. Our Community Engagement teams are working directly with local community partners to identify and support their most urgent needs. We are providing personal hygiene, food and financial support to our frontline partners across the state.

### Support for Molina Provider Partners

- Created a COVID-19 Medical Policy and a Q&A package that has been shared with all Molina network providers throughout the state, and a dedicated COVID Provider landing page [MolinaHealthcare.com/providers-wacovid19](#) with continually updated provider resources and information.
- Expediting credentialing for additional practitioners responding to the needs of Washington hospitals and physical and behavioral health providers.
- Accelerated \$150 Million in claims payments to providers.
- Extending authorizations for all elective surgeries, procedures, physical therapy, speech therapy, DME and occupational therapy that were scheduled to expire prior to September 1, 2020 honoring them up to September 1, 2020.
- Supporting Provider Training including Molina's April 1<sup>st</sup> sponsorship and facilitation of the "Apple Health Policy, Billing and Service Amid COVID-19" Webinar for ABA Providers; and an upcoming (April-June) series of WCAAP behavioral health training sessions that will be offered

to Pediatric Primary Care providers enabling timely support for families experiencing increased behavioral health needs.

- Participating in the WA Healthcare Forum COVID-19 Administration & Billing Work – an Inter-Health Plan Work Group developing Consensus Recommendations and related Provider FAQs to address potential provider administrative issues related to COVID-19. These shared resources can be found here: [www.onehealthport.com/covid-19](http://www.onehealthport.com/covid-19).
- For Nursing Facility providers, we have amended our current Skilled Nursing Facility prior authorization process to expedite and support initiatives to reduce the spread of COVID-19 in facilities.
- For Acute Care Providers, we are making numerous changes to support our front line caregivers and facilities, including:
  - Adding additional staff, including weekend coverage, to immediately respond to requests for prior authorizations seven days/week.
  - Extending our medical directors to enable additional peer-to-peer discussions with our community-based physicians.
  - Approving additional days of inpatient or skilled nursing facility care on a case-by-case basis for members who are awaiting COVID-19 testing results.
  - Arranging post-discharge home health and home therapy care without prior authorization (for the evaluation and first six visits) to allow for expedited discharge from hospitals.

### **Support for Molina Staff**

- As of March 11, 2020 – Molina transitioned its entire Washington workforce of approximately 900 employees in four offices across Washington to “Work from Home” status. This move was important to help stop the spread of the virus and to ensure a healthy workforce able to continue serving Washington providers and members.
- Providing employees with an additional \$500 of compensation to assist with COVID-19-related expenses.
- Implementing two weeks of additional paid leave for employees for COVID-19 related matters (whether it is for their own health or that of a family member) in addition to regular paid time off.
- For employees who are licensed medical professionals who would like to volunteer for COVID-19 treatment and relief efforts, Molina will compensate those employees with their regular pay for up to two initial weeks, with an additional two weeks upon approval.