



2010 HEDIS and CAHPS Quality Performance Results

**Molina Healthcare's goal is to be better than 75%
of other 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
- Prenatal care
- Postpartum care
- Frequency of prenatal care
- Controlling high blood pressure
- Diabetic care: HbA1C testing
- Diabetic care: Good control
- Appropriate medications for asthma
- Cholesterol management
- Advice to quit smoking
- Avoidance of Antibiotic Treatment
- Imaging Studies for Low Back Pain
- Rating of Personal Doctor/Nurse
- Rating of Specialist Seen Most Often
- Rating of all Health Care
- Getting Care Quickly

For our CHIP product line, we met our goal in these areas:

- Well Child Visits in the first 15 months (6 or more visits)
- Appropriate Use of Medications for Asthmatic Members
- Appropriate Pharyngitis Testing for Children
- Upper Respiratory Infection Treatment for Children

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)

For a copy of the quality plan, **please call 1-888-483-0760, extension 170439.**

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Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at 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:

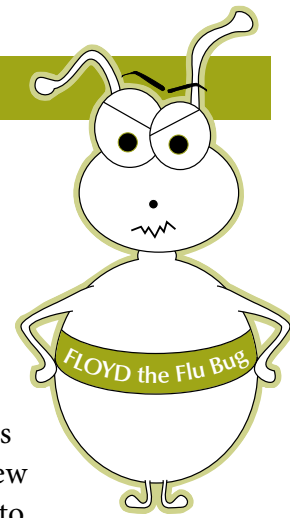
- Molina Healthcare's contracted doctors and hospitals
- Your benefits, including copayments and other charges (if they apply)
- What to do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- Drug formulary (approved drugs that doctors can prescribe)
- How to contact UM staff about a UM issue or question
- 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.

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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.



The Flu

Flu season is here which usually means more of us are suffering from stuffy noses, fever, aches and pains. No one likes to be sick. Therefore it is important to take a few steps to make sure you stay healthy this flu season.

The flu is caused by the influenza (flu) virus, a germ that can lead to pneumonia or other dangerous infections. The flu viruses that go around each year are called seasonal flu. But once in a while, a new flu virus may develop or appear such as the 2009 H1N1. You can use many of the same basic steps to help avoid the different flu viruses. How do you know if you have the flu?

What Are the Symptoms?

Flu symptoms include:

- A fever between 102 and 104° F that lasts 3 days
- Muscle aches and pains
- Feeling very tired
- Headache
- Chest discomfort

Other symptoms include a cough, stuffy nose, sore throat, and sneezing.



What can I do for myself if I get the flu?

Stay home and take good care of yourself when you are sick. Eat well and drink fluids to stay hydrated. Try drinking water and making yourself soup. Popsicles are another way to help children stay hydrated. You should also get plenty of rest. Over-the-counter medicines may be used to reduce fever, aches and pains. If you have other medical conditions or take other medicines, ask your doctor or call a nurse before taking additional medicines.

Remember, the flu is a virus. That means antibiotics won't cure it. Antibiotics fight illness caused by bacteria. They don't work against things usually caused by viruses like colds, the flu, or most coughs and sore throats.

Should I get the flu shot?

Getting the flu shot can reduce your risk of getting the flu. The Centers for Disease Control and Prevention (CDC) generally recommend that all people 6 months of age and older should get an annual flu shot. However, certain people have a higher risk for flu complications. These people include:

- Pregnant women
- People 65 years of age and older
- People of any age with certain chronic medical conditions such as asthma or diabetes
- People who live in nursing homes or other long term care facilities.

- People who care for those at high risk for complications from the flu
- People who have household contact with those at high risk for complications from the flu
- Day care workers of children 6 months of age or younger. The children are too young to be vaccinated so we need to reduce the risk of passing the virus to them.
- Healthcare workers

Remember, whenever you are ill or have questions about the flu, you may call Molina's Nurse Advice Line at any time 24 hours a day, 7 days a week to get more information or ask questions. The phone number is on the back of your member card.

English: 1-888-275-8750

Spanish: 1-866-648-3537

TTY: 1-866-735-2929

Some people think the flu shot gives you the flu. This is not true. Please talk with your doctor to see if the flu shot is right for you.

Are you Pregnant?

Pregnancy is an important time in your life. If you are pregnant or think you might be, please call us and let us know. Molina Healthcare offers the motherhood matterssm program for pregnant women. Through the program you will get the support you need to have a healthy pregnancy. For more information or to enroll in the program, please call us toll-free at 1-866-891-2320. Call now to enroll. Your Baby's good health begins when you are pregnant.



Spark a New Healthier You!

Do you want to be healthier this year? At Molina Healthcare, we know how tough it is to eat well, lose weight, or to maintain a regular exercise plan. If you have been looking for a program to support a healthier you, we have just the answer for you: **SparkPeople.com!** **SparkPeople.com** is a **FREE** online website that can help you reach all of your health and weight loss goals! SparkPeople has tons of information about health, diet, and fitness. It gives you all the tools you need to kick start your way to a more healthy you.

As we introduce SparkPeople.com, we also say good bye to old weight loss websites like CalorieKing. In the past, Molina Healthcare told members to use CalorieKing to help with diet and weight loss. But now, we would like to suggest SparkPeople to our members. It is even better than CalorieKing. It has more to offer. And, it is **FREE!**

So what is it that makes SparkPeople so great? Here are just a few of the many things SparkPeople has to offer:

- A free online diet plan. It lets you track what you eat and how active you are. This can help you lose weight.
- A free recipe library. Here you can find healthy meals to cook for you and your family.
- The website also tells you how many calories, fats, and carbohydrates you should eat each day. This is based your own body and how active you are.
- You can also make a fitness plan for each day of the week. The website gives you simple and short work outs that will work each part of the body.
- You will also find support in other users. You can talk to other members through message boards and blogs. You can ask others for advice. And, you can read about their success stories.
- You can also join a SparkTeam. A SparkTeam is a group of people who share common interests. For

example, you can join a team for people who like to quilt, play soccer, or for those who are in their 30's. You can even start your own SparkTeam.

And if all of that wasn't enough, SparkPeople also has special sites for pregnant women and teens! If you are pregnant, use **babyfit.com**. This site has great tools for moms-to-be. And if you are a teen, join **SparkTeens.com**. It has great tools for teenagers 13-17 years old.

With all the great things SparkPeople has to offer, why not join today? All you need to sign up is a computer with internet access. It is easy to sign up, and you can do it at any time. Go to **SparkPeople.com**, **SparkTeens.com**, or **Babyfit.com** now. Users will need to create a name and password for themselves and follow the sign-up instructions. Here is a tutorial website for those who need some help: http://www.sparkpeople.com/resource/motivation_articles.asp?id=1182

Good Luck with your health and fitness goals!



Fraud, Waste and Abuse

Healthcare fraud is going up every year, and it's up to all of us to help prevent fraud, waste, and abuse.

Some examples of Fraud, Waste and Abuse are:

By a Member

- Lending an ID card to someone.
- Changing the amount or number of refills on a prescription.
- Lying to receive medical or pharmacy services.

By a Provider

- Billing for services or supplies that have not been provided.
- Balancing Billing a Medicaid or CHIP member for covered services.
- Not reporting a patient's misuse of a Molina Health card.



Preventing Fraud, Waste and Abuse

Below are a few helpful tips on how you can help prevent healthcare fraud, waste, and abuse:

- Do not give your Molina ID card or number to anyone except your doctor, clinic, hospital or other healthcare provider.
- Do not let anyone borrow your Molina ID card.
- Never lend your social security card to anyone.
- When you get a prescription make sure the number of the pills in the bottle matches the number on the label.
- Never change or add information on a prescription.
- If your Molina ID card is lost or stolen, report it to Molina right away.

Reporting Fraud and Abuse

If you think someone may be abusing the system, you can call Molina's Compliance Officer or one of the State agencies. You do not have to give your name when you call. Please remember to include as many details as possible.

For Confidential Reporting		
Molina Healthcare of Utah Suspected Member or Provider Fraud, Waste, or Abuse	Utah Department of Health Suspected Provider Fraud, Waste, or Abuse	Utah Department of Workforce Services Suspected Member Fraud, Waste, or Abuse
<p>Compliance Hotline: 1-866-421-8090</p> <p>Fax: 1-866-472-0602</p> <p>Email: MHUcompliance@molinahealthcare.com</p> <p>Postal Mail: Molina Healthcare of Utah Compliance Officer 7050 Union Park Center, Suite 200 Midvale, UT 84047</p>	<p>Call Medicaid Information Line, ask for Utilization Department: 1-800-662-9651</p>	<p>Call Information Fraud Line: 1-800-955-2210</p>



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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