

Molina's myhealthmylife

For Passport by Molina Healthcare members

Spring 2023



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Is it time to switch doctors?

Calling all 18- to 21- year-olds! It might be time to switch your doctor.

Your primary care provider (PCP) is the doctor who knows you the best. If you're not seeing a PCP who focuses on caring for adults, it may be time to switch. Most children and teens see a pediatrician or a family practice provider. If you're seeing a family practice provider, you don't need to switch. If you're seeing a pediatrician or a specialist who just sees kids and teens, talk to your provider about when to switch doctors and what type would be best for you.

Tips for picking a new doctor:

- Talk to your provider about the best type of doctor for you as an adult. This may be a family practice provider, a general medicine doctor or an internist.
- Pick a doctor close to where you live, work or go to school.
- You can look for an in-network PCP in our Provider Directory at PassportHealthPlan.com.
- If you need help finding a PCP or if you have any questions, call us at (800) 578-0603 (TDD/TTY: 711). Our Member Services team can help.
- You can change your PCP by using the member portal (MyPassportHealthPlan.com) or calling Member Services.



Care management is here to help!

What is care management? It's free, one-to-one support to help you stay as healthy as possible. A case manager can help you:

- Set and reach goals for your or your child's health and well-being
- Understand your health or any health issue and how to handle it
- Connect you with doctors and support
- Handle stress
- Quit smoking or vaping, and more

A case manager's job is to help you live the best life you can each day.

If you need more help, your case manager may connect you to another member of our team. We have many types of team members to help you with your needs:

- **Community Connectors** - Help you connect with community support or work on health goals.
- **Housing Specialists** - Help you find housing if you are homeless or in unstable housing.
- **Peer Support Specialists** - Support you on your way towards wellness. These team members have experienced behavioral health or substance use issues. They know where you are coming from and can help you.
- **Dietician** - Help create a food and exercise plan that is right for you.

Our Care Management Team is for members of all ages who need a little extra support. Call us to learn more at (800) 578-0603 (TTY: 711).

Plan your child's year of wellness!



There are a few types of wellness visits your child needs each year. Most doctors allow you to schedule these many months before the visit. Now is a great time to plan these visits for 2023!

Well-child visit: This is an important checkup for your child. Children 0 to 30 months need multiple visits each year. But, if your child is 3 years old or older, they just need one visit per year. The doctor will check your child's health, growth and progress. Based on your child's age, they may also be due for certain shots. Many parents find it easy to schedule near their kid's birthday to help them remember. If that doesn't work for you, just try to keep a year in between well-visits.


Oral health: Children should start seeing a dentist when they turn 1 year old. Your child needs two dentist visits each year to clean their teeth, learn how to take care of their teeth and gums, and make sure their teeth are healthy. These visits should be about six months apart. Once your child goes to their first visit, most dentists schedule your next visit at that time. This makes it easy to get into the twice a year habit.

Need help finding a doctor or dentist for your child or scheduling a visit?

We're here to help! Call Member Services at (800) 578-0603 (TTY: 711).

Get rewarded for these healthy behaviors!

- Yearly well-child visit (ages 3 to 17) – \$25 gift card
- Well-child visit (ages birth to 30 months) – \$10 gift card per visit (earn \$60 total for completing up to six visits on time)
- Dental exam – \$50 gift card



A colon cancer test can save your life

Colon cancer is not your grandparent's disease. Young colon cancer is on the rise, so do not sit this one out!

Colon cancer is the 2nd leading cause of cancer deaths in Kentucky. It's a silent disease because often there are no warnings. The good news is that colon cancer can be prevented! That's why getting screened is so important. Getting tested can help prevent colon cancer or catch it early when it's easiest to treat.

When do I get tested?

Most people should start testing at age 45. If you're age 45 and older, talk to your doctor about which testing tool is right for you. It's also important to eat fruits and veggies, drink more water and exercise to help lower your risk of colon cancer.

You may be at a greater risk of colon cancer if you:

- Had colon cancer or pre-cancerous polyps
- Have a family history of colon cancer or polyps
- Have Crohn's disease or Ulcerative Colitis
- Have blood in your stool, unexplained weight loss, ongoing fatigue, nausea or a change in bowel habits

We offer a FREE at-home colon cancer screening kit to members ages 45 to 75 each year.

Home tests are easy and non-invasive. To get your free at-home colon cancer testing FIT kit, call (833) 986-0072 today!

Source: Kycancerprogram.org

NEW in 2023!

You can earn a \$25 gift card when you complete your colon test.

Keep your children safe with vaccines

Vaccines are shots that help the body fight viruses and disease. Each shot fights a sickness like chickenpox, measles, mumps and some types of cancer.

Children need shots to fight sickness harder and often need them to start school. Your child's doctor can suggest the shots needed. These shots are covered at no cost to you.

When will my child get shots?

- Your child will get most of their shots during a well-child visit. Or you can schedule an appointment just for shots.
- Your child should get most of their shots by age two.
- Birth to 6 months is a busy time for shots. Then it slows down until 12 to 18 months.
- There are a few shots that your child needs when they start kindergarten. These shots are most often given around ages 4 to 6.
- Most vaccines need more than one dose to be useful. Therefore, shots are spread out over a few years.

When will my teen need shots?

Besides getting the flu shot each year, there are some shots your child will need in their “tween” and teen years. Many doctors are now giving the first dose of the vaccine against **Human Papillomavirus (HVP)** at age 9.

The HPV vaccine helps prevent six types of cancer. It's most helpful when the first dose is given at age 9. But as long as your child gets the first dose by age 11, they're doing great!

To learn more, visit [Cdc.gov/vaccines/parents](https://www.cdc.gov/vaccines/parents).

To see a list of CDC vaccines and the suggested schedule, visit [Cdc.gov/vaccines/schedules](https://www.cdc.gov/vaccines/schedules).



It pays to be healthy

If you haven't had a COVID vaccine or booster*, Passport by Molina Healthcare is now giving you a gift card valued at up to \$100!

- Members age 18 and up: \$100 gift card
- Members age 17 and under: \$25 gift card

How it Works

Step 1: Get the COVID-19 vaccine series (with booster)

Step 2: Upload proof of vaccination to mobile app, My Molina, fax to (800) 983-9160, or call (833) 986-0072. Choose your gift card of choice. Gift card choices include Wal-Mart, Kroger, Target, Dollar General or CVS. Effective 7/15/2022

Step 3: Once verified, Passport will send your reward!

*For those eligible to receive the booster as defined by the CDC. You must request your incentive within 90 days of receiving the last COVID vaccine shot or booster, if applicable. Members must have Passport by Molina Healthcare Medicaid at time of request. Some exclusions apply. While supplies last. Benefit subject to change.



We love our members!

At Passport by Molina Healthcare, our members are the heart of what we do. We invite you to join us during **Member Appreciation Week** and let us show you just how much we value you! A calendar of events for the week is listed below. If you have questions, please contact us.

Events will take place statewide at all One Stop Help Centers. You're welcome to join us at a location close to you. We hope to see you there!

Monday, May 15, 1 to 3 p.m.

- Health Fair
- One Stop Help Center Tours

Tuesday, May 16, 9 a.m. to 5 p.m.

- Wear purple day for LUPUS Awareness Month & Tobacco Prevention Education

Wednesday, May 17, 1 to 3 p.m.

- Community Resource Day
- Onsite member education sessions

Thursday, May 18, 9 a.m. to 5 p.m.

- Wear green day for Mental Health Awareness
- Mindfulness activities onsite

Friday, May 19, 9 a.m. to 5 p.m.

- Family Day
- One Stop Help Center tours

Daily 9 a.m. to 5 p.m.

- Stop by and fill out your Health Risk Assessment (HRA) to receive a \$25 gift card (while supplies last).

All times listed are local.

Bowling Green: 636 US 31 W. By-Pass, Suite A, (270) 698-9368

Covington: 1613 Madison Avenue, (859) 997-9335

Hazard: 124 Grand Vue Plaza, (606) 767-5701

Lexington: 127 W. Tiverton Way, Suite 128, Unit 4, (859) 997-9336

Owensboro: 410 Southtown Blvd, Suite 3, (270) 698-9371





Visit us at a One Stop Help Center

Did you know that Passport by Molina Healthcare is closer than you think? Last year, we opened One Stop Help Centers (OSHC) across the state to better serve our members. The centers are open Monday through Friday from 9 a.m. to 5 p.m. (local time) and offer free services such as:

- New member orientation sessions
- Access to computers
- Meeting space
- Ties to mental health care and community-based groups
- Live training on how to use the My Molina app
- Private sessions to screen for health risks and needs
- Health education programs
- Free WiFi, meeting rooms and telehealth
- Member walk-ins
- Face-to face help with finding healthcare and community support
- And more!

For more information and a list of monthly events, please visit our PassportHealthPlan.com and click on **Community Resources for Other Needs**.

Stop by or call your local One Stop Help Center today!

One Stop Help Center Locations:

Bowling Green: 636 US 31 W. By-Pass, Suite A, (270) 698-9368

Covington: 1613 Madison Avenue, (859) 997-9335

Hazard: 124 Grand Vue Plaza, (606) 767-5701

Lexington: 127 W. Tiverton Way, Suite 128, Unit 4, (859) 997-9336

Owensboro: 410 Southtown Blvd, Suite 3, (270) 698-9371

Did you know you can easily opt-in to receive text messages from us?

Why opt-in? Passport can easily send you important messages, such as:

- Value-added benefits and reward incentive information
- Free health screenings and events
- Vaccine clinics
- And more!

Simply text **JOIN** to **94870** to enroll today!

You have rights and responsibilities

As a Passport member, you have certain rights and responsibilities. Knowing your rights and responsibilities will help you, your family, your doctor and Passport make sure that you get the services and care you need. You can find your member rights and responsibilities by visiting PassportHealthPlan.com. Just click on the **Member Rights and Responsibilities** link found under Members > Medicaid > About Medicaid > Quality Service.

Your Guide to Quality Healthcare

Passport by Molina Healthcare has great programs and services to help you get the care you need so you can be as healthy as possible.

To learn all about the programs and services we offer, see our Guide to Getting Quality Health Care (the Guide). View or print a copy online at www.PassportHealthPlan.com

The Guide helps you learn about the programs and services offered to you. You can read about our:

Quality Improvement Program

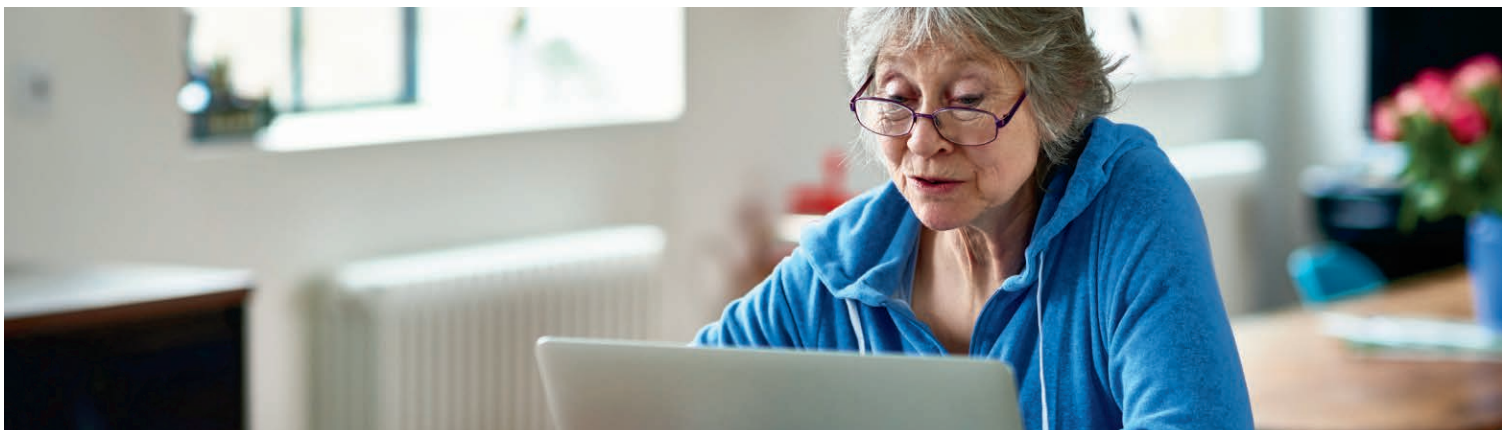
- Passport uses surveys and tools to review all of the services and care you receive each year.
- We collect information on services such as shots, well-check exams and diabetes care to improve our services.
- We help you take better care of yourself and your family by:
 - Mailing or calling to remind you to get well-check exams and shots.
 - Telling you about special services.
 - Helping you learn about any ongoing health issues.

Population Health Management

- Passport has services to keep you healthy and take care of any health condition you may have.
- We have programs on care management, transitions of care, pregnancy and more.

These programs:

- Tell you how you can get extra help.
- Give you tips to stay healthy.
- Help you find and get services.
- Help coordinate your move from one setting to another.
- Connect you to community resources if you have an ongoing health condition.
- Tell you how to enroll and opt in or out of these programs.



This Guide gives you details about how we:

1. Protect you. We:

- Protect your privacy by keeping your Protected Health Information (PHI) private. PHI includes your name, address, phone number, race, ethnicity, social needs, social risks, sexual orientation, gender identity or anything that identifies you.
- Use and share your information only to provide benefits, carry out treatment, payment and health care operations
- Work with network doctors to make sure you get safe health care.
- Review new advances to make sure new services are proven to be safe.
- Give you the steps to file a grievance (complaint) if you have problems with your care or our service.

2. Make choices about your health care. We

- Look at new services offered as part of the benefits we cover.
- Tell you about your rights and responsibilities as a member.

3. Help you with health care actions. We:

- Guide you in how to get health care after hours or during an emergency.
- Help you find answers to drug benefit questions.
- Give you details about mental health, behavioral health and substance use services.
- Give you tips on how to get a second opinion from another doctor.
- Show you how to get care outside the Passport network.
- Give you the steps to appeal a denied service or a claim when it's not paid.
- Tell you how to find information about network doctors in the Provider Online Directory.
- Help you learn how to fill out an Advance Directive to make health care decisions if you cannot speak for yourself.

4. Meet your communication needs. We:

- Offer you [TTY/TDD] services if you need help with hearing or speech.
- Offer language translation services if you need them.
- Tell you how to use online tools such as the member portal.

You can print out the Guide and any other information you need from our website. To get the Guide in your preferred language or accessible format, call Member Services at (800) 578-0603 (TTY/TDD: 711). You may also ask us to mail you a copy of the materials.





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Reminder!

Passport Health Plan by Molina Healthcare has a new look, new colors, new logo – and is now called Passport by Molina Healthcare.



New name. New logo. New look.
Same great plan.

Learn more at PassportHealthPlan.com.