



Guide to Accessing Quality Health Care

Spring 2021

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Your Health Care Contact Guide

| Department/ Program | Services | Phone Number |
|---|--|--|
| Molina Member Services | <p>Molina Member Services can:</p> <ul style="list-style-type: none"> • Answer questions about your health plan and services. • Help you choose or change a primary care provider (PCP). • Tell you where to get care. • Offer interpreter services if you don't speak English. • Provide information in other languages and formats. | <p>Molina Member Services 1 (888) 999-2404 TTY: 711 Monday-Friday 8 a.m. -5 p.m.</p> |
| 24-Hour Nurse Advice Line | <p>Registered nurses can answer your health questions any time.</p> | <p>24-Hour Nurse Advice Line English: 1 (888) 275-8750 Spanish: 1 (866) 648-3537 TTY: 1 (866) 735-2929</p> |
| Behavioral Health Crisis Hotline | <p>Mental health professionals are there when you need them.</p> | <p>Molina Member Services 1 (888) 999-2404 Press 9 when you hear the option for behavioral health crisis help.</p> |

| Department/ Program | Services | Phone Number |
|--------------------------|--|---|
| Health Management | If you live with a chronic health condition, Molina offers programs to help with asthma, diabetes, depression, high blood pressure, heart failure, or Chronic Obstructive Pulmonary Disease (COPD). For more information or to enroll in a program, contact Health Management. You can opt out of the program at any time. | Health Management 1 (866) 891-2320 TTY: 711 Monday-Friday 6 a.m.-6 p.m. |
| Health Education | Learn more about living well and staying healthy. If you are interested in help with quitting smoking and losing weight, contact Health Education. Health Education will help you understand how to use these programs. You can opt out of the program at any time. | Health Education (866) 472-9483 TTY: 711 Monday-Friday 6 a.m.-6 p.m. |

| Department/ Program | Services | Phone Number |
|---|---|--|
| Maternity Screening and High Risk OB Support | Join our pregnancy program and use our screenings to help you have a healthy pregnancy and baby. Molina Member Services will help you understand how to use this program. You can opt out of the program at any time. | Molina Member Services 1 (888) 999-2404 TTY: 711 Monday-Friday 8 a.m.-5 p.m. |
| Case Management | With this program, Case Managers assess your health conditions and review benefits and resources. It can make it easier for you to live healthier. Molina Member Services will help you understand how to use these programs. You can opt out of the program at any time. | Molina Member Services 1 (888) 999-2404 TTY: 711 Monday-Friday 8 a.m.-5 p.m. |
| Complex Case Management | If you live with chronic conditions, this program supports you to simplify the services you need. Molina Member Services will help you understand how to use these programs. You can opt out of the program at any time. | Molina Member Services 1 (888) 999-2404 TTY: 711 Monday-Friday 8 a.m.-5 p.m. |

| Department/ Program | Services | Phone Number |
|--|---|---|
| Transition of Care Program | If you are discharged from a hospital or nursing home, a Transition of Care coach can work with you, your family and your providers. Molina Member Services will help you understand how to use this program. You can opt out of the program at any time. | Molina Member Services 1 (888) 999-2404 TTY: 711 Monday-Friday 8 a.m.-5 p.m. |
| U.S Department of Health and Human Services (HHS) Office for Civil Rights (OCR) | The Office for Civil Rights protects you from discrimination in health information privacy in certain health care and social service programs. | Office for Civil Rights (OCR) (800) 368-1019 TDD toll-free: (800) 537-7697 hhs.gov/ocr/index.html |
| Medicare | Medicare is health insurance offered by the federal government to most people 65 and older or disabled. Medicare helps pay for care but does not cover all medical expenses. | Medicare 1 (800) MEDICARE 1 (800) 633-4227 TTY: 1 (877) 486-2048 Medicare.gov |

| Department/ Program | Services | Phone Number |
|--|---|---|
| BadgerCare Plus and Medicaid SSI Managed Care Ombuds | If you have a complaint (or grievance) against your health plan, you should first call Molina toll-free at 1 (888) 999-2404 and use Molina's grievance process before contacting this department. | 1 (800) 760-0001 PO Box 6470 Madison, WI 53716-0470 |
| Wisconsin Department of Health Services/ Forward Health | ForwardHealth brings together many Department of Health Services care and nutritional assistance benefit programs with the goal of improving health outcomes for members. | 1 (800) 362-3002 dhs.wisconsin.gov/forwardhealth |
| Wisconsin Office of the Commissioner of Insurance | The Wisconsin Office of the Commissioner of Insurance is responsible for regulating health care services plans. | Within Wisconsin: 1 (608) 266-3585 Outside of Wisconsin: 1 (800) 236-8517 https://oci.wi.gov/Pages/Homepage.aspx |

For more information about these programs, contact Molina Member Services, 1 (888) 999-2404, TTY: 711.

Molina Healthcare's Quality Improvement Plan and Program

Your health is important to Molina Healthcare. We want to hear how we are doing. That is why you may receive a survey about Molina Healthcare and your health care services. One of these surveys is called CAHPS®. CAHPS® stands for Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about your health care. It asks about the care and services you receive from Molina Healthcare. We may send you a few questions about how we are doing. Molina Healthcare wants to know what is important to you. Please take the time to complete the survey if you receive it.

Molina Healthcare uses another tool called HEDIS® to improve care. HEDIS® stands for Healthcare Effectiveness Data and Information Set. HEDIS® is used every year to measure quality. We collect information on services you may have received. This includes clinical and non-clinical care. These services include:

- Annual exams
- Diabetes care
- Mammogram screenings (X-rays of the breast)
- Medication management
- Pap tests



- Prenatal care
- Postpartum care
- Shots (Flu, child, and teen shots))
- Well-check exams

This process helps us learn how many of our members received needed services. Molina Healthcare makes this information available to you. You may request this information at any time.

We work to improve our services each year. The goals of Molina Healthcare's Quality Improvement Plan include:

- To give you services that benefit your health
- To work with providers to get you the care you need
- To address your language and cultural needs
- To reduce any barriers to your best health, like issues with transportation and/or language

Molina wants to help you take better care of yourself and your family. We want to make sure you get the best service possible. Here are some ways we do this:

- Contact you to make sure you and your child get needed well-check exams and shots
- Teach you about chronic health problems, if you have them
- Make sure you get prenatal care and after-delivery care if you are pregnant
- Remind you to get Pap tests and mammogram screenings, if needed
- Address any member complaints
- Help you find and use the information on the Molina website
- Tell you about special services Molina offers to all our members

To learn more, call Molina Member Services at 1 (888) 999-2404, TTY: 711, Monday through Friday, 8 a.m. to 5 p.m. You can also ask for a printed copy of Molina Healthcare's Quality Improvement plan and results.

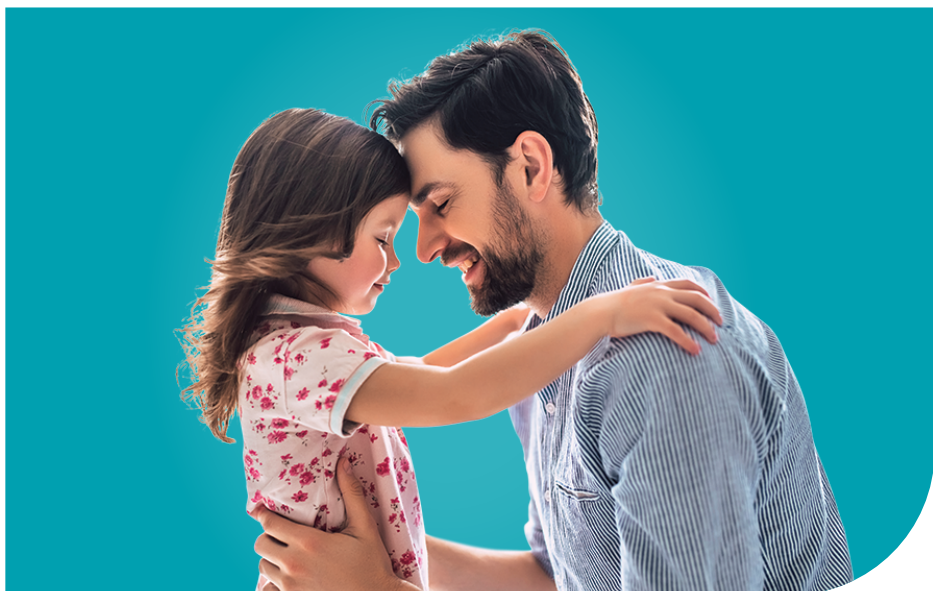
Guidelines to Keep You Healthy

Molina provides general information about preventive services you and your family may need and when to get them. (These suggestions **do not** replace your provider's advice.)

To make the most of the **Guidelines to Keep You Healthy**:

- Read the guidelines
- Write down any questions you have. Bring them to your next checkup.
- Tell your provider about any health problems you or your children are having.
- Go to any scheduled appointments.
- If you miss an appointment, reschedule right away.

Molina also provides information on key tests and exams you or your family may need for long-term health conditions like diabetes, COPD and depression. See [MolinaHealthcare.com](https://www.molinahealthcare.com) for details and/or guidelines. We can also send them by request. Contact Molina Member Services at 1 (888) 999-2404, TTY: 711, Monday through Friday, 8 a.m. to 5 p.m.



Extra Help for Chronic Health Problems

Taking care of health problems can be overwhelming. To make sure you get the right care, Molina's Case Management Program helps you:

- Access eligible services
- Arrange tests and visits with providers
- Get transportation
- Close gaps in care or service
- Access support for those with special needs and/or their caregivers
- Help you move from one setting to another, including leaving the hospital
- Get long-term care services
- Connect with community support
- Find services that might not be covered, including benefits like "Meals on Wheels" or physical therapy in community settings

Members can be referred to Molina Case Management through:

- A provider
- Molina Member Services, the Health Education Line, or the Molina 24-Hour Nurse Advice Line
- A family member or caregiver
- Yourself

Molina Case Management also offers targeted programs like Transition of Care. This program helps you during a hospital or nursing home stay, and when you leave those places.

These programs are offered at no cost to you. You can choose to be removed from any program, at any time. Call Molina Member Services at 1 (888) 999-2404, TTY: 711, Monday through Friday, 8 a.m. to 5 p.m. for more information.

Population Health (Health Education, Disease Management, Care Management and Complex Case Management)

Molina offers several informational programs to help members lead healthier lives.

Health Education/Disease Management

Molina offers the following programs to help you and your family manage issues:

- Asthma
- Cardiovascular Disease (heart failure)
- Chronic Obstructive Pulmonary Disease (COPD)
- Depression
- Diabetes
- High Blood Pressure

To learn more, or enroll in or disenroll from any of the programs above, call the Molina Health Management Department at 1 (866) 891-2320, TTY: 711, Monday through Friday, 6 a.m. to 6 p.m.

Newsletters

Newsletters with topics requested by members are posted on MolinaHealthcare.com. The newsletter offers information on healthier living and getting the most from your Molina benefits.

Health Education Materials

Molina offers education about eating healthy, preventing illness, stress care, staying active, cholesterol, asthma, diabetes and more. To get these materials, ask your doctor or visit molinahealthcare.com/members/common/en-US/healthy/Pages/home.aspx.



Health Risk Assessment and Self-Management Tools

For help making healthy changes, use the Health Risk Assessment (Health Appraisal) on the MyMolina member portal. Just answer questions about your health, behaviors and recommended tests. You will receive a report about your health risks.

You will also find self-management tools that offer guidance for weight management, depression, financial wellness, and many other topics that affect your health. The tools help you check progress, barriers, and goals met. To learn more, go to [MyMolina.com](https://www.mymolina.com).

Patient Safety Program

Molina's Patient Safety Program helps us keep you and your family safe when you receive services from your providers. Molina protects you by:

- Giving providers and hospitals information on safety issues and where to get help
- Keeping track of Molina members' complaints about safety issues in provider offices and hospitals

- Reviewing reports from groups that check hospital safety
- Helping members coordinate care when moving from one place to another, such as from hospital to home
- Teaching members about questions to ask during provider visits

Groups that check safety:

- **Leap Frog Quality Index Ratings**
- **The Joint Commission National Patient Safety Goal Ratings**

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 members with problems like diabetes and asthma

To learn more, call Molina Member Services at 1 (888) 999-2404, TTY: 711, Monday through Friday, 8 a.m. to 5 p.m. or visit [MolinaHealthcare.com](https://www.molinahealthcare.com).



How Molina Works with Providers to Make Choices About Your Care

Some medical services require approval, or authorization, for Molina to cover the cost. Molina works with your provider to determine whether you need these services. Making choices about your care based on your need and benefits is called Utilization Management (UM). We do not reward providers or others to deny coverage for services you need. Molina does not pay extra to providers or Molina UM staff to make choices that result in giving less care.

If you have a question about Molina's UM process or rulings, call Molina Member Services at 1 (888) 999-2404, TTY: 711, Monday through Friday, 8 a.m. to 5 p.m., except holidays. Molina accepts collect calls.

If you need help in your language, a bilingual Molina staff member or interpreter is available at no cost to you. Molina also offers TTY services for members with hearing or speech disabilities. Please leave a message, including your phone number if you call after 5 p.m. or during the weekend. Molina will return your call within one business day. Molina Member Services may also call you to talk about UM issues. If Molina Member Services calls you, they will use their name, title, and identify that they are calling from Molina Healthcare.

Looking at What's New

Molina is always looking at new types of care and services, and new ways to provide them. We review new services for safety and potential added benefits. Every year, we look at updates in:

- Equipment
- Medical Services
- Mental Health Services
- Medicines

Language Access Services

Molina can provide written or verbal information in your language, at no cost to you. We can have an interpreter help

you speak with us or your provider in almost any language, including sign language. For an interpreter or written materials in a language other than English, contact Molina Member Services at 1 (888) 999-2404, TTY: 711, Monday through Friday 8 a.m. to 5 p.m.

Mental Health, Behavioral Health, and Substance Use Services

If you live with stress, depression, confusion or substance misuse, Molina offers services that can help. Ask your PCP or call Molina Member Services at 1 (888) 999-2404, TTY: 711, Monday through Friday, 8 a.m. to 5 p.m. Molina is here to support you.

What to Do When You Need After Hours or Emergency Care

After-Hours Care

You may need care when your PCP's office is closed. After hours, call the Molina 24-Nurse Advice Line at 1 (888) 275-8750, TTY: 711. Trained nurses are available 24/7 to answer your medical questions, help you decide if and when you should see a provider, or make an appointment for you.

Emergency Care

Emergency services are for sudden or severe problems that need care right away or put your life or health in danger. Molina covers emergency care. Services are not covered outside the United States except emergencies requiring hospitalization in Canada or Mexico. **If you need emergency care, call 911 or go to the nearest hospital.** You don't need prior approval. For urgent matters that don't threaten your life, call the Molina 24-Hour Nurse Advice Line at 1 (888) 275-8750, TTY: 711.

About Drug Benefits

Pharmacy benefits and disposable medical supplies (supplied by pharmacies) provided to Medicaid members are not provided by Molina. Your prescriptions and certain over-the-

counter items are provided by the state, not the Molina Healthcare Health Plan.

You can fill your prescription at any pharmacy that is a provider for BadgerCare Plus and Medicaid SSI. Always show your ForwardHealth ID card to the pharmacy when you get your prescriptions filled. If you have questions regarding prescriptions, call the Wisconsin Medicaid Member Services at 1 (800) 362-3002.

Protecting Your Privacy

You have rights when it comes to protecting your health information like your name, plan identification number, race, ethnicity, and other markers that identify you. Molina will not share health information about you that is not allowed by law. We respect and protect your privacy. Molina uses and shares data to provide you with health benefits. Your privacy is important to us.

Your Protected Health Information (PHI)

PHI stands for Protected Health Information. This includes your name, member number, race, ethnicity, language needs, or other markers that identify you.

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 need your written authorization (approval) to use or share your PHI?

Molina 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

How does Molina Healthcare protect your PHI?

Your PHI can be written, spoken or digital. Molina protects your PHI across our health plan by:

- Instituting protective policies and procedures
- Limiting the Molina staff who may see PHI
- Training staff on how to protect and secure PHI, including written and verbal communications
- Requiring written agreement from Molina to follow the policies and procedures
- Securing PHI digitally with firewalls and passwords

What must Molina Healthcare do by law?

- Keep your PHI private
- Give you 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 our Notice of Privacy Practices

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

- Call or write Molina and file a complaint
- File a complaint with the U.S. Department of Health and Human Services

The above information is only a summary. See Molina's Notice of Privacy Practices at [MolinaHealthcare.com](https://www.molinahealthcare.com) for more information about how we use and share Molina members' PHI. You may also call Molina Member Services at 1 (888) 999-2404, TTY: 711, Monday through Friday, 8 a.m. to 5 p.m. to ask for a copy.

Your Rights and Responsibilities as a Molina Member

Knowing your rights and responsibilities will help you, your family, your provider and Molina ensure you get the care you need.

You have the right to:

- Receive the facts about Molina, our services, our practitioners, and providers who contract with us to provide services, and member rights and responsibilities.
- Privacy and to be treated with respect and dignity.
- Help make decisions with your practitioner about your health care. You may refuse treatment.
- Request and receive a copy of your medical records.
- Request a change or correction to your medical records.
- Discuss your treatment options with your doctor or other health care provider in a way you understand them. Cost or benefit coverage does not matter.

- Voice any complaints or send in appeals about Molina or the care you were given.
- Use your member rights without fear of negative results.
- Receive the members' rights and responsibilities each year.
- Suggest changes to Molina's member rights and responsibilities policy.

You also have the responsibility to:

- Provide all the facts Molina, our practitioners and providers need to care for you
- Know your health problems and take part in making mutually agreed-upon treatment goals.
- Follow treatment plan instructions for the care you agree to with your practitioner.
- Keep doctor visits and be on time. If you're going to be late or cannot keep a doctor visit, call your provider.

Visit MolinaHealthcare.com to view your Molina Member Handbook for a complete list of member rights and responsibilities.

Women's Health Services

To keep you healthy, Molina covers care before birth, care after delivery, breast exams, mammograms, and Pap tests. For these routine and preventive services, you can see women's health specialists, including Obstetricians, Gynecologists, and Certified Nurse Midwives.

Getting Care for Special Health Needs

Molina covers care for your special needs.

Second Opinions

If you do not agree with your provider's plan of care, you have the right to a second opinion. You may talk to another Molina network provider or we can arrange for you to talk to a provider outside of the Molina network. This service is available at no cost to you. To learn more, call Molina Member Services at 1 (888) 999-2404, TTY: 711, Monday through Friday, 8 a.m. to 5 p.m.

Out-of-Network Services

If a Molina provider is not able to give you needed and covered services, Molina must cover these services through an out-of-network provider. Your cost will be no greater than it would be if the provider was in the Molina network. Molina will coordinate the out-of-network provider's payment. To learn more, call Molina Member Services at 1 (888) 999-2404, TTY: 711.

Hours of Operations for Services

Molina members can receive needed services 24 hours a day, every day. This includes receiving health services at after-hour clinics, urgent care and emergency care.

Grievances and Appeals

If you have problems with your medical care or our services, you have the right to file a grievance (complaint) or appeal.

A grievance can be for things like:

- The care you get from your provider or hospital
- The time it takes to get an appointment or be seen by a provider
- Provider availability in your area

You may file an appeal when you do not agree with Molina's decision to:

- Stop, change, suspend, reduce or deny a service
- Deny payment for services

You may request an expedited review if the decision puts your life or health at risk. You may also ask for a Fair Hearing with the State Administrative Law Judge if your appeal is denied.

Visit [MolinaHealthcare.com](https://www.molinahealthcare.com) or see your Molina Member Handbook to read about:

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

For grievance questions, call Molina Member Services at 1 (888) 999-2404, TTY: 711.

Your Right to Appeal Denials

What is a denial?

A denial means services or bills will not be paid. If Molina denies your service or claim, you have the right to find out why your services or bills were denied. You have the right to appeal. If Molina denies your service, you will get a letter telling you about this decision. It will include information about your right to appeal. You can read about these rights in your Molina Member Handbook. You can learn how to file an appeal at [MolinaHealthcare.com](https://www.molinahealthcare.com). Molina Member Services can also help you file an appeal.

If you are not happy with the result of your appeal, you can ask for a State Fair Hearing with an Administrative Law Judge. Molina will accept that finding.

Learn more about filing an appeal from Molina Member Services at 1 (888) 999-2404, TTY: 711.



Your Right to an Advance Directive

All Molina 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 that may be made against your will, it is important to have an Advance Directive.

An Advance Directive is a legal form that tells medical providers the kind of care you want if you cannot speak for yourself. You can write an Advance Directive before you have an emergency. This keeps 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 Directive forms. Some examples are:

- Power of Attorney for Health Care
- Living Will

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

Call Molina Member Services at 1 (888) 999-2404, TTY: 711, for details on how to obtain Advance Directive forms that comply with applicable state laws.

If you have signed an Advance Directive and you believe the provider has not followed your instructions, you may file a complaint. Visit [MolinaHealthcare.com](https://www.molinahealthcare.com) or call Molina Member Services for details.

Visit the Molina Healthcare Website

Visit [MolinaHealthcare.com](https://www.molinahealthcare.com) and choose your state. The Molina website has information about:

- Benefits and services included and excluded from coverage and restrictions

- Co-payments and other charges for which you are responsible (if they apply)
- What to do if you get a bill for a claim
- Frequently Asked Questions (FAQs) and answers
- Preventive health guidelines and vaccination schedules
- How to obtain specialty care and hospital services
- Practitioner and provider availability
- UM procedures, including preservice review, urgent concurrent review, post-service review, and how to file an appeal

To receive printed copies of anything on [MolinaHealthcare.com](https://www.molinahealthcare.com), call Molina Member Services at 1 (888) 999-2404, TTY: 711. Your Molina Member Handbook, also on the website, is a good resource.

Member Portal

[MyMolina.com](https://www.mymolina.com) is Molina's secure member web portal. It lets you manage your health from the Internet. The member portal is easy to use. Here are some of the things you can do:

- A health risk assessment (health appraisal) — this is a tool that can help you and your PCP look for ways to improve your health
- Get self-help to:
 - Avoid drinking alcohol
 - Eat healthy
 - Manage weight (BMI)
 - Identify depression
 - Identify lack of motivation
 - Manage stress
 - Promote physical activity
 - Stop tobacco use
 - Test for cancer
 - Get vaccines
- Request or print a Member ID card
- Select or change doctors
- See your health records
- Find out how to get referrals

- Get health advice from the Molina 24-Hour Nurse Advice Line via secure email
- Send emails to Molina Member Services

To learn more or to sign up for the member portal:

1. Call Molina Member Services at 1 (888) 999-2404 , TTY: 711 or
2. Create an account by following these steps:
Step 1: Go to **MyMolina.com** (**MiMolina.com** en Español)
Step 2: Enter your Member ID number, date of birth and ZIP Code
Step 3: Enter your email address
Step 4: Create a password

Online Provider Directory

To search for a Molina Medicaid in-network provider online, go to **MolinaHealthcare.com**. Click on **“Find a Doctor or Pharmacy.”**

The Medicaid Provider Directory includes:

- Names, addresses and phone numbers of Molina providers
- Providers’ board certification status. You can also check the American Board of Medical Specialties at **www.abms.org** to see if a provider is board certified



- Office hours for all sites
- Providers accepting new patients
- Languages spoken by the provider or staff
- Hospital information, including name, location and accreditation status

If you cannot access the Internet or need more information (like your provider's medical school or residency), Molina Member Services can send you a printed copy of the Online Medicaid Provider Directory. Call 1 (888) 999-2404, TTY/TDD: 711, Monday through Friday, 8 a.m. to 5 p.m. for help.



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