

Spring 2017 Health and Wellness Newsletter



Enrollee Board Members

Molina Healthcare would like to thank everyone who volunteered to be on our Board of Directors. Four candidates have been selected: Marissa Morgan, Taka Powell, James Petty and Tehra Verellen.

As a Molina Member, we ask that you pick two new members for our Board of Directors, starting in December 2017. The enrollee board member election ballot has been included with this newsletter. Please vote for only two candidates by June 17, 2017.

Check out what Molina offers online

Have you logged in to the Molina website lately? You have many resources to help you learn more about how Molina works. One of these great resources is our *Guide to Accessing Quality Health Care*. Look for the *Guide* on the Quality Improvement Program section of the website. Go to <http://tinyurl.com/MHMQualityGuide>.

In This Issue

Enrollee Board Members.....	1
Check out what Molina offers online.....	1
Health Care Fraud, Waste and Abuse.....	3
About Our Members: Protecting Your Privacy.....	4
Provider Online Directory.....	4
Health Education.....	4
Attention: Healthy Michigan Plan Enrollees.....	4
Personal Information.....	5
Children's Special Healthcare Services.....	5
Lead Poisoning.....	5

All newsletters are also available at MolinaHealthcare.com.

To get this information in your preferred language and/or accessible format, please call Member Services. The number is on the back of your Member ID card.

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

MolinaHealthcare.com

This *Guide* helps you learn about the programs and services we offer to our members. You can read about our:

- **Quality Improvement Program.** We always look for ways to improve the care you receive. You can read about the progress we make each year.
- **Case Management Program.** We are here to give you extra help if you have an ongoing, complex health condition.
- **Health Management Program.** We give tips on how to stay healthy if you have a chronic condition.

This *Guide* gives you details about how we:

- Protect your privacy
- Work with our providers to make sure you get safe health care
- Make choices about your health care
- Look at new services to provide as part of the benefits we cover
- Guide you in the process to help you get health care after hours or during an emergency
- Help you find answers to drug benefit questions
- Give you details about the services we offer for behavioral health issues
- Tell you about your rights and responsibilities when you are enrolled in our health plan
- Give you tips on how to get a second opinion about your health care from another provider
- Show you how to get care out-of-network
- Allow you to file a grievance if you have problems with your medical care or Molina's service
- Let you appeal a denied service or a claim when it is not paid
- Tell you how to find information about our providers in the provider directory
- Help you learn how to fill out an Advance Directive to help you make health care decisions
- Review new studies to make sure the new services are proven to be safe
- Offer TDD/TTY services for our members who need help with hearing or speech
- Offer language translation services for our members who need them
- Tell you how to access online tools, such as:
 - Health Appraisal
 - Self-Management Tools and Calculators

This *Guide* gives you a checklist with information you can find on the website. The information includes:

- How to order ID cards
- How to contact Member Services and Nurse Advice Line by email
- Lists of our Molina contracted providers and hospitals, that include:
 - Provider names, addresses and phone numbers
 - A provider's board certification status
 - Office hours for all sites
 - Providers accepting new patients
 - Languages spoken by the provider or staff
 - Hospital information including name, location and accreditation status
- Details about your benefits and services that are included and excluded from coverage
- Co-payments you must pay (if they apply)
- What you do if you get a bill for a claim
- FAQs (frequently asked questions and answers)
- Pharmacy procedures, such as:
 - Drugs we do not cover

- Drug limits or quotas
- The process to request an exception for drugs not on the Preferred Drug List
- The process for generic substitution, therapeutic interchange (using drugs that are different but have the same effects) and step-therapy protocols (certain drugs are tried first before we cover another drug for the same condition)
- How to contact Utilization Management (UM) staff about a UM issue or question
- UM affirmative statement about incentives describing that Molina does not reward providers who make UM decisions
- Preventive health guidelines and shot schedules
- Your rights and responsibilities and the privacy of your information

You can print out the *Guide* and any other information you need from our website. You may also call Member Services and ask to have a hard copy of materials mailed to you. The number is on the back of your Member ID card.

Health Care Fraud, Waste and Abuse

Molina Healthcare of Michigan is focused on ensuring that fraud, waste and abuse does not occur. If you believe fraud, waste and abuse has taken place, you can report it without giving your name.

You can contact Molina anonymously by:

Online: www.MolinaHealthcare.alertline.com

Email: MHMCompliance@MolinaHealthCare.com

Phone: 1-866-606-3889

Fax: 1-248-925-1797

Regular Mail:

Molina Healthcare of Michigan

Attention: Compliance Director

880 West Long Lake Road, Suite 600

Troy, MI 48098-4504

Or you can contact:

Online: www.michigan.gov/fraud

Phone: 1-855-MI-FRAUD (1-855-643-7283)

Regular Mail:

Michigan Department of Health and Human Services (MDHHS)

Office of Inspector General

P.O. Box 30062

Lansing, MI 48909

For more information, please visit

<http://www.molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/Pages/fraud.aspx>.

MolinaHealthcare.com

About Our Members: Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina wants you to know how we use or share your protected health information (PHI). Please visit the following link for a summary of how Molina protects your privacy: <http://tinyurl.com/MHMQualityGuide>

Our Notice of Privacy Practices gives more information about how we use and share our members' PHI. You may find our full Notice of Privacy Practices on our website at MolinaHealthcare.com. You also may ask for a copy of our Notice of Privacy Practices by calling Member Services. The number is on the back of your Member ID card.

Provider Online Directory

Did you know you can find a provider or pharmacy location online? Visit MolinaHealthcare.com/ProviderSearch.



Health Education

As a Molina Member, you have access to health education on our website. Visit <http://tinyurl.com/MolinaHealthEd>. If you have Diabetes, talk to your provider about a dilated eye exam.

Attention: Healthy Michigan Plan Enrollees

Did you know you could be eligible for a \$50 incentive or a reduction in your health savings contribution? Visit your primary care provider (PCP) and complete your Health Risk Assessment (HRA). Your PCP must complete the HRA form with you. Return your HRA to Molina Healthcare of Michigan. Once we receive your HRA form, we will determine which incentive you qualify for. Visit your PCP at least 2 times per year to discuss any current illnesses and chronic conditions. We strongly encourage you to keep your appointments and checkups to help keep you healthy.

Cost Sharing: Some Members who are on the Healthy Michigan Plan will receive a bill for 'cost sharing'. Whether or not you pay cost sharing is dependent on your household income and the information you share with your case worker. If you owe any cost sharing, a bill will be sent to you from the Michigan Department of Health and Human Services. Once you receive this notice, you will have to send a monthly payment in the requested amount in order to receive the incentive. Make timely payments to your MI Health account. Even if you have an outstanding amount, you will not lose your healthcare coverage.

Not all Members will receive a bill. If you do, you may contact Michigan Enrolls to answer any questions you may have. Please call our Member Services department at (888) 898-7969, Monday – Friday, 8 a.m. – 5 p.m.

MolinaHealthcare.com

Personal Information

Molina Healthcare will not call you and request your banking or financial information, including your online banking password or account number(s).

For some product lines, such as Molina Marketplace, you may provide financial information over the phone when trying to pay your premiums, but at no other time.

If at any time you have questions or concerns, please call Member Services. The number is on the back of your Member ID card.

Children's Special Healthcare Services

Children's Special Healthcare Services (CSHCS) is a state of Michigan program that serves children and some adults, with special health care needs. CSHCS covers more than 2,700 medical diagnoses. Benefits for Medicaid Health Plan enrollees with CSHCS include:

- Help from your local health department with community resources, respite and transitioning to adulthood
- Help from the Family Center for Children and Youth with Special Health Care Needs, including a parent-to-parent support network, parent/professional training programs and a CSHCS Family Phone Line (800) 359-3722, available Monday through Friday from 8 a.m. to 5 p.m.
- Help from the Children's Special Needs (CSN) Fund, including wheelchair ramps, van lifts and air conditioners. To see if you qualify for help from the CSN Fund, call (517) 241-7420.

For more information about CSHCS, please call Member Services. The number is on the back of your Member ID card.

Lead Poisoning

Ask your provider to test your child for lead poisoning. Lead is a strong poison. You can get lead poisoning if you swallow or inhale things that contain lead.

How can you test for lead poisoning? A simple blood test can detect lead in your child's body. Ask your provider to test your child before 12 months and before 24 months of age. Talk to your provider about testing your child if your child is under six years of age and has not received a test.

How can you prevent lead poisoning? If you live in an older home, keep all surfaces clean, make sure your child avoids peeling paint, wash your child's hands after playing outside and before meals, wash your child's toys often and serve healthy meals.

If you have any questions, call our 24-hour Nurse Advice Line at (888) 275-8750 (English) or (866) 648-3537 (Spanish.)

[MolinaHealthcare.com](https://www.molinahealthcare.com)



Quality Improvement Department
880 West Long Lake Road, Suite 600
Troy, MI 48098



Questions about Your Health?

Call Our 24-Hour Nurse
Advice Line!

English and other languages:

(888) 275-8750

Spanish: (866) 648-3537

Your health is our priority!

TTY users should dial 711.

MolinaHealthcare.com



Your Extended Family.



Your Extended Family

Non-Discrimination Notification
Molina Healthcare

Molina Healthcare (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members and does not discriminate based on race, color, national origin, age, disability, or sex.

Molina also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
Skilled sign language interpreters
Written material in other formats (large print, audio, accessible electronic formats, Braille)
Language services to people who speak another language or have limited English skills
Skilled interpreters
Written material translated in your language

If you need these services, contact Molina Member Services. The number is on the back of your Member ID card (TTY: 711).

If you think that Molina failed to provide these services or discriminated based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY: 711.

Mail your complaint to: Civil Rights Coordinator, 200 Oceangate, Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint.

FAX Numbers for Molina Civil Rights Coordinator
Table with 6 columns: State, Phone Number, State, Phone Number, State, Phone Number

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html. You can mail it to:

U.S. Department of Health and Human Services,
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf.

If you need help, call (800) 368-1019; TTY (800) 537-7697.

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

Usted tiene derecho a recibir esta información en un formato distinto, como audio, braille, o letra grande, debido a necesidades especiales; o en su idioma sin costo adicional.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Member Services. The number is on the back of your Member ID card. (English)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicios para Miembros. El número de teléfono está al reverso de su tarjeta de identificación del miembro. (Spanish)

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電會員服務。電話號碼載於您的會員證背面。(Chinese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Dịch vụ Thành viên. Số điện thoại có trên mặt sau thẻ ID Thành viên của bạn. (Vietnamese)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Mga Serbisyo sa Miyembro. Makikita ang numero sa likod ng iyong ID card ng Miyembro. (Tagalog)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 회원 서비스로 전화하십시오. 전화번호는 회원 ID 카드 뒷면에 있습니다. (Korean)

تنبيه: إذا كنت تستخدم اللغة العربية، تتاح خدمات المساعدة اللغوية، مجاناً، لك. اتصل بقسم خدمات الأعضاء. ورقم الهاتف هذا موجود خلف بطاقة تعريف العضو الخاصة بك. (Arabic)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele Sèvis Manm. W ap jwenn nimewo a sou do kat idantifikasyon manm ou a. (French Creole)

ВНИМАНИЕ: Если вы говорите на русском языке, вы можете бесплатно воспользоваться услугами переводчика. Позвоните в Отдел обслуживания участников. Номер телефона указан на обратной стороне вашей ID-карты участника. (Russian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե դուք խոսում եք հայերեն, կարող եք անվճար օգտվել լեզվի օժանդակ ծառայություններից: Ձանգահարե՛ք Հաճախորդների սպասարկման բաժին: Հեռախոսի համարը նշված է ձեր Անդամակցության նույնականացման քարտի ետևի մասում: (Armenian)

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。
会員サービスまでお電話ください。電話番号は会員IDカードの裏面に記載されております。
(Japanese)

توجه؛ اگر به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی، بدون هزینه در دسترس شما هستند. با خدمات اعضا تماس بگیرید. شماره تلفن روی پشت کارت شناسایی عضویت شما درج شده است. (Farsi)

ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। ਮੈਂਬਰ ਸਰਵਿਸਜ (Member Services) ਨੂੰ ਫੋਨ ਕਰੋ। ਨੰਬਰ ਤੁਹਾਡੇ Member ID (ਮੈਂਬਰ ਆਈ.ਡੀ.) ਕਾਰਡ ਦੇ ਪਿਛਲੇ ਪਾਸੇ ਹੈ। (Punjabi)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Wenden Sie sich telefonisch an die Mitgliederbetreuungen. Die Nummer finden Sie auf der Rückseite Ihrer Mitgliedskarte. (German)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez les Services aux membres. Le numéro figure au dos de votre carte de membre. (French)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Cov npawb xov tooj nyob tom qab ntawm koj daim npav tswv cuab. (Hmong)