

Chapter 1: Members with Special Needs

A. Overview

Molina uses a program specifically designed to meet the needs of adults and children identified as having special health care needs.

Molina will use Health Risk Coordinators (HRC) familiar with health assessment screening tools and application to work with those new Members who were not pre-screened during their encounter with the HHSC Administrative Services Contractor. These HRCs will review all health assessment screenings provided by the Administrative Services Contractor. If identified as meeting Molina's assessment criteria for MSHCN, HRC professionals will coordinate their activities with the Quality Improvement/Utilization Management Department. Members identified with a special health care need will be referred to their PCP. Molina will assign a Case Manager to work with the PCP to establish a plan of care, to assist the PCP with necessary referrals (if needed by the PCP), and to aid the Member in accessing the services, including any out-of-network referrals, transportation or translation/interpretation services needed.

B. General Transportation Assistance

HHSC requires that Molina provide transportation to certain providers and their Members due to the location of their office. Please refer to your provider directory to determine which providers are affected by this requirement.

If a Member has a condition that keeps them from using ordinary public or private transportation, Molina can help. Molina will provide medical transportation, such as shuttle and wheelchair vans, if a Member needs it. If a Member does need medical transportation, a **referral is required** to get these services.

C. Medical Transportation Program (MTP)

The Medical Transportation Program (MTP) is a free service provided through Medicaid when Members or their children have no other way of getting to appointments with Medicaid-enrolled doctors, dentists, or other health care service providers (including pharmacies). MTP offers free rides by bus, van, taxi, or airplane to appointments and back home. You can also receive gas money or bus tokens from MTP.

Children younger than twenty-one (21) years of age may qualify for money in advance for their transportation. They may also qualify for meals and lodging when they, and/or the adult responsible for them, must stay overnight at a medical facility such as a hospital. Members can call 1-877-MED-TRIP (1-877-633-8747) between 8:00 a.m. and 5:00 p.m. Central Standard Time, Monday-Friday. For Members with hearing or speech impairments, they can call TDD Relay Texas at 1-800-735-2989.

D. Interpreter/Translation Services

All eligible Members who are Limited English Proficient (LEP) will be entitled to receive interpreter services. An LEP individual has a limited ability or inability to read, speak, or write English well enough to understand and communicate effectively (whether because of language, cognitive or physical limitations). Molina Members will be entitled to:

- Be provided with effective communications with medical providers as established by the Americans with Disabilities Act of 1990, the Rehabilitation Act of 1973, and the Civil Rights Act of 1964.
- Individuals with cognitive difficulties will have ready access to care managers trained to work with cognitively impaired individuals.
- Be notified by the medical provider that interpreter services are available at no cost to the client.
- Decide, with the medical provider, to use an interpreter and receive unbiased interpretation.
- Be assured of confidentiality, as follows:
- Interpreters must adhere to HHSC policies and procedures regarding confidentiality of client records.
- Interpreters may, with client written consent, share information from the client's records only with appropriate medical professionals and agencies working on the client's behalf.
- Interpreters must ensure that this shared information is similarly safeguarded.

In addition, Members are advised in their welcome packet regarding interpretive and translation services and how to access the AT&T Language Line or the TTY line for Members with a hearing impairment.

E. Molina/Provider Coordination

Members and their families, or authorized representatives including the PCP, are key to the success of a plan of care. Plans developed without the involvement of the Member and, if appropriate, the family will be less likely to be followed and result in less than satisfactory outcomes. Member involvement and family support is important to the completion of necessary treatment.

Molina's care coordination program is designed to identify potential clinical problems, especially those of a chronic or complex nature, engage the Member and PCP in determining a care plan, providing ongoing case management support and care coordination, tracking and reporting efforts, adjusting staff levels as needed and monitoring the program for outcomes.

Once a plan of care is developed, case managers authorize all needed services, including those to specialists (in or out of network). If the specialist will be delivering care on an on-going basis, a standing referral will be established. At the Member's discretion and with the specialist's okay, the specialist may be designated as the Member's PCP.

F. Reading/Grade Level Consideration

Member materials are written at a 6th grade reading level or lower. The only exception to this is for medical or legal terminology.

G. Cultural Sensitivity

Molina responds to the cultural, racial, and linguistic needs (including interpretive service as necessary) of the Medicaid population. Molina is backed by an organization that has focused on serving low-income families and individuals for the past 24 years, providing a wealth of experience in meeting the diverse needs of the Medicaid population. This experience provides Molina access to the experience, resources, and programs designed to meet the unique healthcare needs of a culturally diverse membership. In demonstration of Molina's commitment to meeting the needs of a culturally diverse membership, cultural advisory committees have been established and are supported by one full-time cultural anthropologist who routinely advises Molina staff and committees about the differing needs.

Molina has significant expertise in developing targeted health care programs for culturally diverse Members. Molina maintains cultural advisory committees and employs one full-time cultural anthropologist to advise Molina staff about the differing needs.

It is Molina's intention to mail provider material that is culturally and linguistically appropriate for use by themselves and their patients. In addition, interpretation services will be available and in-service trainings and discussions will be encouraged on these topics.

All provider promotional, educational, training, or outreach material will include an inventory control number per the requirements of HHSC.

H. Case Management Services

Community Referrals

Molina will make our best effort to implement a systematic process to enlist the involvement of community organizations that may not be providing CHIP-covered services but are otherwise important to the health and well being of Members. Molina will also make our best effort to establish relationships with these community organizations in order to make referrals for CSHCN and other children who need community services. These organizations may include, but are not limited to:

- Early Childhood Intervention Program (512/424-6745)
- Department of Mental Health and Mental Retardation (MHMR) (512/206-4830)
- Texas Department of Health (TDH) Title V Program (512/458-7321)
- Local School District (Special Education)
- Other state and local agencies and programs with jurisdiction over children's services, including food
- stamps, Women, Infants, and Children's (WIC) Program

- Texas Information and Referral Network
- Texas Commission for the Blind (TCB)
- Child-serving civic and religious organizations and consumer and advocacy groups, such as United
- Cerebral Palsy, that also work on behalf of the CCSHCN population