



Spring 2011

Health & FAMILY

Your Guide to Health & Wellness



IMPORTANT

Molina Healthcare

Phone Numbers:

Member Services:

English: 1-888-665-4621

TTY: 1-800-479-3310 or by dialing 711 for
California Relay Services

24 Hour Nurse Advice Line:

English: 1-888-275-8750

TTY: 1-866-735-2929



Your Extended Family.



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Disease Management Programs

Molina Healthcare wants you to know all you can to help you stay healthy. We have programs that can help you manage your condition. Molina Healthcare also uses different ways to identify members for the Disease Management programs, such as claims, pharmacy information or from other health management programs. You can also tell us that you want to be included in the program. This is called self-referral. Another way you can enroll is through your provider. It is your choice to be in these programs. You can choose to be removed from the program at any time.

For more details about the programs listed, please call Health Education at 1-800-526-8196, Ext. 127532 or visit www.MolinaHealthcare.com.

- The **breathe with easesm** asthma program is for children and adults ages 2 years and over with asthma. You and /or your child will learn how to manage your asthma and work with your provider.
- The **Healthy Living with Diabetessm** program is for adults age 18 year and over with diabetes. You will learn about diabetes self-care (meal planning, exercise tips, diabetes medicines and much more).
- The **Chronic Obstructive Pulmonary Disease (COPD)** program is for members who are 21 years and older who have emphysema and chronic bronchitis. With this program you can learn how to better control your breathing.
- The **Heart-Healthy Living Cardiovascular** program is for members 18 years and older who have one or more of these heart conditions: coronary artery disease, congestive heart failure or high blood pressure.

motherhood matterssm

motherhood matterssm pregnancy program is a simple program to follow. It can really help you and your baby during your pregnancy. Pregnant mothers get support and education as well as follow up by telephone from nurses or health educators. Special care is given to those who have a high risk pregnancy. To find out more, just call Molina Healthcare's motherhood matterssm Program at 1-877-665-4628.

Complex Case Management

Living with health problems and dealing with the things to manage those health problems can be hard. Molina Healthcare has a program that can help. The Complex Case Management program is for members with difficult health problems that need extra help with their health care needs. The program allows you to talk with a nurse about your health problems. The nurse can help you learn about those problems and teach you how to better manage them. The nurse may also work

with your family or caregiver and provider to make sure you get the care you need. There are several ways you can be referred for this program:

- A referral from your provider
- A self-referral through the Health Education line 1-800-526-8196, ext. 127532
- A referral from a case manager or care manager at Molina Healthcare
- A self-referral from you or a family member

There are also certain requirements that you must meet. It is your choice to be in these programs. You can choose to be removed from the program at any time.

If you would like more information about the program, please call Member Services. The phone number is listed on the back of your ID card.



Getting the Care You Need

Here are some tips to help you get the health care you need.

See your primary care provider (PCP) for a health checkup. Many people wait until they are very sick to see a provider. You do not need to wait. Make sure you schedule a checkup before you get sick. This will help keep you and your children well.

Your PCP can handle most of your health care needs. But sometimes you have special problems such as a broken bone or heart disease. You may need to visit a provider who has extra training. This provider is called a specialist. If you need to see a specialist, your PCP will make sure you see the right one and may be able to help you get an appointment faster.

This table below is to let you know how much time it should take to get an appointment after you have contacted your doctor or clinic.

Timeframes for PCP Appointments (also known as personal doctor)	
Type of Appointment	Turn-around Time frame (starting from the time of your request)
*Urgent Care Appointments	24 hours
Routine (non-urgent) Appointments	4 working days
Well-Child Preventive Care Appointments	7 working days
Adult Preventive Care Appointments	20 working days

Timeframes for Specialist Appointments

Type of Appointment	Turn-around Time frame (starting from the time of your request)
Urgent Care appointments with a specialist	24 hours
Routine (non-urgent) appointments with a specialist	10 days
Routine (non-urgent) appointments for ancillary services	15 days
Routine (non-urgent) appointment with a non-physician mental health provider (<i>Healthy Families Members only</i>)	10 days
*For Urgent Care Appointments no prior authorization is required. If you need assistance locating an Urgent Care Center after business hours you can contact Molina's Nurse Advice Line at 1-800-357-0163. Deaf or hard of hearing members can dial 711 for the California Relay Service.	

Routine care is not covered outside the Molina service area, unless you are being seen by a Molina Healthcare participating provider. If you need special care by a provider who is not part of the Molina Healthcare network, your PCP will help you to get the authorization (approval) you need.

If you travel outside the service area, Molina Healthcare pays for emergency care for you. You may go to a local emergency room (ER) or an urgent care clinic. Tell them you are a Molina Healthcare member. Show them your Molina Healthcare ID card.

Are you having trouble speaking to your doctor in English? You have a right to an interpreter. There is no cost to you. Tell the office staff if you would prefer to talk in your own language (including sign language). If you need help, call the Member Services Department at 1-888-665-4621 (TTY/TDD 1-800-479-3310), M-F 7:00am – 7:00pm.

About Our Members: Protecting Your Privacy

Your privacy is important to us. We take confidentiality very seriously. Molina Healthcare wants to let you know how your health information is shared or used.

Your Protected Health Information

PHI stands for these words: protected health information. PHI means health information that includes your name, member number, or other things that can be used to identify you, and that is used or shared by Molina Healthcare.

Why does Molina Healthcare use or share our members' PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To use or share PHI for other purposes as required or permitted by law

When does Molina Healthcare need your written authorization (approval) to use or share your PHI?

Molina Healthcare needs your written approval to use or share your PHI for purposes not listed above.

What are your privacy rights?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI

- To ask us to not use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

How does Molina Healthcare protect your PHI?

Molina Healthcare uses many ways to protect PHI across our health plan. This includes PHI in written word, spoken word, or PHI in a computer. Below are some ways Molina Healthcare protects PHI:

- Molina Healthcare has policies and rules to protect PHI.
- Only Molina Healthcare staff with a need to know PHI may use PHI.
- Molina Healthcare staff is trained on how to protect and secure PHI including written and verbal communications.
- Molina Healthcare staff must agree in writing to follow the rules and policies that protect and secure PHI.

- Molina Healthcare secures PHI in our computers. PHI in our computers is kept private by using firewalls and passwords.

What can you do if you feel your privacy rights have not been protected?

- Call or write Molina Healthcare and file a complaint.
- File a complaint with the U.S. Department of Health and Human Services.

The above is only a summary. Our Notice of Privacy Practices has more information about how we use and share our members' PHI. Our Notice of Privacy is on our website at www.MolinaHealthcare.com. You also may get a copy of our Notice of Privacy Practices by calling our Member Services Department.

Check out the Molina Healthcare Website

Check out our website at **www.MolinaHealthcare.com** “Click” on the member button. Choose your state in the drop-down box. You can get information on our website about:

- Molina Healthcare’s contracted doctors and hospitals
- Your benefits, including co-payments and other charges (if they apply)
- What to do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- Drug formulary (approved drugs that doctors can prescribe)
- How to contact Utilization Management staff about a UM issue or question
- How to get primary care, hospital, specialty, and emergency services
- How to get care after normal office hours
- Preventive health guidelines and immunization schedule
- Your rights and responsibilities and the privacy of your information
- Restrictions on benefits or how to obtain care outside the Molina Healthcare service area
- Quality Improvement, Health Education, and Disease Management programs
- How to voice a complaint or appeal a medical decision
- How we decide about using new technology

You can ask for printed copies of anything posted on the website by calling Member Services. Your member handbook is also a good resource. You can find it on our website.

Provider Online Directory (POD)

Molina Healthcare has a provider online directory where you can find information on a provider. You can even search for one in your area. To access the provider online directory, visit www.MolinaHealthcare.com. Click on “Find a Provider”. Follow the instructions to search for a provider.



The provider online directory includes information, such as:

- A current list of Molina Healthcare providers
- A provider’s board certification status. You can also visit the American Board of Medical Specialties at www.abms.org to check if a provider is board certified.
- Providers accepting new patients
- Languages spoken by the provider or staff
- Hospital information including name, location and accreditation status
- Information on accessibility of the doctor office. This means how accessible is parking. How to enter and move in the office and restroom. Does the office have a height adjustable exam table and/or wheelchair weight scale.

If you don’t have access to the internet, Member Services can help. They can send you a printed copy of all information in the provider online directory.

We Want to Give You Good Care!

Molina Healthcare works with your providers and hospitals to give you good health care. We make choices about your care based on what you need. We also look at your benefits. We do not reward providers to deny you care. We also do not reward staff or other people to deny you care or give you less care. We do not pay extra money to doctors or our staff members to deny tests or treatments that you need to get better or stay healthy.

If you ever have a concern about your health care, you may call our Member Services team. You can also talk to our nurses about getting needed care. Our staff are here to take your call Monday through Friday (except holidays) between 7 a.m. and 7 p.m. They can answer questions about how we make health care choices. Just call the toll-free Member Services number at **1-888-665-4621**. This number is also listed on the back of your I.D. card. If you call after 7 p.m. or over the weekend, your call will go to the Nurse Advice Line

staff. If you need more help, you can ask to have the Member Services staff call you back during the next normal business day.

After Hours Care

There may be times when you may need care and your Primary Care Provider (PCP) is not available. If it is after hours and your PCP's office is closed you can call Molina Healthcare's Nurse Advice Line. Trained nurses are available to help you at any time of the day. They can help you decide if you or your child should see a physician right away. The nurses can also help you make an appointment if you need to see a physician quickly. Sometimes, you have questions but you do not think you need to see your PCP. You can call the Nurse Advice Line and talk to a nurse. They will help you. Call 1-888-275-8750, 24 hours a day, 7 days a week.

Urgent Care Centers

Urgent Care Centers treat medical problems that can't wait until your next doctor visit, but are not life-

threatening. Most Urgent Care Centers see you on a walk-in basis. Many are open evenings and week-ends. Waiting time is shorter than in the Emergency Room. Call the Nurse Advice Line and the nurses can help you decide if you should go to an Urgent Care Center.

Emergency Care

Emergency care is for sudden or severe problems that need care right away. It can also be care that is needed if your life or health is in danger. Emergency care is covered. If you need Emergency care, call 911 or go to the nearest hospital. You do not need prior approval. You can also call Molina Healthcare's Nurse Advice Line. Trained nurses are available to help you at any time of day. Call 1-888-275-8750, 24 hours a day, 7 days a week.

Looking at What's New

We also look at new services. And we look at new uses for benefits you have now. We review new studies to see if services should be added to your benefit package.

Molina Healthcare reviews the type of services listed below at least once a year:

- Medical services
- Mental health services
- Medicines
- Equipment



Molina Patient Safety Program:

Molina Healthcare wants you and your family to be safe and healthy. We have a Patient Safety Program to help us meet this goal. This program gives you safety facts so you can make better health care choices. Here are a few of the things we do to improve your safety:



- Give doctors and hospitals information on safety issues and where to get help.
- Keep track of our member's complaints about safety problems in their doctor's office or hospital.
- Look at reports from groups that check hospital safety. Reports tell us about enough staff in the Intensive Care Unit (ICU), use of computer drug orders, and so forth.

Groups that check safety:

- Leap Frog Quality Index Ratings (www.leapfroggroup.org)
- The Joint Commission National Patient Safety Goal Ratings (www.jointcommission.org)
- California Healthcare Foundation (www.calhospitalcompare.org)

You can look at these websites too. These are open to the public.

- See what hospitals are doing to be safer.
- Help you know what to look for when you pick a doctor or a hospital.
- Get information about programs and services for patients with problems like diabetes and asthma.

We also let you know:

- How to make your home safer.
- How to keep poisons and medicines out of the reach of your children.
- Warn you about people selling unsafe medicine.
- How to have fun and still be safe outdoors.
- Why exercise is good for you.
- About our baby car seat program.

Call us at **1-888-665-4621** to get more information about our Patient Safety Program. You can also visit us on line at **www.MolinaHealthcare.com**.



Behavioral Health

Behavioral Health services help with problems such as stress, depression or confusion. There are services to help with substance use as well. Your PCP can offer a brief screening and help guide you to services. You can also look for services on your own by calling the Behavioral Health number on your membership card. There are many types of services you can access. These types of problems can be treated. If you need help, call the Member Services department, 1-888-665-4621. If you are deaf or hard of hearing please call us toll free at (TTY/TDD 1-800-479-3310), M-F 7am-7pm. Or dial 711 for the California Relay Service.

We Care About Your Health

Improving Services to Molina Healthcare Members

Your health care is important to us. We want to hear how we are doing. That's why you may receive a survey about Molina and your health care. One of these surveys is called CAHPS.

CAHPS stands for the Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about your health care. It asks about the care

you or your child receives from Molina Healthcare. The survey may ask you a few questions about how we are doing and what is important to you. Please take the time to complete the survey if you receive it from our contracted survey company.

HEDISsm is another tool we use to improve care. HEDIS stands for Healthcare Effectiveness Data and Information Set. This is a process where we collect information on services that you or your child may have received. These services include shots, well-child

exams, Pap and mammogram screenings, diabetes care, and prenatal and after-delivery care. Through this process we can find out how many of our members actually got needed services. This information is made available to you on the Molina Healthcare website: http://www.MolinaHealthcare.com/abtmolina/hedis/pages/hedisrates_ca.aspx

Each year Molina Healthcare strives to improve all services provided. This is done by setting goals. These goals are included in a Quality Improvement (QI) plan. Our goal is to help you take better care of



yourself and your family. We may send you a few questions about how we are doing and what is important to you.

As part of the QI plan, Molina Healthcare helps you take care of your health and get the best service possible.

Some of the ways we do this include:

- reminders about getting well-child exams and immunizations
- asthma and diabetes education
- education on prenatal care and after-delivery exams
- reminders about getting Pap and mammogram screenings
- better processing of member complaints
- help finding the Molina Healthcare website
- telling you about special services for members.

To learn more or to request a copy of our QI plan, call your Molina Healthcare Member Services Team.

Your Rights as A Molina Healthcare Member

Did you know that as a member of Molina Healthcare you have certain rights and responsibilities? Knowing your rights and responsibilities will help you, your family, your provider and Molina Healthcare ensure that you get the covered services and care that you need. You have the following rights:

- To receive all services that Molina Healthcare provides
- To be treated with respect, consideration and dignity by Molina Healthcare and its providers
- To be able to take part in choices about your healthcare
- To be able to file a grievance (complaint) about Molina Healthcare services, the providers or the care you received
- To change your PCP
- To talk about medically necessary treatment options with your provider

- To receive information
- To participate in making recommendations about the rights statements

You also have the responsibility to:

- Learn and ask questions about your health benefits
- Give information to your doctor or Molina Healthcare that is needed to care for you and your family
- Follow the care plan that you have agreed on with your provider
- Keep appointments and be on time. If you're going to be late or cannot keep an appointment, call your PCP
- Report any fraud or wrongdoing to Molina Healthcare or the proper authorities.
- Inform Molina Healthcare of any changes of address, telephone number, or any changes that could affect your eligibility

Second Opinions

If you do not agree with your provider's plan of care for you, you have the right to a second opinion from another Molina Healthcare provider or from an out-of-network provider. This service is at no cost to you.

Out-of-Network Services

If a Molina Healthcare provider is unable to provide you with necessary and covered services, Molina Healthcare must cover the needed services through an out-of-network provider. This must be done in a timely manner for as long as Molina Healthcare is unable to provide the service.

These are only a few of your rights and responsibilities. For more detailed information, look in your Member Handbook, visit the Molina website at www.MolinaHealthcare.com or call Member Services at **1-888-665-4621**.

Grievances and Appeals

Are you having problems with your medical care or our services? If so, you have a right to file a grievance or appeal.

A grievance can be for things like:

- The care a Member gets from their doctor or hospital;
- The time it takes to get an appointment or be seen by a doctor or;
- Providers availability in your area

An appeal can be filed when you do not agree with Molina Healthcare's decision to:

- Stop, change, suspend, reduce or deny a service or;
- When payment for services is denied, this may make you responsible for the bill.

An expedited appeal may be requested if the decision may risk your life or health. You may also ask for a Fair Hearing through California Department of Social Services State Hearings Division.

Check our website, www.MolinaHealthcare.com or your Member Handbook to read about:

- Grievance, appeal & Fair Hearing processes and rights;
- Grievance, appeal & Fair Hearing timeframes;
- Who can file a grievance/appeal?

You Have a Right to Appeal Denials

What is a denial? A denial means Molina Healthcare is telling a provider and you that services or bills will not be paid. If we deny your service or claim, you have the right to request why your services or bills were denied. You have a right to appeal.

If your service or claim is denied, you will get a letter from Molina Healthcare telling you about this decision. This letter will tell you about your right to appeal. You can read about these rights in your Member Handbook. You can find out how to file an appeal on our website, www.MolinaHealthcare.com. Member Services also can help you file an appeal.

If you are not happy with the result of your appeal, you can ask for an independent review. This means doctors outside Molina Healthcare review all the facts in your case and make a decision. We will accept that finding.

Would you like to ask for a review of an appeal? Call Member Services and ask them to help set this up for you.



Women's Healthcare Services

You can get women's health care services from any provider who has a contract with Molina Healthcare or any Qualified Family Planning Provider. You do not need a referral from your PCP. This may include services such as:

- Pap tests
- Mammograms
- Family planning

We are Here to Help You

It can be hard for members to get the care they need when receiving health services for ongoing health problems. If you are one of these members, Molina Healthcare is here to help. To make sure you receive the proper care, our staff can help you coordinate your care.

Molina Healthcare staff can:

- Help you find services that are not benefits. This includes community and social services programs such as physical therapy with the schools or "Meals on Wheels".
- Help you access services that you are eligible to receive.
- Help coordinate appointments and tests.
- Help coordinate transportation.
- Help access resources to help individuals with special health care needs and/or their caregivers deal with day to day stress.
- Help you and your family coordinate moving you from one setting to another. This can include being discharged from the hospital.

Please call Member Services to learn more about how we can help you get the care you need.

Your Right to an Advance Directive

All members have the right to accept or refuse treatment offered by a provider. But what if you are not able to tell the provider what you want? To avoid decisions being made against your will, it is important to have an Advance Directive.

An Advance Directive is a legal form that tells medical providers what kind of care you want if you cannot speak for yourself. An Advance Directive is written before you have an emergency. This is a way to keep other people from making important health decisions for you if you are not well enough to make your own. There are different types of Advance Directives. Some examples are:

- Power of Attorney for Health Care
- Living Will

It is your choice to complete an Advance Directive. No one can deny you care based on whether or not you have an Advance Directive. Talk with someone you

trust, like a family member or friend, to help you make decisions about your health care. You can also talk with your lawyer or PCP if you have questions or would like to complete an Advance Directive.

You may call Molina Medicare to get information on how to obtain Advance Directive forms that comply with applicable state laws.

If you have signed an Advance Directive and you believe the provider has not followed your instructions, you may file a complaint. Please visit the website at **www.MolinaHealthcare.com** or call Member Services for more information on how to file a complaint.





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