

Part# 1660Rev0508

## New Weight Management Program: Providers Refer Your Patients

Are you concerned about your patient's weight? Have you wondered if there was a program where they could get counseling on dietary changes, proper nutrition and exercise? If so, we can help. **Molina has partnered with CalorieKing to bring your patient's an online weight and proper nutrition management program!**

### What do my patients get out of it?

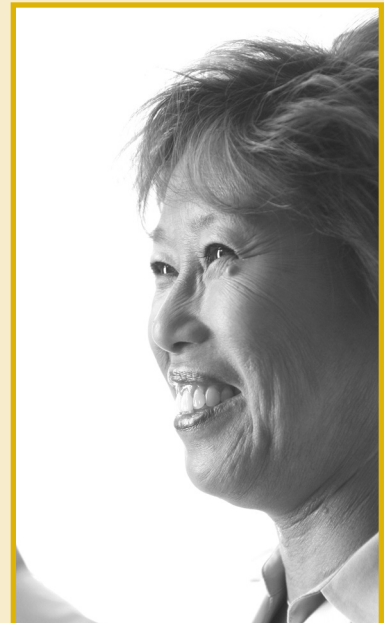
- A 12-week membership in the online CalorieKing Club at no cost to them.
- A diet plan where your patients set weight loss goals according to age, height and weight.
- Effective tools to help patients record daily food intake, exercise properly, and achieve weight loss goals.
- A 12-week online course that will increase members' understanding of proper nutrition and help them to maintain an active lifestyle.
- Members will also learn behavior change techniques that will help them to lose weight and keep the weight off.

- Online support 24 hours a day, 7 days a week from friends going through what your patients are going through.

**What if my patients don't have Internet access? Don't worry. They still can participate in our program by:**

- Calling and talking to a registered dietician
- Calling to get information on how they can access the internet at the local library or other community centers.

**If you think your patients would benefit from this program please have them call us at 1(800) 526-8196, ext.127532 to get their online membership.**





## Disease Management Programs Improve Member Health

Molina Healthcare offers focused disease management programs that can significantly influence the health of our members and provide helpful services for those with chronic conditions such as asthma and diabetes.

**Breathe With Ease<sup>sm</sup>**, Molina's asthma management program, provides asthma education to members ages 2-56. Patients receive valuable self-care tips, workbooks, and telephone case management for members at highest risk for hospitalization.



**Healthy Living with Diabetes<sup>sm</sup>** provides diabetes education to Molina members ages 18-75. Members receive workbooks, medication management and exercise tips, newsletters and more. Nurses or health educators contact members for case management, including those who may benefit from frequent follow-up.

**Motherhood Matters<sup>sm</sup>** provides prenatal education for pregnant members. Members can take advantage of better support and care through interventions that provide valuable education, guidance and links to community resources. Nurses and health educators provide telephone case management and high-risk identification through assessments.

Practitioners receive a detailed report of their patients who are enrolled in our disease management programs. This report contains patient self assessment results and stratification level along with any other data such as pharmacy usage. Practitioners are encouraged to review this report and provide feedback. At each point of contact, members are encouraged to discuss their care with their practitioner and follow their treatment plan.

Logon to the Molina website at [www.molinahealthcare.com](http://www.molinahealthcare.com) for more information about our disease management programs or call the Health Improvement Hotline at (800) 377-9594, extension 182618. Practitioner referrals are welcome.

### In This Issue

Disease Management Programs	pg 1
Quality Improvement Program	pg 2
Nurse Advice Line	pg 2
Pharmaceutical Procedures	pg 3
Complex Case Management	pg 3
Weight Management Program	pg 4

**Ann Wehr, MD**  
President and Chief Executive Officer

**Eugene F. Sun, MD**  
Chief Medical Officer

**Anita Mullins**  
Chief Financial Officer

**Diana Madrid**  
Director, Utilization Management

**Victor Lunsford**  
Director, Quality Improvement

**Lynn Allen**  
Director, Contracting, Provider & Member Services

**Sharon Huerta**  
Director, Government Contracts and Community Outreach

**Timothy Zevnik, MBA**  
Privacy Official and HIPAA Program Manager  
Molina Healthcare, Inc.

#### Features at [www.molinahealthcare.com](http://www.molinahealthcare.com):

- Clinical Practice and Preventive Guidelines
- Quality Improvement Programs
- Member Rights & Responsibilities
- Privacy Notices
- Claims/Denials Decision Information
- Provider Manual
- Formulary
- How to Obtain Copies of UM Criteria
- Disease Management Programs for Asthma, Diabetes and Pregnancy
- UM Affirmative Statement (re: non-incentive for under-utilization)

#### Molina Healthcare of New Mexico

Please contact Molina Provider Services for written copies of all information on the website or if you need more information please call Provider Services at 1-888-825-9266.

## Quality Improvement Program

The Molina Healthcare Quality Improvement Program (QIP) provides the structure and key processes that enable the health plan to carry out its commitment to ongoing improvement of members' health care and service. The Executive Quality Improvement Committee (EQIC) assists the organization to achieve these goals. It is an evolving program that is responsive to the changing needs of the health plan's customers and the standards established by the medical community, regulatory and accrediting bodies.

### The key quality processes include but are not limited to:

- Implementation of programs and processes to improve members' outcomes and health status
- Collaboration with our contracted provider network to identify relevant care processes, develop tools and design meaningful measurement methodologies for provided care and service
- Evaluation of the effectiveness of programs, interventions and process improvements and determine further actions
- Designing effective and value-added interventions
- Continuously monitoring performance parameters and comparing to performance standards and benchmarks published by national, regional, or state regulators, NCQA and internal Molina Healthcare threshold
- Analyzing information and data to identify trends and opportunities, and the appropriateness of care and services
- Oversight and improvement of delegated functions; Claims, UM and Credentialing
- Confirming the quality and adequacy of the provider and Health Delivery Organization network through appropriate contracting and Credentialing processes.

### Patient Safety in 2008

The QIP identifies appropriate safety initiatives for Molina Healthcare members in collaboration with their primary

care providers.

### Patient Safety will be addressed in the following ways:

- Continued information about safe office practices on our website.
- Member education; providing support for members to take an active role to reduce the risk of errors in their own care.
- Member Education about safe medication practices
- Preventive Care information and education for those identified under Disease Management.

### Cultural Competency trainings:

The effectiveness of QIP activities in producing measurable improvements in the care and service provided to members is evaluated by:

- Organizing multi-disciplinary teams, including clinical experts, to analyze service and process improvement opportunities, determine actions for improvement, and evaluate results.
- Tracking the progress of quality activities through appropriate quality committee minutes and reviewing/ updating the QI work plan quarterly.
- Revising interventions based on analysis, when indicated.

Molina Healthcare would like to help you promote the important care activities you have undertaken in your practices. If you would like to have your projects and programs highlighted on the Molina Healthcare website, please contact the Quality Improvement Department. If you would like more information about our Quality Improvement Program or Patient Safety initiatives, or would like to request a paper copy of our documents, please call the Quality Improvement Department at 1-800-377-9594, ext. 182618. You can also visit our website at [www.molinahealthcare.com](http://www.molinahealthcare.com) to obtain more information.



## Attention Providers: Refer Your Patients to the Nurse Advice Line

1-888-275-8750 (English)

1-866-648-3537 (Spanish)

The Nurse Advice Line is staffed by bilingual Registered Nurses to serve your patients 24 hours a day, seven days a week. If your patients have any concerns about their health, our specially trained triage nurses are available to listen to their symptoms, provide nursing care advice, and make referrals to an appropriate care setting. **Encourage your patients to call our Nurse Advice Line for assistance with their healthcare concerns.**

## Drug Formulary and Pharmaceutical Procedures



For each state, the Drug Formulary (sometimes referred to as a Preferred Drug List or PDL) and pharmaceutical procedures are maintained by a Molina Healthcare Pharmacy and Therapeutics (P&T) Committee. This Committee usually meets on a quarterly basis, or more frequently if needed. It is composed of your peers such as practicing physicians and pharmacists from areas where Molina Healthcare practitioners are located. The Committee's goal is to provide a safe, effective and comprehensive Formulary/PDL. The P&T Committee

evaluates all therapeutic categories and selects the most cost-effective agent(s) in each class. In addition, the Committee reviews prior authorization procedures to ensure that medications are used safely, and in accordance with the manufacturer's guidelines and FDA-approved indications. They also evaluate and address new developments in pharmaceuticals and new applications of established technologies, including drugs. Medications prescribed for Molina Healthcare members must be listed in the Drug Formulary/PDL. Select medications may require prior authorization, as well as any medication not found on the listing. When there is a medically necessary indication for an exception, such as failure of the formulary choices, providers may request authorization by submitting, via fax, a Medication Prior Authorization Form or by calling the Pharmacy Prior Authorization Department for the plan. Printed copies of the Drug Formulary/PDL may be obtained by calling the Provider Services Department. Additionally, the listing and prior authorization criteria are posted on the Molina Healthcare website at [www.molinahealthcare.com](http://www.molinahealthcare.com)

## Complex Case Management

Molina Healthcare offers you and your patients the opportunity to participate in our Complex Case Management Program. Patients appropriate for this voluntary program are those that have the most complex service needs and may include your patients with multiple medical conditions, high level of dependence, conditions that require care from multiple specialties and/or have additional social, psychosocial, psychological and emotional issues that exacerbate the condition, treatment regime and/or discharge plan.

The purpose of the Molina Healthcare Complex Case Management Program is to:

- Conduct a needs assessment of the patient, patient's family, and/or caregiver
- Provide intervention and care coordination services within the benefit structure across the continuum of care
- Empower our patients to optimize their health and level of functioning
- Facilitate access to medically necessary services and ensure that they are provided at the appropriate level of care in a timely manner
- Provide a comprehensive and on-going care plan for continuity of care in coordination with you, your staff, your patient, and the patient's family.

**If you would like to learn more about this program, speak with a Complex Case Manager and/or refer a patient for an evaluation for this program, please call Customer Services at 800-580-2811.**

