

# Other

## DEFINITIONS

The following definitions of words that appear in this Evidence of Coverage may help you to understand this booklet.

**APPROVAL** means the process by which the Member's primary care doctor directs him/her to seek and obtain Covered Services from other providers.

**AUTHORIZATION or AUTHORIZED** means a decision to approve specialty or other medically necessary care for a member by the member's PCP, medical group, or Molina Healthcare. An Authorization is usually called an "Approval."

**BENEFITS AND COVERAGE** means the healthcare services that you are entitled to receive from Molina Healthcare.

**EVIDENCE OF COVERAGE AND DISCLOSURE FORM** means this booklet, which has information about your benefits. Also called the Member Service Guide or Evidence of Coverage.

**DURABLE MEDICAL EQUIPMENT** is medical equipment that serves a medical purpose and is intended for repeated use. Examples are: oxygen equipment, blood glucose monitors, apnea monitors, nebulizer machines, insulin pumps, wheelchairs, and crutches.

**DURABLE POWER OF ATTORNEY FOR HEALTH CARE (DPAHC)** a written directive designating a person to make health care decisions if the individual cannot make decisions for himself or herself.

**EMERGENCY** means the acute onset of a medical condition or a psychiatric condition that has acute symptoms of sufficient severity, such that a prudent

lay person who possesses an average knowledge of health and medicine could reasonably expect that the absence of immediate medical attention could result in 1) placing the health of the member in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part.

**EXPERIMENTAL** means any medical service including procedures, medications, facilities, and devices that Molina Healthcare has determined have not been demonstrated as safe or effective compared with conventional medical services.

**INDEPENDENT PHYSICIAN ASSOCIATION (IPA):** An IPA is a company that organizes a group of Doctors, Specialist, and other providers of health services to see Molina Healthcare Members. Your Doctor, along with the IPA, takes care of all your medical needs. This includes getting authorization to see Specialist Doctors or medical services such as lab tests, x-rays, and/or hospital admittance. In some cases, Molina Healthcare is your IPA.

**MEDICALLY NECESSARY** means healthcare services which are reasonable and necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain through the diagnosis or treatment of disease, illness or injury.

**MOLINA HEALTHCARE OF CALIFORNIA PARTNER PLAN ("MOLINA HEALTHCARE")** means the corporation licensed to provide prepaid medical and hospital services under the Knox-Keene Health Care Services Plan Act of 1975, and contracted with the Department of Health Care Services.

**MEMBER** means a Medi-Cal eligible person who is enrolled with Molina Healthcare by the Department of Health Care Services.

**NATURAL DEATH ACT** allows an adult to sign a declaration declining life sustaining treatment including artificially administered nutrition and hydration, if the adult becomes terminally sick or permanently unconscious

**NON-PARTICIPATING PROVIDER** refers to those physicians, hospitals, and other providers that have not entered into contracts with Molina Healthcare.

**PARTICIPATING PROVIDER** refers to those providers that are employed by Molina Healthcare or have entered into contracts with Molina Healthcare to provide covered services to members.

**PRIMARY CARE DOCTOR** (also “Primary Care Physician” or “PCP” or “Personal Doctor”) is the doctor who takes care of all your health care needs. Your primary care doctor has all your medical history. Your primary care doctor makes sure you get all needed health care services. A primary care doctor may refer you to specialists or other services. A primary care doctor may be one of the following types of doctors:

- Family or General Practice doctors who usually can see the whole family.
- Internal Medicine doctors, who usually only see adults and children 14 years or older.
- Pediatricians, who see children from newborn to age 18 or 21.
- Obstetricians and Gynecologists (OB/GYNs)

**SERVICE AREA** means one of the various geographic areas that Molina Healthcare serves under approval of the Department of Health Care Services and Department of Managed Health Care.

**SPECIALIST PHYSICIAN** means any licensed, board-certified, or board-eligible physician who practices a specialty and who has entered into a contract with Molina Healthcare to deliver covered services to members.

**URGENT CARE SERVICES** means those services needed to prevent the serious deterioration of one’s health from an unforeseen medical condition or injury.



## Information on a Computer Record of Vaccines

Vaccines are very important for health, but keeping track of them can be difficult, especially if a person has seen more than one doctor. An immunization registry stores vaccine (or “shot”) records electronically. You have the right to choose if you want your or your child’s shot record shared in a California Immunization registry. Please read this form to help you decide. If you have questions, please call the Help Desk at **(619) 692-5656**.

### How Does a Registry Help You?

- Helps to make sure that a person doesn’t miss any shots or get too many shots
- Reminds you by mail or telephone when you or your child needs shots
- Allows you to get a new copy of the shot record from the doctor quickly
- Makes sure your child has all of the shots needed to start child care or school

### How Does a Registry Help Your Health Care Team?

Doctors, nurses, health plans, and public health agencies may use the registry to:

- See which shots you or your child needs
- Remind you about the shots you or your child needs
- Help protect you, your child, and the public from diseases

Schools, child care centers, family child care homes, WIC programs, foster care agencies, and welfare departments may use the registry to:

- See which shots are needed for children in their programs
- Make sure that these children have all of the shots needed to start child care or school

### What Information Can Be Shared in a Registry?

Registry shot records include:

- A person’s name, sex and place of birth
- parents’ or guardians’ names (for child under 18 years of age)
- other information allowed by law to help identify a person
- details about shots given to you or your child

Only doctors, nurses, health plans, and public health departments may see a person’s address or phone number in the registry. Other programs cannot see a person’s address or phone number. The information in the registry is protected like other private medical information.

### Your Rights as a Patient/Parent

It’s your legal right to agree or refuse at any time share your or your child’s shot records in a registry.

If you DO want your or your child’s records in the registry, you don’t have to do anything. You have the legal right to look at your shot records, to know who has seen the records, and to have your doctor change any mistakes in the records.

If you DO NOT want your or your child’s immunization information shared in the registry, please request a “SDIR Stop/Start Sharing Request” from the clinic staff.



## Immunization Registry Notice to Patients and Parents

Immunizations or ‘shots’ prevent serious diseases. Keeping track of shots you have received can be hard. It’s especially hard if more than one doctor gave them. Today, doctors use a secure computer system called an *immunization registry* to keep track of shots. If you change doctors, your new doctor can use the registry to see the shot record. It’s your right to choose if you want shot records shared in the *California Immunization Registry*.

### How Does a Registry Help You?

- Keeps track of all shots, so you don’t miss any or get too many
- Sends reminders when you or your child need shots
- Gives you a copy of the shot record from the doctor
- Can show proof about shots needed to start child care, school, or a new job

### How Does a Registry Help Your Health Care Team?

Doctors, nurses, health plans, and public health agencies use the registry to:

- See which shots are needed
- Remind you about shots needed
- Prevent disease in your community
- Help with record-keeping

### Can Schools or Other Programs See the Registry?

Yes, but this is limited. Schools, child care, and other agencies allowed under California law may:

- See which shots children in their programs need
- Make sure children have all shots needed to start child care or school

### What Information Can Be Shared in a Registry?

- patient’s name, sex, and birth place
- parents’ or guardians’ names
- limited information to identify patients
- details about a patient’s shots

What’s entered in the registry is treated like other private medical information. Misuse of the registry can be punished by law. Under California law, only your doctor’s office, health plan, or public health department may see your address and phone number.

### Patient and Parent Rights

It’s your legal right to ask:

- not to share your (or your child’s) registry shot records with others besides your doctor\*
- not to get shot appointment reminders from your doctor’s office
- to look at a copy of your or your child’s shot records
- who has seen the records or to have the doctor change any mistakes

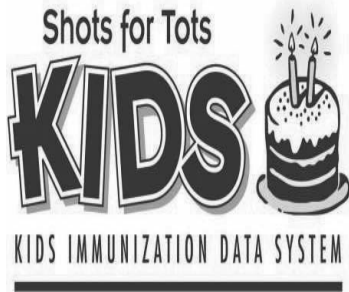
If you DO want your or your child’s records in the registry, do nothing. You’re all done.

If you DO NOT want your doctor’s office to share your immunization information in the registry: Please request an “Immunization Registry Refusal Form” from **your doctor’s office**.

For more information about your rights, call **(866) 434-8774 (toll-free)**.

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\* By law, public health officials can also look at the registry in the case of a public health emergency.



**PROVIDER'S DISCLOSURE TO  
PATIENT OR  
PARENT/GUARDIAN ON  
IMMUNIZATION RECORD  
SHARING**

(per Health & Safety Code Section 120440)

SHOTS FOR TOTS KIDS  
909 12<sup>th</sup> Street  
Suite 200  
Sacramento, CA 95814

Your health care provider, Molina Healthcare of California, uses a computer system that helps keep track of your child's immunizations (shots). Your doctor can use this computer system to: **(1)** share information about your child's shots with other doctors or clinics that your child may visit, **(2)** give the right shots at the right time and, **(3)** remind you when a shot is needed.

Molina will share some information on your child with the Shots for Tots KIDS (Kids Immunization Registry Data System) and the state health department, unless you refuse to allow it. Shots for Tots KIDS may share this information with other doctors, clinics, or hospitals your child goes to for care, **if** they ask for it. The only information Molina will share with Shots for Tots KIDS is:

- ◆ Your child's name, your child's birthplace, vaccines he or she has received, any serious reaction he or she had to a vaccine, your address and telephone number, and other non-medical information if needed to make sure it is the correct person's record.

The doctors, clinics or hospitals which get this information can use it **only** to:

- ◆ Help decide which vaccines your child needs;
- ◆ Send or telephone a reminder when a vaccine is due;
- ◆ Tally numbers of patients who are or are not up-to-date on their vaccines (without patient names, addresses, etc., included).

Shots for Tots KIDS may also share the same information, **without your address or phone number**, with the following, if they request it: schools, child care centers, WIC supplemental food clinics, the CalWORKs public assistance program, health care plans, and other persons or entities when disclosure is otherwise specifically authorized by law. These persons and entities can use that information **only** for the reasons listed above, and (a) for schools or child care centers, to help you prove your child has had the vaccines required for entry, (b) for WIC clinics, to let you know if your child has vaccine doses due, and (c) for health care plans, to help process insurance payments.

**All of these people and groups listed above who ask for and get this information are required by law to keep it confidential and use it only for the reasons listed above. Also, you have these rights:**

- ◆ To refuse to have us share any of this information now or at any time;
- ◆ To refuse to get reminder notices when vaccines are due;
- ◆ To look at your child's record and correct any errors;
- ◆ To get the names and addresses of anyone with whom this information is shared.

If you have additional questions, please call Shots for Tots KIDS at **(916) 447-7063, extension 332** or Molina Healthcare Member Services at **(888) 665-4621**.

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# Health Education Services

## **Molina Healthcare's Health Education Department is committed to helping you stay well.**

Find out if you are eligible to sign up for one of our programs. Ask about other services we provide or request information to be mailed to you. The following are a list of programs and services Molina Healthcare has to offer you.

**Call toll-free 1 (800) 526-8196, extension 127532 (Monday through Friday, 8:30 a.m. – 5:30 p.m.).**

## **Free and Clear® Smoking Cessation Program**

This nationally recognized program is for members who really want to kick the smoking habit. The program is for smokers who are over 18 years of age or any age and pregnant and are ready to quit. You will be asked about your readiness to stop smoking. If you are ready and have the support to take this important step, you may be eligible to join.

The program is done over the telephone and lasts for six months. You will be mailed a kit with materials to help you stop this habit.

A stop smoking counselor will call you to offer support. You will also be given a telephone number that you can call any time you need help.

## **Motherhood Matters<sup>SM</sup> Pregnancy Program**

Motherhood Matters is a program for pregnant women. This program will help women get the education and services they need for a healthy pregnancy. You will be mailed a workbook and

other resources. It is offered in six languages.

You will be able to talk with a health educator about any questions you may have during the pregnancy. Also, you will learn ways to stay healthy during and after your pregnancy. You will receive gifts each trimester after completing a risk assessment over the phone. Call **1 (877) 665-4628** to see if you can join today!

## **Breathe with Ease<sup>SM</sup> Asthma Program**

This program is for children and adults ages 2 and above with asthma. You and/or your child will learn:

- About asthma triggers
- About early warning signs
- How to use asthma medicines correctly
- How to work with the doctor to prevent asthma flare-ups
- How to use a peak flow meter and an inhaler with a spacer

You will also receive newsletters, an allergen-proof pillow cover, and other resources to help you take better control of asthma.

## **Healthy Living with Diabetes<sup>SM</sup> Program**

This program is for adults age 18 and above with a diagnosis of diabetes. You will learn:

- About the types of diabetes
- About diabetes self-care (meal planning, exercise tips, diabetes medicines and much more)
- How to work with doctors and other members of the healthcare team to keep diabetes under good control

You can learn all of this at home, by telephone, or in classes. You will also receive newsletters and other information to help you take better control of diabetes.

### **Healthy Baby Program**

Your child must be 2 to 18 months of age. Your child must be up-to-date with all of his or her immunizations (shots). You will learn about how to keep your child healthy and safe. After you complete the program, you can get a convertible car seat. Call and find out if your child can join today!

### **Weight Control Program**

This program is for members who may need help controlling their weight.

The weight control program is provided for both parents and children. You and your family will learn about healthy eating and exercise. You may also be able to go to classes in your area if classes are offered.

### **Newsletters**

As a Molina Healthcare member you will get educational newsletters. They will be sent to you at least three times a year. The articles are written on topics requested by members like you. The tips included will help our families stay healthy.

### **Health Education Materials**

Molina Healthcare offers a variety of easy-to-read educational materials. Many are available in different languages. Some of the topics are on nutrition, stress management, child safety, asthma, and diabetes. You can get any of these materials by asking your doctor or by calling the Health Education Department.

### **Cultural and Linguistic Services**

Molina Healthcare can help you talk with your doctor about your cultural needs. You can call and ask to speak with our Cultural and Linguistic Specialist. We can help you find ethnic medical and social support services and help with language problems. If you cannot reach us you may leave a message at the toll free number **1(800) 526-8196, extension 127421 (Monday through Friday, 8:30 a.m. - 5:30 p.m.)**. We will call you back.

# Welcome to Motherhood Matters<sup>sm</sup> from Molina Healthcare

## A Prenatal Care Program for Pregnant Women

Pregnancy is an important time in your life. It can be even more important for your baby. What you do during your pregnancy can affect the health and well being of your baby – even after birth.

This is also a time when you may have a lot of questions about your pregnancy. Through Molina Healthcare's Motherhood Matters program, our caring staff will answer your questions. They are here to help you.

They will teach you what you need to do. Being a part of this program and following the guidelines will help you have a healthy pregnancy and a healthy baby.

## Your Baby's Good Health Begins When You Are Pregnant

You Learn...

- Why visits to your doctor are so important.
- How you can feel better during pregnancy.
- What foods are best to eat.
- What kinds of things to avoid.
- Why you should stay in touch with Molina Healthcare's staff.
- When you need to call the doctor right away.

## Other Benefits

Health Education Materials – These include a pregnancy book and trimester specific materials.

Community Referrals – To community resources available for pregnant women.

## HOW WILL MOTHERHOOD MATTERS WORK FOR YOU?

Pregnancy Term	Activity	Purpose
1st Trimester (0-13 weeks)	Motherhood Matters' staff member will call you for your initial assessment	<ul style="list-style-type: none"> <li>• To get to know you better</li> <li>• Offer support/answer questions</li> <li>• Identify any problems</li> </ul>
2nd Trimester (14-27 weeks)	Motherhood Matters' staff member will call you for your second assessment	<ul style="list-style-type: none"> <li>• To check how you are doing</li> <li>• Answer any questions</li> </ul>
3rd Trimester (28-40 weeks)	Motherhood Matters' staff member will call you for your third assessment	<ul style="list-style-type: none"> <li>• To check how you are doing</li> <li>• Answer any questions</li> </ul>
After Birth (2 weeks after due date)	Motherhood Matters' staff member will call you for your after delivery assessment	<ul style="list-style-type: none"> <li>• To remind you to visit your doctor after birth</li> <li>• To check how you're doing</li> </ul>

If any problems are found, a nurse will work closely with you and your doctor to help you.

Keep all of your doctor appointments and participate in the calls. This gives you the best chance at having a healthy baby. If you cannot make a doctor's appointment, please call to reschedule. If you need help with this, call Molina Healthcare's Motherhood Matters' toll-free number at **1 (877) 665-4628** and we can help you.

### Call Now

Motherhood Matters is a simple program to follow and can really help you and your baby throughout your pregnancy. To find out more, just call Molina Healthcare's Motherhood Matters toll-free at **1 (877) 665-4628**.

# YOUR HEALTHCARE QUICK REFERENCE GUIDE

Department/Program	Type of help needed	Number to call/ Contact information
<b>Molina Healthcare Member Services Department</b>	If you have a problem with any of Molina Healthcare's services, we want to help fix them. You can call our Member Services Department for help or to file a grievance or complaint Monday through Friday from 7:00am to 7:00pm. When in doubt, call us first.	<b>Member Services Toll Free:</b> 1 (888) 665-4621 <b>TTY line for the deaf or hard of hearing:</b> 1 (800)479-3310
<b>Health Education</b>	To request any information on wellness including, but not limited to, nutrition, stress management, child safety, Asthma, and Diabetes.	1 (800) 526-8196, ext. 127532
<b>Molina Healthcare Ombudsman Program</b>	The Ombudsman Program can help you get the answer to a question or concern that may not have received from Member Services.	1 (877) 665-4627
<b>Motherhood Matters</b>	Molina Healthcare offers a special program called <i>Motherhood Matters</i> to our pregnant members. This program provides important information about diet, exercise and other topics related to your pregnancy.	1 (877) 665-4628
<b>Nurse Advice Line 24-Hour, 7 days a week</b>	If you have questions or concerns about your or your family's health. The Nurse Advice Line is staffed by Registered Nurses.	1 (800) 357-0163
<b>Department of Health Care Services (DHCS)</b>	To assist in the mediation of disputes between providers, Medi-Cal Managed Care members and their health plans as well as plan providers, and to attempt to resolve these disputes informally outside of the formal grievance and appeals processes.	(916) 255-5259 <b>TTY/TDD for deaf or hard of hearing:</b> 1 (877) 735-2929 <b>Ombudsman Office:</b> 1 (888) 452-8609
<b>Secretary of the U.S. Department of Health and Human Services Office for Civil Rights</b>	If you believe that we have not protected your privacy and wish to complain, you may call to file a complaint (or grievance).	(415) 437-8310 <b>TDD for deaf or hard of hearing:</b> (415) 437-8311 <b>FAX:</b> (415) 437-8329
<b>Medicare</b>	Medicare is health insurance offered by the federal government to most people who are 65 and older. Medicare helps pay for healthcare, but does not cover all medical expenses.	1 (800)MEDICARE <b>TTY for deaf or hard of hearing:</b> 1 (877) 486-2048 <b>www.Medicare.gov</b>
<b>Health Care Options</b>	The enrollment form for Molina Healthcare comes from Health Care Options. Health Care Options enrolls Medi-Cal members into health plans. Contact them for enrollment or disenrollment issues.	<b>English:</b> 1 (800) 430-4263 <b>Spanish:</b> 1 (800)430-3003
<b>California Department of Social Services Medi-cal State Fair Hearing Divisions</b>	In addition to the grievance processes offered by Molina Healthcare, you have the right to request a Fair Hearing from the State of California at anytime during the process.	1 (800) 952-5253 <b>TDD for deaf or hard of hearing:</b> 1 (800) 952-8349 <b>Expedited Hearing Unit:</b> 1 (916) 229-4267
<b>Department of Managed Health Care (DMHC)</b>	The California Department of Managed Health Care is responsible for regulating health care services plans. If you have a grievance against your health plan, you should first telephone Molina Healthcare toll-free at 1-888-665-4621, and use Molina Healthcare's grievance process before contacting this department.	1 (800) 400-0815 <b>www.hmohelp.ca.gov</b> 1 (888) HMO-2219 (1-888-466-2219) or TDD: 1 (877) 688-9891.