



ProgenyHealth Overview for ConnectiCare

December 30, 2025



Agenda

- 1. ProgenyHealth Introduction Video**
- 2. Points of Contact**
- 3. Utilization Management (UM)**
 - Notification and Determinations
 - Daily Determinations
 - Peer-to-Peer and Appeals
 - Transfers and Readmissions
- 4. Case Management (CM)**
 - CM Program Overview
 - CM Facility Collaboration



Partnering to Deliver Healthy Outcomes

Supporting your patients' pregnancy and postpartum care journeys



<https://info.progenyhealth.com/progenyhealth-provider-education-video>

ProgenyHealth

Introduction

Beginning January 1st ProgenyHealth will assume Neonatal Care Management Services for ConnectiCare.

- This program will apply to the Marketplace line of business only.



ProgenyHealth Contact Information

Direct contact information for the ProgenyHealth UM and CM Nurses will be provided once assigned to a member admitted to your facility.



Main Number:

1-888-832-2006

Secure Fax for ConnectiCare :

877-847-1708

Website:

ProgenyHealth.com

UM Email:

MolinaMarketplaceUM@progenyhealth.com

CM Email:

MolinaMarketplaceCM@progenyhealth.com

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UM Notification & Determinations

What You Need to Do:

The process for notifying ConnectiCare of infant admissions to the NICU or a special care nursery is changing.

Starting 1/1/2026, NICU Notification of Admission should be faxed **directly to ProgenyHealth** at 877-847-1708 for all infants born/admitted on 1/1/2026 and after.

Please Include:

- Mother's Name, DOB and Subscriber ID
- Infant Name (if known) and ID (if known)
- Attending Physician NPI #
- Facility NPI #

For members managed by ProgenyHealth, all concurrent reviews, transfers, and discharge summaries should be sent to ProgenyHealth's secure fax number.

What We Will Do:

- ProgenyHealth will follow ConnectiCare timeframes for concurrent reviews and determinations.
- ProgenyHealth will be providing Level of Care determination utilizing MCG 29th ed

Daily Determinations

ProgenyHealth will fax facility-specific daily determination log

- Days approved
- Levels of Care (example: Level 2, Level 3)
- Next Review Date
- Information needed with the next review to support continued inpatient stay
- Authorization Number
- **PGNNMPCTXXXXXXXX**




Daily Determination Details
(SAMPLE)

Hospital Phone: Hospital Fax:	Nurse: ProgenyHealth Nurse Nurse Phone: 1-888-832-2006 Progeny Fax: 1-888-XXX-XXXX
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Patient Full Name	Admitted	Discharged	Description
Baby A Test DOB: 2/7/2022 ProgenyHealth Case ID: UM01 Hospital Medical Record Number: N/A Client Authorization Number: PGNNMPCTXXXXXXXX Next Review Date: 2/15/2022 Next Review Notes: Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2022		Days Reviewed: 2 02/07/2022 - 02/08/22 Requested Level of Care: Level 4 Approve: As Requested Reviewed Level of Care: Level 4 Days Reviewed: 3 02/09/2022 - 02/11/2022 Requested Level of Care: Level 4 Approve: Per Physician Reviewer Reviewed Level of Care: Level 3

UM Peer-to-Peer & Appeals

For adverse determinations made by ProgenyHealth, the provider/representative will be offered 5 business days to request a Peer-to-Peer (P2P) discussion.

Verbal notification of the P2P opportunity is provided during denial notification, followed by a faxed daily determination log; Denial letters will be mailed per health plan guidelines.

- P2P may be requested with a ProgenyHealth Medical Director by calling 1-888-832-2006 and following the Physician Advisor's prompt and directions.
- If P2P is declined or if the denial determination is upheld, providers would follow ConnectiCare appeal process if not in agreement with the determination.



Transfers & Readmissions



Transfers

ProgenyHealth will manage infants transferred from the NICU to another acute care facility under the guidance of ConnectiCare current rules for higher, lateral, and lower-level care transfers.



Readmission

ProgenyHealth will manage emergent readmissions for all infants managed by ProgenyHealth for their initial NICU admission if readmitted within the first 60 days after the **initial** NICU discharge date.

Example

- A NICU infant at birth, managed by PH, and the infant is readmitted to a Peds inpatient unit 30 days after discharge for RSV. PH would manage this readmission.

CM Program Overview

Partnering with ConnectiCare, we offer caregivers telephonic CM services



- Families will have a dedicated Case Manager who will provide support and education.
- Following notification of NICU admission, ProgenyHealth outreaches caregivers for early inpatient engagement to evaluate Social Determinants of Health and barriers to safe discharge home.
- ProgenyHealth Case Managers will continue to follow members for 60 days from the **initial** NICU discharge date
- ProgenyHealth Case Managers, Social Workers, and Care Coordinators assist members with identifying support and utilizing national and local community resources.
 - Identifying PCP
 - Behavioral health support
 - Lactation services/obtaining a breast pump
 - Transportation resources

CM Facility Collaboration



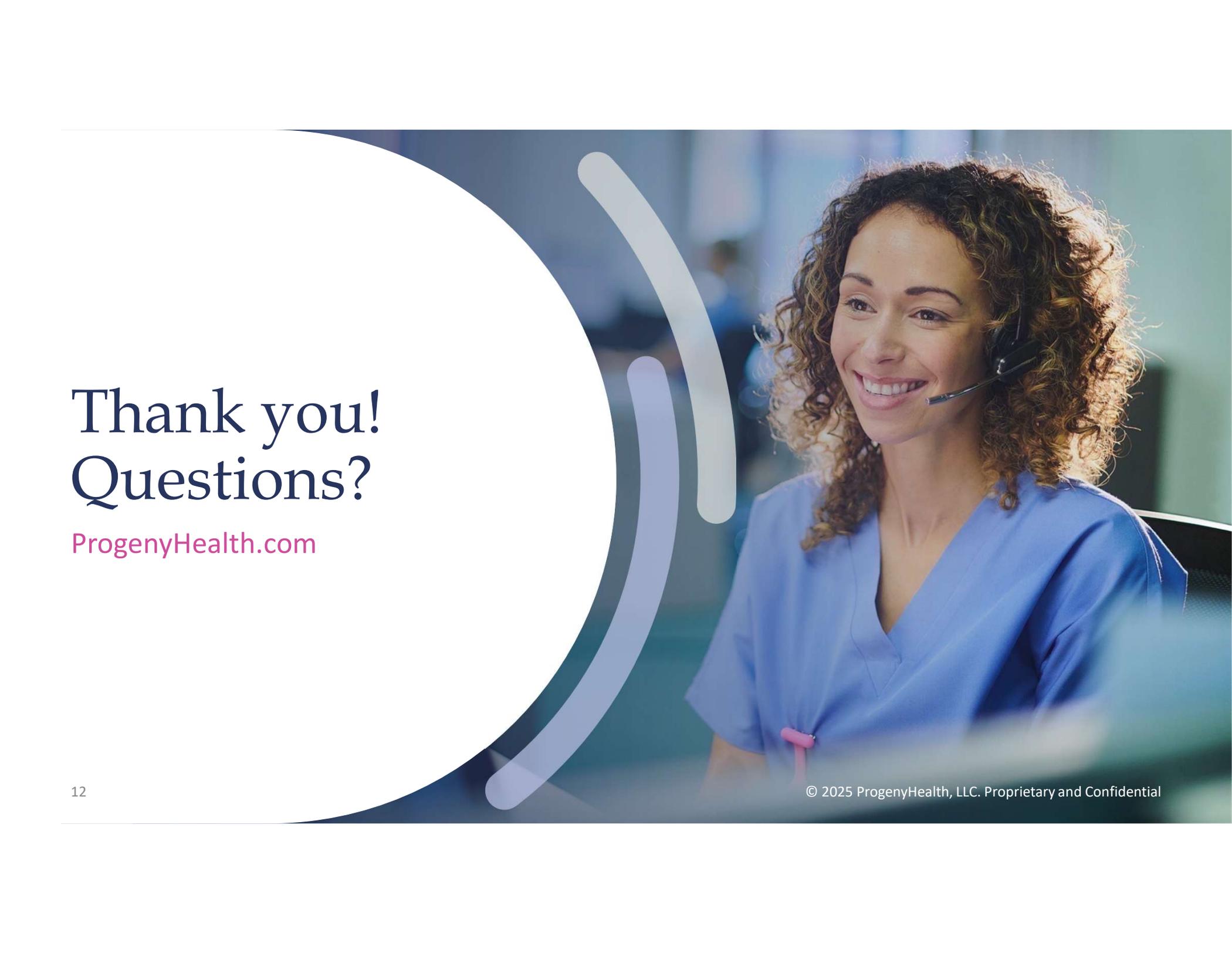
ProgenyHealth will collaborate with facility CM for infants with anticipated discharge needs, complex medical care, or considerable social situations.



ProgenyHealth encourages caregivers to utilize facility resources such as in-person lactation consultants, CM, or Social Work support available while the infant remains inpatient.



Prior Authorizations will continue to be submitted to ConnectiCare for discharge needs. ProgenyHealth can assist facilities with identifying in-network Durable Medical Equipment, home care, and providers.



Thank you!
Questions?

ProgenyHealth.com