



Molina Healthcare of California

New Provider Orientation/Training



Checklist & Acknowledgement Form

This is to confirm that the below Provider has received a Molina Healthcare of California (MHC) New Provider Orientation (NPO) and/or Provider In-Service. To ensure compliance, the Provider understands the discussed policies/procedures and Provider/Practitioner Manual, which contains additional contact information and describes in detail MHC's key policies and procedures by applicable line(s) of business.

New Provider Orientation

Provider In-Service

Provider Type (check applicable box):

- IPA PCP Direct PCP
 Specialists Other: _____

Line of Business (check applicable box):

- Medi-Cal Cal MediConnect (MMP)
 Market Place Medicare Options Plus (MMOP)

NPO Topics

Molina Healthcare Background Information

- The Molina Healthcare Story & State Fact Sheet

Contact Information

- Provider Quick Reference Guide & Transportation
- Provider Demographic Process (adds, modifications, terminations) – **If Applicable**
- Emergency Care Reference Sheet

Prior Authorization

- Prior Authorization Guide (If Applicable)
- Autism Spectrum Disorder/Behavioral Health COC Form

Pharmacy Prior Authorization

- Medication Prior Auth. Request Form
- Condensed Formulary

California Children's Services (CCS)

- CCS Job Aid & SAR Forms

Case Management

- Complex Case Management Criteria
- MHC Case Management Referral Form

Preventive Care Services

- Initial Health Assessment (Refer to Provider Manual)
- Staying Healthy Assessment (SHA)
- DHCS SHA Training Attestation & Sign-In Forms
- Screening, Brief Intervention Referral to Treatment (SBIRT)
- SBIRT Training Attestation & Sign-In Forms
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)

Pay-For-Performance Program (If Applicable)

- Medi-Cal Pay for Performance Program, including Child Health & Disability Prevention (CHDP)
- Medicare Annual Comprehensive Exam (ACE)

Cultural & Linguistic (C&L) / Health Education

- Access to Care Standards/Patient Satisfaction
- Bridge2Access & Sensitive Training (Handouts)
- C & L / Health Education Resources
- Pregnancy Notification Form
- Health Education Referral/Material Request Form
- Comprehensive Tobacco Cessation Services

Claims Information (If Applicable)

- Claims Job Aid & Processing Standards
- Provider Dispute Resolution
- Electronic Fund Transfer (EFT)

Web Portal

- How to Register
- Utilizing Web Portal Submission of PM160s (If Applicable)

Member Rights & Responsibilities

- Sterilization Consent & Member Grievance Forms

Fraud, Waste, & Abuse (FWA)

Additional Provider Resources/Tools

- Provider Manual (MHC and/or Health Net)
- Pharmacy Drug Formulary
- HEDIS Provider/Risk Adjustment Pocket Guide
- Molina Provider Education Series (ADA, CBAS, etc.)
- Medicare/MMP/Marketplace Benefits At-A-Glance
- Molina Dual Options Provider Orientation

*MHC Provider Manuals are available: www.MolinaHealthcare.com.

To receive hard copy provider manuals, please request from your Provider Services Representative.

Other Topics Discussed (Indicate Below): _____

Date: _____

Provider Name (Print): _____

Site Address: _____

Authorized Staff Name (If Applicable): _____

Signature: _____

Effective Date: _____

MHC PS Rep Name: _____