

Fall 2015 Health and Family Newsletter



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 so 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>.

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Do you know when to use emergency or urgent care services? Call (888) 275-8750. Find an Urgent Care Center @ <http://tinyurl.com/UtahUrgentCare>

Are you having problems with your medical care or our services? You can file a grievance or appeal. Please call (888) 483-0760 or follow instructions @ <http://tinyurl.com/MHUComplaints>

Do you want a copy of your member handbook? Call (888) 483-0760 or visit our website @ <http://tinyurl.com/MHUHandbook>

All newsletters are also available at www.MolinaHealthcare.com.

To get this information in your preferred language and/or accessible format, please call Member Services. The number is on the back of your Member ID card.

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.



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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

Prevent the Flu

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. Get plenty of sleep, eat healthy foods, and manage your stress.



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Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina Healthcare uses and shares data to provide you with health benefits.

Protected Health Information (PHI)

PHI stands for “protected health information.” PHI includes your name, member number, race, ethnicity, language needs, or other things that identify you. Molina Healthcare wants you to know how we use or share your PHI.

Why does Molina Healthcare use or share your 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
- To amend your PHI
- To ask us not to use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI



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

How does Molina Healthcare protect your PHI?

Your PHI can be in written word, spoken word, or on a computer. Molina Healthcare uses many ways to protect PHI across our health plan. Below are some ways Molina Healthcare protects your PHI:

- Molina Healthcare uses policies and rules to protect PHI.
- Only Molina Healthcare staff with a need to know PHI may use PHI.
- Molina Healthcare trains staff to protect and secure PHI, including written and verbal communications.
- Molina Healthcare staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Healthcare secures PHI on our computers. PHI on our computers is kept private by using firewalls and passwords.

What are the duties of Molina Healthcare?

Molina Healthcare is required to:

- Keep your PHI private
- Provide you with a notice in the event of any breach of your unsecured PHI
- Not use or disclose your genetic information for underwriting purposes
- Not use your race, ethnicity or language data for underwriting or denial of coverage and benefits
- Follow the terms of this Notice

What can you do if you feel your privacy rights have not been protected?

- Call or write to 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 gives more information about how we use and share our members' PHI. You may find our full Notice of Privacy Practices on our website at www.MolinaHealthcare.com. You also may ask for a copy of our Notice of Privacy Practices by calling our Member Services Department.



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My-Molina Member Portal

The My-Molina member portal allows members to manage their own health. They can also access pharmacy and claims data. On July 1, 2015, Molina added new choices to the member portal.

What are the new choices?

- View the annual health review with a custom-made plan.
- Access self-care tools and the medical library.
- Track your claims online.
- Access pharmacy information:
 - Find out who pays for different medicines
 - Search pharmacy data
 - Start the exception process
 - Learn about medicine interactions, side effects, or risks
 - Learn about generic medicine substitutes
 - Get electronic refill reminders and learn about e-prescribing
- Select or change a provider.
- Request an ID card.
- Find out when and how to get referrals and authorizations.
- Use a Procedure Cost Estimator to estimate costs for a service or care.
- Send e-mail questions to Member Services.
- Access online health records.
- Access E-referrals.
- Use secure e-mail to get health advice from the Nurse Advice Line.



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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!

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 they got a report from the other caregiver you saw.

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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:

- American Fork Hospital
- Brigham City Community Hospital
- Lakeview Hospital
- McKay Dee Hospital
- Mountain View Hospital
- Ogden Regional Medical Center
- St. Marks Hospital
- Timpanogos Regional Hospital
- Utah Valley Regional

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>.



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

7050 South Union Park Center, Suite 200
Midvale, UT 84047



Questions about Your Health?

Call Our 24-Hour Nurse Advice Line!

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

Your health is our priority!

For the deaf and hard of hearing, please call TTY (English and Spanish): 711

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Your Extended Family.