

Member Name
Address
City, St Zip

Molina Healthcare Contact Information

The following is a list of contact information to assist you in making the appropriate contact with the Service Departments of Molina Healthcare.

Claims Status Inquiry	1-888-898-7969, Option 1 then 2
CompCare (Behavioral Health Benefit)	1-800-435-5348
Eligibility	1-888-898-7969
Member Services	1-888-898-7969 Option 1 then 2
Interactive Voice Response (IVR)	1-888-898-7969 Option 1 then 1
ePortal (Provider Self Services)	www.MolinaHealthcare.com
Netwerkes.com	www.netwerkes.com
Fraud and Abuse Prevention	1-877-372-5361
Fax Number.....	1-248-925-1780
March Vision	1-888-493-4070
Pharmacy Services	1-888-898-7969, Option 1 then 5
Fax Number.....	1-888-373-3059
Compliance Hotline.....	1-877-372-5361
Compliance email address	MOLINA HEALTHCAREcompliance@molinahealthcare.com
Provider Services	1-888-898-7969, Option 1, then 7
Utilization Management	1-888-898-7969, Option 1, then 4
Fax Number.....	1-800-594-7404



Stephen M Swetech, DO receives “Special Recognition” for Diabetes Program

Molina Healthcare Primary Care Physician, Dr. Stephen Swetech was recognized by the Michigan Association of Health Plans in the category, Innovations in Diabetes Care for his program titled “*Sweet Survey of Sugar Supervision from Head-to-Toe*”. The program includes

- Diabetic retinal eye screening
- Smoking cessation
- Blood pressure control
- Ace inhibitor initiation
- Lipid management
- Glucose control
- Nephropathy vigilance
- Foot Care Evaluation



Congratulations Dr. Swetech! We are proud to have you in the Molina Healthcare Provider Network.

Partnering with MIHP Providers

The Maternal and Infant Health Program (MIHP) was initiated in 1987 to help reduce infant mortality and morbidity by alleviating the high educational deficits and psychosocial, nutritional, and transportation problems of high-risk, low-income pregnant women. There are currently over 100 MIHP providers in the state of Michigan working toward improving the health and well being of Medicaid-eligible pregnant women and infants through a standardized, system-wide process connecting women to support resources and community services.

The program services components include:

- Outreach
- Universal Screening Tolls
- Relevant Uniform Assessments
- Linkage to other relevant resources
- Focused Care Plan that identifies outcomes and interventions using a person/family centered process
- Implementation of best practice interventions
- Care Coordination

Molina Healthcare works collaboratively with MIHP Providers and supports their programs.

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Director, Provider Service

Co-editor: Natasha Robinson
Provider Representative, Provider Service

Molina Healthcare Welcomes Pregnant Women!

Effective October 1, 2008, newly pregnant Medicaid beneficiaries who are eligible for mandatory enrollment in managed care will be enrolled into a Medicaid Health Plan.

Molina Healthcare's **M.O.M. Program** is designed for all prenatal and postpartum members to improve maternal and infant health outcomes. Outreach to both members and providers are an important component of the M.O.M. program. Some of the initiatives for the members are:

- Education on prenatal and postpartum
- Screening for high risk case management
- Referrals to free support services: transportation, assistance with scheduling medical appointments, WIC, MIHP providers, birthing & parenting classes, and behavioral health referrals (CompCare)
- Mailing of educational materials
- Newsletter articles for members and providers

Please contact Molina Healthcare at 1-866-449-6828, ext. 155428 for more information about this program

Additionally, Molina Healthcare has a **High Risk Pregnancy Case Management Program** which provides comprehensive assessment, education, development of an individualized plan of care and on-going monitoring and evaluation of outcomes for members with high risk conditions. For more information about this program, call 1-866-449-6828, ext. 155338.

Also effective October 1, 2008, Maternal and Infant Health Program (MIHP) services provided to beneficiaries enrolled in managed care will be reimbursed by the Michigan Department of Community Health (MDCH). MIHP providers should submit claims for dates of service on or after October 1, 2008 to MDCH.

Please contact the **Molina Healthcare Provider Services Department** with questions at:

1-866-449-6828.

Nancy Wanchik of Molina Healthcare of Michigan Garners MAHP's Highest Honor

Healthcare Executive Receives The Ellis J. Bonner Award

Nancy Wanchik, Chief Operating Officer of Molina Healthcare of Michigan received the Ellis J. Bonner Award. The Bonner Award is The Michigan Association of Health Plans (MAHP)'s most prestigious award. The award was presented during the annual MAHP Summer Conference held at Crystal Mountain Resort.

Wanchik has over 25 years of leadership experience in healthcare management, institutional department management, and managed care operations. As the Chief Operating Officer of Molina Healthcare of Michigan, Wanchik is responsible for member, enrollment and administrative services, community affairs, provider services, network development, and government contracts. Wanchik is active in the community and knows from this experience the issues of access to affordable healthcare and personally serves on board of organization meeting the needs of free health clinics, including St. Frances Cabrini Clinic, the oldest free clinic in the United States.

According to Rick Murdock, MAHP Executive Director, Wanchik met the award criteria of service, leadership, and contribution to the Medicaid managed care industry many times over and has made it possible for the MAHP to be in a far better position as a result of her contribution and service. Moreover, Wanchik demonstrates a caring and compassionate attitude that when coupled with her administrative expertise results in a successful health plan management. Added Murdock, "I am proud to include Nancy as both my friend and colleague in making this award."

This award was initiated in 1995 to honor Ellis James Bonner who was the president and CEO of The Wellness Plan/Comprehensive Health Services. His tireless efforts to create an accessible and just health coverage system responsive to the needs of Michigan citizens earned him not only the respect of health care professionals but also a place in the hearts of those who witnessed his ongoing efforts to mentor young people coming up through the ranks.

About Molina Healthcare

Molina Healthcare, Inc. is a multi-state managed care organization that arranges for the delivery of health care services to persons eligible for Medicaid, Medicare, and other government-sponsored programs for low-income families and individuals. Altogether, Molina Healthcare's nine licensed health plan subsidiaries in California, Michigan, Missouri, Nevada, New Mexico, Ohio, Texas, Utah, and Washington currently serve approximately 1.2 million members. More information about Molina Healthcare, Inc. and Molina Healthcare of Michigan can be obtained at www.MolinaHealthcare.com.

Molina Healthcare of Michigan Helps Send Determined Student to Dream School

Gibron Lockhart, a 17-year-old trumpet player, began living out his dream when he started school recently at the Interlochen Arts Academy, a visual and performing arts boarding high school. His dream became a reality when Molina Healthcare of Michigan joined in to help cover his tuition costs after receiving a personal letter from Lockhart.

"I'm so grateful that I've not only been accepted to attend Interlochen for my senior year of high school, but also because I'm now really able to go," Lockhart said. "I thank Molina for help making this possible. My love for music is just so strong and I can't imagine being anything but a musician. Going to Interlochen will give me the knowledge and experience that I will need to fulfill my dream."

The high school student received partial scholarship and raised money with his family and friends to cover most of the tuition. Despite all his efforts, Lockhart could not cover all the cost, mostly because of the financial struggle he and his family encountered when his father had a debilitating stroke last year and could not work. With only his mother's income to support his family, including two other younger brothers, Lockhart almost thought he would not be able to go. Rather than giving up, Lockhart determinedly wrote a persuasive letter to Molina Healthcare requesting financial support and offering to play at different company functions in order to earn the money. Upon seeing Lockhart's dedication,

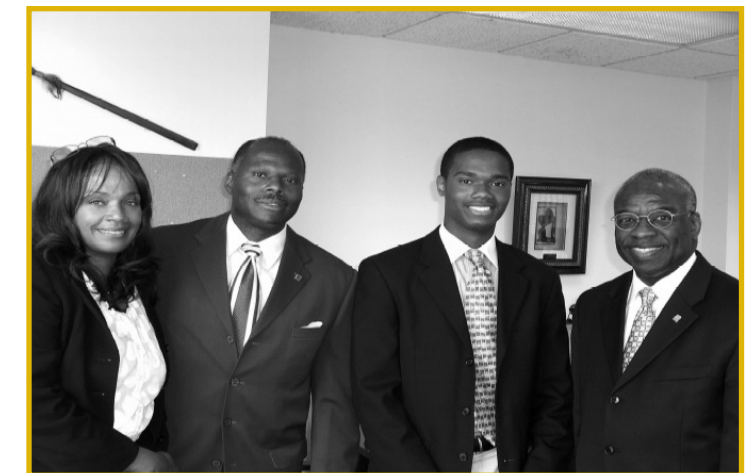
About The Michigan Association of Health Plans (MAHP)

The Michigan Association of Health Plans (MAHP) is an industry voice for Michigan's health care plans. MAHP facilitates communication among members, government, and the industry regarding health care issues of common concern. The mission of the Michigan Association of Health Plans is to provide leadership for the promotion and advocacy of high quality, affordable, accessible health care for the citizens of Michigan.

Molina Healthcare of Michigan offered to cover the rest of the costs.

"The reason why I wrote to Molina is because I knew that they are involved in the community and are willing to help when it's needed," explained Lockhart. "Molina Healthcare goes above and beyond to make an impact on someone's life and I think that's what makes any company succeed."

Lockhart, who has been playing the trumpet for seven years, has his own jazz group called the Gibron Lockhart Jazz Combo. He has also performed at various venues, including a jazz club, theater and international jazz film festival. He hopes to attend Julliard University or the Manhattan School of Music in the future.



Congratulations to the Following Providers for Providing Outstanding Service to Molina Healthcare Members

- Alsan Medical Clinic
- Associated Physicians Of Dearborn
- Botsford Medical Group
- Childrens Health Center
- Childrens Of Michigan
- Detroit Community Health Connection, Inc.
- Family Care Medical Center
- Family Practice PC
- Hikmat Gogue MD PC
- Jordan & Thomas PLLC
- Metropolitan Medical Center
- Michael Gambel MD
- Midwest Health Center
- Northside Medical Clinic
- Oakwood Healthcare
- Park Family Health Care
- Pediatric Care Center
- Pontiac Osteopathic Hospital
- Redeemer Family Clinic
- Roberto Benejam MD
- Roumayah-Popovic
- Sanjay Lakhani MD
- The Wellness Plan
- Universal Pediatrics
- William Beaumont Professional Billing



MARK YOUR CALENDARS!

Provider Dinner Meeting
For Midwest Michigan Area
January 2009
More info to follow

Molina Healthcare of Michigan Takes Top Honors for Quality Health Care

Molina Healthcare, received two *2008 Pinnacle Awards for Best Practices* from the Michigan Association of Health Plans (MAHP). This is the second consecutive year that Molina has taken home two of these awards.

Molina Healthcare's programs "Check Up or Check Out!" and "Healthy Living with Diabetes Can Be as Easy as BINGO" were winners in the following two respective categories — Community Outreach/Partnerships (Single Plan) and Chronic Disease Care (Medicaid).

"It is an honor to be recognized again for not one, but two outstanding programs," said Jesse Thomas, president of Molina Healthcare of Michigan. "We're always striving to find innovative ways to help our community and our members stay healthy by providing education, accountability and incentives."

"**Check Up or Check Out!**" was a collaborative effort started in 2006 by Molina Healthcare and the Minority Health Section of the Michigan Department of Community Health to increase African-American males' utilization of preventive health care services. Research indicated that approximately 80% of Michigan's African-American residents reside in the Detroit area, where the morbidity and mortality rates are the highest in the state and the top five causes of death are heart disease, cancer, stroke, unintentional injuries and diabetes (Michigan Department of Community Health, Vital Records, 2006). Additionally, Molina Healthcare's assessments revealed that only 7% of African-American male members in Detroit received preventive health exams in 2006. Through education, personal outreach and incentives, the "Check Up or Check Out!" program grew to nearly 79 locations with approximately 4,443 participants within two years. As a result, preventive exam rates increased from 7% to 19% and testing rates for cholesterol, glucose, colorectal and prostate cancer more than doubled since the program's inception.

The "**Healthy Living With Diabetes Can Be as Easy as BINGO**" program was started in 2006 to allow members to achieve self management of diabetes and to



avoid or delay related complications. Through education, intervention, accountability and incentives, BINGO (Bring In Normal Glucose Outcomes) increased the number of participants reporting A1C tests to their providers by 29% with nearly 10,000 participants in 2006-2007.

"Identifying and celebrating innovative programs is an exciting way to drive creative practices in the rest of the industry and having read the many submissions from around the state, it is clear that Michigan's plans are moving in the right direction," said Rick Murdock, MAHP executive director.

The *MAHP Pinnacle Awards for Best Practices* was created in 2001 to document the innovative change and quest for measurable quality improvement among Michigan managed care plans. The awards currently are awarded under the auspices of the MAHP Foundation. Descriptions summarizing the 2008 entries can be reviewed in the *Pinnacle Awards 2008* booklet available from MAHP and on the MAHP Web site: <http://www.mahp.org/resources/publications.htm>.

Provider Services Representative Assignments and Contact Information

Representative	Area of Responsibility
BRENDA LEVER Direct Dial: (313)877-7184 Office Phone: (866) 449-6828, ext. 157184 Cell Phone: (248) 321-6673 Fax: (313) 963-5451	Director Entire State
PATRICIA EMBRY Direct Dial: (313)877-7193 Office Phone: (866) 449-6828, ext. 157193 Cell Phone: (248) 321-6673 Fax: (313) 963-5451	Manager Entire State
ROBERT BUSH Office Phone: (866) 449-6828, ext. 155733 Cell Phone: (248)-497-0622	Genesee, Lapeer
DENISE HUGHES Direct Dial: (877) 576-9226 Cell Phone: (989) 598-0500	Bay, Genesee, Gratiot, Huron, Isabella, Midland, Saginaw, Sanilac, and Tuscola, PHO/IPA/Groups/Special Providers , Bay Reg Med, Caro Com Hosp., Central MI Com Hosp., Covenant HealthCare, Deckerville Com Hosp., Gratiot Med. Ctr., Harber Beach Com Hosp., Hills & Dale Gen. Hosp., Huron Med. Ctr., Marlette Com Hosp., McKenzie Memorial Hosp., Mid Mich Reg. Hosp., Scheurer Hosp., St. Mary's of Mich-Sag., MidMichigan PHO, Berner Medical-RediMeds, Caro Health Plaza/Express, Field Neuroscience Inst., Health Delivery Inc., Michigan CardioVascular Inst., MidMich. Physicians, MidWestern Surgical, Pediatric Specialty Ctr., ProMed Billing, Debbie Filek, MD
TRICIA LYONS Office Phone: (866) 449-6828, ext. 155734 Cell Phone: (313) 618-1788	SE MI Hospital JOCs , Beaumont Hospital, Crittenton, Detroit Medical Center (DMC), Mt. Clemens General, North Oakland Medical Center, Port Huron, St. John Health System PHO/IPA/Group/Special Providers , Madison Medical Group (Raval), Beaumont Professional Services
PAM McCULLOUGH Direct Dial: (800) 711-9920 Cell Phone: (231) 557-1753	Alcona, Alpena, Arenac, Benzie, Crawford, Gladwin, Iosco, Manistee, Mason, Missaukee, Montmorency, Oscoda, Otsego, Ogemaw, Osceola, Presque Isle, Roscommon, and Wexford

Representative	Area of Responsibility
SHIRLEY McMILLIAN Office Phone: (866) 449-6828, ext. 155417 Cell Phone: (248) 840-5280	Detroit City–East, Wayne County–East, PHO/IPA/Groups/Special Providers , Bon Secour, Detroit Community Health Connection, Mercy Physician Community CHASS, Henry Ford, Mt Clemens General, Oakland Southfield, The Wellness Clinics, Macomb County, Mt. Clemens, St. Clair County
CHUCK METEA Office Phone: (866) 449-6828, ext. 155541 Cell Phone: (248) 318-9504	Detroit City–South (48209), Livingston, Monroe, Wayne County–Southwest, PHO/IPA/Groups/Special Providers , Midwest, Ramesh Putrus, MD POH Physician Group
MARILYNN MORGAN Office Phone: (866) 449-6828, ext. 155735 Cell Phone: (248) 840-2474	Wayne County–West, PHO/IPA/Groups/Special Providers , Botsford, Olympia Medical Services PLLC, Park Medical Clinics, Your Health First, Universal Pediatrics
SHERRY PASSINAULT Cell: (616) 915-9121	Ionia County, Kent County, PHO/IPA/Groups/Special Providers , Spectrum Hospital, St. Mary's Hospital, Mercy Hospital, Ionia Hospital, Cherry Street, Advantage Health, Spectrum Physician Group, Kent County Health Department
NATASHA ROBINSON Office Phone: (866) 449-6828, ext. 155815 Cell Phone: (248) 230-05888	Detroit City–West, Wayne County, Oakland County–South, PHO/IPA/Groups/Special Providers , North Oakland Medical Center, Sanjay Lakhani, MD
KATRICE SHANNON Cell Phone: (616) 581-8310	Lake, Mecosta, Montcalm, Newaygo, PHO/IPA/Groups/Special Providers , Baldwin Family Health Care, Carson City Hospital, Mecosta County Medical Center, Robert Alexander, MD, Sheridan Community Hospital
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STACY SUNDAY Office: (616) 490-3041 Fax: (616) 866-6009	Allegan, Kent, Muskegon, Newaygo, Oceana, Ottawa, Metro Health Hospital/Enterprises/PHO, Lakeshore Health Network, Principal Health PHO
KAREN WILLINGHAM Office Phone: (866) 449-6828, ext. 155571 Cell Phone: (248) 840-2474 Fax: (313) 963-5451	Oakland County–North, Wayne County–West, PHO/IPA/Groups/Special Providers , Bloomfield Medical, Detroit Medical Group, Great Lakes Family Medical, Greenfield Family, Robert Sims, MD, Samina Ghazi, MD, St John Riverview and UOP