



# Provider Newsletter

For Molina Healthcare of Arizona, Inc. providers

Fourth quarter 2025

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# Bausch Health medications are no longer part of the Federal Medicaid Drug Rebate Program

Molina Healthcare of Arizona, Inc. is dedicated to ensuring patients have continued access to their needed medications. This is an important update regarding upcoming changes to prescription coverage that may affect certain commonly prescribed medications.

Beginning October 1, 2025, medications manufactured by Bausch Health—including Xifaxan, Relistor, Trulance, Diuril and others—will no longer be covered under Medicaid plans. This change is due to Bausch Health's decision to withdraw from the Federal Medicaid Drug Rebate Program.

Patients who require Xifaxan, Relistor or Trulance may be eligible for assistance through the Bausch Patient Assistance Program (PAP). For enrollment information, please visit [Bauschhealthpap.com](https://Bauschhealthpap.com) or call **(833) 862-8727**.

We encourage providers to consider prescribing covered alternatives when clinically appropriate to help ensure uninterrupted treatment.

If you have any questions, please contact Molina Provider Services at **(800) 424-5891**, Monday through Friday, from 8 a.m. to 5 p.m. local time.

## Workforce Development

Molina's Workforce Development department is committed to advancing health equity through strategic workforce development. We collaborate across sectors to support training, education and career pathways that empower individuals, strengthen communities and meet the evolving needs of health care. Our focus is on building a resilient, skilled and compassionate workforce that reflects the diverse populations we serve.

## New course: Professional resilience for providers

Maricopa Community Colleges introduces MC\_HCE100: Professional Resilience, a non-credit course designed to support professionals in high-stress fields.

Course highlights:

- Focus: Prevent burnout, traumatic stress and compassion fatigue
- Duration: 4 weeks
- Cost: \$175
- To enroll: Call Rio Salado College at **(480) 517-8000**

This course is ideal for health care providers, social workers, mental health professionals and emergency responders.



## Care management

Molina offers you and your patients the opportunity to participate in our complex care management program. Members must have the most complex service needs for this voluntary program. This may include members with multiple medical conditions, high levels of dependence, conditions that require care from multiple specialties and/or additional social, psychosocial, psychological and emotional issues that exacerbate the condition, treatment regime and/or discharge plan. The purpose of the Molina complex care management program is to:

- Conduct a needs assessment of the patient, patient's family and/or caregiver
- Provide intervention and care coordination services within the benefit structure across the continuum of care
- Empower our patients to optimize their health and level of functioning
- Facilitate access to medically necessary services and ensure they are provided at the appropriate level of care in a timely manner
- Provide a comprehensive and ongoing care plan for continuity of care in coordination with the provider, the provider's staff, the member and the member's family

If you would like to learn more about this program, speak with a complex care manager and/or refer a patient for an evaluation, call **(800) 424-5891**. You may also email a care management referral to [AZCMReferrals@MolinaHealthcare.com](mailto:AZCMReferrals@MolinaHealthcare.com).

## Expanded speech therapy and cochlear implant benefits for members who are 21 years of age and older

Starting October 1, 2025, Molina will cover speech therapy and cochlear implants for members who are 21 years of age and older. These services were previously limited to children under EPSDT services, but are now covered for adults as follows:

- Speech therapy – Now covered in outpatient settings for members aged 21 years and older
- Cochlear implants – Available for members aged 21 and older following medical evaluation showing medical necessity.

If you have any questions, please call **(800) 424-5891 (TTY: 711)**.

## Behavioral health services for school-aged children

A new school year has begun, which means new opportunities for school-aged children to access behavioral health services. Throughout Molina's geographical service area, school districts partner with many of our contracted behavioral health providers to ensure their students are able to access the help they need. In other areas, school professionals may refer students directly to community mental health agencies. To ensure a smooth referral process, all of Molina's contracted behavioral health providers that offer outpatient services to school-aged children must accept the AHCCCS School-based Universal Referral Form to refer Arizona students for services. If the behavioral health provider needs to transfer the member to another agency due to capacity issues, the provider should communicate this back to the school district.

If you are an outpatient behavioral health provider interested in developing a partnership with a school and would like assistance, please reach out to [MCCAZ-Systemofcare@MolinaHealthcare.com](mailto:MCCAZ-Systemofcare@MolinaHealthcare.com) and our System of Care department would be happy to connect with you.



## Supporting Molina's youngest members

Molina wants to ensure that all of our contracted providers feel confident in working with our youngest members! To that end, Molina has partnered with Southwest Human Development to serve as our Center of Excellence for children with behavioral health needs, ages birth through 5.

Southwest Human Development offers a free online monthly training that includes an overview of the importance of relationships and trauma, how young children are affected by trauma, feelings and behaviors young children may exhibit and how caregivers can help. This training is also appropriate to share with birth, kinship, foster and adoptive families, as well as other community members, as a resource.

You can find the upcoming training dates and sign up here: [Trauma-informed Care Training | Southwest Human Development](#)

## Future Ready series at FIC prepares teens and their families for transitioning to adulthood

Molina is partnering with Family Involvement Center (FIC) for a year-long educational series called Future Ready. This series is intended to help teens and their families prepare for transitioning out of the children's system of care into the adult system of care. Our topics so far have covered employment preparation, suicide prevention, educational accommodations and managing stress and anxiety.

The series takes place at FIC (5333 N. 7th St., Ste. A100, Phoenix, AZ 85014) from 5:30 p.m.-7:30 p.m. Dinner is provided beginning at 5:30 p.m., and the educational component runs from 6 p.m.-7:30 p.m. Live Spanish interpretation is available, and childcare is provided at no cost. These sessions are open to the community. Teens and their families are encouraged to attend together. Registration is strongly encouraged: [Register here](#).

Upcoming sessions include:

- Wednesday, January 21, 2026: The importance of DES/DDD screenings and available resources
- Wednesday, February 18, 2026: Human trafficking awareness
- Wednesday, March 15, 2026: Moving from SED to SMI designation
- Wednesday, April 15, 2026: Open topic

Please direct any questions to [MCCAZ-Oifa@MolinaHealthcare.com](mailto:MCCAZ-Oifa@MolinaHealthcare.com).

## Molina seeking members to join our Member Advisory Committee (MAC)

Molina's Member Advisory Committee (MAC) meets monthly and offers an opportunity for members, providers or community members to voice their experiences in our health care system, navigate system challenges and provide feedback on member-facing communications. Our meetings are virtual and typically take place on the fourth Thursday of the month from 5:30 p.m.-7 p.m. Molina members are eligible for \$50 per meeting attended.

Those who would like to learn more or join Molina's MAC should email:

[MCCAZOifa@MolinaHealthcare.com](mailto:MCCAZOifa@MolinaHealthcare.com).



## Utilization Management (UM) turnaround time for prior authorization

As part of the CMS-0057 Final Rule on Interoperability and Prior Authorization, new federal requirements for standard requests will take effect on **January 1, 2026**. This will impact how quickly Molina Healthcare, Inc. must respond to prior authorization requests. Specifically, **standard requests must be processed within seven (7) calendar days**. These changes are designed to improve transparency, reduce administrative burden and ensure timely patient care access. To support timely and compliant processing, **providers are strongly encouraged to review their processes and ensure all required clinical documentation is submitted at the time of request**. Submitting complete information helps avoid delays and ensures patients receive timely access to care. In addition, CMS-0057 introduces new application programming interfaces (APIs) to enhance access to prior authorization details. We encourage providers to stay informed and participate in upcoming education sessions to support a smooth transition and avoid delays.



## Utilization Management letters available digitally

Utilization Management (UM) letters are now available on Availity Essentials! This initiative supports an environmentally friendly approach by reducing paper usage and aligning with modern digital standards. Providers will not have to do anything, but you will now have quicker access to decisions. This will improve your experience and transparency across the board. Please note that this is only available for Availity authorizations.

## Exciting enhancements to Availity Essentials

Molina is making it easier for providers to do business with us by streamlining processes and improving communication through Availity. Recent updates include larger file upload limits with faster transmission times, real-time digital notifications, a simplified authorization interface and expanded auto-authorization with more CPT codes. We are also sunsetting the legacy authorization portal to create a more seamless, integrated experience. Together, these enhancements not only reduce administrative burden and improve response time but also set the stage for upcoming Utilization Management changes. By aligning technology upgrades with federal requirements, Molina is supporting providers with the tools needed to deliver more efficient care while focusing on what matters most—caring for patients.

# Care Connections

## What is Care Connections?

Care Connections, a subsidiary of Molina, extends care beyond clinics by offering in-home and telehealth visits through a dedicated team of Molina-employed nurse practitioners and social workers. Our services complement your care by supporting preventive screenings, chronic disease management, medication reviews and behavioral health assessments. For 2025, we have completed more than 250,000 visits across 22 states.

Care Connections partners with you to keep your patients engaged, supported and empowered—without adding to your workload. We have strengthened the member-primary care provider (PCP) relationship and facilitated continuity of care. **Visits are provided at no cost to the member and do not impact your services or billing.**

## How we support your practice

We support all lines of business by engaging members and reinforcing their connection to their care providers. Our clinical professionals:

- Conduct a variety of visits, such as annual preventive and post-discharge visits
- Provide preventive education and health screenings for both in-home and telehealth visits
- Assess social determinants of health (SDOH) and connect members to resources
- Help members maintain or establish a relationship with their PCP
- Identify and close gaps in care
- Encourage timely PCP follow-up

## What takes place during a visit?

For adults (18+):

- Vital signs, diabetic testing, colorectal and bone density screenings (if appropriate)
- Medication review and reconciliation
- Case management referrals and escalations

For pediatrics (<18):

- Vital signs, age-appropriate screenings, fluoride varnish and preventive education
- Case management referrals and escalations



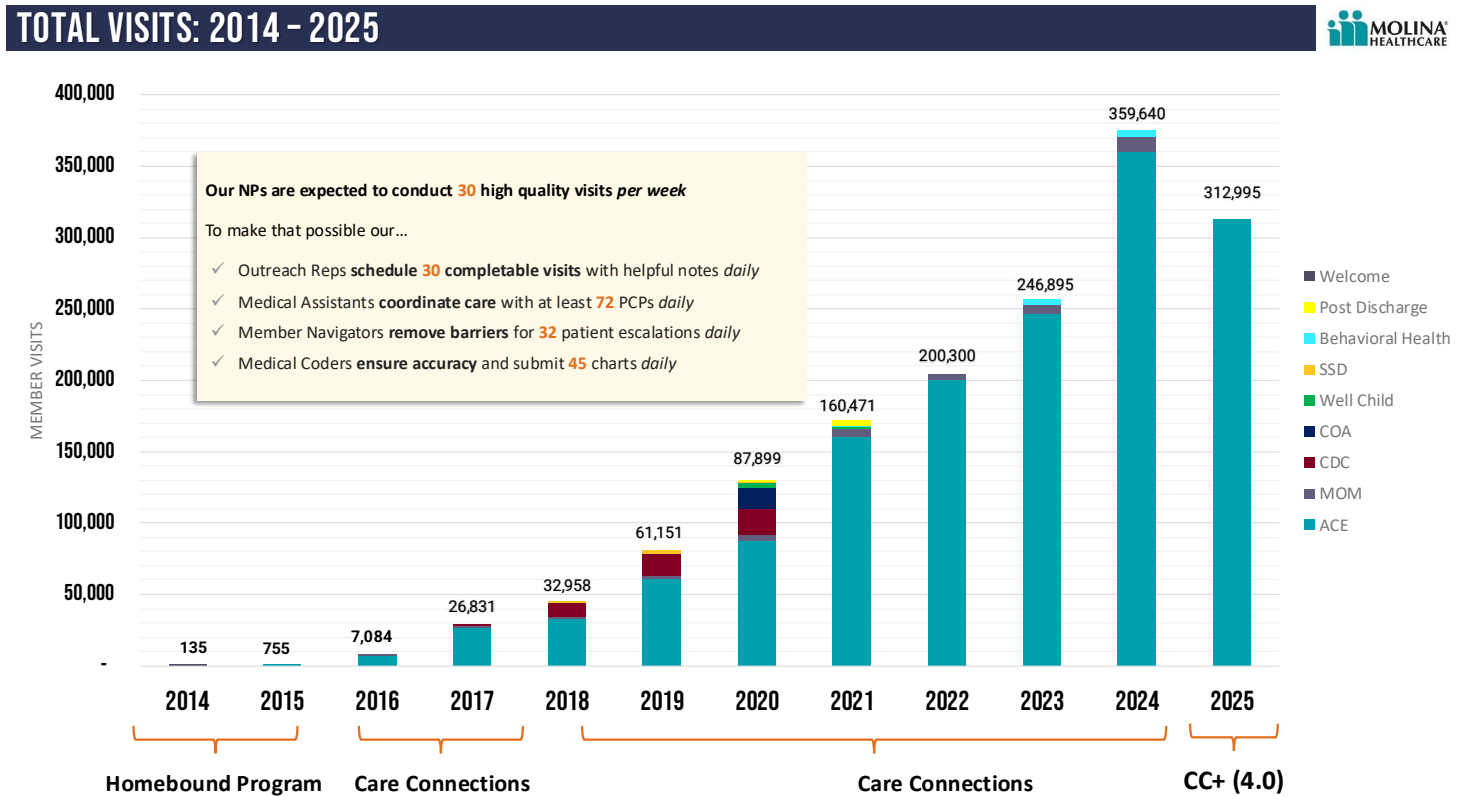


# Care Connections (continued)

## How can I access electronic records?

Care Connections visit records are available through EpicCare Link—a HIPAA-secure web portal provided by Molina at [CCLink.MolinaHealthcare.com](https://CCLink.MolinaHealthcare.com).

For support with EpicCare Link, call **(844) 847-9954** and follow the prompts or email [ClinicalSupport@MolinaHealthcare.com](mailto:ClinicalSupport@MolinaHealthcare.com).



## Model of Care training is underway

In alignment with requirements from the Centers for Medicare & Medicaid Services (CMS), Molina requires PCPs and key high-volume specialists including oncology, rheumatology and gastroenterology to receive training about Molina’s Special Needs Plans (SNP) Model of Care (MOC).

The SNP MOC is the plan for delivering coordinated care and care management to special needs members. Per CMS requirements, managed care organizations (MCOs) are responsible for conducting their own MOC training, which means multiple insurers may ask you to complete separate training.

MOC training materials and attestation forms are available at [MolinaHealthcare.com/model-of-care-Provider\\_Training](https://MolinaHealthcare.com/model-of-care-Provider_Training). The completion date for this year’s training is **December 30, 2025**. If you have any additional questions, please contact your local Molina Provider Relations representative at [MCCAZ-Provider@MolinaHealthcare.com](mailto:MCCAZ-Provider@MolinaHealthcare.com).

## 2025–2026 flu season

The Advisory Committee on Immunization Practices (ACIP) continues to recommend routine annual influenza vaccination for all individuals aged six months and older without contraindications. Immunization remains the primary preventive measure against influenza and its complications.

This season, ACIP emphasizes using single-dose influenza vaccines free of thimerosal preservative for all children 18 years and younger, pregnant women and adults. Multi-dose thimerosal vials are no longer recommended, aligning with updated safety practices.

Vaccine formulations for 2025–2026 will primarily be trivalent, including updated strains for better protection, notably a new A(H3N2) virus component. Both egg-based and cell- or recombinant-based vaccines are available to accommodate different patient needs.

High-dose, adjuvanted or recombinant influenza vaccines are preferentially recommended for adults aged 65 years and older, reflecting evidence of improved immune response in this population. For individuals younger than 65 without specific risk factors, any age-appropriate vaccine may be used. The live attenuated influenza vaccine (LAIV) remains an option for healthy non-pregnant persons aged two through 49 years, but is contraindicated in pregnancy and some medical conditions.

Timing of vaccination is ideally in September or October to maximize protection before the influenza season peaks; however, vaccinations may be administered throughout the season while the virus circulates. Exceptions include avoiding vaccination in July or August for older adults and pregnant women in early trimesters unless there is concern about access later in the season.

Key administration updates include expanded permissions for FluMist<sup>®</sup>, which allow self-administration for adults and administration by caregivers to children aged 2–17, facilitating easier vaccine access.

Prescribers should remain vigilant to contraindications, ensure appropriate dosing by age and educate patients on the importance of influenza vaccination even when circulating virus levels appear low. Vaccination in pregnant persons is strongly recommended at any trimester with inactivated vaccines, supporting maternal and infant health.

Molina will cover all FDA-approved administered flu vaccines during the 2025–2026 flu season.

- 1. 2025–2026 flu season. (2025, August 6). Influenza (Flu)**
- 2. ACIP Recommendations Summary. (2025, August 28). Influenza (Flu)**
3. FluMist (influenza virus vaccine [live/attenuated]) [prescribing information]. Gaithersburg, MD: MedImmune LLC; August 2025.
4. American Academy of Pediatrics, Committee on Infectious Diseases. Recommendations for prevention and control of influenza in children, 2025–2026: policy statement. Pediatrics. Published online July 28, 2025. doi:10.1542/peds.2025-073620
- 5. Miller, A. (n.d.). CDC publishes 2025–2026 US flu vaccination recommendations**



## Early Periodic Screening, Diagnostic and Treatment (EPSDT) Program

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides comprehensive and preventive health care services for children and youth under age 21 who are enrolled in Medicaid. EPSDT is key to ensuring that children and adolescents receive appropriate preventive, dental, mental health, and developmental and specialty services to optimize their health and development throughout childhood.

Molina must provide comprehensive services and furnish all appropriate and medically necessary services needed to correct or ameliorate health conditions, based on certain federal guidelines. Each state may adopt additional guidance for EPSDT and determine what services fall under EPSDT special services. EPSDT is made up of screening, diagnostic and treatment services. All providers serving members eligible for EPSDT are required to:

- Inform all Medicaid-eligible individuals under age 21 that EPSDT services are available and that age-appropriate immunizations are needed.
- Provide or arrange for screening and other required preventive services for all children.
- Arrange (directly or through referral) for additional treatment as determined by child health screenings.

As a provider, you must adhere to and understand EPSDT guidelines and requirements to ensure access to the right care at the right time in the right setting.

# Early Periodic Screening, Diagnostic and Treatment (EPSDT) Program (continued)

## Closing gaps through EPSDT form completion

Completing EPSDT form plays a vital role in ensuring members receive comprehensive care—and helps improve multiple HEDIS® measures.

For providers who do not offer dental services, it's important to refer members to a dental provider and confirm the visit is documented.

## How EPSDT form completion impacts quality

A single, properly completed EPSDT form can help close gaps across many measures, including:

- Well-Child Visits (WCV, W15, W30)
- Developmental Screening (DEV)
- Lead Screening (LSC)
- Oral Evaluation (OEV)
- Topical Fluoride (TFL)
- Childhood and Adolescent Immunizations (CIS, IMA)
- BMI, Nutrition and Physical Activity Assessments (WCC)

## Best practices for providers

- Refer and document dental screenings annually.
- Report on all services provided, whether in-office, at Federally Qualified Health Centers (FQHCs), or in school settings.
- Use every visit—including sick visits and sports physicals—as an opportunity to complete screenings and immunizations.
- Integrate screening tools into daily workflows to simplify documentation.
- Include NPs and PAs in completing well-child measures (W15, W30, WCV).
- Educate families about the importance of vaccinations and share the CDC's recommended schedule.

As we approach the end of the year, Molina is encouraging all provider partners to help ensure every eligible child receives a full EPSDT screening. Your attention to detail and completion of the EPSDT form directly impact member health outcomes and overall quality performance.



# Molina's Special Investigation Unit partnering with you to prevent fraud, waste and abuse

The National Healthcare Anti-Fraud Association estimates that at least three percent of the nation's health care costs, amounting to tens of billions of dollars, are lost to fraud, waste and abuse. That money would otherwise cover legitimate care and services for the neediest in our communities. To address the issue, federal and state governments have passed a number of laws to improve overall program integrity, including required audits of medical records against billing practices. Like others in our industry, Molina must comply with these laws and proactively ensure that government funds are used appropriately. Molina's Special Investigation Unit (SIU) aims to safeguard Medicare, Medicaid and Marketplace funds.

## You and the SIU

The SIU utilizes leading data analytics software to proactively review claims to identify statistical outliers within peer (specialty) groups and services/coding categories. Our system employs approximately 2,200 algorithms to identify billing outliers and patterns, over- and underutilization, and other aberrant billing behavior trends. The system pulls information from multiple public data sources and historical databases to identify and track fraud, waste and abuse. Our system allows us to track provider compliance with correct coding, billing and the provider contractual agreement.

As a result, providers may receive a notice from SIU by random selection if they have been identified as having outliers that require additional review. If your practice receives a notice from the SIU, please cooperate with the notice and any instructions, such as providing requested medical records and other support documentation. Should you have questions, please contact your Provider Relations representative.

"Molina Healthcare appreciates the partnership it has with providers in caring for the medical needs of our members," explains Scott Campbell, the Molina vice president who oversees the SIU operations. "Together, we share a responsibility to be prudent stewards of government funds. It's a responsibility that we all should take seriously because it plays an important role in protecting programs like Medicare and Medicaid from fraudulent activity."

Molina appreciates your support and understanding of the SIU's important work. We hope to minimize any inconvenience the SIU audit might cause you and/or your practice.

To report potential fraud, waste and abuse, contact the Molina AlertLine toll-free at **(866) 606-3889**, 24 hours a day, 7 days a week. You can also use the website to make a report at any time at [MolinaHealthcare.Alertline.com](https://MolinaHealthcare.Alertline.com).



## Clinical Policy

Molina Clinical Policies (MCPs) can be found at [MolinaClinicalPolicy.com](https://www.molinahealthcare.com/clinical-policy). The policies are used by providers, medical directors and internal reviewers to make medical necessity determinations. The Molina Clinical Policy Committee reviews MCPs annually and approves them bimonthly.

## Provider Manual updates

The Provider Manual is customarily updated annually but may be updated more frequently as needed. Providers can access the most current Provider Manual at <https://www.molinahealthcare.com/providers/az/medicaid/manual/medical.aspx>.