



Spark A New Healthier You!

Do you want to be healthier this year? At Molina Healthcare, we know how tough it is to eat well, lose weight, or to maintain a regular exercise plan. If you have been looking for a program to support a healthier you, we have just the answer for you: **SparkPeople.com!**

SparkPeople.com is a **FREE** online website that can help you reach all of your health and weight loss goals! SparkPeople has tons of information about health, diet, and fitness. It gives you all the tools you need to kick start your way to a more healthy you.

So what is it that makes SparkPeople so great? Here are just a few of the many things SparkPeople has to offer:

- A free online diet plan. It lets you track what you eat and how active you are. This can help you lose weight.
- A free recipe library. Here you can find healthy meals to cook for you and your family.
- The website also tells you how many calories, fats, and carbohydrates you should eat each day. This is based your own body and how active you are.
- You can also make a fitness plan for each day of the week. The website gives you simple and short work outs that will work each part of the body.
- You will also find support in other users. You can talk to other members through message boards and blogs. You can ask others for advice. And, you can read about their success stories.
- You can also join a SparkTeam. A SparkTeam is a group of people who share common interests.

And if all of that wasn't enough, SparkPeople also has special sites for pregnant women and teens! If you are pregnant, use **babyfit.com**. This site has great tools for moms-to-be. And if you are a teen, join **SparkTeens.com**. It has great tools for teenagers 13-17 years old.

With all the great things SparkPeople has to offer, why not join today? All you need to sign up is a computer with internet access. It is easy to sign up, and you can do it at any time. Go to **SparkPeople.com**, **SparkTeens.com**, or **Babyfit.com** now. Users will need to create a name and password for themselves and follow the sign-up instructions. Here is a tutorial website for those who need some help: http://www.sparkpeople.com/resource/motivation_articles.asp?id=1182

Good Luck with your health and fitness goals!

In This Issue

Spark A New Healthier You	pg 1
ABCD Program	pg 2
Quit Smoking	pg 2
Getting Care Quickly	pg 3
CAHPS	pg 4
HEDIS	pg 5
Get Your Child Lead Tested	pg 6
Smoke-free for a Healthy Baby	pg 6
Mothers-to-Be	pg 7
Healthcare Fraud	pg 7
Nurse Advice Line	pg 8

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 1-888-898-7969. Your member handbook is also a good resource. You can find it on our website.

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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.

Michigan’s Assuring Better Child Health and Development (ABCD) Program

You may notice a change in how Well Child Visits for young children are performed. Children should have a Well Child/ Adolescent Visit at ages 4 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 15 -18 months, and yearly from age 2 – 20 years. Michigan doctors are now taking a closer look at how children 3 – 36 months are developing.

As part of the ABCD Program your child’s doctor may:

- Ask you to fill in a child development checklist
- Tell you they are going to test your child’s development
- Discuss questions you may have about your child’s learning, development and behavior

Any concerns will be carefully watched. You may be given a referral to other doctors to assist with learning, development or behavioral problems.

Molina Healthcare mails Well Child Visit Sheets (ages 4 week through 6 years). You will get tips on how your child should be developing at different ages. The sheets tell you when you should take your child to the doctor. Call early when making the appointment. This will make sure your child’s visit is at the right age. Well Child visits are very important. They will help the doctor see how your child is developing and helps keep shots and lead tests on time.

Help to Quit Smoking

Molina Healthcare has a program that can help you called “Quit for Life”. Your prescription benefit will also provide covered medications to help you quit. Molina Healthcare covers generic medications when they are available. Medicines with Step Therapy will be covered if Nicotine Patches and Zyban have already been tried and didn’t work.

Product	Covered	Notes
Nicotine Patch	Yes	Covered
Zyban	Yes	Covered
Chantix	Yes	Step Therapy
Nicorette Gum	Yes	Quantity Limit, Step Therapy
Nicotrol Inhaler	Yes	Quantity Limit, Step Therapy
Nicotrol Spray	Yes	Quantity Limit, Step Therapy

The Quit for Life program offers these benefits:

- Receive a Quit Kit with the smokers guide, “Set Yourself Free”
- Have a health coach who will help you during the quit process
- Be able to call and leave a message for your coach on the Quit Hotline 24/7

You may use it to contact your health coach or answer any other questions about the program. To contact the “Quit for Life” program call the Tobacco Quit Line at 1-800-QUIT NOW (1-800-784-8669).

Getting Care Quickly | Emergency Department vs. Urgent Care

Do you know when to visit an Urgent Care (UC) center? UC centers treat medical problems that can not wait until your next doctor visit, but are not life-threatening. Most UC centers see you on a walk-in basis. Many are open evenings and weekends. Waiting time is shorter than in an emergency department (ED).

UC

Use a UC center for conditions such as:

- Sore throat, cough, or runny nose
- Muscle strains/sprains
- Minor cuts/burns
- Earache
- Rashes
- Fever

ED

Use an ED for sudden injury or sickness such as:

- A lot of bleeding or bleeding that will not stop
- Poisoning (Poison Control Center 1-800-222-1222)
- A very bad burn
- Very bad shortness of breath (trouble breathing)
- Drug overdose
- Gunshot wound
- Chest pain
- Broken bones

- Call your Primary Care Physician (PCP) if you have any questions about whether your condition is an emergency or not. Your PCP will tell you if you need to be seen in the office, in a UC center or in an ED.
- Call your PCP's office for the name and phone number of UC centers in your area.
- Always try to call your PCP before going to a UC center or an ED!
- Molina Healthcare also offers a Nurse Advice Line to help answer health care questions or concerns, and to help in getting care during an emergency. The Nurse Advice Line is available 24 hours a day, 365 days a year by calling 1-888-898-7969.



CAHPS

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 Healthcare 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. Molina sends this survey out every year. We want to know what you like about Molina and things we need to fix.

This year we found out we need to improve on the following:

- Getting information from Customer Service
- Getting an appointment with a Specialist
- Satisfaction with your personal doctor
- How you feel about Molina Healthcare

We also found that you are happy about the following:

- Getting health care right away
- How Doctors talk to you about your health care

Thank you for completing the survey. Your health care is important to us. We will continue to work to improve your health care.



HEDIS

HEDIS stands for **Healthcare Effectiveness Data and Information Set**. This is where we get 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 and many more. Through this process we can find out how many of our members actually got needed services. Every year Molina is required to conduct a HEDIS audit.

This year we learned we need to improve on getting our members to receive the following medical services:

- Well Child exams from birth to 15 months old (6 exams needed)
- Getting shots completed before the age of 2 years old
- Mammograms
- Prenatal care
- Post Partum care
- Diabetic eye exams

We want our members to have good health. The way we help you to have good health is to send you reminders to get health services. If you have any questions about the reminders, please call Member Services at 1-888-898-7969.



Protect Your Family! Get Your Child Lead Tested

Every child needs a lead test when he or she is **12 months** old **and** again at **24 months** old. Children with high levels of lead can have severe health problems. They can have low IQ, poor attention span, hyperactivity or irritability, headaches, weight loss or slowed growth.

Here are 6 things you can do to protect your child from lead poisoning:

- Test children even if they seem healthy.
- Wash their hands often.
- Make sure children eat healthy low-fat foods high in iron, calcium, and Vitamin C. Fatty foods help lead absorb more quickly.
- Test the home.
- Let tap water run 1 minute before using.
- Be careful when buying children's toys and jewelry from dollar stores.

Please call his or her doctor to schedule a lead test. Let's work together to keep our children healthy and safe!



Smoke-Free For a Healthy Baby !



If you are pregnant and smoke, your baby smokes too.

The Molina MOM Program has information to help you quit smoking. Call 1-866-449-6828 Ext. 155428 or 155728 to speak to a MOM Program nurse.

Quitting smoking now will give you a better chance of having your baby born healthy and smoke free.

For Mothers-To-Be

Are you pregnant? Or think you might be pregnant? It's important to see a doctor early in your pregnancy. You can make an appointment to see an OB/GYN without seeing your PCP first. You do not need a referral from your PCP. You can find an OB/GYN on our website at www.MolinaHealthcare.com or by calling Member Services at 1-888-898-7969.

Getting early and regular health care during your pregnancy

is important. Never cancel an appointment because you "feel fine". Many problems can be prevented by going to your appointments as scheduled.

Call our Maternal-Child Nurses at 1-866-449-6828, Ext. 155428 or 155728. They will answer your questions about having a baby and send you a free book.

Healthcare Fraud

What is Healthcare Fraud? Healthcare Fraud includes but is not limited to making known false statements on any record, bill, claim or any other form in order to obtain payment or repayment for health care services. Molina Healthcare is working with state and federal agencies to help prevent fraud.

Examples of Fraud and Abuse

By a Member	By a Provider
Lending your ID card to someone other than yourself.	Billing for services, procedures and/or supplies that have not been given.
Changing the number of refills on a prescription.	Giving services to patients that are not medically needed.
Making false statements to get medical or pharmacy services.	Balance Billing a Medicaid member for Medicaid covered services.
Using someone else's insurance card.	Double billing or false coding of medical claims.
Giving false information to get health care coverage. Leaving out information to get health care coverage. Giving incorrect information, on purpose, to receive benefits.	To change on purpose: <ul style="list-style-type: none"> • the benefits payable for services. • procedures and or supplies. • dates services and/or treatments were given. • medical record of service. • condition treated or diagnosed. • charges or repayment. • non-covered treatments to receive payment • and billing for services not given.
Pretending to be someone else to receive services.	Hiding patients misuse of Molina Healthcare card.
Changing claims.	Not reporting a patient's changing of a prescription.

If you suspect fraud, report it today. You can call or write, without giving us your name. You can contact:

Molina Healthcare
Attn: Compliance Director
100 W. Big Beaver Road, Suite 600
Troy, MI 48084
1-877-372-5361 (hotline)
mhmcompliance@molinahealthcare.com

or

Michigan Department of Community Health
Attn: Medicaid Integrity Program Section
Capitol Commons Center Building
400 S. Pine Street, 6th Floor
Lansing, MI 48909
1-866-428-0005

HELP STOP HEALTH CARE FRAUD!



100 W Big Beaver Road, Suite 600
Troy, MI 48084

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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 (English): 1-866-735-2929

TTY (Spanish): 1-866-833-4703



Health & Family

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Important Notice of Change to Benefits

Effective October 1, 2010, Michigan Medicaid made changes to benefits for Medicaid beneficiaries age 21 and older. Molina Healthcare is a Medicaid plan. Starting October 1, 2010, Molina Healthcare will pay for the following services for Medicaid members **age 21 and older**:

- **Podiatry Services** – services provided by a Podiatrist will be covered.
- **Vision Services** – low-vision services will be covered. This includes low-vision eyeglasses, contact lenses, optical devices and other related low-vision supplies and services. Vision services relating to eye trauma and eye disease will continue to be covered. Routine eye exams, eye glasses, contact lenses, and other vision supplies and services will **not** be covered.

There have been no benefit changes for Medicaid members under the age of 21.

Molina Healthcare will still pay for your doctor's visits, hospital services, medicines and many other services. Please refer to the Molina Healthcare Member Handbook and Certificate of Coverage for more information about your benefits.

If you have questions about your benefits, please contact Molina Healthcare's Member Services Department at 1-888-898-7969.

