



PO Box 298  
Monroe, WI 53566-0298

# Fall 2023 Michigan Member Newsletter

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

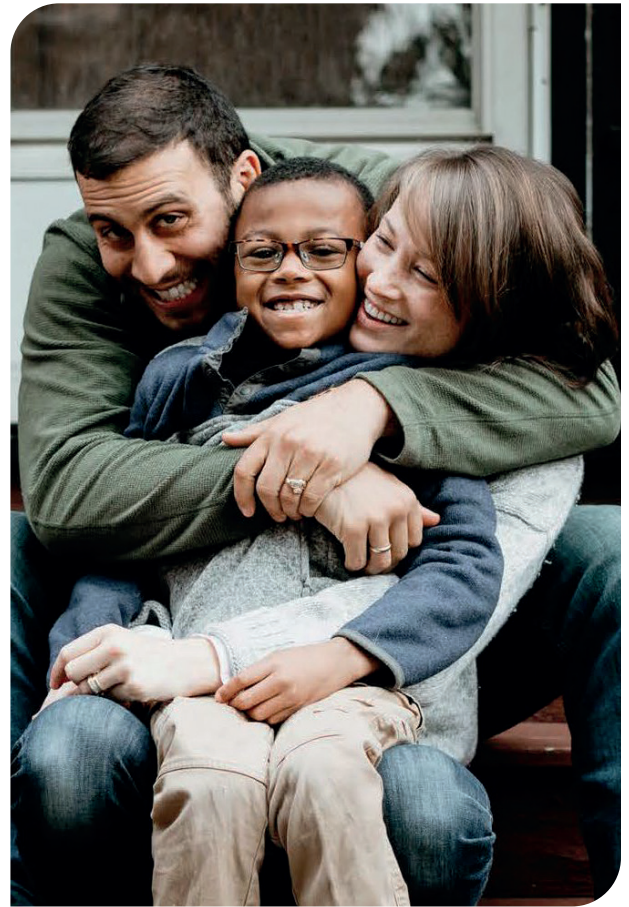
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# Don't lose your Medicaid coverage!



## Now, more than ever, it's important to keep your Medicaid coverage up to date.

Thank you for being part of the Molina Healthcare family. The Michigan Department of Health and Human Services (MDHHS) must occasionally re-determine if you are eligible for Medicaid benefits. This is called Redetermination. The Redetermination process includes a full review of all areas that determine your eligibility for benefits.

### What can I do right now?

- Be sure your address, phone number and email are up to date.
- Verify your information online at: [newmibridges.michigan.gov](https://newmibridges.michigan.gov).
- You can also call your local MDHHS office.
- If you don't have an MI Bridges account, please register at [newmibridges.michigan.gov](https://newmibridges.michigan.gov).

## Complete your redetermination paperwork when you get it to avoid losing your coverage!

### How to Renew

For most members, your renewal month will be the same month it was before the public health emergency (PHE). Members will continue receiving full benefits until a redetermination is made. There are many ways to complete redetermination paperwork.



**Online:** Log in to [newmibridges.michigan.gov](https://newmibridges.michigan.gov), and follow the steps below.

- **Step 1:** Go to [newmibridges.michigan.gov](https://newmibridges.michigan.gov).
- **Step 2:** Click on the blue "Login" button.
- **Step 3:** After logging in, you should click on the blue *Renew Benefits*.

- **Step 4:** Click *Renew Benefits*. The Benefits Renewal Overview should page display. On the Renew My Benefits page, all programs, that have a redetermination that could be submitted should show on the page. The due date of each program redetermination will show in the due file.
- **Step 5:** Find Healthcare Coverage and click *Start Renewal*.
- **Step 6:** Review the Benefits Renewal Overview page for important information about the renewal process. Click *Continue*.
- **Step 7:** The Contact Information page should display. Each time you hit *continue*, your renewal packet is saved. If at any time, you need to leave, it will be saved, and you can pick up at the last saved page.
- **Step 8:** In each section of the renewal, you will be able to add, change, or remove information.
- **Step 9:** Click *Continue* to navigate to the next topic.
- **Step 10:** Final Details page shows. Please type in anything you would like MDHHS to know. When you are done, you can click *continue*.
- **Step 11:** Now, the Your Signature page should display. You will type in your name and click *submit*.
- **Step 12:** Now, the Renew My Benefits Submitted page should display. You can click *View Renew Benefits PDF* to view a PDF of your redetermination. You can also navigate to Upload Documents to upload any verifications to support your renewal information.



**By phone:** Molina has customer service representatives available to help with the process. If you need help, call **(866) 916-0917**. If you did not receive a redetermination packet, please contact your caseworker or your local MDHHS office.

### Items you will need:

- Social Security numbers
- Birthdates
- Passport, alien card, or other immigration numbers for legal immigrants who need health care coverage
- Income information for all adults and all minors aged 14 or older who are required to file a tax return

Renew now so we can keep taking care of you! Molina has customer service representatives available to help with the process. If you need help, email [healthplanrenewals@MolinaHealthcare.com](mailto:healthplanrenewals@MolinaHealthcare.com) or call (866) 916-0917. We're here to help!

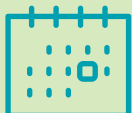
## What if I lose coverage?

You will receive:

- o Notice when your enrollment ends.
- o Information on how to appeal.
- o Information about options for purchasing other health care coverage,
- o Visit [healthcare.gov](https://healthcare.gov) to learn more.

### Reminder:

Now is a great time to update your contact information! Make any needed changes to your mailing address, phone number, and email in [newmibridges.michigan.gov](https://newmibridges.michigan.gov) so you do not miss important communications about your health benefits.



If you are turning 65 or have certain disabilities, you may qualify for Medicare whether or not you are still eligible for Medicaid. We offer Medicare Advantage plans which include all Original Medicare benefits and much more. If you currently are eligible or may become eligible for Medicare, call (866) 403-8293 (TTY/TDD: 711). You can add on Molina Medicare even if you are still eligible for Medicaid.

For more information, visit [molinahealthcare.com/keepmyhealthplan/MI](https://molinahealthcare.com/keepmyhealthplan/MI) or scan the QR code below.



# Sickle Cell

Sickle Cell disease affects many families. Sickle Cell disease is a blood disorder that affects the shape of red blood cells and can lead to complications such as anemia, pain, infections, and stroke. The damage to the body can be silent and it is important to follow treatments and medications prescribed by doctors and hematologists to manage Sickle Cell disease and have improved health outcomes.

Research has shown that a team approach to managing Sickle Cell disease provides the best results and better health outcomes. The Molina Sickle Cell Program encourages the team approach to help our members with Sickle Cell disease cope with their disease. Our program prepares our members for healthcare needs and to help lead a healthy and active life.

Our dedicated R.N. Sickle Cell Case Manager can work with you and be your guide. By engaging in our case management program, you will be provided with assistance in scheduling required appointments with a primary care physician (PCP) and a hematologist. We can also help arrange transportation to your appointments is also another benefit of the program. Education will be provided on current treatments available including Transcranial Doppler (TCD) screenings to reduce the risk of stroke, antibiotic treatments to reduce the risk of infections, and Hydroxyurea and other medications that can reduce the risk of pain crisis. The Case Manager will work directly with your healthcare team and will assist you through the process. Our goal is to reduce stress and allow you to focus on you/your family. We can also provide additional resources related to your pharmacy needs including delivery options.

Living with Sickle Cell disease can be challenging, but it's important to remember that you're not alone. Your Molina care team is here to help and can connect you to ongoing support and resources.



**Please call our Health Management Department at (866) 891-2320 (TTY/TDD: 711) for more information!**





# Embrace your confidence with a healthy smile!

Brushing and flossing at home is important, but to be sure teeth are healthy and thoroughly clean, you should schedule regular check-ups with your dentist. Dentists recommend coming in for examinations and teeth cleaning twice a year. This has been proven to fight off most dental issues when combined with regular brushing and flossing. Having regularly scheduled dental cleanings can prevent problems such as tooth decay, gum disease, and tooth loss. Regular teeth cleanings are just as important as showering when it comes to taking care of your mouth. Oral exams are performed before cleanings, and this gives the dentist a chance to identify developing problems in their early stages. The dentist also examines your face, neck, jaw, and tongue for irregularities. A teeth cleaning removes bacteria, plaque, and tartar buildup. There are many benefits to having a dental exam early including:

- Treating gum disease early
- Detecting oral cancer early
- Addressing cavities early
- Correcting teeth clenching or grinding
- Teaching proper oral hygiene techniques
- Checking your jaw for abnormalities
- Keeping your gums and teeth clean

When oral health issues are left untreated, it can affect your overall health. Many oral problems, including oral cancer, respond best when found early and treated. If you have a dental professional to perform routine exams and cleanings, you can rest assured you are receiving the best care to detect anything more serious.

While skipping a dental appointment may not seem important, oral health problems can develop and progress quickly. Keep your teeth and gums healthy by seeing a dentist regularly. Call Molina Medicaid Dental Member Services at (844) 583-6157, Monday–Friday, 8 a.m.–8 p.m. EST, to locate a dentist and learn more about your dental benefits. Make your appointment for your dental exam today and earn a \$50 gift card. For more information, email Molina at: [QualityGiftCardInquiry@MolinaHealthcare.com](mailto:QualityGiftCardInquiry@MolinaHealthcare.com).

# Protect yourself and loved ones against Flu, RSV, and COVID-19 this season



Colder months increase the spread of common illnesses throughout Michigan. Flu, RSV, and COVID-19 are just a few of the common illnesses that can affect Michiganders at any age. But there's good news! We can protect ourselves and loved ones with vaccines to fight off these common diseases.

## Influenza (FLU)

The Flu is a contagious respiratory illness in the nose, throat, and lungs. It can result in mild to severe illness and sometimes death. The best way to prevent flu is by getting vaccinated each year with a flu shot. Know your symptoms! Flu symptoms may include fever or feeling feverish and chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, tiredness, nausea, diarrhea or vomiting. Protect yourself and loved ones with a flu vaccine. Flu vaccines are safe and is recommended for everyone 6 months of age and older every year. The flu vaccine has shown to have many benefits including reducing the risk of flu illnesses, hospitalizations, and even death.

## Respiratory Syncytial Virus (RSV)

RSV is a common virus that hits its peak infection rate through the fall, winter, and spring months. RSV infects the lungs and respiratory tract causing cold-like symptoms. Most children will be infected with the RSV virus by the time they're 2 years old.

Protect the young ones in your life! Nirsevimab, which was approved by the U.S. Food and Drug Administration (FDA), is the RSV vaccine that provides infants and children with antibodies to protect against severe RSV symptoms. It provides protection during a baby's first RSV season, when they're most at risk for the illness. The Centers For Disease Control and Prevention (CDC) recommends one dose of nirsevimab for all infants 8 months and younger. Nirsevimab is expected to be available this Fall.

Not only does RSV affect infants and young children, but adults 60 and older have a greater risk of catching the RSV virus. Two new vaccines, Arexvy (RSVPreF3) and Abrysvo (RSVpreF), were approved by the FDA in May 2023. These vaccines are the first to be licensed in the United States to protect older adults and are available now!



## Coronavirus (COVID-19)

The coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus. Most people infected with the virus will experience mild to moderate respiratory illness and recover without requiring special treatment. COVID-19 symptoms may include fever, dry cough, tiredness, aches and pains, sore throat, headache, loss of taste or smell, difficulty breathing or shortness of breath, or chest pain or pressure.

This cold season, the CDC recommends everyone 6 months and older get an updated 2023-2024 COVID-19 vaccine. This is to protect yourself against the potentially serious outcomes of COVID-19 illness this fall and winter. It can be given with other vaccines, including flu and RSV vaccines.

This 2023-2024 cold and flu season the CDC recommends:

- Individuals 5 years of age and older, regardless of previous vaccination, are eligible to receive one dose of an updated 2023-2024 mRNA COVID-19 vaccine. They must wait at least two months after receipt of the last COVID-19 vaccine dose.
- Children 6 months through 4 years of age should complete a multi-dose initial series (two doses of Moderna or three doses of Pfizer-BioNTech mRNA COVID-19 vaccine). At least one dose should be the updated 2023-2024 COVID-19 vaccine.
- People who are moderately or severely immunocompromised should complete three-dose initial series. At least one dose should be the 2023-2024 COVID-19 vaccine.

For more information about the Flu, RSV, or COVID-19, call our **24-hour Nurse Advice Line** toll free at



**(888) 275-8750 (English)**  
**(866) 648-3537 (Spanish)**  
**(TTY/TDD: 711)**

# Neighborhood Service Organization (NSO) teams up with Molina to Provide Medical Respite Care for the Homeless

To better serve our Members, Molina and NSO launched a best-in-class medical respite program, at the Detroit Healthy Housing Center campus for individuals experiencing homelessness. This program is designed to help people experiencing homelessness break the cycle of hospitalization and shelter visits.

The program provides a temporary place to heal for those experiencing homelessness and about to be discharged from the hospital. It is specifically designed for patients who are not sick enough to be in the hospital but are too ill to recover on the street. It serves as a bridge between the hospital and a holistic housing solution, which includes:

- 24-hour access to a bed
- 3 meals a day
- Transportation to all medical appointments
- Care coordination
- A safe place to store personal items
- Access to a phone for telehealth/ medical needs
- Wellness checks at least every 24 hours

Molina and NSO are here to help members improve long-term health and housing outcomes.

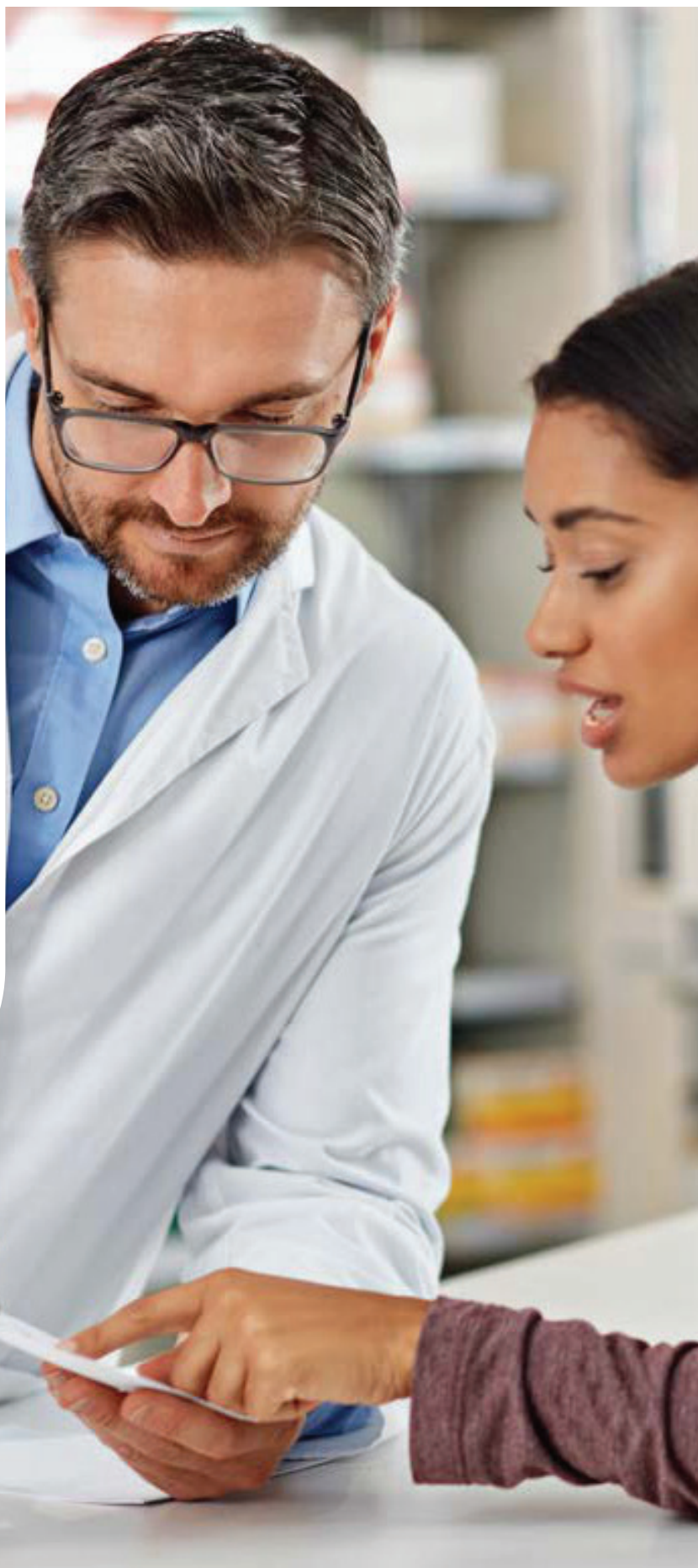


# We are here to help YOU!

Molina is excited to announce we have housing specialists to help serve you! Their job is to help our members, like you, find affordable housing options in **Wayne County, Michigan**. Here's some ways Housing Specialists can help you:

- One on one discussion to understand your housing needs, preferences and finances
- Navigating eligibility requirements and the application process
- Advocacy and support in your housing journey
- Connection to community resources

If you are in need of Housing Assistance please email [mhmcommunityoutreach@MolinaHealthcare.com](mailto:mhmcommunityoutreach@MolinaHealthcare.com) or call Member Services at (888) 898-7969 for more information on these services!





# Molina Help Finder

We are part of your community. And we work hard to make it healthier. Molina Help Finder is your one-stop shop for finding low- and no-cost community resources when you need them. Search for services near you using our online tool at **MolinaHelpFinder.com**. You can search for help and services to meet basic needs like:

- Food
- Housing
- Transportation
- Health
- Job training
- Childcare
- Education
- Work
- Legal
- And more

To learn more, please visit  
**MolinaHelpFinder.com**.





# Member Advisory Council

You're invited to join the Molina Medicaid Plan 2024 Member Advisory Committee. The committee discusses topics that may help you get the most from your health plan.

Our goal is to better understand your needs. Your feedback helps us improve the level of care and customer service we provide. We want our members and their families to tell us about their experience with our employees, providers, and community partners.



## Committee Members will enjoy:

- The ability to share feedback to help Molina solve issues and improve the health plan experience.
- A free lunch during the meeting.
- A \$50 gift card per meeting attended.

## Membership requirements:

- Current Molina Medicaid member.
- At least 21 years old
- Able to attend at least two meetings per year.

Meetings are held in person at our office in Troy, Michigan. Transportation and mileage reimbursement can be provided.

## Ready to Join?

Please send an email to [MHMMemberEngagementCommunications@MolinaHealthcare.com](mailto:MHMMemberEngagementCommunications@MolinaHealthcare.com) and provide the following:

Name:

Address:

City:

State:

Zip Code:

Phone Number:

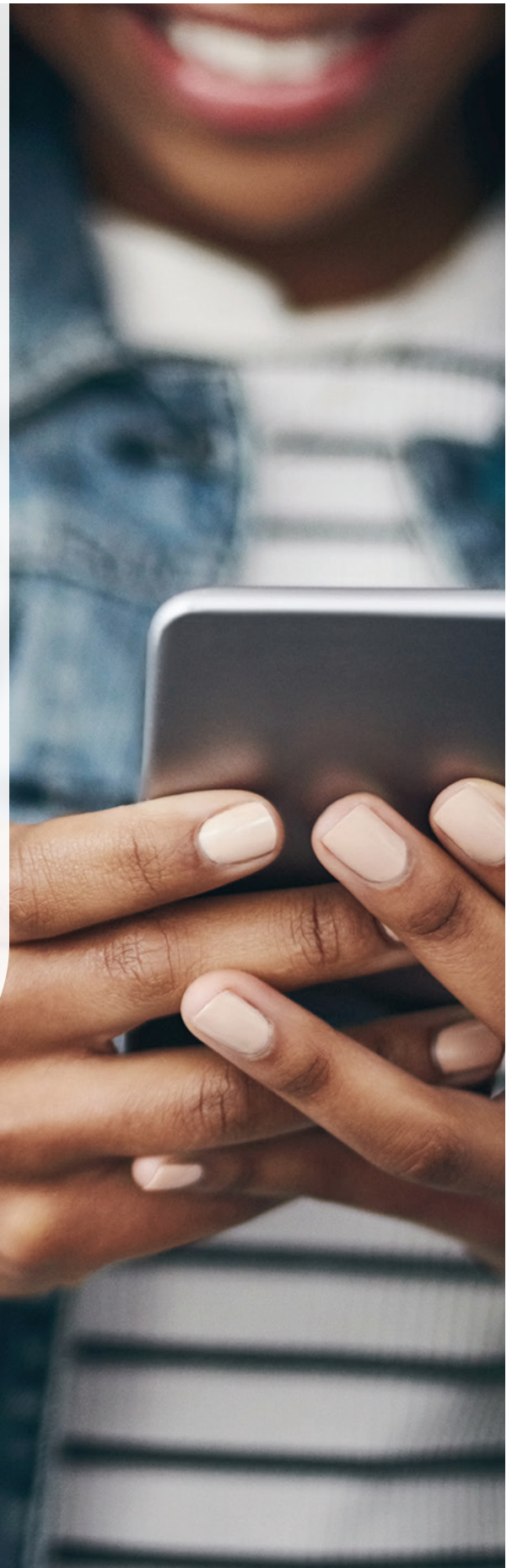
Email:

# Enrollee Board Member election

Molina Healthcare of Michigan, Inc. completed the Board of Director Enrollee Member election in July of 2023. The election results concluded with **Marissa Morgan** re-elected and **Brittany Severson** newly elected as Board Enrollee Directors. Ms. Morgan and Ms. Severson will begin their three-year term representing Molina Healthcare of Michigan enrollees this Fall.

**Marissa Morgan** has been a Molina Healthcare member since 2004 and lives in Detroit. Marissa has worked with mental health and substance abuse intervention counseling and as a Vet Tech. Marissa is active in her community and her church. She states, "My motto is I live, I learn, and I grow."

**Brittany Severson** is from White Lake and has been a member since 2015. She has held several positions in the areas of healthcare and finance. Brittany states, "I have a well-rounded education in healthcare operations and customer service that I feel I could make a difference as a Board member. I will do my best to use that knowledge and experience to ensure I represent the best interests of all Molina Healthcare members."



# Download My Molina Mobile app today!

Get health plan access with your smart phone. With the mobile app, you can easily see your ID card, print it or send it by email to your doctor. Search for new doctors, change your primary care provider (PCP) and much more. Anytime, anywhere.

Download the My Molina mobile app today from the Apple App Store or Google Play Store.

## Other Features:

- View benefits at a glance
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care near you
- View medical records
- Call our Member Services team
- Speak to a nurse through our 24-hour Nurse Advice Line
- Receive important notifications

Download My Molina





# 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: [MolinaHealthcare.alertline.com](https://MolinaHealthcare.alertline.com)  
Email: [MHMCompliance@MolinaHealthcare.com](mailto:MHMCompliance@MolinaHealthcare.com)  
Phone: (866) 606-3889 Fax: (248) 925-1797



Mail: Molina Healthcare of Michigan  
Attention: Compliance Director  
880 West Long Lake Road, Suite 600  
Troy, MI 48098-4504



Or you can contact:  
Online: [michigan.gov/fraud](https://michigan.gov/fraud)  
Phone: 1-855-MI-FRAUD (1-855-643-7283)



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:

[MolinaHealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/Pages/fraud.aspx](https://MolinaHealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/Pages/fraud.aspx).

Molina Healthcare of Michigan (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English **ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-888-898-7969 (TTY: 711).

Spanish **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-898-7969 (TTY: 711).

Arabic ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-898-7969 (رقم هاتف الصم والبكم: 711).