

Member Rights and Responsibilities

As a Molina Healthcare member, you have the right to:

1. Get information about Molina Healthcare, our services, our providers, or other health care providers.
2. Have privacy and be treated with respect.
3. Help make decisions about your health care, including the right to refuse care.
4. Discuss your treatment options with your provider, no matter what the cost of benefit coverage.
5. Make a complaint about Molina Healthcare or the care you were given.
6. Suggest changes to the Molina Healthcare Rights and Responsibilities policy.

As a Molina Healthcare member, you have the responsibility to:

1. Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.

2. Follow the plan and instructions for care that you agree to with your provider.
3. Know your health problems and help as much as possible to set goals with your provider about your treatment.

You can find the complete Molina Healthcare Member Rights and Responsibilities statement at our website, www.molinahealthcare.com or in your Member Handbook. To ask questions or request a copy, call our Member Services Department. You can call between 7 a.m. and 7 p.m. Monday through Friday. CFC members, call **1-800-642-4168**. ABD members, call **1-866-408-9501**. For TTY, call **1-800-750-0750** (or 711).

Health & Family is developed by Molina Healthcare. All information has been written and reviewed by doctors, nurses, health educators, and registered dietitians. All materials in this publication are for information only. This does not replace your doctor's advice. Molina Healthcare does not discriminate in providing medical care on the basis of pre-existing health conditions, race, color, religion, age, national origin, disability, or sex. All Rights Reserved.

Member Name
Address
City, St Zip



Molina Healthcare of Ohio, Inc.
P.O. Box 349020
Columbus, OH 43234-9020



Your health is very important to us. That's why we are adding new benefits for our members. Currently, all members between the ages of 2 and 60 receive an eye exam every 12 months. Now you can also have your choice of soft, daily wear contact lenses or one pair of eyeglasses (frames and lenses) yearly as well. We offer more frames to choose from than Medicaid Fee-For-Service and there's no cost to you. Be sure to check your Provider Directory to choose an optometrist in the Molina network.

Annual dental exams have always been a benefit, but now there's an even better reason to see your dentist – a gift card! When you get your annual dental exam, Molina will give you a \$10 gift card from your choice of Wal-Mart, Meijer or Kroger. Psychology benefits with independent psychologists are available without Prior Authorization if you go to a Community Mental Health Center. Other psychology services are covered too, but will require Prior Authorization.

And you still get all these benefits and more as a Molina member:

- 30 one-way (or 15 round-trip) rides to provider, WIC and CDJFS appointments
- Disease Management Programs (Healthy Living with Diabetes and Breathe with Ease asthma program)
- Motherhood Matters, an incentive program for our pregnant members

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Questions About Your Health?

Call our nurse advice line!
1-888-275-8750
For the hearing impaired
TTY/866-735-2922

Open 24 Hours

- An incentive program for immunizations/Healthchek visits
- Extra dental benefits, such as tooth removal or replacement, as needed
- Chiropractic (back) services for adults 21 years old and older, up to 15 per adult member per year
- Outpatient occupational therapy
- Developmental therapy for babies and children (birth to 6 years old), including physical, occupational and/or speech-language therapy

Soon you will receive an updated Member Handbook with more details about all of your Molina benefits, so take the time to look them over. Good health is not just about getting well when you get sick or are hurt. Good health is about taking care to not get sick or hurt in the first place. We want to keep our members well, not just make them well!

Official Notice of Important Changes to Benefits

This notice is to tell you about the following important changes to the information included in the Member Handbook you were previously provided. Molina Healthcare of Ohio (Molina) requires prior authorization of services and medications differently than Medicaid

fee-for-service. If you are a new member, it is very important that you contact our Member Services Department to ask if a service or medication that you had scheduled or approved while on Medicaid fee-for-service needs prior approval.



- Effective January 1, 2008, Ohio Medicaid will cover chiropractic services for adults age 21 and older. While Molina has provided chiropractic services as an additional benefit to our members, we will now cover medically necessary chiropractic services the same as Ohio Medicaid. Molina will not require a primary care provider referral or prior authorization for these services.
- Effective January 1, 2008, Ohio Medicaid will cover independent psychologist services for adults age 21 and older. Molina will cover the same medically necessary independent psychologist services. Molina requires prior authorization for these services unless they are provided by a Community Mental Health Center.
- Effective January 1, 2008, Ohio Medicaid will cover developmental therapy services for children aged birth to six years. Molina will cover the same medically necessary developmental therapy services. Molina will not require a primary care provider referral or prior authorization for these services.

Molina now has certain advance practice nurses that members may select as their primary care provider.

QI is all About U

Molina has a special group of people who work to make sure that the care you receive is the best that it can be. It is made up of a Board-Certified Pediatrician, two Registered Nurses and other managed care professionals. They make sure that all of our providers do the very best job possible taking care of your health care needs. In 2007, we did all this and much more:

- We credentialed 2,012 health care providers to make sure they had enough education and experience to be part of our select network of providers.
- We visited over 350 physicians' offices to be sure they met standards for safe, effective medical care.

- We looked into potential quality of care and service issues reported to us and took action when we needed to.
- We introduced a Pharmacy Management program, where pharmacists are here to help members who take many medications manage them better.
- We collected information on many quality of care issues so we can decide what programs to focus on in 2008.

In 2008, we will keep finding ways to make your care even better. Making sure that our members get the very best care possible is our promise to you!

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 provider.

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 provider may also suggest acetaminophen or ibuprofen for a fever. If your child's cold symptoms do not improve, call your provider. 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
- If they are given too often, or
- If 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 provider or Nurse Advice Line if you have questions.