

New Providers Recently Added to the MHMO Family of Contracted Providers

Please join us in welcoming our newest hospitals to the MHMO family of providers:

- Barnes Jewish Hospital – St. Louis, MO
- Barnes Jewish Hospital St. Peters – St. Peters, MO
- Barnes West County Hospital – St. Louis, MO
- Boone Hospital Center - Columbia, MO
- Northwest Health Care - St. Louis, MO
- Missouri Baptist Medical Center – St. Louis, MO
- Missouri Baptist Hospital of Sullivan - Sullivan, MO
- Parkland Health Center – Farmington, MO
- Parkland Health Center-Bonne Terre – Bonne Terre, MO
- Progress West Healthcare Center – O’Fallon, MO
- St. Louis Children’s Hospital – St. Louis, MO
- Northwest Medical Center – Albany, MO



We Care About Your Health

Our 2010 CAHPS and HEDIS Results

Your healthcare is important to us. That’s why we send you surveys. Your feedback is very important to us. We want to know how we are doing and how we can serve you better. One of the surveys we may send you is a member satisfaction survey called “CAHPS.” We send this every spring. CAHPS stands for Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about your healthcare. It asks about the care you or your child receives from your healthcare provider and the services that Molina Healthcare of Missouri (MHMO) offers.

Molina Healthcare of Missouri (MHMO) recently received results from the CAHPS survey about how pleased you are with your healthcare provider and the services Molina Healthcare offered. You told us that overall you approve of your healthcare provider and the services you receive from Molina Healthcare.

Here are some areas you told us you’d like us to improve and what we’ve already done to better meet your needs:

- **Customer Service staff getting you the information you need**
We have increased the number of Customer Service staff to better meet the needs of our growing population
- **Help make it easier for you to see a specialist**
MHMO does not require a preauthorization to see an in-network specialist
- **Help make it easier and faster for you to make routine appointments**
MHMO has increased our number of providers, especially in the Central and Western regions of Missouri (MO)
- **Help ensure that providers ask which treatment choice is best for you**
MHMO asks its providers to discuss treatment options with our members

HEDIS also helps us improve care. HEDIS stands for Healthcare Effectiveness and Data Information Set. HEDIS scores tell us how many of our members get services they need. There are scores for shots, well-child exams, annual cervical and mammogram screenings, diabetes care, prenatal and after-delivery care, and dental care. Our HEDIS scores improved, which means that more members received the services they needed, such as well-child exams, annual cervical cancer screenings, and annual dental screenings.

As part of our Quality Improvement (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 giving you:

- Reminders about getting well-child exams and immunizations (shots)
- Reminders about getting cervical and mammogram screenings
- Education on asthma and diabetes
- Education on prenatal care and after-delivery exams

To learn more or to request a copy of our Quality Improvement (QI) plan, please call Member Services at 1-800-875-0679 or visit our website at www.MolinaHealthcare.com.

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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 providers 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 providers can prescribe)
- How to contact Utilization Management (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 Member Services. Your member handbook is also a good resource. You can find it on our website.

What are Advance Directives?

An **Advance Health Care Directive** (also known as an “**Advance Directive**”) is a form that helps others give you the care you would want when you are not able to make decisions. A time may come when you are too sick to talk to your primary care provider (PCP), family or friends. You may not be able to tell anyone what healthcare you want. With an Advance Directive, the law allows adults to do two (2) things when this happens:

- An Advance Directive allows you to leave written directions about your medical treatment decisions; or,
- Ask someone to decide your care for you

Advance Directives make sure that your wishes about your healthcare are made clear and carried out.

Some types of Advance Directives are only for certain situations, like organ or tissue donation, or your wishes not to be revived if your heart or breathing stops. You have the right to accept or refuse any medical treatment.

The two (2) most common types of Advance Directives are the:

1. **Living Will**
The Living Will explains your healthcare wishes when you are *terminally ill* or *permanently unconscious*.
2. **Durable Power of Attorney for Health Care**, which is sometimes called the **Health Care Power of Attorney** or **Health Care Proxy**
The Durable Power of Attorney for Health Care allows you to name someone (an agent or proxy) to make your health care decisions when you are not able to do so.

Why do I need to have an Advance Directive?

You could have an accident or get sick. You might live with a behavioral or physical illness that leaves you unable to make decisions at times. If you do not have an Advance Health Care Directive, your PCP may not know what healthcare you want. Worse still, your family and friends could argue over the care you should get, or they could disagree about who gets to make choices for you. Help your family and friends to help you: name an agent and tell your agent and family about your healthcare wishes.

When should I make an Advance Directive?

The best time to make an Advance Directive is before you need one! You need one before you become too sick to make your own choices about what healthcare you want to take or refuse. It is good for anyone at any age to have an Advance Directive. Young people as well as older people should think about making an Advance Directive. It can be changed or cancelled at any time. It should be updated when needed or if you are diagnosed with a serious illness.

What happens when I have an Advance Directive?

If you have an Advance Directive and cannot make your own medical decisions, they will be made for you. These decisions will be based on the types of medical care you have chosen in your Advance Directive and/or by the person you chose as your agent or proxy for health care choices. Talk to your PCP or call Molina Healthcare at 1-800-875-0679 for information on an Advance Health Care Directive. Your PCP must keep a written and signed copy of what care you want. An Advance Directive becomes part of your medical record.

At Molina Healthcare, once you communicate to your providers whether or not you have an Advance Directive, we require your providers to record your decision in your medical record for future reference.

What important things should I know about Advance Directives?

- You have the right to allow or refuse any healthcare at any time. This is true even after you have signed an Advance Directive. It is true even if the Advance Directive gives different directions.
- You do not have to complete an Advance Directive. No one can force you to fill out an Advance Directive. It is against the law for anyone to make you fill out a directive.
- You cannot be refused care or otherwise be discriminated against because you do not have an Advance Directive.
- You have the right to express your end-of-life care and other healthcare wishes.

- Advance Directives do not expire. An Advance Directive is good until you change it. If you make a new Advance Directive, it cancels the old one.
- You have the right to have an agent make health care choices for you.
- Advance Directives are written to follow your state laws.

If there is a problem with things not being done the way they should with an Advance Directive, you may file a complaint with the Missouri Department of Health and Senior Services at 1-573-751-6400 or write them at P.O. Box 570, Jefferson City, Missouri, 65102.

Advance Health Care Directives are also available from The Missouri Bar:

326 Monroe
Jefferson City, MO 65102-0119
1-573-635-4128

What if I would like to learn more or fill out an Advance Directive?

To learn more about Advance Directives or get forms directly, please go to: www.caringinfo.org. Click on “Download Your State Specific Advance Directive.”

motherhood matterssm

Pregnancy is an important time in your life. If you are pregnant or think you might be, please call us and let us know. Molina Healthcare offers pregnant women the motherhood matterssm program, which gives you support for a healthy pregnancy. For more information or to enroll in the program, please call us toll-free at 1-800-875-0679. Call now to enroll. Your baby's good health begins when you are pregnant.



Moving?

We want to be able to mail you important health information. If you have moved recently, please provide your local Family Support Division (FSD) office with your new address. This information will be provided to Molina Healthcare and will help us better serve you.

The Flu

Flu season is here, which usually means more of us are suffering from stuffy noses, fever, aches, and pains. No one likes to be sick. It is important to take a few steps to make sure you stay healthy this flu season.

The flu is caused by the influenza (flu) virus, a germ that can lead to pneumonia or other dangerous infections. The flu viruses that go around each year are called seasonal flu. Once in a while, a new flu virus may develop or appear, such as the 2009 H1N1. You can use many of the same basic steps to help avoid the different flu viruses.

How do you know if you have the flu?

Flu symptoms include:

- A fever between 102-104° F that lasts 3 days
- Muscle aches and pains
- Feeling very tired
- Headache
- Chest discomfort
- Other symptoms include a cough, stuffy nose, sore throat, and sneezing.

What can I do for myself if I get the flu?

Stay home and take good care of yourself when you are sick. Eat well and drink fluids to stay hydrated. Try drinking water and making yourself soup. Popsicles are another way to help children stay hydrated. You should also get plenty of rest. Over-the-counter medicines may be used to reduce fever, aches, and pains. If you have other medical conditions or take other medicines, ask your primary care provider (PCP) before taking additional medicine, including over-the-counter medicine. **Call your PCP or the Molina Nurse Advice line (1-888-275-8750) if you have questions or concerns about your illness.**

Remember, the flu is a virus. That means antibiotics won't cure it. Antibiotics fight illness caused by bacteria. They don't work against things usually caused by viruses like colds, the flu, or most coughs and sore throats.

Should I get the flu shot?

Getting the flu shot can reduce your risk of getting the flu. The Centers for Disease Control and Prevention (CDC) generally recommends that all people 6 months of age and older should get an annual flu shot. However, certain people have a higher risk for flu complications. These people include:

- Pregnant women
- People 65 years of age and older

- People of any age with certain chronic medical conditions such as asthma or diabetes
- People who live in nursing homes or other long term care facilities
- People who care for those at high risk for complications from the flu
- People who have household contact with those at high risk for complications from the flu
- Day care workers of children 6 months of age or younger. The children are too young to be vaccinated, so we need to reduce the risk of passing the virus to them.
- Healthcare workers

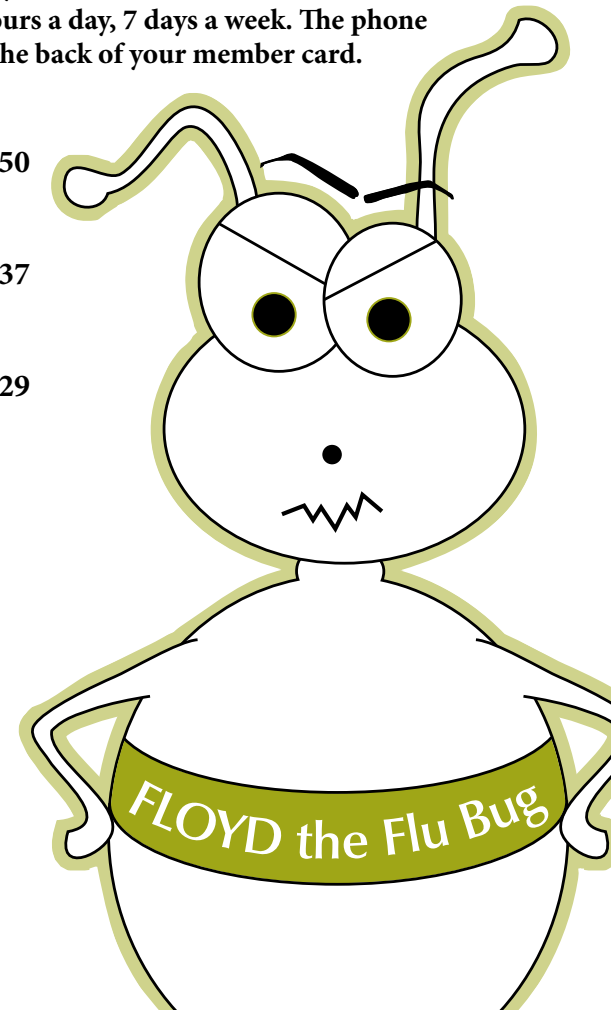
Some people think the flu shot gives you the flu. This is not true. Please talk with your primary care provider (PCP) to see if the flu shot is right for you.

Remember, whenever you are ill or have questions about the flu, you may call Molina's Nurse Advice Line. Nurses are available 24 hours a day, 7 days a week. The phone number is on the back of your member card.

English:
1-888-275-8750

Spanish:
1-866-648-3537

TTY:
1-866-735-2929



Fraud and Abuse

Committing fraud or abuse is against the law. Healthcare fraud is going up every year, and it's up to all of us to help prevent fraud and abuse.

Fraud is a dishonest act done on purpose. Examples of member fraud are:

- Letting someone else use your Molina ID card or red card or white MO HealthNet card
- Getting prescriptions with the intent of abusing or selling drugs
- Changing the amount or number of refills on a prescription
- Lying to receive medical or pharmacy services

Examples of provider fraud are:

- Billing for services not provided
- Billing for supplies that are not provided
- Balance billing a MO HealthNet or CHIP member for covered services
- Not reporting a patient's misuse of a Molina ID card

Abuse is an act that does not follow good practices. An example of member abuse is:

- Going to the emergency room for a condition that is not an emergency

An example of provider abuse is:

- Prescribing a more expensive item than is necessary

Preventing Fraud and Abuse

Here are some ways you can help stop fraud:

- Do not give your Molina ID card or ID number to anyone other than a healthcare provider, clinic or hospital and only when receiving care.
- Do not let anyone borrow your Molina ID card. If someone else uses your ID card, this is fraud.
- Check your mail for medical bills for services that you did not receive.
- Never lend your social security card to anyone.
- When you get a prescription, make sure the number of the pills in the bottle matches the number on the label.

- Never change or add information on a prescription.
- If your Molina ID card is lost or stolen, report it to Molina right away. Call Member Services at 1-800-875-0679.

Reporting Fraud and Abuse

If you think someone may be abusing the system, you can call Molina's Compliance Officer or MO HealthNet Division Participant Services. You do not have to give your name when you call. Please remember to include as many details as possible.

You should report instances of fraud and abuse to:
Molina Healthcare Compliance Officer
1-866-916-3229

Or

MO HealthNet Division
Participant Services
1-800-392-2161

