

ATTENTION PT/OT Providers:

An issue has been identified with Molina's processing of PT/OT claims for WV Medicaid FFS members. With the system upgrade in early 2016 the Molina system currently counts units not visits so provider claims are denied after 20 units AND 20 visits have not occurred. In accordance with the Medicaid Provider Manual, Chapter 515- Occupational/Physical Therapy, prior authorization is required when the Medicaid limit of 20 visits per calendar year exceeded (515.3.1; 515.4). The KEPRO prior authorization system allows for a request for the initial sessions BUT no PA is exported to Molina because it is not necessary AND once a PA is in place the Molina claims payment system utilizes the PA units regardless of the number of visits utilized by the member in the calendar year.

Because of the Molina system utilizing units not visits, two groups of claims were affected: 1) those claims with a PA but with insufficient units to cover the services rendered in a 20 visit period, or; 2) those claims that rejected because no PA was in place for the initial 20 visits (not required by the manual). The period of claims impacted encompasses January 2016 to the present.

Molina will reprocess claims for 2017 dates of service.

For dates of service from January 1, 2016 to December 31, 2016 the following procedure will be implemented to rectify impacted claims:

- Molina will identify denied PT/OT claims and providers impacted by this issue and send a list of affected claims to KEPRO;
- KEPRO staff will investigate these claims and create PA's to cover needed units and dates of service for impacted providers and members;
- Providers will be notified by KEPRO and sent a listing of PA's created to cover denied claims and may rebill affected claims (NOTE: claims in early 2016 may need to be rebilled on paper format because of timely filing);
- Once providers are informed of affected cases remediated by KEPRO they may contact KEPRO at 1.800.346.8272 or wvmedicalservices@kepro.com with questions or to report additional cases not listed.

We apologize for any inconvenience this issue has caused providers.