

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 appeal rights. For details about your right to appeal denials, please refer to your Member Welcome Kit, Services Section, Independent Medical Review. Please call Member Services at 1-888-665-4621. They will help you with your appeal.

Do You Need Help with a Health Problem?

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 doctor to make sure you get the care you need. There are several ways you can be referred for this program. There are also certain requirements that you must meet. This program is voluntary. 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 your ID card.



We Care About Your Health

Improving Services to Molina Healthcare Members

Your health care is important to us. That's why we sometimes send you surveys. One of these surveys is called CAHPS.

CAHPS stands for the Consumer Assessment of Health Plans Survey. This survey asks questions about your health care. It asks about the care you or your child receives from Molina Healthcare.



HEDIS helps us improve care, too. HEDIS stands for Health Employer Data Information Set. These scores tell us how many of our members actually get needed services. There are scores for shots, well-child exams, Pap and mammogram screenings, diabetes care, and prenatal and after-delivery care. These scores help you compare one health plan to another plan.

Each year Molina Healthcare sets goals to improve our services. This is called 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 Member Services. The phone number is listed on your ID card. You can also visit us on line at www.molinahealthcare.com

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Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at www.molinahealthcare.com. You can use the Internet for free at most public libraries. "Click" on the member button and drag your mouse down to your state. You can get information on our website about:

- Molina Healthcare's contracted doctors and hospitals
- Your benefits, including copayments 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 UM 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 1-888-665-4621. Your member handbook is also a good resource. You can find it on our website.

Health & Family is developed by Molina Healthcare, Inc.

All rights reserved. All information has been written and reviewed by doctors, nurses, health educators, and registered dietitians. All material in this publication is for information only. This does not replace your doctor's advice.

Molina Healthcare does not discriminate in providing medical care on the basis of preexisting health conditions, race, color, religion, age, national origin, disability, or sex.

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.

You can look at these two websites:

1. Leap Frog Quality Index Ratings (<http://www.leapfroggroup.org>)
2. JCAHO National Patient Safety Goal Ratings (www.JointCommission.org)

These websites are open to the public and you can find:

- What hospitals are doing to be safer.
- Information that will help you know what to look for when you pick a doctor or a hospital.
- Information about programs and services for patients with problems like diabetes and asthma.

The Patient Safety Program will 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.

If you would like more information about the Patient Safety Program, please call Member Services. The phone number is listed on your ID card. You can also visit us on line at www.molinahealthcare.com

Molina Health Education and Disease Management

Do you have questions about quitting smoking, healthy eating or controlling your weight? Call the Health Education Department at 1 (800) 526-8196, extension 127532 about these and other services we provide. You can also ask for information to be mailed to you.

Find out if you are eligible to sign up for one of our disease management programs. Molina has programs to offer you:

- breathe with easesm asthma program. This program is for children and adults ages 2-56 with asthma. You and /or your child will learn how to manage your asthma and work with your doctor.
- Healthy Living with Diabetessm program. This program is for adults age 18-75 with a diagnosis of diabetes. You will learn about diabetes self-care

(meal planning, exercise tips, diabetes medicines and much more).

- motherhood matters pregnancy program is a simple program to follow and can really help you and your baby during your pregnancy. To find out more, just call Molina's motherhood matters Program at 1(877) 665-4628.



OTC Cough and Cold Products for Kids

Many people use over-the-counter (OTC) products. Products for cough and cold are used a lot. The FDA strongly recommends that these should not be used for children under 2 years old. Serious and dangerous side effects could occur.

Many side effects can happen with cough and cold products. People can have fast heart beats, seizures, confusion or even death.

OTC cough and cold products include these ingredients:

- decongestants (for unclogging a stuffy nose)
- expectorants (for loosening mucus so that it can be coughed up)
- antihistamines (for sneezing and runny nose)
- antitussives (for quieting coughs)

Look at the label. It might say things like:

- cough suppressant
- expectorant
- antihistamine

There is no proof that these products work in children less than 2 years old. These products don't cure a cold, or make it go away faster.

A cold usually lasts about a week. It usually gets better by itself. Cold symptoms include sneezing, coughing, runny or stuffy nose, and sore throat. Children may also have a fever.

If you want help to make your child feel more comfortable, talk with your doctor. You can also call Molina's Nurse Advice Line at 1-888-275-8750, 1-866-648-3537 (Español) or 1-866-735-2922 or 711 (TTY).

Other things that can help are:

- Drink plenty of fluids.
- Use saline nasal drops
- Gently suction mucus from the nose with a bulb syringe

Your doctor may also suggest acetaminophen or ibuprofen for a fever. If your child's cold symptoms do not improve, call your doctor. A cough that doesn't go away may mean your child has something else.

Giving too much cough and cold medicine can be dangerous. OTC cough and cold products can be harmful if:

- More than the recommended amount is used
- They are given too often, or
- More than one product containing the same active ingredient is being used.

Many OTC cough and cold products have more than one ingredient. Giving more than one product could lead to an overdose. Call your doctor or our nurse advice line if you have questions.



Questions about your health? Call Our Nurse Advice Line!

1-888-275-8750 English
1-866-648-3537 Spanish

OPEN 24 HOURS!
Your family's health is our priority!

For the hearing impaired please call
TTY/866-735-2929 English
TTY/866-833-4703 Spanish