

**Magellan Complete Care Segment Acquisition by Molina Healthcare**  
**MCC Provider FAQs**  
**Version 2 – May 2021**

MCC and Molina are committed to making this transition as smooth as possible. We value our relationship with you and will update you as we know more. In the meantime, MCC will continue to provide the quality and compassionate service we are known for. Thank you.

**Q: What is happening with MCC? Is it going away?**

A: On January 1, 2021, MCC was acquired by Molina Healthcare, Inc. (Molina), a company that also has Medicaid, Medicare and Health Insurance Marketplace Exchange health plans and programs in certain states.

**Q: Is the MCC name changing?**

A: Yes. Effective July 1, 2021, the new name will be Molina Complete Care (MCC).

**Q: Are any benefits changing? (Regular and/or enhanced)**

A: Aside from an unrelated DMAS change to the adult dental benefits effective July 1, 2021, nothing is changing at this time as a result of this acquisition. In accordance with our provider and state contracts, we will notify you of any changes well in advance of their implementation.

**Q: Is the network changing?**

A: Nothing is changing at this time. In accordance with our provider and state contracts, we will notify you of any changes well in advance of their implementation.

**Q: Are authorization/pre-approval rules changing?**

A: Nothing is changing at this time. In accordance with our provider and state contracts, we will notify you of any changes well in advance of their implementation.

**Q: What about the changes to rules based on COVID-19?**

A: We will continue to follow all CMS and state guidelines that have been modified/put in place as a response to COVID-19.

**Q: Are any processes, websites/portals or other systems changing?**

A: Although our website address, [www.MCCofVA.com](http://www.MCCofVA.com), will remain the same, you will notice a new look and feel similar to Molina's public websites in other states. Our website content will be rebranded with the Molina style. We will notify you of any other changes well in advance of their implementation.

**Q: Will I get a new Network Provider Relations representative?**

A: Until further notice, you will continue to work with your current MCC contacts. We value our relationship with you and are committed to continuing to provide the same level of service and care we are known for.

**Q: Who do I call/where can I go to get updates?**

A: We will notify you in advance of any changes. We also have a full list of FAQs on our health plan website at [www.MCCofVA.com](http://www.MCCofVA.com). If you have any questions, you Customer Care Monday through Friday from 8 a.m. to 6 p.m. local time:


- CCC Plus: 1-800-424-4524 (TTY 711)
- Medallion 4.0: 1-800-424-4518 (TTY 711)

You can also email us at [MCCVAProvider@magellanhealth.com](mailto:MCCVAProvider@magellanhealth.com).

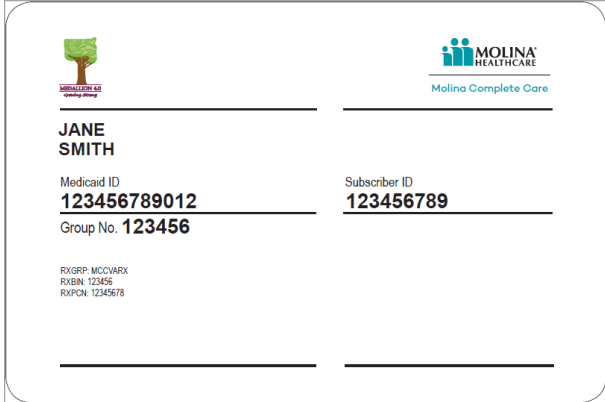
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**Q: Does anything change in the services you provide for me or our members?**

A: Nothing is changing right now. Our focus remains on providing you and our members the quality service you and they have come to expect from us. Here's what you can expect to change as we move closer to July 1:

| 7/1/21 Changes                           | MCC of VA DMAS Medicaid plan  | MCC of VA (HMO SNP)   |
|--|---|---|
| <b>Brand/plan name</b>                   | Molina Complete Care (MCC)  | Remains Magellan Complete Care of Virginia (HMO SNP)  |
| <b>Plan logo</b>                         |    | We'll notify you well in advance of this change as we move closer to the January 2022 migration date  |
| <b>Payer ID</b><br>*No change            | MCCVA   | MCC02   |
| <b>Paper claims submission address:</b>  | Molina Complete Care<br>Claims Service Center<br>1 Cameron Hill Circle, Suite 52<br>Chattanooga, TN 37402   | MCC of VA (HMO SNP)<br>Claims Department<br>P.O. Box 986 Elk Grove Village, IL 60009-0986   |
| <b>Provider portal</b>                   | Continue to access the existing provider portal at:<br><a href="http://www.MCCofVA.com">www.MCCofVA.com</a>   | Continue to access the existing provider portal at:<br><a href="https://dsnp.mccofva.com/providerportalVA/">https://dsnp.mccofva.com/providerportalVA/</a>  |
| <b>Website</b>                           | <a href="http://www.MCCofVA.com">www.MCCofVA.com</a>  | <a href="http://www.dsnp.MCCofVA.com">www.dsnp.MCCofVA.com</a>  |
| <b>Phone and fax lines</b><br>*No change | Our phone and fax lines for Member Services and Customer Care will remain the same. Additionally, the lines associated with prior authorization requests and appeals and grievances won't change.<br><br>Our phone numbers are: <ul style="list-style-type: none"> <li>• CCC Plus: 1-800-424-4524 (TTY 711)</li> <li>• Medallion 4.0: 1-800-424-4518 (TTY 711)</li> </ul> | Our phone and fax lines for Member Services and Customer Care will remain the same. Additionally, the lines associated with prior authorization requests and appeals and grievances won't change.<br><br>Our phone number is 1-800-424-4495 (TTY 711) |
| <b>Member ID cards (example)</b>         | Please note that member ID cards for CCC Plus, Medallion 4.0, and FAMIS members will all have the   | No changes until [January 2022].  |

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| 7/1/21 Changes | MCC of VA DMAS Medicaid plan  | MCC of VA (HMO SNP) |
|----------------|---|---------------------|
|                | <p>new [Molina Complete Care] logo in the top right corner.</p>  |                     |

**Q: Is the provider handbook changing? Do I need to get a new one? Can I get a copy of Molina’s provider manual?**

A: Nothing is changing at this time. You do not need to get a new provider manual; you can always access the latest version on our health plan website. We are still operating as MCC until the July 1 migration date, so please continue to use the MCC provider manuals. We will have a newly rebranded provider manual available to access on our website on July 1.

**Q: Will MCC extend timely filing waivers to allow providers to adjust to new codes/new claims set up?**

A: No, there won’t be any changes to timely filing.

**Q: Will my contract and/or reimbursement rates change? Will I have to sign a new contract with Molina?**

A: Nothing is changing right now, and we cannot say if contracts, rates and/or paper will change in the future. If something is going to change, a Network Development representative will notify you in advance per our contracts with you and the state.

**Q: I have existing authorizations from MCC. Are they still valid?**

A: All existing authorizations are valid, and new authorizations will be valid as we progress toward integration with Molina. Any changes in authorization status, processes, etc., will be communicated to you in advance. Until then, it is business as usual.

**Q: What will happen to my MCC patients/customers?**

A: All of MCC members will receive a new Member ID card as illustrated above. Your members have the same benefits and access to the same provider network. They need to follow the same program guidelines until further notice.

**Q: Will my members’ Care Coordinators remain the same?**

A: Our members’ Care Coordinators are not changing as a result of this acquisition. As with any care coordination team, employees may choose to leave at any time, but no active changes will be made.

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**Q: I have a contract with Magellan Health/Healthcare/Rx Management that also applies to MCC. What's going to happen to those? Will I have to do a new contract?**

A: Your contract remains in effect. Should any changes be required, a Network Development representative will contact you pursuant to the terms of your Agreement.

## **CLAIMS**

**Q: Where do I send claims now and after the migration is complete?**

A: Please continue to submit claims in the same manner—electronically using Payer ID “MCCVA”, or via paper, as you currently do. If submitting paper claims beginning July 1, continue to use the same address and only change the claims addressee's name to either MCC or Molina Complete Care.

**Q: I am in the middle of being credentialed/recredentialed. Has that stopped?**

A: All credentialing and recredentialing activities are continuing, and there has been no change to the process. If something changes, our credentialing team will reach out to you.

**Q: When can I get access to the Molina provider portal and other systems?**

A: Molina Complete Care's provider portal will be powered by Availity and you will access it the same way you currently do.

**Q: Will the claims payment turnaround time change?**

A: No, we are subject to process and adjudicate claims payments in accordance with regulatory requirements and do not foresee a change occurring at this time.

**Q: Will my EFT registration remain the same? Or do I have to switch/re-enroll?**

A: We're currently working to identify a new EFT solution for providers since CAQH's Enrollhub is being retired as of January 2022. More information will be forthcoming once we have a new solution available for providers to take action and enroll.

**Q: Will Molina honor the same CPT codes as MCC?**

A: Yes. We're not anticipating any changes to the current national industry CPT/HCPCS codes at this time so continue to use the current code set until further notice.

## **AUTHORIZATIONS AND REFERRALS**

**Q: How do I find out status of my referrals and authorizations?**

A: Please continue the same referral and authorization processes you currently use. We will notify you if any of these processes change.

**Q: Can I submit referrals on MCC forms, or do I need to use Molina referral forms?**

A: Please continue to use the same referral forms and processes you currently do. We will notify you if any of these processes change.

**Q: When will I get new authorizations?**

A: Authorizations will be submitted through the current channels that exist today.

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**Q: Where else does Molina have Medicaid and Medicare health plans?**

A: Molina has the following managed care health plans and products as follows:

- Arizona: Molina Complete Care Medicaid and Medicare Special Needs Plan (HMO SNP).
- California: Medi-Cal, Medicare Special Needs Plan (HMO SNP), Dual Medicare-Medicaid Plan (MMP) and Covered California (Exchange)
- Florida: Medicaid, Medicare Special Needs Plan (HMO SNP) and Health Insurance Marketplace (Exchange), Statewide Medicaid Managed Care (SMMC) program
- Idaho: Medicaid Plus (IMPlus) for people with Medicaid and Medicare, Medicare Advantage (HMO) and Medicare Special Needs Plan (HMO-SNP)
- Illinois: Medicaid, Managed Long-Term Services and Supports, Dual Options Medicaid and Medicare-Medicaid Plan (MMP)
- Kentucky: Medicaid and Medicare Advantage Part D (MAPD)
- Massachusetts: Senior Whole Health (HMO SNP) and NHC (HMO SNP)
- Michigan: Medicaid, Healthy Michigan, Medicare Special Needs Plan (HMO-SNP), Dual Options Medicare-Medicaid Plan (MMP) and Health Insurance Marketplace (Exchange)
- Mississippi: Medicaid, CHIP and Health Insurance Marketplace (Exchange)
- New Mexico: Medicare Special Needs Plan (HMO SNP) and Health Insurance Marketplace (Exchange)
- New York: Medicaid, Molina Healthcare PLUS (HARP), Child Health Plus and Essential Plan, Senior Whole Health MLTC, Senior Whole Health NHC (HMO SNP)
- Ohio: Medicaid, Medicare Special Needs Plan (HMO-SNP), Dual Options Medicare-Medicaid Plan (MMP) and Health Insurance Marketplace (Exchange)
- Puerto Rico: ASES
- South Carolina: Medicaid, Medicare Special Needs Plan (HMO-SNP), Dual Options Medicare-Medicaid Plan (MMP) and Health Insurance Marketplace (Exchange)
- Texas: STAR Medicaid, Dual Options STAR+PLUS Medicare-Medicaid Plan (MMP), Medicare Special Needs Plan (HMO-SNP), CHIP and Health Insurance Marketplace (Exchange)
- Utah: Medicaid, CHIP, Medicare (HMO), Medicare Special Needs Plan (HMO-SNP) and Health Insurance Marketplace (Exchange)
- Washington: Medicaid, Medicare Special Needs Plan (HMO-SNP) and Marketplace Qualified Health Plans (QHP) (Exchange)
- Wisconsin: Medicaid, Medicare Special Needs Plan (HMO-SNP) and Health Insurance Marketplace (Exchange)