

Spring 2018 Health and Wellness Newsletter



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>.

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 provide information on how you or your caregiver can receive 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.

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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.

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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



[MolinaMarketplace.com](https://www.MolinaMarketplace.com)

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 the 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

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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>.

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.

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.

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Opioids and the Opioid Epidemic

About Opioids:

Opioids are a type of pain medicine. They can help people manage illness, injury or surgery. Doctors prescribe opioids to reduce pain signals to the brain. All these are opioids:

- Codeine
- Fentanyl
- Hydrocodone
- Morphine
- Oxycodone
- Oxycontin
- Heroin—an illegal kind of opioid

Opioids are highly addictive. Taking opioids without a medical reason or overusing them can cause addiction-fast. In fact, opioid addiction is an epidemic in the U.S. Every day, about 91 Americans die from opioid overdose, according to the CDC (Centers for Disease Control).

[MolinaMarketplace.com](https://www.molina.com)

Taking too many doses of opioids can have dangerous results. If your doctor prescribes an opioid medication, take it only as directed. Taking more than your doctor has prescribed can result in:

- Weak breathing
- Constipation
- Blocked pain signals
- Mental confusion
- Nausea
- Organ damage
- Death—**Opioids are so strong, even one large dose can kill you.**

How do you know if you're depending too much on opioids? Watch for these signs:

- You keep raising the dose to control pain
- When you use less medicine or quit, you get symptoms of withdrawal like stomach cramps, muscle aches or cold sweats

What are the signs of abuse?

- Using your medicine with other drugs your doctor did not order
- Too many refills
- Injecting the medicine or snorting it

Talk to your doctor about how opioid medicines can affect you.

Women's Health Screenings

Cervical Cancer Screening:

If you are 21 to 64 years of age, talk to your provider about getting a Pap test. This test checks for changes in your cervix. A Pap test is the best way to find cervical cancer early.

Cervical cancer is cancer that forms in the tissues (cells) of the cervix. The cervix is the organ that connects the uterus and vagina. You could have cervical cancer and not know it.

A Pap test can find unhealthy cells in the cervix that can turn into cancer. A Pap test can find cervical cancer early, when it is easier to treat. You have a better chance of curing cervical cancer if it is found early.

A Human Papillomavirus (HPV) test checks for the HPV virus that can cause the cells in the cervix to change. It can also provide more information when a Pap test produces unclear results.

- Women 21 to 65 years of age should have a Pap test every 3 years.
- Women 30 to 65 years of age should have co-testing every 5 years or have a Pap test every 3 years.

Important: You should continue to test for cervical cancer even if you have received the HPV vaccine. If you have abnormal results or other risk factors, you may need to test more often.

[MolinaMarketplace.com](https://www.molinamarketplace.com)

Chlamydia Screening:

If you are 16 to 24 years of age, ask your provider to test you for Chlamydia and other Sexually Transmitted Infections (STIs) once a year. STIs can cause other health problems. They can prevent you from becoming pregnant. If you are already pregnant, they may affect your baby's health.

Breast Cancer Screening:

Breast cancer screening means checking your breast for cancer before there are signs or symptoms. Mammograms help your provider check your breasts for possible cancer.

If you have had breast cancer, other breast problems or have a family history of breast cancer, you might need to get mammograms before age 50. Talk to your provider about when to start and how often you should have a mammogram.

There are three ways to help detect breast cancer early. They are:

- Mammogram – Complete every 2 years for women 50 to 74 years of age.
- Clinical breast exams – Complete once a year in your provider's office.
- Breast self-awareness – Report any changes in your breasts to your provider.

Breast cancer can be treated if found early.

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 the 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. to 5 p.m.

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New Medicaid Dental Benefits for Pregnant Women

Thank you for choosing Molina Healthcare for your healthcare needs. We would like to make you aware of a new benefit available to you.

Effective July 1, 2018, Molina Healthcare will provide dental services to pregnant women, ages 19 to 64. Pregnant Medicaid members will be able to use their Molina Healthcare Medicaid ID card to obtain dental services.

Molina Dental Services under Medicaid are provided to members at no cost. Molina's dental benefit includes cleaning, fillings and other preventive services.

Description	Limitations
Diagnostic and Preventative Services	N/A
Emergency Dental Care	N/A
X-Rays	N/A
Oral Surgery Services	N/A
Fillings and Other Restorative Services	N/A
Topical Fluoride Treatment	Under Age 21
Tooth Extractions	N/A



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Please visit MyMolina.com if you would like to review your healthcare coverage. To find a Molina Dental Services provider, visit MolinaHealthcare.com, select Medicaid, then Find a Doctor or Pharmacy to view the Molina Dental Services Providers available to you.

We are confident you will find an appropriate Molina Dental Services Provider near you.

If you have questions about this transition prior to July 1, 2018 or about your coverage, please contact us. We're here to help! Please call the M.O.M.S. Program at (888) 898-7969, Monday – Friday, from 8 a.m. to 5 p.m., EST. If you are hearing impaired, please call our TTY line at 711, Monday – Friday, from 8 a.m. to 5 p.m., EST. You may also visit MolinaHealthcare.com.

Thank you again for choosing Molina Healthcare. We appreciate and value you as a Molina member and pledge to treat you like family.

New Vision Provider for Medicaid and Healthy Michigan Plan Members

Starting July 1, 2018, Vision Services Plan (VSP) will replace March Vision. You will begin to receive all of the vision services available through VSP. There are no changes to your benefits. Molina Healthcare vision benefit includes eye exams and replacement glasses.

We would like to ensure that there is no break in your care. To find a VSP provider, or to see if your existing provider is included, visit MolinaHealthcare.com, then Find a Doctor or Pharmacy to view the VSP Providers available to you. After the transition, you may continue seeing your current vision provider for 90 days, if the provider is not listed. Your provider may contact Molina Healthcare, if they want to be included within our network. Please call Member Services at (888) 898-7969, TTY/TDD 711, Monday – Friday, 8 a.m. to 5 p.m., EST if you have any questions.

Hearing Aid Benefit Change for Medicaid and Healthy Michigan Plan Members

Effective September 1, 2018, there will no longer be an age limit for hearing aid benefits for Medicaid members. Hearing exams and supplies, including hearing aid batteries, maintenance and repair of hearing aids, will now be covered for all ages. Batteries will continue to be distributed in one month supplies. If you are currently eligible for hearing aids, there will be no changes to the hearing aid benefit that you receive. If you have any questions regarding this benefit change prior to September 1, 2018, please call Member Services at (888) 898-7969, Monday – Friday, 8 a.m. to 5 p.m., EST (TTY: 711). You may also visit MolinaHealthcare.com.

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300 11th Ave E
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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**.

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Your Extended Family.