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## Questions about your health?

Call Our Nurse Advice Line!

1-888-275-8750 English

1-866-648-3537 Spanish

**OPEN 24 HOURS!**

Your family's health is our priority!

For the hearing impaired please call

TTY/866-735-2929 English

TTY/866-833-4703 Spanish

## Molina Medicare Plans

Molina Healthcare now offers Medicare products for our members. Call us today for information on where products are offered and to see if you qualify.



**1-866-403-8293**  
**[www.MolinaMedicare.com](http://www.MolinaMedicare.com)**



## We Want to Give You Good Care!



Molina Healthcare works with your doctors and hospitals to give you good health care. We make choices about your care based on what you need. We also look at your benefits. We do not reward doctors to deny you care. We also do not reward staff or other people to deny you care or give you less care. We do not pay extra money to doctors or our staff members to deny tests or treatments that you need to get better or stay healthy.

You may call our Member Services team if you ever have a concern about your health care. They can answer many questions for you. If they can't answer your question, they will arrange for you to speak with someone on the Utilization Management staff. Our staff are here to take your call Monday through Friday (except holidays) between 9 a.m. and 5 p.m. They can answer questions about how we make health care choices. Just call the toll-free Member Services number at **1-888-483-0760**. This number is also listed on your Molina Healthcare I.D. card. If you call after 5 p.m. or on the weekend, please leave a message and your phone number.

The Utilization Management staff will call you back during the next normal business day.

### Looking at What's New

We also look at new services. And we look at new uses for benefits you have now. We review new studies to see if services should be added to your benefit package. Molina Healthcare reviews the type of services listed below at least once a year:

- Medical services
- Mental health services
- Medicines
- Equipment

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### Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at [www.molinahealthcare.com](http://www.molinahealthcare.com). You can use the Internet for free at most public libraries. "Click" on the member button and drag your mouse down to your state. You can get information on our website about:

- Molina Healthcare's contracted doctors and hospitals
- Your benefits, including copayments and other charges (if they apply)
- What to do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- Drug formulary (approved drugs that doctors can prescribe)
- How to contact a Nurse to help you with your health care
- How to get primary care, hospital, specialty, and emergency services
- How to get care after normal office hours
- Preventive health guidelines and immunization schedule
- Your rights and responsibilities and the privacy of your information
- Restrictions on benefits or how to obtain care outside the Molina Healthcare service area
- Quality Improvement, Health Education, and Disease Management programs
- How to voice a complaint or appeal a medical decision
- How we decide about using new technology

You can ask for printed copies of anything posted on the website by calling 1-888-483-0760. Your member handbook is also a good resource. You can find it on our website.

Health & Family is developed by Molina Healthcare, Inc.

All rights reserved. All information has been written and reviewed by doctors, nurses, health educators, and registered dietitians. All material in this publication is for information only. This does not replace your doctor's advice.

Molina Healthcare does not discriminate in providing medical care on the basis of preexisting health conditions, race, color, religion, age, national origin, disability, or sex.

## Molina Quality Program



Your health care is important to us. That's why we sometimes send you surveys. One of these surveys is called CAHPS. CAHPS stands for the Consumer Assessment of Health Plans Survey. This survey asks questions about your health care. It asks about the care you or your child receives from Molina Healthcare. HEDIS helps us improve care, too. HEDIS stands for Healthcare Effectiveness Data and Information Set. These scores tell us how many of our members actually get needed services. There are scores for shots, well-child exams, Pap and mammogram screenings, diabetes care, and prenatal and after-delivery care. These scores help you compare one health plan to another plan. Each year Molina Healthcare sets goals to improve our services. This is called a Quality Improvement (QI) plan. Our goal is to help you take better care of yourself and your family. We may send you a few questions about how we are doing and what is important to you. As part of the

QI plan, Molina Healthcare helps you take care of your health and get the best service possible. Some of the ways we do this include:

- Reminders about getting well-child exams and immunizations
- Asthma and diabetes education
- Education on prenatal care and after-delivery exams
- Reminders about getting Pap and mammogram screenings
- Better processing of member complaints
- Help finding the Molina Healthcare website
- Information that tells you about special services for members

To learn more or to request a copy of our QI plan, call our Member Services Department at **1-888-483-0760**.

# About Our Members: Protecting Your Privacy

Your privacy is important to us. We take confidentiality very seriously. Molina Healthcare wants to let you know how your health information is shared or used.

## Your Protected Health Information

PHI stands for these words: Protected Health Information. PHI means health information that includes your name, member number, or other things that can be used to identify you, and that is used or shared by Molina Healthcare.

## Why Does Molina Healthcare Use or Share Our Members' PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care to run our health plan
- To use or share PHI for other purposes as required or permitted by law

## When Does Molina Healthcare Need Your Written Authorization Approval to Use or Share Your PHI?

Molina Healthcare needs your written approval to use or share your PHI for purposes not listed above.

## What Are Your Privacy Rights?

- To look at your PHI
- To get a copy of your PHI or to make changes to your PHI
- To ask us to not use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

## How Does Molina Healthcare Protect Your PHI?

Molina Healthcare has many ways to protect PHI across our health plan. This includes PHI in written word, PHI in spoken word, or PHI in a computer. Below are some ways Molina Healthcare protects PHI:

- Molina Healthcare has policies and rules to protect PHI.
- Only Molina Healthcare staff with a need to know PHI may use PHI.

- Molina Healthcare staff is trained on how to protect and secure PHI.
- Molina Healthcare staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Healthcare secures PHI in our computers. PHI in our computers is kept private by using firewalls and passwords.

## What Can You Do if You Feel Your Privacy Rights Have Not Been Protected?

- Call or write Molina Healthcare and file a complaint.
- File a complaint with the U.S. Department of Health and Human Services.

The above is only a summary. Our Notice of Privacy Practices has more information about how we use and share our members' PHI. Our Notice of Privacy is on our website at [www.molinahealthcare.com](http://www.molinahealthcare.com). You also may get a copy of our Notice of Privacy Practices by calling our Member Services Department at 1-888-483-0760. If you are hearing impaired, call our dedicated TTY line at 1-800-346-4128



## 2008 HEDIS and CAHPS Quality Performance Results

Molina Healthcare's goal is to be better than 75% of other Medicaid and Medicare health plans in the nation. For our Medicaid product line, we met our goal in these areas:

- Childhood immunizations
- Appropriate testing for pharyngitis
- Upper respiratory treatment
- Cervical cancer screening
- Prenatal care
- Postpartum care
- Frequency of prenatal care
- Controlling high blood pressure
- Diabetic care: HbA1C testing
- Diabetic care: LDL-C screening
- Diabetic care: Good control
- Appropriate medications for asthma
- Cholesterol management
- Advice to quit smoking
- Rating of personal doctor/nurse
- Rating of all health care
- Getting care quickly
- How well doctors communicate
- Customer Service
- Call Answer Timeliness
- Low Call Abandonment Rate

For our Medicare product line, we met our goals in the following areas:

- Controlling high blood pressure
- Diabetic care: blood pressure control (<130/80)
- Diabetic care: blood pressure control (<140/90)
- Engagement of Alcohol and Other Drug Dependence Treatment
- Call Answer Timeliness
- Low Call Abandonment Rate

For a copy of the quality plan and updated guidelines on preventive health, **please call 1-888-483-0760, extension 170439.**



## New Online Physician and Hospital Directory



Molina Healthcare of Utah has a new searchable physician and hospital directory. You can access the directory from the Molina Healthcare website at [www.molinahealthcare.com](http://www.molinahealthcare.com). Once you reach the website, click on “Find a Provider.” The directory helps you search for doctors and hospitals that are close to where you live. The directory also can tell you the gender of the doctors and what languages they speak. You can find out which doctors are board certified and if they are accepting new patients. You can also get information about the medical groups and hospitals that the doctors work with. The directory also has information on which hospitals are accredited. You can access the Internet for free at your local library. If you would like a written copy of any information posted on the Molina Healthcare website, please call Member Services at 1-888-483-0760.

## Immunization Updates

### SHOTS FOR CHILDREN

Flu shots must be given each year. The flu is caused by a different germ each year. In 2009, children ages 6 months to 18 years should get the flu shot each year. This is new. Before, it was recommended that children aged 6 months to 59 months (5 years) get the shot. If you have any questions about this shot or any other vaccines, please talk to your child’s doctor.

### NEW WELL CHILD CHECK-UP

Did you know that a new well child check-up is now recommended? It is! Your child should get a check-up at 30 months (2½ years). This is one of the new things added to well check schedule that your doctor follows. Other new things are extra steps to check on your child’s development. Call your doctor’s office today to schedule the 30 month check-up.