

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Singleton</i>	DATE <i>2-26-14</i>
------------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER 000297	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Dr. Burton, Gessner</i> <i>Cleared 3/20/14, letter</i> <i>attached</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>3-7-14</i>
	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			

Brenda James

From: Cynthia Gore
Sent: Tuesday, February 25, 2014 11:44 AM
To: Brenda James
Cc: Stephanie Cox
Subject: FW: Molina PA Policy
Attachments: Molina PA Policy 02242014.pdf

Hi Brenda,
Please log the attached document. Thanks

Cynthia Gore

Executive Assistant II

Cynthia.Gore@scdhhs.gov

803.898.3202

1801 Main Street, 11th Floor

Columbia, South Carolina - 29201

www.scdhhs.gov



Healthy Connections and the *Healthy Connections* logo are trademarks of South Carolina Department of Health and Human Services and may be used only with permission from the Agency.

From: Nathaniel Patterson
Sent: Tuesday, February 25, 2014 6:06 AM
To: Deirdra Singleton; Roy Hess; Evan Gessner; Marion Burton; Valeria Williams; Amanda Q. Williams; Kevin Bonds, FACHE; Stephen Boucher; Teeshla Curtis; Jon Tapley; Donna Parker
Cc: Kathie Reed Wanket; Cynthia Gore; Stephanie Cox
Subject: FW: Molina PA Policy

Dr. Burton, Deirdra, Evan and others:

Please see the attached Letter from Molina regarding their intentions to extend the Prior Authorizations to March 31st.

Stephanie – Please work with Cynthia to Log the attached Letter.

Thanks,

-Nate

From: Nichole Melton mitchell <Nichole.MeltonMitchell@MolinaHealthCare.Com>
Date: Monday, February 24, 2014 at 4:50 PM
To: Nathaniel Patterson <pattnat@scdhhs.gov>, Kathie Reed Wanket <Reed@scdhhs.gov>



Nathaniel Patterson
South Carolina Department of Health and Human Services
1801 Main Street
Columbia, SC 29201-2409

RECEIVED

FEB 25 2014

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Dear Mr. Patterson:

In order to ensure continuity of care for our members, Molina relaxed our authorization requirements for outpatient authorizations provided by participating practitioners for the first two months of the program (January 1, 2014 – February 28, 2014). During this period, providers were not penalized for not obtaining authorizations for those services that would normally require an authorization. For members having a course of treatment that extends beyond 2/28/2014, the provider would need to request prior authorization for those services. This allowed providers to familiarize themselves with both the Molina authorization process and with those outpatient services that require authorization under the Molina program that may not have required prior authorization under South Carolina Solutions. It also mitigated the fact that Molina did not receive an authorization file for the former South Carolina Solutions membership and did not have record of authorizations that may have been issued for members prior to January 1, 2014.

All inpatient services required prior authorization beginning January 1, 2014. This requirement for inpatient service authorizations was no different than the process that was in effect for this membership prior to January 1, 2014. New telephone and fax numbers were the only difference.

In addition to relaxing our prior authorization requirements, Molina has also considered services rendered by out of network providers in the same manner as we consider those for in-network (participating) providers. This policy will continue across the board for all providers through March 31, 2014. After March 31, 2014, Molina will only allow services that cannot be rendered by an in network provider to be authorized for out of network providers. In the event that a member has a course of treatment that is being provided by a provider who is not in network and that course of treatment extends beyond March 31, 2014, we will need the provider to contact our healthcare services area so that we can make accommodations to meet the needs of those members.

Regards,

A handwritten signature in black ink, appearing to read 'Tom Lindquist', written over a horizontal line.

Tom Lindquist
Plan President

Log #297 ✓

Nikki Haley GOVERNOR
Anthony Keen DIRECTOR
P.O. Box 8206 • Columbia, SC 29202
www.scdhhs.gov

March 20, 2014

Mr. Tom Lindquist, President
Molina HealthCare
4105 Faber Place Drive, Suite 120
North Charleston, South Carolina 29405

Dear Mr. Lindquist,

This letter serves as a response to the February 25, 2014 letter submitted to the South Carolina Department of Health and Human Services ("Department") by Molina Healthcare of South Carolina regarding prior authorizations (PA) for hospital inpatient and outpatient services.

Molina's assurance to the Department to extend the end date for January 1, 2014 prior authorization (PA) procedures:

"In addition to relaxing our prior authorization requirements, Molina has also considered services rendered by out of network providers in the same manner as we consider those for in-network (participating) providers. This policy will continue across the board for all providers through March 31, 2014. After March 31, 2014, Molina will only allow services that cannot be rendered by an in-network provider to be authorized for out of network providers. In the event that a member has a course of treatment that is being provided by a provider who is not in network and that course of treatment extends beyond March 31, 2014, we will need the provider to contact our healthcare services area so that we can make accommodations to meet the needs of those members."

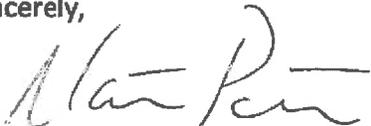
The Department's response:

- It is our understanding that Molina will extend the South Carolina Pre-Authorization Waiver for Non-Participating Providers to April 30, 2014.
- The Department also expects Molina to communicate this policy change to all providers in a timely manner.

Mr. Lindquist
Page 2 of 2

If you have additional questions or comments please contact me by phone at (803) 898-2018 or by email at pattnat@scdhhs.gov

Sincerely,

A handwritten signature in black ink, appearing to read "Nathaniel J. Patterson". The signature is fluid and cursive, with a large initial "N" and "P".

Nathaniel J. Patterson
Program Director, Health Services

cc: Deirdra T. Singleton, Deputy Director
Evan Gessner, Assistant General Counsel

No response needed. To Nate and Stephen 3/12/14

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

RECEIVED

MAR 07 2013

Department of Health & Human Services
Office of Health Programs

ACTION REFERRAL

TO <i>Singleton</i>	DATE <i>2-26-14</i>
------------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000297</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Dr. Burton, Gessner</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>3-7-14</i>
	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			

Brenda, 3/21/14 regarding this log letter 000297, it was decided that a response was not needed. I reminded Nate that he was the one to ask that it be logged in the 1st place. (see attached) Cynthia

Brenda James

From: Cynthia Gore
Sent: Tuesday, February 25, 2014 11:44 AM
To: Brenda James
Cc: Stephanie Cox
Subject: FW: Molina PA Policy
Attachments: Molina PA Policy 02242014.pdf

Hi Brenda,
Please log the attached document. Thanks

Cynthia Gore
Executive Assistant II
Cynthia.Gore@scdhhs.gov
803.898.3202
1801 Main Street, 11th Floor
Columbia, South Carolina - 29201
www.scdhhs.gov



Healthy Connections and the Healthy Connections logo are trademarks of South Carolina Department of Health and Human Services and may be used only with permission from the Agency.

From: Nathaniel Patterson
Sent: Tuesday, February 25, 2014 6:06 AM
To: Deirdra Singleton; Roy Hess; Evan Gessner; Marion Burton; Valeria Williams; Amanda Q. Williams; Kevin Bonds, FACHE; Stephen Boucher; Teeshla Curtis; Jon Tapley; Donna Parker
Cc: Kathie Reed Wanket; Cynthia Gore; Stephanie Cox
Subject: FW: Molina PA Policy

Dr. Burton, Deirdra, Evan and others:

Please see the attached Letter from Molina regarding their intentions to extend the Prior Authorizations to March 31st.

Stephanie – Please work with Cynthia to Log the attached Letter.

Thanks,

-Nate

From: Nichole Melton mitchell <Nichole.MeltonMitchell@MolinaHealthCare.Com>
Date: Monday, February 24, 2014 at 4:50 PM
To: Nathaniel Patterson <pattnat@scdhhs.gov>, Kathie Reed Wanket <Reed@scdhhs.gov>



Nathaniel Patterson
South Carolina Department of Health and Human Services
1801 Main Street
Columbia, SC 29201-2409

RECEIVED

FEB 25 2014

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Dear Mr. Patterson:

In order to ensure continuity of care for our members, Molina relaxed our authorization requirements for outpatient authorizations provided by participating practitioners for the first two months of the program (January 1, 2014 – February 28, 2014). During this period, providers were not penalized for not obtaining authorizations for those services that would normally require an authorization. For members having a course of treatment that extends beyond 2/28/2014, the provider would need to request prior authorization for those services. This allowed providers to familiarize themselves with both the Molina authorization process and with those outpatient services that require authorization under the Molina program that may not have required prior authorization under South Carolina Solutions. It also mitigated the fact that Molina did not receive an authorization file for the former South Carolina Solutions membership and did not have record of authorizations that may have been issued for members prior to January 1, 2014.

All inpatient services required prior authorization beginning January 1, 2014. This requirement for inpatient service authorizations was no different than the process that was in effect for this membership prior to January 1, 2014. New telephone and fax numbers were the only difference.

In addition to relaxing our prior authorization requirements, Molina has also considered services rendered by out of network providers in the same manner as we consider those for in-network (participating) providers. This policy will continue across the board for all providers through March 31, 2014. After March 31, 2014, Molina will only allow services that cannot be rendered by an in-network provider to be authorized for out of network providers. In the event that a member has a course of treatment that is being provided by a provider who is not in network and that course of treatment extends beyond March 31, 2014, we will need the provider to contact our healthcare services area so that we can make accommodations to meet the needs of those members.

Regards,

A handwritten signature in black ink, appearing to read 'Tom Lindquist', written over a horizontal line.

Tom Lindquist
Plan President

Cynthia Gore

From: Nathaniel Patterson
Sent: Wednesday, March 12, 2014 5:43 PM
To: Stephanie Cox; Cynthia Gore; Bryan Amick
Cc: Valeria Williams; Stephen Boucher; Amanda Q. Williams; Evan Gessner; Kevin Bonds, FACHE; Teeshla Curtis
Subject: Re: Log Letters - Status
Attachments: Log letter 000289 (Eye Associates of Chester) - Nate Patterson - due date March 4, 2014[1].pdf; Log Letter 000292 (Carolina Speech & Language Center- Nate - due date March 5th.pdf; Log letter 000297 - Molina PA Policy - Nate Patterson - due March 7th.pdf; Log Letter 000138 - WellCare - Nate - due date October 21, 2013.pdf

Stephanie,

Re: Log Letter 000289

- Stephanie – If you’ve received feedback about the question I had for Log Letter 000289, I can print, sign, scan and circulate.

Re: Log Letter 000292

- Although the Letter has not been finalized and circulated, we have engaged in several conversations (phone & email) with the Author Ms. Asquith and individuals copied in her Letter (i.e., Annie Wilson, Ms. Lary, Maria Drake, etc.). We have an in-person meeting scheduled for tomorrow with Ms. Asquith.

Re: Log Letter 000297

- I don’t believe we are expected to produce a response to this letter. Does anyone else have different thoughts?

Re: Log Letter 000138

- I “think” this has a response. I’m reviewing several emails and letters now... Bryan, can you look through your correspondences too? I’ll follow-up.

Thanks,

-Nate

From: Stephanie Cox <Stephanie.Cox@scdhhs.gov>
Date: Wednesday, March 12, 2014 at 3:55 PM
To: Cynthia Gore <Cynthia.Gore@scdhhs.gov>, Nathaniel Patterson <pattnat@scdhhs.gov>
Subject: RE: Log Letters - Status

Hi Cynthia,

The response for Eye Associates of Chester is ready to go. I am waiting on the OK to print for signature and mail out. The other two – Nate may have an update on.

Thanks!

Stephanie Cox

Program Coordinator

Stephanie.Cox@scdhhs.gov

803.898.1406

1801 Main Street

Columbia, South Carolina - 29201

www.scdhhs.gov



Healthy Connections and the Healthy Connections logo are trademarks of South Carolina Department of Health and Human Services and may be used only with permission from the Agency.

From: Cynthia Gore

Sent: Wednesday, March 12, 2014 3:54 PM

To: Nathaniel Patterson

Cc: Stephanie Cox

Subject: Log Letters - Status

Hi Nate,

Please advise of the status of log letters:

-000289 – from Eye Associates of Chester – due date of March 4th

-000292 – from Carolina Speech and Language Center – due date March 5th

-000297 – from Molina – due date March 7th

Will responses be complete and ready to send prior to the end of the week? If not, please advise of when.

Thanks,

Cynthia Gore

Executive Assistant II

Cynthia.Gore@scdhhs.gov

803.898.3202



1801 Main Street, 11th Floor
Columbia, South Carolina - 29201
www.scdhhs.gov



Healthy Connections and the Healthy Connections logo are trademarks of South Carolina Department of Health and Human Services and may be used only with permission from the Agency.

Log # 297 ✓

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Liggett/Patterson</i>	DATE <i>3-21-13</i>
--------------------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER 000297	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Waldrep</i> <i>* Please Note Due Dates</i> <i>March 13th, March 15th + 22</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>3/22/13</i>
	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action DATE DUE _____

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			<i>3/16/14</i>
2.			<i>Bren - Wade and Deirdra handled this one. I have an email stating the response was sent to DS on 3/15 or 3/16/13. Not sure how you want to handle? 3/7/14 Brenda to close →</i>
3.			
4.			

Jan Polatty

to BJC
3/14

To: Brenda James
Cc: Deirdra Singleton; Anthony Keck
Subject: FW: NAMD Surveys

Brenda, Please follow-up on these on Monday and make sure they are logged as well as we meet the due dates. Thanks, Jan.

From: Aaron Larrimore [mailto:aaron.larrimore@namd-us.org]
Sent: Thursday, March 07, 2013 4:37 PM
To: Aaron Larrimore
Cc: Matt Salo; Kathleen Nolan; Andrea Maresca
Subject: NAMD Surveys

3/21
sent?

Dear Medicaid Directors:

We want to draw your attention to three surveys we currently have open on behalf of your colleagues in other states. As always, your participation in these surveys represents an incredibly valuable learning opportunity for states considering modifications to their programs. Your responses are greatly appreciated.

DUALS DEMO SURVEY

NAMD is fielding a survey to evaluate practical "next steps" to assist states in improving the integration of care for Medicare-Medicaid dual eligibles. This survey examines states' experiences to date with CMS' duals demonstration initiative. We plan to use the survey results to help shape an agenda for a possible meeting in conjunction with NAMD's Spring Meeting in May and to inform our federal policy efforts in the meantime.

The survey can be accessed by following this link: <https://www.surveymonkey.com/s/NGHG8CY> We appreciate your assistance in responding by **March 13, 2013**. Please let Andrea Maresca (andrea.maresca@namd-us.org) know if you have any questions.

PERSONAL CARE SURVEY

For our general knowledge as well as your colleagues in Texas, NAMD is surveying Medicaid programs' work in personal care services. We are interested in hearing how individuals are assessed for the services, how the services are integrated into your overall long term care program, and your experience with oversight and program integrity for personal care.

Please submit one response for your state by **March 15, 2013**. For questions, contact Aaron Larrimore [aaron.larrimore@namd-us.org]. The survey can be found at [<https://www.surveymonkey.com/s/7LTDV3J>].

MASSAGE THERAPY SURVEY

On behalf of your colleagues in Colorado, NAMD is surveying Medicaid programs' coverage of massage therapy. Colorado is interested in learning whether you cover massage therapy and whether you place any limits on utilization.

Please submit one response for your state by **March 22, 2013**. For questions, contact Aaron Larrimore [aaron.larrimore@namd-us.org]. The survey can be found at [<https://www.surveymonkey.com/s/7B6GFYF>].

Thanks,
Aaron

Aaron Larrimore
Policy Analyst
National Association of Medicaid Directors (NAMD)
202.403.8624
aaron.larrimore@namd-us.org

Annmarie McCanne

From: Nathaniel Patterson
Sent: Wednesday, March 27, 2013 9:28 AM
To: Annmarie McCanne
Cc: Roy Hess; Janet Bell
Subject: Re: Log 297

Hi Annmarie,

Roy sent the draft to Deirdre on the 15th or 16th.

Thanks,

-Nate

Nathaniel J. Patterson, MHA

Sent from my iPhone

On Mar 27, 2013, at 8:43, "Annmarie McCanne" <MCCANNE@scdhhs.gov> wrote:

> Hi, Nate - Sorry to be a pest, but can you let me know if this has been completed?

>

> ---Original Message-----

> From: Annmarie McCanne

> Sent: Monday, March 25, 2013 3:52 PM

> To: Nathaniel Patterson

> Subject: Log 297

>

> Hi, Nate - Pete suggested I check with you on this one. Can you tell me if this has been completed?

>

> Thanks,

> Annie

>

> ---Original Message-----

> From: copier@scdhhs.gov [<mailto:copier@scdhhs.gov>]

> Sent: Monday, March 25, 2013 11:40 AM

> To: Annmarie McCanne

> Subject: scan from copier

>

> No reply. Any problems scanning contact Greg Mattison.

> <[Sj11bizhub13032515400.pdf](#)>

✓

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR**

ACTION REFERRAL

TO <i>Liggett/Patterson</i>	DATE <i>3-21-13</i>
--------------------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <p style="text-align: center; font-size: 1.2em;">000297</p>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Waldrep</i> <i>* Please Note Due Dates</i> <i>March 13th, March 15th + 22</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <u><i>3/22/13</i></u> <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action

APPROVALS <small>(Only when prepared for director's signature)</small>	APPROVE	* DISAPPROVE <small>(Note reason for disapproval and return to preparer.)</small>	COMMENT
1.			<div style="background-color: yellow; padding: 10px; border: 1px solid black;"> <p><i>Bren - Wade and Deirdra handled this one. I have an email stating the response was sent to DS on 3/15 or 3/16/13. Not sure how you want to handle?</i></p> </div>
2.			
3.			
4.			

Jan Polatty

to Brenda James
3/14

To: Brenda James
Cc: Deirdra Singleton; Anthony Keck
Subject: FW: NAMD Surveys

Brenda, Please follow-up on these on Monday and make sure they are logged as well as we meet the due dates. Thanks, Jan.

From: Aaron Larrimore [mailto:aaron.larrimore@namd-us.org]
Sent: Thursday, March 07, 2013 4:37 PM
To: Aaron Larrimore
Cc: Matt Salo; Kathleen Nolan; Andrea Maresca
Subject: NAMD Surveys

3/21 sent?

Dear Medicaid Directors:

We want to draw your attention to three surveys we currently have open on behalf of your colleagues in other states. As always, your participation in these surveys represents an incredibly valuable learning opportunity for states considering modifications to their programs. Your responses are greatly appreciated.

DUALS DEMO SURVEY

NAMD is fielding a survey to evaluate practical "next steps" to assist states in improving the integration of care for Medicare-Medicaid dual eligibles. This survey examines states' experiences to date with CMS' duals demonstration initiative. We plan to use the survey results to help shape an agenda for a possible meeting in conjunction with NAMD's Spring Meeting in May and to inform our federal policy efforts in the meantime.

The survey can be accessed by following this link: <https://www.surveymonkey.com/s/NGHG8CY> We appreciate your assistance in responding by **March 13, 2013**. Please let Andrea Maresca (andrea.maresca@namd-us.org) know if you have any questions.

PERSONAL CARE SURVEY

For our general knowledge as well as your colleagues in Texas, NAMD is surveying Medicaid programs' work in personal care services. We are interested in hearing how individuals are assessed for the services, how the services are integrated into your overall long term care program, and your experience with oversight and program integrity for personal care.

Please submit one response for your state by **March 15, 2013**. For questions, contact Aaron Larrimore [aaron.larrimore@namd-us.org]. The survey can be found at [<https://www.surveymonkey.com/s/7LTDV3J>].

MASSAGE THERAPY SURVEY

On behalf of your colleagues in Colorado, NAMD is surveying Medicaid programs' coverage of massage therapy. Colorado is interested in learning whether you cover massage therapy and whether you place any limits on utilization.

Please submit one response for your state by **March 22, 2013**. For questions, contact Aaron Larrimore [aaron.larrimore@namd-us.org]. The survey can be found at [<https://www.surveymonkey.com/s/7B6GFYF>].

Thanks,
Aaron

Aaron Larrimore
Policy Analyst
National Association of Medicaid Directors (NAMD)
202.403.8624
aaron.larrimore@namd-us.org

Annmarie McCanne

From: Nathaniel Patterson
Sent: Wednesday, March 27, 2013 9:28 AM
To: Annmarie McCanne
Cc: Roy Hess; Janet Bell
Subject: Re: Log 297

Hi Annmarie,

Roy sent the draft to Deirdre on the 15th or 16th.

Thanks,

-Nate

Nathaniel J. Patterson, MHA

Sent from my iPhone

On Mar 27, 2013, at 8:43, "Annmarie McCanne" <MCCANNE@scdhhs.gov> wrote:

> Hi, Nate - Sorry to be a pest, but can you let me know if this has been completed?

>

> -----Original Message-----

> From: Annmarie McCanne

> Sent: Monday, March 25, 2013 3:52 PM

> To: Nathaniel Patterson

> Subject: Log 297

>

> Hi, Nate - Pete suggested I check with you on this one. Can you tell me if this has been completed?

>

> Thanks,

> Annie

>

> -----Original Message-----

> From: copier@scdhhs.gov [<mailto:copier@scdhhs.gov>]

> Sent: Monday, March 25, 2013 11:40 AM

> To: Annmarie McCanne

> Subject: scan from copier

>

> No reply. Any problems scanning contact Greg Mattison.

> <Sj11bizhub13032515400.pdf>