

Spring 2016 Health & Wellness Newsletter



Check out what Molina offers online

Have you logged in to the Molina website lately? You have many resources to help you learn more about how Molina works. One of these great resources is our *Guide to Accessing Quality Health Care*.

Look for the *Guide* on the Quality Improvement Program section of the website. Go to <http://tinyurl.com/MHWIQualityGuide>.

This *Guide* helps you learn about the programs and services we offer to our members. You can read about our:

- **Quality Improvement Program.** We always look for ways to improve the care you receive. You can read about the progress we make each year.
- **Case Management Program.** We are here to give you extra help if you have an ongoing, complex health condition.
- **Health Management Program.** We give tips on how to stay healthy if you have a chronic condition.

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

Interpreter services are provided free of charge to you.

For help to translate or understand this, please call (888) 999-2404 (TTY/TDD: 711).

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono (888) 999-2404 (TTY/TDD: 711).

Если вам не всё понятно в этом документе, позвоните по телефону (888) 999-2404 (TTY/TDD: 711).

Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau (888) 999-2404 (TTY/TDD: 711).

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Your Extended Family.

This *Guide* gives you details about how we:

- Protect your privacy
- Work with our providers to make sure you get safe health care
- Make choices about your health care
- Look at new services to provide as part of the benefits we cover
- Guide you in the process to help you get health care after hours or during an emergency
- Help you find answers to drug benefit questions
- Give you details about the services we offer for behavioral health issues
- Tell you about your rights and responsibilities when you are enrolled in one of our health plans
- Give you tips on how to get a second opinion about your health care from another provider
- Show you how to get care out-of-network
- Allow you to file a grievance if you have problems with your medical care or Molina's service
- Help you learn how to fill out an Advance Directive to help you make health care decisions
- Review new studies to make sure the new services are proven to be safe
- Offer TDD/TTY services for our members who need help with hearing or speech
- Offer language translation services for our members who need them
- Tell you how to access online tools, such as:
 - Health Assessment
 - Self-Management
 - Contact Member Services and Nurse Advice line by email

This *Guide* gives you a checklist with tools you can find on the website. These tools include:

- Lists of our Molina contracted providers and hospitals, that include:
 - Provider names, addresses and phone numbers
 - A provider's board certification status
 - Office hours for all sites
 - Providers accepting new patients
 - Languages spoken by the provider or staff
 - Hospital information including name, location and accreditation status
- Details about your benefits and services that are included and excluded from coverage
- Co-payments and other charges you must pay (if they apply)
- What you do if you get a bill

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- FAQs (frequently asked questions and answers)
- How to contact Utilization Management (UM) staff about a UM issue or question
- UM affirmative statement about incentives
- Preventive health guidelines and shot schedules
- Your rights and responsibilities and the privacy of your information

You can print out the *Guide* and any other information you need from our website. You may also call the Member and Provider Contact Center at (888) 999-2404 and ask to have a hard copy of materials mailed to you.

Annual Checkup

See your provider for an annual checkup. It is important to discuss what screenings you need and when you need them. Visit your provider even if you feel healthy.

Why are screenings important?

Screenings can help prevent certain diseases. They also help find health problems early, when they are easier to treat. If you do have a health problem, your provider can help you manage it.

Your age, health, family history, and other factors affect how often you need to visit your provider. Regular preventive visits to your provider can help keep you healthy.

Are You Taking Any Medicine?

Make sure to keep a list of all your prescription and over-the-counter medicines. Review your list with your provider at least once a year. Bring your current medicine with you to all provider appointments. This helps make sure that you:

- Take all the medicines you need.
- Stop taking the ones you no longer need.
- Take medicines that are safe to take together.



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Questions about Your Health?

Call Our 24-Hour Nurse Advice Line!

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

OPEN 24 HOURS!

Your health is our priority!

TTY users should dial 711.

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Your Extended Family.