



Managing Your Medications Is Important To Us

Molina Healthcare, Senior Whole Health of New York, Passport Advantage by Molina Healthcare, My Choice Wisconsin, ConnectiCare, or Central Health Medicare Plan has established quality assurance measures and systems in order to make sure that medications are used in a safe and effective manner. Our goal is to prevent medication errors and adverse drug reactions.

Our Quality Assurance program includes the following:

- Drug utilization review systems designed to ensure that a review of your drug therapy is performed before each prescription is dispensed, such as potential drug therapy problems due to over-utilization, under-utilization, drug-drug interactions, and drug-allergy interactions.
- Computerized drug utilization review systems designed to ensure ongoing periodic examination of prescription data and other records in order to identify drug therapy problems among Molina Healthcare members.
- Dosage checks to ensure that medications are used within guidelines set by the Food and Drug Administration (FDA).
- Reporting of our quality assurance practices to the Centers for Medicare & Medicaid Services.

If you have any questions, please contact Member Services at (800) 665-3086, October 1 – March 31 - 7 days a week, 8 a.m. to 8 p.m., local time, April 1 – September 30 - Monday – Friday 8 a.m. to 8 p.m., local time. TTY users should call 711.

[Notice of Availability \(NOA\)](#)