

Improving Services to Molina Healthcare Members

The Quality of Care You Receive is Important to Us.

Molina wants you and your family to get the care you need. We have a **Quality Improvement (QI) Program** to measure how well we do. Each year, we set goals to improve the care and services our members receive. We look to see if our members are getting the exams and tests they need. We also see if you are happy with your care and provider. We listen to what you say and how we can improve.

You can find information about our **QI Program** goals, progress, and results on the website. Please visit the Molina website at <http://www.molinahealthcare.com>.

What Molina's QI Program Offers You

Molina's **QI Program** offers tips and programs to help you stay healthy. These include:

- High blood pressure, asthma, heart disease, diabetes and weight loss programs
- Healthy choices if you are having a baby
- Help to quit smoking

Molina's QI Program:

1. Reaches out to you. We send:
 - Health tips in newsletters
 - Reminders for screenings and tests that you need
2. Works to keep you safe and healthy. We offer:
 - **A Patient Safety Program** - tells you how to stay safe while receiving health care
 - **Preventive Health Guidelines** - tells you how often to see the provider

You will learn what kind of tests, exams, or shots you need. You will also learn when to get them.

3. Makes sure you are safe when you get care. We review:
 - The safety of your provider's office
 - Safety reports of hospitals, skilled nursing and surgery centers

You can compare hospitals and other health care centers by going to these websites:

Leapfrog Group (<http://www.leapfroggroup.org/>)

The Joint Commission (<http://www.qualitycheck.org/consumer/searchQCR.aspx>)

To request a printed copy of our quality results or our QI Program, call Molina Healthcare Member Services.

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Welcome to the Health Insurance Marketplace

This fall, you will hear a lot about the Health Insurance Marketplace. The Marketplace is a result of the Affordable Care Act of 2012. People also call this act 'Obama Care'.

Right now, you qualify for government-sponsored health care. Molina Healthcare is your plan. If your income changes, you may choose to buy health insurance on the Marketplace.

What is the Marketplace?

The Marketplace is a website for health insurance. It allows you to see all of your health insurance options

in one place. It provides a simple way for you to buy a health care plan that fits your budget.

Can I stay with Molina?

Yes. We offer care through Medicare, Medicaid and the Marketplace. Therefore, we can cover each member of your family. This makes it easy for you and your family.

We know this can be confusing. We can help you learn more about your choices. Call us at **(888) 858-3973**. We can also answer other health care questions.

Where to Find Answers to Drug Benefits

Molina wants you to speak to your provider about the drugs you need. If you would like to know more about your drug benefits or our pharmacy process, call Member Services. You can also visit our website at www.MolinaHealthcare.com. On the website, you can find:

- A list of generic and brand name drugs that we cover and do not cover (drug formulary)
- Limits on covered drugs
- Changes and updates to the drug list made during the year
- The process to ask special approval for drugs not on the list
- The process to change a drug to generic
- The process for using different drugs that have the same effects, like a brand name drug or a generic drug
- Rules to try certain drugs first before we cover another drug for the same condition
- How your provider can ask us for approval of certain drugs
- How your provider can ask for the amount of a drug you may need
- Information needed from your provider to get approval for some of your drugs
- Guide to your Pharmacy Benefits

Please note: This information does not apply to the Texas Medicaid/CHIP Formulary or PDL.

You may access the Texas Medicaid Formulary and the PDL at: <http://txvendordrug.com/formulary/formulary-information.shtml> and <http://txvendordrug.com/pdl/>

You may access drug information at:

<http://txvendordrug.com/formulary/epocrates.shtml> or <http://www.epocrates.com/> You may find the Texas Medicaid/CHIP VDP at: <http://txvendordrug.com/formulary/formularyinformation.shtml>



Prevent the Flu: Good Health Habits Can Help Stop Germs

The **single best way to prevent seasonal flu is to get a flu shot** each year. Flu season usually starts in October. Follow good health habits. Cover your cough and wash your hands often. This can help stop the spread of germs and prevent illnesses like the flu.

1. Avoid close contact.

Avoid close contact with people who are sick. This will help protect you from getting sick too.

2. Stay home when you are sick.

If possible, stay home from work and school. Try not to run errands when you are sick. You will help stop others from catching your illness.

3. Cover your mouth and nose.

Cover your mouth and nose with a tissue when you cough or sneeze. It may prevent those around you from getting sick.



4. Clean your hands.

Wash your hands often with soap and water. This will help to protect you from germs. If soap and water are not available, use an alcohol-based hand rub (like hand sanitizer).

5. Avoid touching your eyes, nose or mouth.

Germs often spread when a person touches something that has germs and then touches his or her eyes, nose or mouth.

6. Practice other good health habits.

Clean and disinfect frequently touched surfaces at home, work or school, especially when someone is ill. Get plenty of sleep and be physically active. Manage your stress, drink plenty of fluids and eat healthy food.

Coping with Holiday Stress and Depression

The holiday season can be a time full of happiness spent with friends and family. However, it can also be a time of worry and loneliness. Molina cares about you and wants you to enjoy the holidays. Please consider these tips:

- This season does not remove feeling sad or lonely. If you have these feelings, share with a family member or good friend. Remember, drinking too much can make you feel worse.
- Focus on the good things in your life. Don't compare today with the past.
- Save time for yourself. Find time to relax. Let others share in making plans.
- Enjoy free activities. Try something new. Celebrate the holidays in a new way.
- Spend time with friends who support and care about you. Reach out and make new friends. Contact someone you haven't heard from in a while.
- Volunteer some of your time to help others. Your gift of time spent caring for others less fortunate may bring you joy.



Breast Cancer Screening and Prevention

You can help prevent breast cancer and detect it early.

Get Yearly Exams

Your provider will examine your breasts during your yearly checkup. Your provider may also suggest that you get a mammogram.

Do Monthly Self-Exams

Talk to your provider to learn how to perform a self-exam. Doing monthly self-exams will help you get to know your body. That makes it easier to notice any changes in your breasts. Try to do your self-exam on the same day every month. This may help remind you to do your self-exam.

Exercise

Heavy women are more likely to develop breast cancer. Staying fit will help you keep a healthy weight.

Eat a Healthy Diet

Eating a healthy diet will help you to keep a healthy weight. Eat a diet low in fat and salt. Make sure to eat fruits, vegetables and whole grains.

Avoid Alcohol

Try to limit the amount of alcohol that you drink. Drinking large amounts of alcoholic beverages adds to your risk of breast cancer.



Healthy Holiday Eating

The holidays are a special time to spend with friends and family. Often, food is a major focus of holiday gatherings. Common holiday foods can be high in fat, salt, and sugar. We want to remind you to consider your options and pick healthy foods. Try low fat fruit and vegetable recipes, like this one:

Green Bean and Mushroom Medley

Ingredients

1 1/2 lb.	green beans (fresh, cut into 1-inch lengths)
2	carrots (cut into thick strips)
3 tbsp.	olive oil
1	onion (sliced)
1 lb.	mushrooms (fresh, sliced)
1 tsp.	lemon pepper seasoning
1/2 tbsp.	garlic salt
1/4 c.	almonds (toasted, slivered)

Instructions

1. Bring 1-inch of water to a boil. Add cut green beans and carrots to boiling water. Cover and cook until tender, but still firm. Drain water.
2. Add oil to heated pan. Sauté sliced onions and mushrooms until almost tender. Reduce heat, cover, and simmer 3 minutes. Stir in green beans, carrots, lemon pepper and garlic salt. Cover, and cook for 5 minutes over medium heat.

Fall Prevention: Six tips to prevent falls

Falls put you at risk of serious injury. As you get older, your risk of falls is higher. Physical changes and health conditions put you at more risk. Some medications may also make falls more likely. In fact, falls are a leading cause of injury in older adults.

1. Make an appointment with your doctor

Your doctor can help you with a fall-prevention plan. Be prepared to answer questions like:

- **What medications are you taking?** Make a list of your prescription and over-the-counter medications and supplements. Include the dose and instructions on the label. Bring your list with you to the appointment. Your doctor can review your medications for side effects. He or she will know if your medications are safe to take together. The list will help your doctor know if your medications make you at more of a risk for falls.
- **Have you fallen before?** Write down the details, including when, where and how you fell. Be prepared to discuss times when you almost fell but were caught by someone or were able to grab a hold of something just in time.
- **Could your health conditions cause a fall?** Be prepared to talk about your health conditions and how comfortable you are when you walk. Your doctor may evaluate your muscle strength, balance and walking style as well.

2. Keep moving

Physical activity can help with fall prevention. With your doctor's OK, consider activities such as walking, or water workouts. Your doctor also may refer you to a physical therapist.

3. Wear good shoes

Consider changing your footwear. High heels, floppy slippers, and shoes with slick soles can make you slip, stumble, and fall. So can walking in your stocking feet. Instead:

- Have your feet measured each time you buy shoes, since foot size can change.
- Buy properly fitting, sturdy shoes with nonskid soles.
- Choose lace-up shoes instead of slip-ons, and keep the laces tied. If you have trouble tying laces, select footwear with fabric fasteners.

4. Remove home hazards

Take a look around your home. Your living room, kitchen, bedroom, bathroom, hallways and stairways may be filled with hazards. To make your home safer:

- Move coffee tables, electrical cords and phone cords from walkways.
- Remove loose rugs from your home.
- Immediately clean spilled liquids, grease or food.
- Use nonslip mats in your bathtub or shower.

5. Light up your living space.

Keep your home brightly lit to avoid tripping on objects that are hard to see.

6. Use assistive devices.

Your doctor might want you to use a cane or walker to keep you steady. Other things can help, too. For example:

- Hand rails for both sides of stairways
- Grab bars for the shower or tub
- A sturdy plastic seat for the shower or tub
- A hand-held shower nozzle for bathing while sitting down

Fraud, Waste and Abuse

Healthcare fraud is increasing every year. 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.
- Balance 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		
<p>Molina Healthcare of Utah Suspected Member or Provider Fraud, Waste, or Abuse</p>	<p>Utah Department of Health Suspected Provider Fraud, Waste, or Abuse</p>	<p>Utah Department of Workforce Services Suspected Member Fraud, Waste, or Abuse</p>
<p>Compliance Alertline: (866) 606-3889</p> <p>Compliance Fax: (866) 472-0602</p> <p>Compliance Email: MHUcompliance@molinahealthcare.com</p> <p>To report an issue online, visit: https://molinahealthcare.alertline.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: (800) 662-9651</p>	<p>Call Information Fraud Line: (800) 955-2210</p>

Leapfrog Hospital Safety Data

A patient safety program helps to reduce accidental injury or medical errors to patients while in the hospital. Leapfrog is the name of a patient safety program. All network hospitals were part of the Leapfrog program. The Leapfrog process gives hospitals one star for being willing to submit data. Two stars are for hospitals making progress meeting patient safety standards. Three stars are for hospitals making the most progress meeting patient safety standards. Four stars are for hospitals that meet all patient safety standards.

Molina would like to congratulate the following hospitals on meeting Leapfrog hospital safety standards:

- Brigham City Community Hospital
- Lakeview Hospital
- Mountain View Hospital
- Ogden Regional Medical Center
- Timpanogos Regional Hospital

All hospitals fully met the Leapfrog standard for managing serious errors. All facilities are doing very well with managing normal deliveries and pneumonia management. Larger facilities are also doing well on heart bypass surgery.

For more information, see <http://www.leapfroggroup.org/cp>.

Your Role in Coordination of Care

What is Coordination of Care? It is when your primary care doctor knows about the care you get from other doctors. This includes lab tests, eye exams, hospital stays, or care by someone other than your primary doctor.

Why is it important? You get the best care when your doctor knows about other treatment you are getting.

What can you do to improve coordination of care?

1. Tell any doctor or other caregiver the name of your primary care provider. Give them the office name and phone number if you have it.
2. Ask the other caregiver to send a report to your primary care provider.
3. Next time you see your primary doctor, ask if they got a report from the other caregiver you saw





QI Department

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Molina Healthcare Member Services		
Monday-Friday (except holidays)		
California	7:00am –7:00pm	(888) 665-4621 (TTY/TTD: (800) 479-3310) California Relay Service: Dial 711
Florida	8:00am –7:00pm	(866) 472-4585
Michigan	8:00am –6:00pm	(888) 898-7969 Hearing Impaired: MI Relay (800) 649-3777 or 711
New Mexico	8:00am –5:00pm	(800) 580-2811
Ohio	7:00am –7:00pm	(800) 642-4168 TTY/Ohio Relay: (800) 750-0750 or 711
Texas	8:00am –5:00pm	(866) 449-6849 TTY/TTD: (800) 346-4128
Utah	8:00am –5:00pm	(888) 483-0760 TTY: (800) 346-4128
Washington	8:00am –5:00pm	(800) 869-7165 TTY/TTD: Dial 711
Wisconsin	8:00am –5:00pm	(888) 999-2404 TTY: (800) 947-3529

Questions about your health?

Call Our Nurse Advice Line!

English: (888) 275-8750
Spanish: (866) 648-3537

OPEN 24 HOURS!

Your family’s health is our priority!
For the hearing impaired please call

TTY (English): (866) 735-2929
TTY (Spanish): (866) 833-4703
or 711