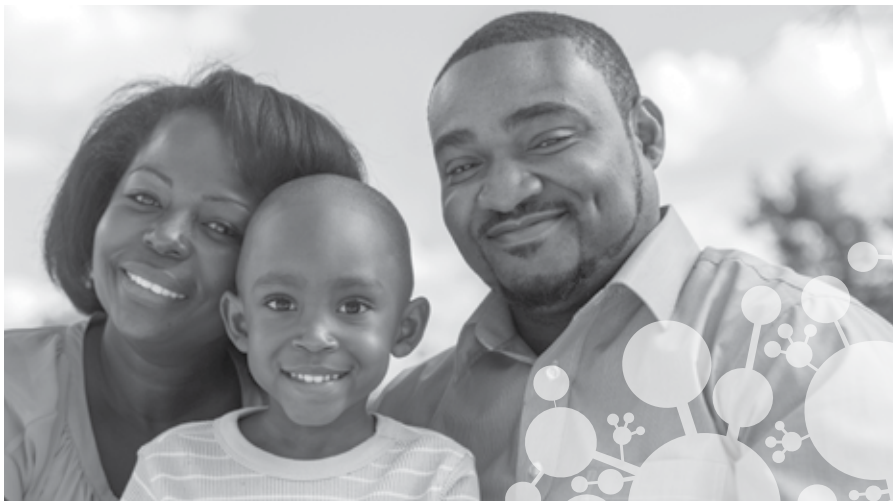


# Fall 2014 Health and Family Newsletter



## 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](http://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

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All newsletters are also available at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

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



Your Extended Family.

# 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. As a Molina Healthcare member, you can receive your seasonal flu shot for free. Many pharmacies offer the flu shot for adult members. You can also ask your provider. Flu season usually starts in October. Follow good health habits. Help stop the spread of germs and prevent illnesses like the flu.

1. Avoid close contact with others who are sick.
2. Stay home when you are sick.
3. Cover your mouth and nose when you cough or sneeze.
4. Wash your hands often with soap and water.
5. Avoid touching your eyes, nose or mouth.
6. Practice other good health habits.



## Health Care Fraud, Waste and Abuse

Health care costs go up every year. Health care fraud, waste and abuse are to blame for some of these costs. About 3-10% of the nation's health care costs are due to fraud, waste and abuse. This can be from \$81 to \$270 billion. High health care costs make it hard to fund programs, like Medicaid.

Fraud, waste, and abuse can also affect quality of care. Molina Healthcare worries about that. Molina wants to make sure all members get good quality care.

Do you think you did not get services Molina paid for? Do you think you may be a victim of fraud, waste, and abuse? Do you know someone who is causing health care fraud? You can help Molina by telling us about your concerns.

You can report fraud, waste, and abuse to Molina's AlertLine. You may call the AlertLine 24 hours a day, seven days a week. Call the AlertLine toll-free at (866) 606-3889. You may also report your concerns on the AlertLine website. You can find the website at <https://MolinaHealthcare.AlertLine.com>.

With your help, Molina can stop health care fraud, waste and abuse!

## Take Your Medicine

Your provider may give you one pill, two pills or ten pills to take every day. Do you ever look at your pills and wonder, "why am I taking this?" You are not alone. Many chronic diseases (like high blood sugar or high blood pressure) require you to take pills every day. If you take your pills as your provider orders you to, you will have better health and less illness. Sometimes you may not feel any difference when you take your pills, but they are still working to protect you.

Always take your pills as prescribed by your provider.

It is good to know what your pills are doing for your health. If you know why you are taking a pill, you may be more likely to take it as prescribed. Ask your provider or pharmacist to explain how your pills work to help you stay healthy.



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

# 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. There are many topics that include:

- High blood pressure, asthma, COPD, 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 healthcare 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. The number is on the back of your ID card.

## Now Available for Molina Medicaid Members!

Tips to make the most of YOUR provider visit!

A provider visit is a chance for you and your provider to work together for your health!

- Learn about the wait times to schedule appointments.
- Learn tips to prepare for your appointment.

Please visit the Member Portal for more information at [www.MyMolina.com](http://www.MyMolina.com)!



**MolinaHealthcare.com**

# 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 are part of the Leapfrog program. The Leapfrog process gives hospitals one to four stars. One star is for submitting data. Two stars are for making progress toward meeting patient safety standards. Three stars are for making the most progress meeting patient safety standards. Four stars are for meeting 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
- St. Marks Hospital
- Timpanogos Regional Hospital

All hospitals met the Leapfrog standard for managing serious errors. All facilities are doing well with managing normal deliveries and reducing hospital acquired injuries. 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 provider knows about the care you get from other providers. This includes lab tests, eye exams, hospital stays, or care by someone other than your primary care provider.

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

What can you do to improve coordination of care?

1. Tell any provider 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 care provider, ask if he or she got a report from the other caregiver you saw.

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

# Fall Prevention: Six tips to prevent falls

Falls are the leading cause of injury in older adults. As you get older, you increase your risk of falling. Follow these six tips to help prevent falls.

## 1. Make an appointment with your provider.

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

- What medications are you taking?
- Have you fallen before?
- Could your health conditions cause a fall?

## 2. Stay active.

Try to walk every day. Exercise can help keep your muscles and joints strong and help prevent falls.

## 3. Wear shoes with nonskid soles.

High heels, floppy slippers, and shoes with slick soles can make you slip, stumble and fall.

## 4. Remove home hazards.

Take a look around your home. You can make your home safer.

- Move coffee tables, electrical cords and phone cords away from walkways.
- Remove loose rugs.
- Clean-up spilled liquids, grease or food as soon as possible.
- 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 provider might want you to use a cane or walker to keep you steady.



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



**QI Department**

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## Questions about Your Health?

Call Our Nurse Advice Line!

English: (888) 275-8750

Spanish: (866) 648-3537

**OPEN 24 HOURS!**

Your health is our priority!

For the hearing impaired, please call  
TTY (English and Spanish): 711

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



Your Extended Family.