Ohio Medicaid closed multiple high risk patient complaints after 5-20 minutes "review" despite full knowledge that the patients are at risk and Molina and other insurance plans refused to review the complaints:

From: Leon Margolin <leon3087@gmail.com>
Sent: Tuesday, June 21, 2022 1:22 PM
To: Ortopan, Edward <EDWARD.ORTOPAN@medicaid.ohio.gov>
Subject: Fwd: Additional Molina complaints 3

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to csc@ohio.gov or click the Phish Alert Button if available.

---------- Forwarded message ---------
From: **Leon Margolin** <leon3087@gmail.com>
Date: Tue, Aug 23, 2022 at 11:15 AM
Subject: Re: [redacted] complaint
To: Christopher.Willeke@medicaid.ohio.gov <Christopher.Willeke@medicaid.ohio.gov>, Adrienne Dresevic <adresevic@thehlp.com>, Tudy <Theodora.Atia@molinahealthcare.com>, <EDWARD.ORTOPAN@medicaid.ohio.gov>, Todd Baker <tbaker@osma.org>, Jeff <jeff.Barlow@molinahealthcare.com>, <joseph.zubretsky@molinahealthcare.com>, <mumtaz.ibrahim@molinahealthcare.com>, <cheryl.shafer@molinahealthcare.com>, <kristi.soave@molinahealthcare.com>, <kimberly.shull@molinahealthcare.com>, Shane <shane.tiernan@molinahealthcare.com>, Dana <Dana.Mocek@molinahealthcare.com>, Scott <Scott.Campbell@molinahealthcare.com>, Chen, Kimberly <Kimberly.Chen@molinahealthcare.com>

It look you **11 minutes** to allegedly perform a due process on this complaint that I assume you did not even read and close it (no mention about alleged discrimination and Ohio law violations described in the complaint). Will document on the chart. We are not surprised on why Medicaid members' opioid mortality keeps increasing. Thank you.

вт, 23 авг. 2022 г. в 10:56, Christopher.Willeke@medicaid.ohio.gov <Christopher.Willeke@medicaid.ohio.gov>:
As previously mentioned, there are no access to care issues due to Molina terminating their contract with Comprehensive Pain Management Institute. We are closing complaint C395296. The appropriate path is for the **members** to contact Molina or the consumer hotline at 1-800-324-8680 if they have any access to care concerns.

Chris W.

From: Leon Margolin <leon3087@gmail.com>
Sent: Tuesday, August 23, 2022 10:42 AM
To: Adrienne Dresevic <adresevic@thehlp.com>; Tudy <Theodora.Atia@molinahealthcare.com>; Willeke, Christopher <Christopher.Willeke@medicaid.ohio.gov>; Ortopan, Edward <EDWARD.ORTOPAN@medicaid.ohio.gov>; Todd Baker <tbaker@osma.org>; Jeff <jeff.Barlow@molinahealthcare.com>; joseph.zubretsky@molinahealthcare.com; mumtaz.ibrahim@molinahealthcare.com; cheryl.shafer@molinahealthcare.com; kristi.soave@molinahealthcare.com; kimberly.shull@molinahealthcare.com; Shane.Tiernan <Shane.Tiernan@MolinaHealthcare.Com>; Mocek, Dana <Dana.Mocek@MolinaHealthcare.Com>; Scott <Scott.Campbell@molinahealthcare.com>; Chen D.O, Kimberly <kimberly.chenDO2@molinahealthcare.com>; Emily Vincent <vincent@carpenterlipps.com>
Subject: Fwd: [redacted] complaint

Another vulnerable high risk patient was put at risk because of inappropriate Molina policies and unjustified financial objectives.

The most concerning is that patient are allegedly misinformed that our practice “does not see plain Medicaid”, “they can not get coverage switched till December even when the health is an risk” and even advised to use more than one provider for opioid medication temporarily (this may be considered a felony in the state of Ohio”.

Please address this immediately.

This is done under false pretense of cost care savings by denying screening for drugs and alcohol and other essential life saving services.

These policies put members and society and risk and actually increase the health care costs based on evidence based data and expert opinions(see cost efficiency section of the article):

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x16524.pdf

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---------- Forwarded message ---------
From: **Leon Margolin** <leon3087@gmail.com>
Date: Mon, Aug 22, 2022 at 1:41 PM
Subject: Medicaid closed complaint after 20 min no due process [redacted] second complaint
To: Leon Margolin <leon3087@gmail.com>

---------- Forwarded message ---------
From: **Christopher.Willeke@medicaid.ohio.gov** <Christopher.Willeke@medicaid.ohio.gov>
Date: Mon, Aug 22, 2022 at 1:33 PM
Subject: RE: [redacted] second complaint
To: Leon Margolin <leon3087@gmail.com>
CC: Adrienne Dresevic <adresevic@thehlp.com>

We are closing this complaint. The appropriate path is for the **members** to contact Molina or the consumer hotline if they have any access to care concerns.

Chris W.

From: Leon Margolin <leon3087@gmail.com>
Sent: Monday, August 22, 2022 1:16 PM
To: Adrienne Dresevic <adresevic@thehlp.com>; Tudy <Theodora.Atia@molinahealthcare.com>; Willeke, Christopher <Christopher.Willeke@medicaid.ohio.gov>; Ortopan, Edward <EDWARD.ORTOPAN@medicaid.ohio.gov>; Todd Baker <tbaker@osma.org>; Jeff <jeff.Barlow@molinahealthcare.com>; joseph.zubretsky@molinahealthcare.com; mumtaz.ibrahim@molinahealthcare.com; cheryl.shafer@molinahealthcare.com; kristi.soave@molinahealthcare.com; kimberly.shull@molinahealthcare.com; Shane.Tiernan <Shane.Tiernan@MolinaHealthcare.Com>; Mocek, Dana <Dana.Mocek@MolinaHealthcare.Com>; Scott <Scott.Campbell@molinahealthcare.com>; Chen D.O, Kimberly <kimberly.chenDO2@molinahealthcare.com>
Subject: Fwd: [redacted] second complaint

Dear Christopher,

This patient claims access of care issues are NOT resolved - please call him

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to csc@ohio.gov or click the Phish Alert Button if available.

--
Leon Margolin MD, PhD
Medical Director,
Comprehensive Pain Management Institute, LLC
www.cpmiohio.com
ph. 614-557-6075 **fax.** 614-453-8222

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---------- Forwarded message ---------
От: **Leon Margolin** <leon3087@gmail.com>
Date: пт, 29 июл. 2022 г. в 11:17
Subject: Fwd: Inquiry - Health Track # C046419
To: Formyduval, Faith <Faith.Formyduval@molinahealthcare.com>

Attn: Christopher.Willeke

Dear Christofer,

I hope that this message finds you well.

I found your message factually inaccurate. Almost all the patients who submitted the complaints had a difficulty with the immediate switch.

Unfortunately none of our previous concerns and complains was addressed.

It is crystal clear that such a reliatory termination despite high quality of care evaluation by Molina (please find a recent letter from Paul Germain RN, Molina quality of care coordinator for Ohio attached), is a bad faith action that cuts vulnerable risk membres members access to care a few months before the enrollment period.

It is my expert opinion and the opinion of multiple independent experts (see the peer reviewed publication below, including the letter from the senators), that such HMO policies and Medicaid turning blind eye towards the HMOs violations is a major cause of the opioid epidemic worsening that we observe (26 % overdose death increase just the last year):

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x16524.pdf

We will enclosed this message to the charts of the affected patients.

Please don't hesitate to call me if you need additional information at 718-530-5953.

Respectfully,

Dr. Margolin

----------Forwarded message ---------
От: **Christopher.Willeke@medicaid.ohio.gov** <Christopher.Willeke@medicaid.ohio.gov>
Date: пн, 25 июл. 2022 г. в 10:21
Subject: Evidence of dangerous patient misinformation by Molina
To: leon3087@gmail.com <leon3087@gmail.com>

Dr. Margolin,

Thank you for reaching out with your concerns. We have confirmed with the ODM Network Management and Operations team that there are no access to care issues due to Molina terminating their contract with Comprehensive Pain Management Institute. We were also able to confirm that currently requests to change managed care plans are captured as a just cause requests and are effective 12/1/2022 to align with the beginning of the next generation program. When Medicaid individuals contact the Consumer Hotline, they are informed that the change will not take effect until December and asked if they have any medical concerns or appointments that would require an earlier effective date. It has also been confirmed that the individual mentioned in the attached letter did not request an earlier effective date. If this individual has a medical need for an earlier effective date, then they can call the consumer hotline and request a just cause.

We also reviewed your online complaint filed against Molina, C988510, and since ODM has confirmed there are no access to care concerns, and it is currently appropriate for the plan disenrollment date to be 12/1/2022 we are considering this complaint addressed and will close it.

Thank you,

Christopher D. Willeke
Provider Engagement Manager

---------- Forwarded message ---------
От: **Leon Margolin** <leon3087@gmail.com>
Date: пт, 22 июл. 2022 г. в 16:14
Subject: Inquiry - Health Track # C046419
To: <Brad.Bryant@molinahealthcare.com>, Adrienne Dresevic <adresevic@thehlp.com>

Brad,

Thank you for your message.

Please notice that none of the previous related complaints (# C199300 and the follow-up complaint) related to these high-risk patients (please see medical examiner warning below) were addressed or resolved.

We are documenting on the patient charts that Molina was notified and carries full medico-legal responsibility for this situation.

Should you have any further questions, my cell number is 718-530-5953.

Respectfully,

Dr. Margolin

---------- Forwarded message ---------
От: **Bryant, Brad** <Brad.Bryant@molinahealthcare.com>
Date: пт, 22 июл. 2022 г. в 15:44
Subject: Inquiry - Health Track # C046419
To: leon3087@gmail.com <leon3087@gmail.com>

Please be advised, Molina Healthcare has received your inquiry regarding Health Track # C046419 and we are currently researching the matter.

Thank you,

Molina Healthcare of Ohio

Provider Contracting Team

---------- Forwarded message ---------
От: **Leon Margolin** <leon3087@gmail.com>
Date: вт, 19 июл. 2022 г. в 19:25
Subject: Your are responsible for the tens of the Molina members at risk attached
To: Atia, Tudy <Theodora.Atia@molinahealthcare.com>, Formyduval, Faith <Faith.Formyduval@molinahealthcare.com>
Cc: Jeff <jeff.Barlow@molinahealthcare.com>, <joseph.zubretsky@molinahealthcare.com>, <mumtaz.ibrahim@molinahealthcare.com>, <cheryl.shafer@molinahealthcare.com>, <kristi.soave@molinahealthcare.com>, <kimberly.shull@molinahealthcare.com>, Shane <shane.tiernan@molinahealthcare.com>, Dana <Dana.Mocek@molinahealthcare.com>, Scott <Scott.Campbell@molinahealthcare.com>

---------- Forwarded message ---------
От: **Leon Margolin** <leon3087@gmail.com>
Date: пт, 15 июл. 2022 г. в 10:15
Subject: New Molina complaint (Failure to respond) attached
To: Leon Margolin <leon3087@gmail.com>, Adrienne Dresevic <adresevic@thehlp.com>

Your complaint has been submitted. You can refer to this complaint in the future using the confirmation number below.
An email has been sent to leon3087@gmail.com with the confirmation number.
Confirmation #: C046419

The resolution time frame for Managed Care complaints is 15 business.

Click here to submit another complaint.

--
Leon Margolin MD, PhD
Medical Director,
Comprehensive Pain Management Institute, LLC
www.cpmiohio.com
ph. 614-557-6075 **fax.** 614-453-8222

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---------- Forwarded message ---------
От: **April Vince** <avince@ccbh.net>
Date: вт, 12 июл. 2022 г. в 14:53
Subject: FW: Medical Examiner: 30 Overdose Deaths So Far in July
To: April Vince <avince@ccbh.net>

For Immediate Release

July 12, 2022

Contact: Christopher Harris, (216) 443-7157; cbharris@cuyahogacounty.us

Medical Examiner: 30 Overdose Deaths So Far in July

CLEVELAND – Cuyahoga County Medical Examiner Dr. Thomas Gilson, today issued a public health alert, informing the public that Cuyahoga County has suffered at least 15 suspected overdose deaths from Friday afternoon through early Tuesday morning. This follows up on nearly a dozen the previous weekend.

"With only just over one-third of the month behind us, overdose deaths are mounting quickly. Our concern for the public health and welfare compels us to issue these alerts and to provide as much information to the public as soon as possible. We do not have all the answers yet, but we will know more shortly. While we are

continually on the lookout for new trends in street drugs, such as the carfentanil we saw in 2017, we have learned that the driving force behind overdose deaths in our community, fentanyl, needs no additional help. I caution everyone to be on the lookout and take all necessary safeguards to protect their lives." Dr. Gilson warned.

Expedited forensic testing is underway to confirm which drug(s) may be involved in these cases and drawing on all resources, both internally and in conjunction with community partners, to determine the reasons behind this recent spike. This may lead to additional alerts. At the current rate, Cuyahoga County is expected to suffer at least more than 700 overdose deaths this year.

---------- Forwarded message ---------
From: **Christopher.Willeke@medicaid.ohio.gov** <Christopher.Willeke@medicaid.ohio.gov>
Date: Fri, Aug 26, 2022 at 11:12 AM
Subject: RE: [redacted] second complaint
To: Leon Margolin <leon3087@gmail.com>
Cc: Adrienne Dresevic <adresevic@thehlp.com>

We are closing complaint C462247. The appropriate path is for the members to contact Molina or the consumer hotline at 1-800-324-8680 if they have any access to care concerns.
Chris W.

From: Leon Margolin <leon3087@gmail.com>
Sent: Friday, August 26, 2022 10:24 AM
To: Adrienne Dresevic <adresevic@thehlp.com>; Tudy <Theodora.Atia@molinahealthcare.com>; Willeke, Christopher <Christopher.Willeke@medicaid.ohio.gov>; Ortopan, Edward <EDWARD.ORTOPAN@medicaid.ohio.gov>; Todd Baker <tbaker@osma.org>; Jeff <jeff.Barlow@molinahealthcare.com>; joseph.zubretsky@molinahealthcare.com; mumtaz.ibrahim@molinahealthcare.com; cheryl.shafer@molinahealthcare.com; kristi.soave@molinahealthcare.com; kimberly.shull@molinahealthcare.com; Shane.Tiernan <Shane.Tiernan@MolinaHealthcare.Com>; Mocek, Dana <Dana.Mocek@MolinaHealthcare.Com>; Scott <Scott.Campbell@molinahealthcare.com>; Chen D.O, Kimberly <kimberly.chenDO2@molinahealthcare.com>; Emily Vincent <vincent@carpenterlipps.com>; Kayleen.Cheng@molinahealthcare.com; conner.chen <conner.chen@encyclopedia.pub>
Subject: Fwd: [redacted] second complaint

Another vulnerable disabled high risk patient with DM2, HTN was put at risk because of inappropriate Molina policies and unjustified financial objectives.

Please notice the description of abuse and misinformation and discrimination.

We spent more than 30 minutes on the Medicaid hotline with Tirza (her supervisor Leonard), however the patient was still refused the just cause switch. Please call her back address that ASAP.

The most concerning is that patient are allegedly misinformed that our practice "does not see plain Medicaid", "they can not get coverage switched till December even when the health is an risk" and even advised to you use more than one provider for opioid medication temporarily (this may be considered a felony in the state of Ohio".

Please address this immediately.

This is done under false pretense of cost care savings by denying screening for drugs and alcohol and other essential life saving services.

These policies put members and society and risk and actually increase the health care costs based on evidence based data and expert opinions(see cost efficiency section of the article):

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x16524.pdf

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---------- Forwarded message ---------
From: **Leon Margolin** <leon3087@gmail.com>
Date: Fri, Aug 26, 2022 at 10:24 AM
Subject: Fwd: [redacted] second complaint
To: Adrienne Dresevic <adresevic@thehlp.com>, Tudy <Theodora.Atia@molinahealthcare.com>, <Christopher.Willeke@medicaid.ohio.gov>, <EDWARD.ORTOPAN@medicaid.ohio.gov>, Todd Baker <tbaker@osma.org>, Jeff <jeff.Barlow@molinahealthcare.com>, <joseph.zubretsky@molinahealthcare.com>, <mumtaz.ibrahim@molinahealthcare.com>, <cheryl.shafer@molinahealthcare.com>, <kristi.soave@molinahealthcare.com>, <kimberly.shull@molinahealthcare.com>, Shane <shane.tiernan@molinahealthcare.com>, Dana <Dana.Mocek@molinahealthcare.com>, Scott <Scott.Campbell@molinahealthcare.com>, Kimberly <Kimberly.Chen@molinahealthcare.com>, Emily Vincent

<vincent@carpenterlipps.com>, <Kayleen.Cheng@molinahealthcare.com>, conner.chen <conner.chen@encyclopedia.pub>

Another vulnerable disabled high risk patient with DM2, HTN was put at risk because of inappropriate Molina policies and unjustified financial objectives.

Please notice the description of abuse and misinformation and discrimination.

We spent more than 30 minutes on the Medicaid hotline with Tirza (her supervisor Leonard), however the patient was still refused the just cause switch. Please call her back address that ASAP.

The most concerning is that patient are allegedly misinformed that our practice "does not see plain Medicaid", "they can not get coverage switched till December even when the health is an risk" and even advised to you use more than one provider for opioid medication temporarily (this may be considered a felony in the state of Ohio".

Please address this immediately.

This is done under false pretense of cost care savings by denying screening for drugs and alcohol and other essential life saving services.

These policies put members and society and risk and actually increase the health care costs based on evidence based data and expert opinions(see cost efficiency section of the article):

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x16524.pdf

---------- Forwarded message ---------
From: **Leon Margolin** <leon3087@gmail.com>
Date: Thu, Aug 25, 2022 at 1:22 PM
Subject: Re: [redacted] complaint
To: Christopher.Willeke@medicaid.ohio.gov <Christopher.Willeke@medicaid.ohio.gov>
Cc: Adrienne Dresevic <adresevic@thehlp.com>

That's what she did and they refused the just cause- please call her.

On Thu, Aug 25, 2022 at 1:21 PM Christopher.Willeke@medicaid.ohio.gov <Christopher.Willeke@medicaid.ohio.gov> wrote:
As previously mentioned, there are no access to care issues due to Molina terminating their contract with Comprehensive Pain Management Institute. We are closing complaint

C065946. The appropriate path is for the members to contact Molina or the consumer hotline at 1-800-324-8680 if they have any access to care concerns.

Chris W.

From: Leon Margolin <leon3087@gmail.com>
Sent: Thursday, August 25, 2022 12:51 PM
To: Adrienne Dresevic <adresevic@thehlp.com>; Tudy <Theodora.Atia@molinahealthcare.com>; Willeke, Christopher <Christopher.Willeke@medicaid.ohio.gov>; Ortopan, Edward <EDWARD.ORTOPAN@medicaid.ohio.gov>; Todd Baker <tbaker@osma.org>; Jeff <jeff.Barlow@molinahealthcare.com>; joseph.zubretsky@molinahealthcare.com; mumtaz.ibrahim@molinahealthcare.com; cheryl.shafer@molinahealthcare.com; kristi.soave@molinahealthcare.com; kimberly.shull@molinahealthcare.com; Shane.Tiernan <Shane.Tiernan@MolinaHealthcare.Com>; Mocek, Dana <Dana.Mocek@MolinaHealthcare.Com>; Scott <Scott.Campbell@molinahealthcare.com>; Chen D.O, Kimberly <kimberly.chenDO2@molinahealthcare.com>; Emily Vincent <vincent@carpenterlipps.com>
Subject: Fwd: [redacted] complaint

Another vulnerable high risk patient was put at risk because of inappropriate Molina policies and unjustified financial objectives.

The most concerning is that the patients are allegedly misinformed that she is allowed to change her coverage under the just cause clause.

Please address this immediately.

This is done under false pretense of cost care savings by denying screening for drugs and alcohol and other essential life saving services.

These policies put members and society and risk and actually increase the health care costs based on evidence based data and expert opinions(see cost efficiency section of the article):

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x16524.pdf

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---------- Forwarded message ---------
From: **Leon Margolin** <leon3087@gmail.com>
Date: Tue, Aug 2, 2022 at 8:31 AM
Subject: Fwd: FW: Medical Examiner: 30 Overdose Deaths So Far in July
To: <Christopher.Willeke@medicaid.ohio.gov>, Todd Baker <tbaker@osma.org>, <EDWARD.ORTOPAN@medicaid.ohio.gov>, Adrienne Dresevic <adresevic@thehlp.com>

Good morning,

I would like to clarify that our communications should not be seen as confrontational or inflammatory in any way, the goal of our emails and complaints to ODM is to ensure access to care for vulnerable high-risk patients. Reporting such issues is a duty under the state and federal guidelines especially as the opioid crisis is worsening day by day (see attached). For example, we applied for re credentialing with CareSource despite CareSource's previous violations to ensure access to care for vulnerable patients seeking reconciliation rather than confrontation.

We provide accurate data based on the original patient records, testimonials, and peer-reviewed and expert-approved data:
https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x16524.pdf
https://cpmiohio.com/wp-content/uploads/2020/12/Billing-and-coding-review.x16524.pdf
https://cpmiohio.com/wp-content/uploads/2020/12/Self-Audit-report-Mike-Staples.x16524.pdf
https://cpmiohio.com/wp-content/uploads/2020/12/Dr.-Margolin-ABPMR-SBIRT-PIP-project-.x16524.pdf
https://cpmiohio.com/wp-content/uploads/2021/12/ABPMR-PIP-NCV-EMG-Autonomic-Studies_approval.x16524.pdf

At the same time, we feel that the HMOs have an obligation by ORC and other state and federal regulations to provide ODM with accurate and good faith information.
We are deep concerns when less than accurate, or bad faith retaliatory data provided.

For example CareSource has repeatedly provided less than accurate, o,r bad faith retaliatory data provided data.
1. In her first letter CareSource/Mrs. Cooperrider falsely claimed that our practice's request for credentialing was allegedly denied for close to five years because of an incomplete application (please find the notice of application completion by CareSource). This contradicts her August 1st, 22 CareSource letter where CareSource/Mrs. Cooperrider fabricated a claim of false 2016-2017 300,000 overpayments (which was not ever mentioned in the previous CareSource correspondence (including the November 2021 response or in her own previous letter). In fact, we have a written confirmation from CareSource that no overpayment was made. Our appeal for CareSource recoupment was ignored since 2018 (obviously CareSource would have mentioned such an overpayment if this was true).

2. M. Cooperrider made threats to retaliate against good faith complaints about close to 150 specific patients that were put at risk by the CareSource policy.

3. M. Cooperrider advised CareSource to keep the seized 75,000 as a result of the unannounced recoupment and to ignore our appeal (submitted in 2018), and business integrity complaints. These actions clearly violated the Medicare Medicaid integrity manual. In fact, she has supported a false claim by CareSource that CareSource has responded in April 2017 to our business integrity complaint submitted to CareSource in October 2017 and other fabricated data.

4. CareSource/Mrs. Cooperrider falsely claimed that all our complaints are the same, despite the unique records for more than 150 patients provided to her.

This pattern is resembles concerns raised by OIG and US senators regarding CareSource in the past (attached). We hope that these issues will be resolved the safety of the patients and the access to care restoted.

Respectfully,

Dr. Margolin

---------- Forwarded message ---------
От: **April Vince** <avince@ccbh.net>
Date: вт, 12 июл. 2022 г. в 14:53
Subject: FW: Medical Examiner: 30 Overdose Deaths So Far in July
To: April Vince <avince@ccbh.net>

For Immediate Release

July 12, 2022

Contact: Christopher Harris, (216) 443-7157; cbharris@cuyahogacounty.us

Medical Examiner: 30 Overdose Deaths So Far in July

CLEVELAND – Cuyahoga County Medical Examiner Dr. Thomas Gilson, today issued a public health alert, informing the public that Cuyahoga County has suffered at least 15 suspected overdose deaths from Friday afternoon through early Tuesday morning. This follows up on nearly a dozen the previous weekend.

"With only just over one-third of the month behind us, overdose deaths are mounting quickly. Our concern for the public health and welfare compels us to issue these alerts and to provide as much information to the public as soon as possible. We do not have all the answers yet, but we will know more shortly. While we are continually on the lookout for new trends in street drugs, such as the carfentanil we saw in 2017, we have learned that the driving force behind overdose deaths in our community, fentanyl, needs no additional help. I caution everyone to be on the lookout and take all necessary safeguards to protect their lives." Dr. Gilson warned.

Expedited forensic testing is underway to confirm which drug(s) may be involved in these cases and drawing on all resources, both internally and in conjunction with community partners, to determine the reasons behind this recent spike. This may lead to additional alerts. At the current rate, Cuyahoga County is expected to suffer at least more than 700 overdose deaths this year.

Death Date Month	Death Date Day	Death Date Year	Sex	Age	Hispanic	Race	Residence City
07	08	2022	Male	34	No	White	Lakewood
07	08	2022	Male	78	No	Black	Cleveland
07	08	2022	Female	30	No	White	Cleveland
07	09	2022	Male	30	No	White	Cleveland
07	09	2022	Male	60	No	White	Middleburg Heights
07	09	2022	Male	69	No	Black	Cleveland
07	09	2022	Male	45	No	White	Richmond Heights
07	10	2022	Male	40	No	Black	Cleveland
07	10	2022	Female	59	No	White	North Royalton
07	10	2022	Male	66	No	Black	Cleveland
07	11	2022	Male	31	No	White	Cleveland
07	11	2022	Male	58	No	White	Cleveland
07	11	2022	Male	31	No	White	Cleveland
07	11	2022	Male	41	No	Black	Cleveland
07	12	2022	Male	34	No	White	Cleveland

Short-term and long-term intervention is available. Furthermore, Naloxone and fentanyl test strips, will work with most fentanyl analogues. For a list of community walk-in clinics, please visit:

https://www.testyourdrugscc.com

https://www.metrohealth.org/office-of-opioid-safety/project-dawn

If you or anyone that you know is actively using or recovering from opioid addiction, contact Project DAWN for information at 216-778-5677. Eligible program participants, are given FREE Naloxone kits – the opioid reversing antidote.

Additionally, the Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board of Cuyahoga County provides a 24-hour crisis hotline at 216-623-6888.

###

Christopher Harris

External Affairs Manager, Medical Examiner's Office

Cuyahoga County

11001 Cedar Avenue
Cleveland, Ohio 44106

Office: 216.443.7157
Cell: 216.694.0063
cbharris@cuyahogacounty.us

Do you know a student interested in forensic science? If so, have them check out our Student Resource Guide!

---------- Forwarded message ---------
From: **Christopher.Willeke@medicaid.ohio.gov** <Christopher.Willeke@medicaid.ohio.gov>
Date: Mon, Aug 22, 2022 at 1:43 PM
Subject: RE: Examples of recent patient testimonials complaints related to HMO coverage and access to care (patient agreed to share the testimonials)
To: Leon Margolin <leon3087@gmail.com>
Cc: Adrienne Dresevic <adresevic@thehlp.com>

As previously mentioned, there are no access to care issues due to Molina terminating their contract with Comprehensive Pain Management Institute. The appropriate path is for the members to contact Molina or the consumer hotline if they have any access to care concerns. Chris W.

From: Leon Margolin <leon3087@gmail.com>
Sent: Monday, August 22, 2022 1:13 PM
To: Adrienne Dresevic <adresevic@thehlp.com>; Tudy <Theodora.Atia@molinahealthcare.com>; Willeke, Christopher <Christopher.Willeke@medicaid.ohio.gov>; Ortopan, Edward <EDWARD.ORTOPAN@medicaid.ohio.gov>; Todd Baker <tbaker@osma.org>; Jeff <jeff.Barlow@molinahealthcare.com>; joseph.zubretsky@molinahealthcare.com; mumtaz.ibrahim@molinahealthcare.com; cheryl.shafer@molinahealthcare.com; kristi.soave@molinahealthcare.com; kimberly.shull@molinahealthcare.com; Shane.Tiernan <Shane.Tiernan@MolinaHealthcare.Com>; Mocek, Dana <Dana.Mocek@MolinaHealthcare.Com>; Scott <Scott.Campbell@molinahealthcare.com>; Chen D.O, Kimberly <kimberly.chenDO2@molinahealthcare.com>
Subject: Fwd: Examples of recent patient testimonials complaints related to HMO coverage and access to care (patient agreed to share the testimonials)

Please call these members directly all of them claim no access to care provided, no issues resolved.

Doc 07-27-2022 13-36-55.pdf Error! Filename not specified.
Doc 07-29-2022 09-33-23.pdf Error! Filename not specified.
Doc 07-29-2022 10-49-45.pdf Error! Filename not specified.
Doc 08-01-2022 13-17-47.pdf Error! Filename not specified.
Doc 08-02-2022 10-52-51 (1).pdf Error! Filename not specified.
Doc 08-02-2022 10-52-51.pdf Error! Filename not specified.
Doc 08-02-2022 11-58-45.pdf Error! Filename not specified.
Doc 08-04-2022 11-04-22.pdf Error! Filename not specified.
Doc 08-04-2022 11-17-36.pdf Error! Filename not specified.
Doc 08-04-2022 13-35-34.pdf Error! Filename not specified.
Doc 08-04-2022 14-39-27.pdf Error! Filename not specified.
Doc 08-04-2022 16-50-33.pdf Error! Filename not specified.
Doc 08-05-2022 10-07-09.pdf Error! Filename not specified.
Doc 08-08-2022 11-49-24.pdf Error! Filename not specified.
Doc 08-08-2022 12-43-25.pdf Error! Filename not specified.
Doc 08-08-2022 13-03-47.pdf Error! Filename not specified.

Doc 08-08-2022 14-19-38.pdfError! Filename not specified.
Doc 08-09-2022 09-30-24.pdfError! Filename not specified.
Doc 08-09-2022 13-36-03.pdfError! Filename not specified.
Doc 08-11-2022 11-00-17.pdfError! Filename not specified.
Doc 08-11-2022 11-56-09 (1).pdfError! Filename not specified.
Doc 08-11-2022 11-56-09.pdfError! Filename not specified.
Doc 08-11-2022 12-51-52.pdfError! Filename not specified.
Doc 08-11-2022 15-01-04.pdfError! Filename not specified.
Doc 08-11-2022 15-39-17.pdfError! Filename not specified.
[redacted] testimonial.pdfError! Filename not specified.

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Leon Margolin MD, PhD
Medical Director,
Comprehensive Pain Management Institute, LLC
www.cpmiohio.com
ph. 614-557-6075 **fax.** 614-453-8222

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CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to csc@ohio.gov or click the Phish Alert Button if available.

---------- Forwarded message ---------
From: **EDWARD.ORTOPAN@medicaid.ohio.gov** <EDWARD.ORTOPAN@medicaid.ohio.gov>
Date: Thu, Sep 15, 2022 at 12:08 PM
Subject: RE: [redacted] complaint attached
To: Leon Margolin <leon3087@gmail.com>
Cc: Christopher.Willeke@medicaid.ohio.gov <Christopher.Willeke@medicaid.ohio.gov>

Dr. Margolin,
As previously mentioned, there are no access to care issues due to Molina terminating their contract with Comprehensive Pain Management Institute. We are closing complaint C462247. The appropriate path is for the **members** to contact Molina or the consumer hotline at 1-800-324-8680 if they have any access to care concerns.

Thank you

From: Leon Margolin <leon3087@gmail.com>
Sent: Thursday, September 15, 2022 11:36 AM
To: Adrienne Dresevic <adresevic@thehlp.com>; Tudy <Theodora.Atia@molinahealthcare.com>; Willeke, Christopher <Christopher.Willeke@medicaid.ohio.gov>; Ortopan, Edward <EDWARD.ORTOPAN@medicaid.ohio.gov>; Todd Baker <tbaker@osma.org>; Jeff <jeff.Barlow@molinahealthcare.com>; joseph.zubretsky@molinahealthcare.com; mumtaz.ibrahim@molinahealthcare.com; cheryl.shafer@molinahealthcare.com; kristi.soave@molinahealthcare.com; kimberly.shull@molinahealthcare.com; Shane.Tiernan <Shane.Tiernan@MolinaHealthcare.Com>; Mocek, Dana <Dana.Mocek@MolinaHealthcare.Com>; Scott <Scott.Campbell@molinahealthcare.com>; Chen D.O, Kimberly <kimberly.chenDO2@molinahealthcare.com>
Subject: [redacted] complaint attached

Financial objectives are put above patient safety.

---------- Forwarded message ---------
From: **EDWARD.ORTOPAN@medicaid.ohio.gov** <EDWARD.ORTOPAN@medicaid.ohio.gov>
Date: Thu, Sep 15, 2022 at 12:09 PM
Subject: RE: [redacted] complaint attached
To: Leon Margolin <leon3087@gmail.com>
Cc: Christopher.Willeke@medicaid.ohio.gov <Christopher.Willeke@medicaid.ohio.gov>

Correction…ODM has closed complaint C844181.

From: Ortopan, Edward
Sent: Thursday, September 15, 2022 12:09 PM
To: Leon Margolin <leon3087@gmail.com>
Cc: Willeke, Christopher <Christopher.Willeke@medicaid.ohio.gov>
Subject: RE: [redacted] complaint attached

Dr. Margolin,
As previously mentioned, there are no access to care issues due to Molina terminating their contract with Comprehensive Pain Management Institute. We are closing complaint C462247. The appropriate path is for the **members** to contact Molina or the consumer hotline at 1-800-324-8680 if they have any access to care concerns.

Thank you

From: Leon Margolin <leon3087@gmail.com>
Sent: Thursday, September 15, 2022 11:36 AM
To: Adrienne Dresevic <adresevic@thehlp.com>; Tudy <Theodora.Atia@molinahealthcare.com>; Willeke, Christopher <Christopher.Willeke@medicaid.ohio.gov>; Ortopan, Edward <EDWARD.ORTOPAN@medicaid.ohio.gov>; Todd Baker <tbaker@osma.org>; Jeff <jeff.Barlow@molinahealthcare.com>; joseph.zubretsky@molinahealthcare.com; mumtaz.ibrahim@molinahealthcare.com; cheryl.shafer@molinahealthcare.com; kristi.soave@molinahealthcare.com; kimberly.shull@molinahealthcare.com; Shane.Tiernan <Shane.Tiernan@MolinaHealthcare.Com>; Mocek, Dana <Dana.Mocek@MolinaHealthcare.Com>; Scott <Scott.Campbell@molinahealthcare.com>; Chen D.O, Kimberly <kimberly.chenDO2@molinahealthcare.com>
Subject: [redacted] complaint attached

Financial objectives are put above patient safety.

---------- Forwarded message ---------
From: **Leon Margolin** <leon3087@gmail.com>
Date: Fri, Aug 12, 2022 at 12:00 PM
Subject: Fwd: [redacted]
To: Leon Margolin <leon3087@gmail.com>

Your complaint has been submitted. You can refer to this complaint in the future using the confirmation number below.
An email has been sent to leon3087@gmail.com with the confirmation number.
Confirmation #: C030573

The resolution time frame for Managed Care complaints is 15 business.

Click here to submit another complaint.

---------- Forwarded message ---------
От: **Leon Margolin** <leon3087@gmail.com>
Date: пт, 12 авг. 2022 г. в 11:58
Subject: Fwd: [redacted]
To: Adrienne Dresevic <adresevic@thehlp.com>, Tudy <Theodora.Atia@molinahealthcare.com>, <Christopher.Willeke@medicaid.ohio.gov>, <EDWARD.ORTOPAN@medicaid.ohio.gov>, Todd Baker <tbaker@osma.org>, Jeff <jeff.Barlow@molinahealthcare.com>, <joseph.zubretsky@molinahealthcare.com>, <mumtaz.ibrahim@molinahealthcare.com>, <cheryl.shafer@molinahealthcare.com>,

<kristi.soave@molinahealthcare.com>, <kimberly.shull@molinahealthcare.com>, Shane <shane.tiernan@molinahealthcare.com>, Dana <Dana.Mocek@molinahealthcare.com>, Scott <Scott.Campbell@molinahealthcare.com>, Chen, Kimberly <Kimberly.Chen@molinahealthcare.com>

Another vulnerable high risk disabled patient was put at risk because of inappropriate Molina policies and unjustified financial objectives.

Please review the testimonial attached. We got evidence those Molina representatives, who are not physicians call and refer vulnerable risk Molina patients to random providers credentialed with Molina without understanding the patient pathology and whether appropriately services can be provided (ironically many times the patients are referred to the same hospitals that referred them to our practice). This puts vulnerable patients at a very significant risk.

Molina consistently avoiding clinical experts reviews, review of records with a medical director (we asked 4-5 times) and due process required by the Medicare Medicaid integrity Manual. Molina shows a consistent pattern of putting the unjustified financial objectives ("the bottom line) above members safety. Please check how many Molina members perished in the opioids epidemic – many of these death were preventable.

In addition Molina threatened again to seize payments without due process in retaliation to the good faith patient complaints that we reported in compliance with the ORC, FSMBO, and CMS duty to report (they have abruptly seized 30K over 600 random claims in February (see below).

These policies put members and society and risk and actually increase the health care costs based on evidence based data and expert opinions(see cost efficiency section of the article):

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x16524.pdf

Please see some of the previous well documented concerns we sent to Molina in the past:

---------- Forwarded message ---------
От: **Leon Margolin** < Another vulnerable high risk patient was put at risk because of inappropriate Molina policies and unjustified financial objectives.

This is done under false pretense of cost care savings by denying screening for drugs and alcohol and other essential life saving services.

Molina consistently avoiding clinical experts reviews, review of records with a medical director (we asked 4-5 times) and due process required by the Medicare Medicaid integrity Manual.

Molina shows a consistent pattern of putting the unjustified financial objectives (“the bottom line) above members safety. Please check how many Molina members perished in the opioids epidemic – many of these death were preventable.

These policies put members and society and risk and actually increase the health care costs based on evidence based data and expert opinions(see cost efficiency section of the article):

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Please see some of the previous well documented concerns we sent to Molina in the past:

---------- Forwarded message ---------
От: **Leon Margolin** <****>
Date: чт, 9 июн. 2022 г. в 14:39
Subject: Illegal retaliatory steps by Molina

Dear Sir/Madam,

We were shocked and dismayed to receive the "without course"contract termination letter from Molina dated June 07, 22. Please find Molina official letter testifying to the quality of care we were providing attached

We have evidence suggesting this is a bad-faced retaliatory action towards our practice for exposing illegal denial of life saving services and unjustified recoupment demands by Molina and towards the patients for submitting good faith complaints about these and other issues to Molina.

On February 23d we notified Molina that:

"I hope that this message finds you well. I am writing to you as a medical director and the "responsible person" as per the PMC license attached.

Our practice is facing unannounced abrupt recoupment of more than 600 random claims by Molina over the last few days that still continues as per today's data (see email below). So far we have documented more than 100 vulnerable high-risk patients affected or put at risk. Goes without saying as a small practice it may interfere with our ability to provide services and puts additional patients at risk (as you know most of our patients are on opioid medications that can not be stopped abruptly)"

We started to generate appropriate notes on patients' charts and we will hold Molina responsible for all possible mortality, morbidity and financial damage if this decision is not reversed.

Respectfully,

Dr. Margolin

---------- Forwarded message ---------
От: **Leon Margolin** <****>
Date: пн, 21 февр. 2022 г. в 11:59
Subject: Abrupt funds recoupment/ Urgent Patient Safety/ Medicaid Integrity Manual compliance Concern
To:

Good morning,

As you know, Molina has committed in writing to avoid any funds withholding prior to reviewing and responding to our appeal (see our appeal letter attached).

While our appeal was submitted on time and being reviewed, **we are shocked and dismayed to discover that Molina started seizing funds without any advanced notice or reason (see the EOBs attached).**

This is a blunt violation of the state and federal law, and Medicare/Medicaid integrity manual, Medicaid contractor regulations,

Please see this communication as formal business integrity concern. We request your urgent attention and immediate cessation of the illegal abrupt defunding and recoupments by Molina ASAP.

We have notified Molina in the past that:
"As a medical director responsible for hundreds of high-risk vulnerable Molina patients, I find the possibility of the abrupt defunding without proper review of the appeal extremely concerning, dangerous, and not compliant with state and federal regulation and Medicare/Medicaid integrity manual
(for example:
1. Medicare Program Integrity Manual, Chapter 8, section 4.2 - Probability Sampling (Rev. 377, 05-27-11)
2. Medicare Program Integrity Manual, Chapter 8, section 4..1.5 - Consultation with a Statistical Expert (Rev. 377, 05-27-11; Effective 06/28/11, Implementation: 06-28-11)
3. Medicare Program Integrity Manual, Chapter 8, section 4..4.4 - Documentation of Sampling Methodology (Rev. 377, 05-27-11; Effective 06/28/11, Implementation: 06-28-11)

4. Medicare Program Integrity Manual, Chapter 8, section 4..4.4.1 - Documentation of Universe and Frame (Rev. 377, 05-27-11; Effective 06/28/11, Implementation: 06-28-11)
5. Medicare Program Integrity Manual, Chapter 8, section 4..4.4.3 -Worksheets (Rev. 377, 05-27-11; Effective 06/28/11, Implementation: 06-28-11)
6. Medicare Program Integrity Manual, Chapter 8, section 4..4.4.4 - Overpayment/Unerpayment Worksheets (Rev. 377, 05-27-11; Effective 06/28/11, Implementation: 06-28-11) **and many others)**

As the medical director, I have the right and the duty to communicate to Molina the serious patient safety concern that will result from Molina's approach. Unless the illegal steps/recoupments are reversed ASAP, we will have to document this on patient charts and potentially escalate this situation to proper regulatory authorities and take additional legal steps (as per FSMB, state, and federal regulations).

As you know, our testing and screening protocols were endorsed by the national academy, several independent experts, and published in a peer-reviewed journal in cooperation with one of the top hospitals:

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x69810.pdf

In a sense, we are at the forefront of the "opioid epidemic" and COVID-19 fight. It is my duty to speak up for the patients and advocate for their safety. The threat of abrupt defunding is putting up hundreds of patients in danger of withdrawal and potential narcotic substance misuse and as well as the risk of COVID 19.

This is especially concerning since most of our patients and staff are minorities and racial bias and disparity in healthcare are widely discussed and acknowledged.

Of note we never received any response despite two written requests of explanations of the false allegations below. **This further supports a concern of racial and minority bias by Molina:**

"On November 10, 2021, I attended a Zoom conference with the Medical Director of the Molina of Ohio Medicaid Plan, Dr. Kimberly Chen, and several Molina representatives, including SIU Director Shane Tiernan, TudyAtia, Esq., and Frank Condo. During the conference, Mr. Tiernan stated that one of the SIU's concerns was that CPMI had allegedly been repeating the same nerve conduction tests on patients every month and/or at every visit. I replied that CPMI does not order the same exact nerve conduction test for the same patient at back-to-back visits and that CPMI's practice follows protocols for testing that are in line with the American Board of Physical Medicine and Rehabilitation and other national academies. **I also requested that Mr. Tiernan provides an example of this happening, including emailing the example to me after the call."**

We hope to see Molina as an ally in this fight rather than an adversary who tries to avoid payments for the appropriate services based on these guidelines to achieve unjustified financial objectives.

I hope that these concerns will be properly addressed and we will be able to build a collegial relationship with Molina to benefit the care and safety of our mutual patients. “

Respectfully,
Leon Margolin MD, PhD

--
Leon Margolin MD, PhD
Medical Director,
Comprehensive Pain Management Institute, LLC
www.cpmiohio.com
ph. 614-557-6075 **fax.** 614-453-8222

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Dr. Margolin

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As you know, our testing and screening protocols were endorsed by the national academy, several independent experts, and published in a peer-reviewed journal in cooperation with one of the top hospitals:

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x69810.pdf

In a sense, we are at the forefront of the "opioid epidemic" and COVID-19 fight. It is my duty to speak up for the patients and advocate for their safety. The threat of abrupt defunding is putting up hundreds of patients in danger of withdrawal and potential narcotic substance misuse and as well as the risk of COVID 19.

This is especially concerning since most of our patients and staff are minorities and racial bias and disparity in healthcare are widely discussed and acknowledged.

Of note we never received any response despite two written requests of explanations of the false allegations below. **This further supports a concern of racial and minority bias by Molina:**

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Medicine and Rehabilitation and other national academies. **I also requested that Mr. Tiernan provides an example of this happening, including emailing the example to me after the call."**

We hope to see Molina as an ally in this fight rather than an adversary who tries to avoid payments for the appropriate services based on these guidelines to achieve unjustified financial objectives.

I hope that these concerns will be properly addressed and we will be able to build a collegial relationship with Molina to benefit the care and safety of our mutual patients. "

Respectfully,
Leon Margolin MD, PhD

--
Leon Margolin MD, PhD
Medical Director,
Comprehensive Pain Management Institute, LLC
www.cpmiohio.com
ph. 614-557-6075 **fax.** 614-453-8222

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---------- Forwarded message ---------
From: **Leon Margolin** <leon3087@gmail.com>
Date: Thu, Aug 25, 2022 at 12:55 PM
Subject: Fwd: [redacted] complaint
To: Leon Margolin <leon3087@gmail.com>

Your complaint has been submitted. You can refer to this complaint in the future using the confirmation number below.
An email has been sent to leon3087@gmail.com with the confirmation number.
Confirmation #: C065946

The resolution time frame for Managed Care complaints is 15 business.

---------- Forwarded message ---------
От: **Leon Margolin** <leon3087@gmail.com>
Date: чт, 25 авг. 2022 г. в 12:50
Subject: Fwd: [redacted] complaint
To: Adrienne Dresevic <adresevic@thehlp.com>, Tudy <Theodora.Atia@molinahealthcare.com>, <Christopher.Willeke@medicaid.ohio.gov>, <EDWARD.ORTOPAN@medicaid.ohio.gov>, Todd Baker <tbaker@osma.org>, Jeff <jeff.Barlow@molinahealthcare.com>, <joseph.zubretsky@molinahealthcare.com>, <mumtaz.ibrahim@molinahealthcare.com>, <cheryl.shafer@molinahealthcare.com>, <kristi.soave@molinahealthcare.com>, <kimberly.shull@molinahealthcare.com>, Shane <shane.tiernan@molinahealthcare.com>, Dana <Dana.Mocek@molinahealthcare.com>, Scott <Scott.Campbell@molinahealthcare.com>, Kimberly <Kimberly.Chen@molinahealthcare.com>, Emily Vincent <vincent@carpenterlipps.com>

Another vulnerable high risk minority patient (with multiple medical comorbidities) on nasal oxygen was put at risk because of inappropriate Molina policies and unjustified financial objectives.

The most concerning is that the patients are allegedly misinformed that she is allowed to change her coverage under the just cause clause.

Please address this immediately.

This is done under false pretense of cost care savings by denying screening for drugs and alcohol and other essential life saving services.

These policies put members and society and risk and actually increase the health care costs based on evidence based data and expert opinions(see cost efficiency section of the article):

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x16524.pdf

---------- Forwarded message ---------
From: **Christopher.Willeke@medicaid.ohio.gov** <Christopher.Willeke@medicaid.ohio.gov>
Date: Fri, Aug 12, 2022 at 2:31 PM
Subject: Provider complaints
To: Leon Margolin <leon3087@gmail.com>

Dr. Margolin,

After reviewing all of your complaints, we have deemed them to be duplicates. As previously mentioned, there are no access to care issues due to Molina terminating their contract with Comprehensive Pain Management Institute. The appropriate path is for the members to contact Molina or the consumer hotline if they have any access to care concerns.

Medicaid is closing the following complaints:
C506217, C030573, C508447, C559475, C153575, C471857, C963742, C886204, C129804, C175154, C823258, C582802, C562060, C443757, C446304, C354043, C319944, C076622, C664990, C156076, C567886, C880034, C768556, C188411, C295831, C336723, C874612, C332474, C858461, C575361, C093246, C680115, C197146, C933624, C147845, C046419

Any future complaints submitted through HealthTrack related to this same topic will be closed and not sent to Molina to research.

Christopher Willeke
Provider Relations

From: Willeke, Christopher
Sent: Monday, July 25, 2022 10:21 AM
To: leon3087@gmail.com
Subject: Evidence of dangerous patient misinformation by Molina

Dr. Margolin,

Thank you for reaching out with your concerns. We have confirmed with the ODM Network Management and Operations team that there are no access to care issues due to Molina terminating their contract with Comprehensive Pain Management Institute. We were also able to confirm that currently requests to change managed care plans are captured as a just cause requests and are effective 12/1/2022 to align with the beginning of the next generation program. When Medicaid individuals contact the Consumer Hotline, they are informed that the change will not take effect until December and asked if they have any medical concerns or appointments that would require an earlier effective date. It has also been confirmed that the individual mentioned in the attached letter did not request an earlier effective date. If this individual has a medical need for an earlier effective date, then they can call the consumer hotline and request a just cause.

We also reviewed your online complaint filed against Molina, C988510, and since ODM has confirmed there are no access to care concerns, and it is currently appropriate for the plan disenrollment date to be 12/1/2022 we are considering this complaint addressed and will close it.

Thank you,

Christopher D. Willeke
Provider Engagement Manager

From: Leon Margolin <leon3087@gmail.com>
Sent: Thursday, July 21, 2022 12:03 PM
To: Tudy <Theodora.Atia@molinahealthcare.com>; Faith <Faith.Formyduval@molinahealthcare.com>; Adrienne Dresevic <adresevic@thehlp.com>; Ortopan, Edward <EDWARD.ORTOPAN@medicaid.ohio.gov>
Cc: Jeff <jeff.Barlow@molinahealthcare.com>; joseph.zubretsky@molinahealthcare.com; mumtaz.ibrahim@molinahealthcare.com; cheryl.shafer@molinahealthcare.com; kristi.soave@molinahealthcare.com; kimberly.shull@molinahealthcare.com; Shane.Tiernan <Shane.Tiernan@MolinaHealthcare.Com>; Mocek, Dana <Dana.Mocek@MolinaHealthcare.Com>; Scott <Scott.Campbell@molinahealthcare.com>
Subject: Evidence of dangerous patient misinformation by Molina

Good morning,

It has come to our attention that Molina is engaged in a dangerous patient misinformation.

The attached termination letter clearly shows that Molina will stop coverage of our program on September 6th.

Most of the patients try to switch insurance to avoid life threatening risks (withdrawal, self medications etc.).

Even when the just cause is approved for the switch, Molina does not agree for the switch prior to December 1st, 22 (when in reality they stop coverage on Sep 6 as above).

Most patients were dangerously misinformed by Molina that the coverage will continue till December 1st and beyond (for example member [redacted] cell# [redacted]).

Since Molina does not agree for the patient switch prior to December 1st, 22, Molina has a legal duty to continue our coverage till this date.

This is a very dangerous and unethical situation that requires urgent attention.
--
Respectfully,

Dr. Margolin

Leon Margolin MD, PhD

Medical Director,
Comprehensive Pain Management Institute, LLC
www.cpmiohio.com
ph. 614-557-6075 **fax.** 614-453-8222

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CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to csc@ohio.gov or click the Phish Alert Button if available.

---------- Forwarded message ---------
From: **Leon Margolin** <leon3087@gmail.com>
Date: Tue, Aug 9, 2022 at 9:57 AM
Subject: Fwd: [redacted] testimonial
To: Adrienne Dresevic <adresevic@thehlp.com>, Tudy <Theodora.Atia@molinahealthcare.com>, <Christopher.Willeke@medicaid.ohio.gov>, <EDWARD.ORTOPAN@medicaid.ohio.gov>, Todd Baker <tbaker@osma.org>, Jeff <jeff.Barlow@molinahealthcare.com>, <joseph.zubretsky@molinahealthcare.com>, <mumtaz.ibrahim@molinahealthcare.com>, <cheryl.shafer@molinahealthcare.com>, <kristi.soave@molinahealthcare.com>, <kimberly.shull@molinahealthcare.com>, Shane <shane.tiernan@molinahealthcare.com>, Dana <Dana.Mocek@molinahealthcare.com>, Scott <Scott.Campbell@molinahealthcare.com>, Joel E. Sechler <sechler@carpenterlipps.com>, Emily Vincent <vincent@carpenterlipps.com>, Kimberly <Kimberly.Chen@molinahealthcare.com>

Another vulnerable high risk patient was put at risk because of inappropriate Molina policies and unjustified financial objectives.

This is done under false pretense of cost care savings by denying screening for drugs and alcohol and other essential life saving services.

Molina consistently avoiding clinical experts reviews, review of records with a medical director (we asked 4-5 times) and due process required by the Medicare Medicaid integrity Manual. Molina shows a consistent pattern of putting the unjustified financial objectives ("the bottom

line) above members safety. Please check how many Molina members perished in the opioids epidemic – many of these death were preventable.

These policies put members and society and risk and actually increase the health care costs based on evidence based data and expert opinions(see cost efficiency section of the article):

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x16524.pdf

Please see some of the previous well documented concerns we sent to Molina in the past:

---------- Forwarded message ---------
From: **Leon Margolin** <leon3087@gmail.com>
Date: Thu, Aug 11, 2022 at 12:57 PM
Subject: Fwd: [redacted] second complaint
To: Adrienne Dresevic <adresevic@thehlp.com>, **Tudy <Theodora.Atia@molinahealthcare.com>, <Christopher.Willeke@medicaid.ohio.gov>, <EDWARD.ORTOPAN@medicaid.ohio.gov>,** Todd Baker <tbaker@osma.org>, Jeff <jeff.Barlow@molinahealthcare.com>, <joseph.zubretsky@molinahealthcare.com>, <mumtaz.ibrahim@molinahealthcare.com>, <cheryl.shafer@molinahealthcare.com>, <kristi.soave@molinahealthcare.com>, <kimberly.shull@molinahealthcare.com>, Shane <shane.tiernan@molinahealthcare.com>, Dana <Dana.Mocek@molinahealthcare.com>, Scott <Scott.Campbell@molinahealthcare.com>, Kimberly <Kimberly.Chen@molinahealthcare.com>

Another vulnerable high risk patient was put at risk because of inappropriate Molina policies and unjustified financial objectives.

Please review the testimonial attached (**this is the patient's 2nd complaint, first was in July 22**). We got evidence that Molina representatives, who are not physicians, call and refer vulnerable risk Molina patients to random providers credentialed with Molina without understanding the patient pathology and whether appropriately services can be provided (ironically many times the patients are referred to the same hospitals that referred them to our practice). This puts vulnerable patients at a very significant risk.

Molina consistently avoided clinical experts reviews, review of records with a medical director (we asked 4-5 times) and due process required by the Medicare Medicaid integrity Manual. Molina shows a consistent pattern of putting the unjustified financial objectives ("the bottom line) above members safety. Please check how many Molina members perished in the opioids epidemic – many of these deaths were preventable.

In addition Molina threatened again to seize payments without due process in retaliation to the good faith patient complaints that we reported in compliance with the ORC, FSMBO,

and CMS duty to report (they have abruptly seized 30K over 600 random claims in February (see below).

These policies put members and society and risk and actually increase the health care costs based on evidence based data and expert opinions(see cost efficiency section of the article):

https://cpmiohio.com/wp-content/uploads/2021/02/the-final-opioid-screening-article.x16524.pdf

Please see some of the previous well documented concerns we sent to Molina in the past:

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От: **Leon Margolin** < Another vulnerable high risk patient was put at risk because of inappropriate Molina policies and unjustified financial objectives.

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Please see some of the previous well documented concerns we sent to Molina in the past:

---------- Forwarded message ---------
From: **EDWARD.ORTOPAN@medicaid.ohio.gov** <EDWARD.ORTOPAN@medicaid.ohio.gov>
Date: Tue, Jun 21, 2022 at 1:26 PM
Subject: RE: Additional Molina complaints 3
To: Leon Margolin <leon3087@gmail.com>

Dr. Margolin,

Please stop sending me this sort of email. All documentation such as this must be attached to a complaint. ODM staff cannot upload attachments onto complaints, only the provider and the MCO have that ability.

---------- Forwarded message ---------
From: **Leon Margolin** <leon3087@gmail.com>
Date: Thu, Sep 15, 2022 at 11:35 AM
Subject: [redacted] complaint attached
To: Adrienne Dresevic <adresevic@thehlp.com>, Tudy <Theodora.Atia@molinahealthcare.com>, <Christopher.Willeke@medicaid.ohio.gov>, <EDWARD.ORTOPAN@medicaid.ohio.gov>, Todd Baker <tbaker@osma.org>, Jeff <jeff.Barlow@molinahealthcare.com>, <joseph.zubretsky@molinahealthcare.com>, <mumtaz.ibrahim@molinahealthcare.com>, <cheryl.shafer@molinahealthcare.com>, <kristi.soave@molinahealthcare.com>, <kimberly.shull@molinahealthcare.com>, Shane <shane.tiernan@molinahealthcare.com>, Dana <Dana.Mocek@molinahealthcare.com>, Scott <Scott.Campbell@molinahealthcare.com>, Chen, Kimberly <Kimberly.Chen@molinahealthcare.com>

Financial objectives are put above patient safety.