



*Spring 2012*

# Health & FAMILY

*A Guide to Health & Wellness*



# TABLE OF CONTENTS

We Care About Your Health.....2

Patient Safety Program .....4

We Want to Give You Good Care!.....5

Complex Case Management.....7

Protecting Your Privacy .....8

Your Rights as a Molina Healthcare Member .....10

Grievances and Appeals .....12

You Have a Right to Appeal Denials .....13

Disease Management Programs.....14

Getting the Care You Need.....15

Molina Healthcare Website .....17

We are Here to Help You .....18

Provider Online Directory (POD) .....19

Behavioral Health.....20

Your Right to an Advance Directive .....21

Preventive Health .....22

Child and Adolescent Immunization Schedule.....24

Adult Immunization Schedule.....25

# IMPORTANT

Molina Healthcare  
Phone Numbers:

**Member Services:**  
1-888-999-2404

**24 Hour Nurse Advice Line:**  
**English:** 1-888-275-8750  
**TTY:** 1-866-735-2929  
  
**Spanish:** 1-866-648-3537  
**TTY:** 1-866-833-4703

# We Care About Your Health

## Improving Services to Molina Healthcare Members

Your health care is important to us. We want to hear how we are doing. That's why you may receive a survey about Molina Healthcare and your health care services. One of these surveys is called CAHPS.

CAHPS stands for the Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about your health care. It asks about the care you or your child receives from Molina Healthcare. We may send you a few questions about how we are doing and what is important to you. Please take the time to complete the survey if you receive it.

HEDIS® is another tool we use to improve care. HEDIS® stands for Healthcare Effectiveness Data and Information Set. This is a process where we collect information on services that you or your child may

have received. These services include shots, well-child exams, Pap and mammogram screenings, diabetes care, and prenatal and after-delivery care. Through this process we can find out how many of our members actually got needed services. This information is made available to you. It can be used to compare one health plan to another plan.

Each year Molina Healthcare strives to improve all services provided. This is done by setting goals. These goals are included in a Quality Improvement (QI) plan. Our goal is to help you take better care of yourself and your family.

As part of the QI plan, Molina Healthcare helps you take care of your health and get the best service possible. Some of the ways we do this include:

- reminders about getting well-child exams and immunizations
- asthma and diabetes education
- education on prenatal care and after-delivery exams
- reminders about getting Pap and mammogram screenings
- better processing of member grievances (complaints)
- help finding the Molina Healthcare website
- telling you about special services for members.

To learn more or to request a copy of our QI plan, call your Molina Healthcare Member Services Team.



# Molina Healthcare Patient Safety Program

Molina Healthcare wants you and your family to be safe and healthy. We have a Patient Safety Program to help us meet this goal. This program gives you safety facts so you can make better health care choices. Here are a few of the things we do to improve your safety:

- Give providers and hospitals information on safety issues and where to get help.
- Keep track of our member's complaints about safety problems in their provider's office or hospital.
- Look at reports from groups that check hospital safety. Reports tell us about things such as if there was enough staff in the Intensive Care Unit (ICU), use of computer drug orders, and so forth.

## Groups that check safety:

- Leap Frog Quality Index Ratings ([www.leapfroggroup.org](http://www.leapfroggroup.org))
- The Joint Commission National Patient Safety Goal Ratings ([www.jointcommission.org](http://www.jointcommission.org))

## You can look at these websites to:

- See what hospitals are doing to be safer.
- Help you know what to look for when you pick a provider or a hospital.
- Get information about programs and services for patients with problems like diabetes and asthma.

We will also let you know about our baby car seat/ booster seat program. Call our Member Services Department at 1-888-999-2404 to get more information about our Patient Safety Program. You can also visit us online at **[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)**.

## We Want to Give You Good Care!

Molina Healthcare works with your providers and hospitals to give you good health care. We make choices about your care based on what you need. We also look at your benefits. We do not reward providers to deny you care. We also do not reward staff or other people to deny you care or give you less care. We do not pay extra money to providers or our staff to deny tests or treatments that you need to get better or stay healthy.

If you have any concerns about your health care, you can call us. Please call our Member Services Department toll-free at 1-888-999-2404 (TTY/TDD 1-800-947-3529) and you will be connected to the Utilization Management (UM) Department. Staff is also available to accept collect calls. There are nurses you can talk with about your health care choices and getting the care you need.

If you need help in your language, a bilingual staff member or interpreter is available. Our staff is here to take your call Monday through Friday (except holidays) between 8:00 a.m. and 5:00 p.m. If you call after 5:00 p.m. or over the weekend, please leave a message and your phone number. The UM/Member Services staff will return the call in a timely manner, no more than 1 business day.

### **After Hours Care**

There may be times when you may need care and your Primary Care Provider (PCP) is closed. If it is after hours and your PCP's office is closed you can call Molina Healthcare's Nurse Advice Line at 1-888-275-8750. Nurses are available to help you 24 hours a day, 7 days a week.

Molina Healthcare's Nurse Advice Line has highly trained nurses. They can help you decide if you or your

child should see a provider right away. The nurses can also help you make an appointment if you need to see a provider quickly. Sometimes, you have questions but you do not think you need to see your PCP. You can call the Nurse Advice Line and talk to a nurse.

### **Emergency Care**

Emergency care is for sudden or severe problems that need care right away. It can also be care that is needed if your life or health is in danger. Emergency care is a covered benefit. If you need emergency care, call 911 or go to the nearest hospital. You do not need prior approval. If you have an urgent matter that does not threaten your life, you can also call Molina Healthcare's Nurse Advice Line. Call 1-888-275-8750, 24 hours a day, 7 days a week.

### **Looking at What's New**

We also look at new types of services. And we look at new ways to provide those services. We review new studies to see if new services are proven to be safe



and should be added to your benefit package. Molina Healthcare reviews the type of services listed below at least once a year:

- Medical services
- Mental health services
- Medicines
- Equipment

## Complex Case Management

Living with health problems and dealing with the things to manage those health problems can be hard. Molina Healthcare has a program that can help. The Complex Case Management program is for members with difficult health problems that need extra help with their health care needs. The program allows you to talk with a nurse about your health problems. The nurse can help you learn about those problems and teach you how to better manage them. The nurse may also work with your family or caregiver and provider to make sure you get the care you need. There are several ways you can be referred for this program:

- A referral from your provider
- A self-referral through the Health Education line
- A referral from a case manager or care manager at Molina Healthcare
- A self-referral from you or a family member or caregiver

There are also certain requirements that you must meet. It is your choice to be in these programs. You can choose to be removed from the program at any time.

If you would like more information about the program, please call Member Services. The phone number is listed on the back of your ID card.





# About Our Members: Protecting Your Privacy

Your privacy is important to us. We take confidentiality very seriously. Molina Healthcare wants to let you know how your health information is shared or used.

## Your Protected Health Information

PHI stands for these words: protected health information. PHI means health information that includes your name, member number, or other things that can be used to identify you, and that is used or shared by Molina Healthcare.

## Why does Molina Healthcare use or share our members' 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 to not use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

## How does Molina Healthcare protect your PHI?

Molina Healthcare uses many ways to protect PHI

across our health plan. This includes PHI in written word, spoken word, or PHI in a computer. Below are some ways Molina Healthcare protects PHI:

- Molina Healthcare has policies and rules to protect PHI
- Only Molina Healthcare staff with a need to know PHI may use PHI
- Molina Healthcare staff is trained on how 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 in our computers. PHI in our computers is kept private by using firewalls and passwords

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

- Call or write 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 has more information about how we use and share our members' PHI. Our Notice of Privacy is on our website at **[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)**. You also may get a copy of our Notice of Privacy Practices by calling our Member Services Department.



## Your Rights as a Molina Healthcare Member

Did you know that as a member of Molina Healthcare you have certain rights and responsibilities? Knowing your rights and responsibilities will help you, your family, your provider and Molina Healthcare ensure that you get the covered services and care that you need. You have the following rights:

- To receive the facts about Molina Healthcare, our services and providers who contract with us to provide services.
- Have privacy and be treated with respect and dignity.
- Help make decisions about your health care. You may refuse treatment.
- Request and receive a copy of your medical records or request an amendment or correction.
- Openly discuss your treatment options in a way you understand them. It does not matter what the cost or benefit coverage.

- Voice any complaints or appeals about Molina Healthcare or the care you were given.
- Use your member rights without fear of negative results.
- Receive the members' rights and responsibilities at least yearly.
- Suggest changes to this policy.

### **You also have the responsibility to:**

- Give, if possible, all facts that Molina Healthcare and the providers need to care for you.
- Know your health problems and take part in making agreed upon treatment goals as much as possible.
- Follow the care plan instructions for care you agree to with your provider.
- Keep appointments and be on time. If you are going to be late or cannot keep an appointment, call your provider.

## **Second Opinions**

If you do not agree with your provider's plan of care for you, you have the right to a second opinion from another Molina Healthcare provider or from an out-of-network provider. This service is at no cost to you.

## **Out-of-Network Services**

If a Molina Healthcare provider is unable to provide you with necessary and covered services, Molina Healthcare must cover the needed services through an out-of-network provider. This must be done in a timely manner for as long as Molina Healthcare is unable to provide the service.

Call Member Services at 1-888-999-2404 to find out how to get a second opinion.



## Grievances and Appeals

Are you having problems with your medical care or our services? If so, you have a right to file a grievance or appeal.

A grievance can be for things like:

- The care a Member gets from their provider or hospital;
- The time it takes to get an appointment or be seen by a provider or;
- Provider availability in your area
- Stop, change, suspend, reduce or deny a service or;

An expedited grievance may be requested if the decision may risk your life or health. You may also ask for a Fair Hearing through State of Wisconsin Division of Hearings and Appeals.

Check our website, **[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)** or your Member Handbook to read about:

- Grievance, appeal & Fair Hearing processes and rights;
- Grievance, appeal & Fair Hearing timeframes;
- Who can file a grievance/appeal?



## You Have a Right to Appeal Denials

What is a denial? A denial means Molina Healthcare is telling a provider and you that services or bills will not be paid. If we deny your service or claim, you have the right to request why your services or bills were denied. You have a right to appeal.

If your service or claim is denied, you will get a letter from Molina Healthcare telling you about this decision. This letter will tell you about your right to appeal. You can read about these rights in your Member Handbook. You can find out how to file an appeal on our website, **[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)**. Member Services also can help you file an appeal.

If you are not happy with the result of your appeal, you can ask for an independent review. This means providers outside Molina Healthcare review all the facts in your case and make a decision. We will accept that finding.

Would you like to ask for a review of an appeal? Call Member Services and ask them to help set this up for you.



## Disease Management Programs

Molina Healthcare wants you to know all you can to help you stay healthy. We have programs that can help you manage your condition. Molina Healthcare also uses different ways to identify members for the Disease Management programs, such as claims, pharmacy information or from other health management programs. There are also many ways you can enroll in our programs. You can also tell us that you want to be included in the program. This is called self-referral. Another way you can enroll is through your provider. It is your choice to be in these programs. You can choose to be removed from the program at any time. For more details about our programs, please call at 1-866-891-2320 or visit **[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)**.

- The **breathe with ease<sup>sm</sup>** asthma program is for children and adults ages 2 years and over with asthma. You and /or your child will learn how to manage your or your child's asthma and work with your provider.

- The **Healthy Living with Diabetes<sup>sm</sup>** program is for adults age 18 years and over with diabetes. You will learn about diabetes self-care (meal planning, exercise tips, diabetes medicines and much more).
- The **Chronic Obstructive Pulmonary Disease (COPD)** program is for members who have emphysema and chronic bronchitis. With this program you can learn how to better control your breathing.
- The **Heart-Healthy Living Cardiovascular** program is for members 18 years and older who have one or more of these conditions: coronary artery disease, congestive heart failure or high blood pressure.

## Getting the Care You Need

Here are some tips to help you get the health care you need.

**See your primary care provider (PCP) for a health checkup.** Many people wait until they are very sick to



see a provider. You do not need to wait. Make sure you schedule a checkup before you get sick. This will help keep you and your children well.

Your PCP can handle most of your health care needs. But sometimes you have special problems such as a broken bone or heart disease. You may need to visit a provider who has extra training. This provider is called a specialist. If you need to see a specialist, your PCP will make sure you see the right one and may be able to help you get an appointment faster.

Routine care is not covered outside the Molina Healthcare service area, unless you are being seen by a Molina Healthcare participating provider. If you need special care by a provider who is not part of the Molina Healthcare network, your PCP will help you to get the authorization (approval) you need.



**If you travel outside the service area, Molina Healthcare pays for emergency care for you.** You may go to a local emergency room (ER) or an urgent care clinic. Tell them you are a Molina Healthcare member. Show them your Molina Healthcare ID card. Remember that routine care is not covered outside the Molina Healthcare service area.

**Continued Access to Providers:** If your provider's contract is terminated, Molina Healthcare allows you continued access to the provider, as follows:

- 1.) Continued treatment through the lesser of the current period of active treatment, or for up to 90 calendar days if you are undergoing active treatment for a chronic or acute medical condition
- 2.) Continued care through the postpartum period if you are in your second or third trimester of pregnancy

**Transition to Other Care:** Molina Healthcare helps with your transition to other care, if necessary, should your benefits end.

**Are you having trouble speaking to your provider in English?** You have a right to an interpreter. There is no cost to you. Tell the office staff if you would prefer to talk in your own language. If you need help, call Member Services.

### **Women's Healthcare Services**

You can get women's health care services from any provider who has a contract with Molina Healthcare or any Qualified Family Planning Provider. You do not need a referral from your PCP. This may include services such as:

- Pap tests
- Mammograms
- Family planning

## Check Out the Molina Healthcare Website

Check out our website at **[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)** “Click” on the member button. Choose your state in the drop-down box. You can get information on our website about:

- Molina Healthcare’s contracted providers and hospitals
- Your benefits, including co-payments 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 provider can prescribe) and pharmacy updates
- How to contact Utilization Management 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, Complex Case Management 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 Member Services. Your member handbook is also a good resource. You can find it on our website.

## We are Here to Help You

It can be hard for members to get the care they need when receiving health services for ongoing health problems. If you are one of these members, Molina Healthcare is here to help. To make sure you receive the proper care, our staff can help you coordinate your care.

### **Molina Healthcare staff can:**

- Help you find services that are not benefits. This includes community and social services programs such as physical therapy with the schools or “Meals on Wheels”.
- Help you access services that you are eligible to receive.
- Help coordinate appointments and tests.
- Help coordinate transportation.
- Help access resources to help individuals with special health care needs and/or their caregivers deal with day to day stress.

- Help you and your family coordinate moving you from one setting to another. This can include being discharged from the hospital.

Please call Member Services to learn more about how we can help you get the care you need.



## Provider Online Directory (POD)

Molina Healthcare has a provider online directory where you can find information on a provider. You can even search for one in your area. To access the provider online directory, visit **[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)**. Click on “Find a Provider”. Follow the instructions to search for a provider.

The provider online directory includes information, such as:

- A current list of Molina Healthcare providers
- A provider’s board certification status. You can also visit the American Board of Medical Specialties at [www.abms.org](http://www.abms.org) to check if a provider is board certified.
- Office hours for all sites (optional based on Plan requirement)
- Providers accepting new patients

- Languages spoken by the provider or staff
- Hospital information including name, location and accreditation status

If you do not have access to the internet, Member Services can help. They can send you a printed copy of all information in the provider online directory.



## Behavioral Health

Molina Healthcare offers behavioral health services to help with problems such as stress, depression or confusion. There are services to help with substance use as well. Your PCP can offer a brief screening and help guide you to services.

You can also look for services on your own by calling the Behavioral Health number on your membership card. There are many types of services you can access. These types of problems can be treated. Molina Healthcare is ready to assist you in finding what support or service you need.



## Your Right to an Advance Directives

All members have the right to accept or refuse treatment offered by a provider. But what if you are not able to tell the provider what you want? To avoid decisions being made against your will, it is important to have an Advance Directives.

An Advance Directives is a legal form that tells medical providers what kind of care you want if you cannot speak for yourself. An Advance Directives is written before you have an emergency. This is a way to keep other people from making important health decisions for you if you are not well enough to make your own. There are different types of Advance Directives. Some examples are:

- Power of Attorney for Health Care
- Living Will

It is your choice to complete an Advance Directives. No one can deny you care based on whether or not you have an Advance Directives. Talk with someone you trust, like a family member or friend, to help you make decisions about your health care. You can also talk with your lawyer or PCP if you have questions or would like to complete an Advance Directives.

You may call Molina Healthcare to get information on how to obtain Advance Directives forms that comply with applicable state laws.

If you have signed an Advance Directives and you believe the provider has not followed your instructions, you may file a complaint. Please visit the website at **[www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)** or call Member Services for more information on how to file a complaint.

## Preventive Health

### Infants and Children (0 to 23 months)

**Well Visits:** 1, 2, 4, 6, 9, 12, 15, 18 months

- Immunizations
- Physical examination
- Developmental assessment
- Behavioral assessment
- Lead testing
- Hearing & vision screenings
- TB test
- First dental screening at 1 year and then every six months

### Children and Adolescents (2 to 19 years old)

**Well Visits:** 24 months, 30 months, 3 years, and yearly thereafter

- Immunizations
- HIV, Sexually Transmitted Infections (STI) test for sexually active teens
- Pap test, Chlamydia

### Adults (20 to 64 years old)

**Well Visits:** Every 1–3 years

- Immunizations
- Height, weight & body mass index (BMI)
- Blood Pressure: Yearly
- Cholesterol screening: Every 5 years Colorectal cancer screening: Every 5-10 years based on provider recommendations

### **Women:**

- Chlamydia & STI for sexually active women 25 & younger. Other asymptomatic women at increased risk for infection
- Mammogram: Yearly for 40 years of age and over
- Pap test & pelvic exam: Yearly

### **Older Adults (65 years and older)**

**Well Visits:** Every 1–3 years

- Immunizations
- Vision & hearing
- Bone density for osteoporosis: 65 years & older. 60 and older at increased risk for osteoporotic fractures

### **Men:**

- Abdominal Aortic Aneurysm (AAA) screening: once for men 65 to 75 years of age who have ever smoked

### **Prenatal and Perinatal**

All pregnant women should receive timely prenatal visits in the first trimester and throughout the pregnancy.

- **First Trimester:** Get prenatal care as soon as you know you are pregnant.
- **Second Trimester:** Monthly
- **Third Trimester:** Every 2 weeks
- **Postpartum:** 21–56 days after delivery





## Child and Adolescent Immunization Schedule

| Vaccine                           | Months                      |                           |                                            |                                         |       |    | Years |                                                      |                     |
|-----------------------------------|-----------------------------|---------------------------|--------------------------------------------|-----------------------------------------|-------|----|-------|------------------------------------------------------|---------------------|
|                                   | Birth                       | 2                         | 4                                          | 6                                       | 12-15 | 18 | 4-6   | 11-12                                                | 13-19<br>(Catch-up) |
| Hepatitis B                       | ✓<br>1 <sup>st</sup> Shot * | ✓<br>2 <sup>nd</sup> Shot | ✓<br>Given only if 1st<br>shot was missed* | ✓<br>3 <sup>rd</sup> Shot               |       |    |       | ✓<br>HepB Series (Catch-Up)                          |                     |
| Rotavirus                         |                             | ✓                         | ✓                                          | ✓                                       |       |    |       |                                                      |                     |
| Diphtheria, Tetanus,<br>Pertussis |                             | ✓                         | ✓                                          | ✓                                       | ✓     |    | ✓     | ✓ Tdap                                               |                     |
| Haemophilus influenzae<br>type b  |                             | ✓                         | ✓                                          | ✓                                       | ✓     |    |       |                                                      |                     |
| Pneumococcal                      |                             | ✓                         | ✓                                          | ✓                                       | ✓     |    |       |                                                      |                     |
| Inactivated Poliovirus            |                             | ✓                         | ✓                                          | ✓                                       |       |    | ✓     | ✓<br>(IPV Series-Catch-Up<br>for missed shots)       |                     |
| Influenza                         |                             |                           |                                            | ✓ (1 dose Yearly in the Fall or Winter) |       |    |       |                                                      |                     |
| Measles, Mumps, Rubella           |                             |                           |                                            |                                         | ✓     |    | ✓     | ✓<br>(MMR Series-Catch-Up<br>for missed shots)       |                     |
| Varicella                         |                             |                           |                                            |                                         | ✓     |    | ✓     | ✓<br>(Varicella Series-Catch-Up<br>for missed shots) |                     |
| Hepatitis A                       |                             |                           |                                            |                                         | ✓     | ✓  |       |                                                      |                     |
| Meningococcal                     |                             |                           |                                            |                                         |       |    |       | ✓                                                    |                     |
| Human Papillomavirus              |                             |                           |                                            |                                         |       |    |       | ✓<br>(3 doses)                                       |                     |

\* If the birth dose of HepB is given, the 4 month dose may be omitted.

## Adult Immunization Schedule

| Vaccine                                                | Years                            |       |       |          |                     |
|--------------------------------------------------------|----------------------------------|-------|-------|----------|---------------------|
|                                                        | 20-26                            | 27-49 | 50-59 | 60-64    | 65 & older          |
| Influenza                                              | ✔ 1 dose yearly                  |       |       |          |                     |
| Pneumococcal <sup>1</sup>                              |                                  |       |       |          | ✔ 1 dose            |
| Tetanus, Diphtheria, Pertussis (Td, Tdap) <sup>1</sup> | ✔ 1 dose Tdap, Td every 10 years |       |       |          | ✔ Td every 10 years |
| Measles, Mumps, Rubella (MMR) <sup>1</sup>             | ✔ 1 or 2 doses                   |       |       |          |                     |
| Varicella (Chickenpox) <sup>1</sup>                    | ✔ 2 doses                        |       |       |          |                     |
| Zoster (Shingles) <sup>1</sup>                         |                                  |       |       | ✔ 1 dose |                     |
| Hepatitis A (HepA) <sup>2</sup>                        | ✔ 2 doses                        |       |       |          |                     |
| Hepatitis B (HepB) <sup>2</sup>                        | ✔ 3 doses                        |       |       |          |                     |
| Meningococcal <sup>2</sup>                             | ✔ 1 or more doses                |       |       |          |                     |
| Women                                                  |                                  |       |       |          |                     |
| Human Papillomavirus (HPV)                             | ✔ 3 doses                        |       |       |          |                     |

<sup>1</sup>If no proof of vaccine or immunity    <sup>2</sup>If at high risk









2400 S. 102nd Street, Suite 102  
West Allis, WI 53227