



8801 Horizon Blvd NE
Albuquerque, NM 87113

Part# 3084Rev0608



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

Molina Medicare Plans

Molina Healthcare now offers Medicare products for our members. Call us today for information on where products are offered and to see if you qualify.



1-866-403-8293
www.MolinaMedicare.com



We Want to Give You Good Care!



Molina Healthcare works with your doctors 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 doctors 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.

You may call our Member Services team if you ever have a concern about your health care. Our staff is here to take your call Monday through Friday (except holidays) between 8 a.m. and 5 p.m. They can answer questions about how we make health care choices. Just call the toll-free Member Services number at **1-800-377-9594**. This number is also listed on your I.D. card. If you call after 5 p.m. or on the weekend, please leave a message and your phone number. The Utilization Management staff will call you back during the next normal business day.

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
- Medicines
- Mental health services
- Equipment

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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 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 a Nurse to help you with your health care
- 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

Such services are funded in part under contract with the State of New Mexico. You can ask for printed copies of anything posted on the website by calling 1-800-580-2811. 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.

Disease Management Programs are Here for You

Molina Healthcare has disease management programs that can help if you have asthma or diabetes or if you are pregnant.

Breathe with easesm is an asthma program for 2 – 56 year olds. In this program, you get good information on asthma self-care, workbooks, and telephone calls from a nurse or health educator.

Healthy Living With Diabetessm is a diabetes program for 18 – 75 year olds. In this program, you get workbooks, exercise tips, newsletters, and help with medicines you

are taking. Nurses or health educators help those who may need follow up.

Motherhood matterssm is an education program for pregnant members. 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.

For more information go to the Molina website at www.molinahealthcare.com. Or call the Health Improvement Hotline at (800) 377-9594, extension 182618 to enroll in a disease management program.

New Weight Loss Program for You

Are you concerned about your weight? Have you wondered whether you were eating properly? Is proper nutrition and exercise one of your new year's resolutions? If so, we can help. Molina has partnered with CalorieKing to bring you an online weight and proper nutrition management program!

What do I get out of it?

- 12-week membership in the online CalorieKing Club at no cost to you.



- A diet plan where you set your weight loss goals according to your age, height and weight.
- Effective tools to help you record your daily food intake, exercise properly, and achieve your weight loss goals.
- A 12-week online course that will increase your understanding of proper nutrition and help you maintain an active lifestyle.
- You will also learn behavior change techniques that will help you to lose weight and keep the weight off.
- Online support 24 hours a day, 7 days a week from friends going through what you are going through.

What if I don't have Internet access? Don't worry. You still can participate in our program by:

- Calling and talking to a Registered Dietician who can help you to set your weight loss goals and talk to you about nutrition and exercise.
- Calling and talking to our staff who can suggest ways on how you can access the internet at your local library or community centers.

If you are interested please call us at 1(800) 526-8196, ext.127532 to get your online membership and to get you started on your new year's resolution and a healthier you.

Do You Need Help with a Health Problem?

COMPLEX CASE MANAGEMENT IS HERE

Living with health problems and managing them can be hard. We have a program that can help. The Complex Case Management program is for members with difficult health problems who need extra help with their health care needs. The program allows you to work with a nurse. The nurse can help you learn more about your health problems. He or she can teach you how to better manage them. The nurse also will work with your family or others who help care for you. The nurse will work with your doctor to make sure you get the care you need.

There are many ways you can be referred to this program. One way to enroll is through your doctor. You also can self-refer to the program by calling Member Services at **1-800-580-2811**. There are certain requirements that you must meet.

This program is voluntary. You can choose to be removed from the program at any time. Please call for more information about the program.



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. 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.

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

Call Member Services at **1-800-377-9594** if you would like more information about the appeal process.