



PO Box 298
Monroe, WI 53566-0298

Spring 2024 Michigan Member Newsletter



MolinaHealthcare.com

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Guide to Getting Quality Health Care

Learn about the Molina programs and services offered today!

Molina Healthcare of Michigan 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 [MolinaHealthcare.com](https://www.molinahealthcare.com). The Guide helps you learn about the programs and services offered to you. You can read about our:

Quality Improvement Program

- Molina 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

- Molina 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 Healthcare 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 Molina 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 **(888) 898-7969 (TTY/TDD: 711)**. You can call Monday-Friday, 8 a.m. to 5 p.m. local time. You may also ask us to mail you a copy of the materials.

Don't Lose Your Medicaid Coverage!



Now, more than ever, it's important to keep your Medicaid coverage up to date.

Thank you for being part of the Molina Healthcare family. The Michigan Department of Health and Human Services (MDHHS) must occasionally review if you are eligible for Medicaid benefits. This is called Redetermination. The Redetermination process includes a full review of all areas that determine your eligibility for benefits.

What can I do right now?

- Be sure your address, phone number and email are up to date
- Verify your information online at Newmibridges.michigan.gov
- You can also call your local MDHHS office
- If you don't have an MI Bridges account, please register at Newmibridges.michigan.gov

Complete your redetermination paperwork when you get it to avoid losing your coverage!

How to Renew

For most members, your renewal month will be the same month it was before the public health emergency (PHE). Members will continue receiving full benefits until a redetermination is made. There are many ways to complete redetermination paperwork.



Online: Log in to Newmibridges.michigan.gov, and follow the steps below.

Step 1: Go to Newmibridges.michigan.gov.

Step 2: Click on the blue *Login* button.

Step 3: After logging in, you should click on the blue *Renew Benefits*.

Step 4: Click *Renew Benefits*. The *Benefits Renewal Overview* page should display. On the *Renew My Benefits* page, all programs that have a redetermination that could be submitted should show on the page. The due date of each program redetermination will show in the *Due* file.

Step 5: Find *Healthcare Coverage* and click *Start Renewal*.

Step 6: Review the *Benefits Renewal Overview* page for important information about the renewal process. Click *Continue*.

Step 7: The *Contact Information* page should display. Each time you hit continue, your renewal packet is saved. If at any time, you need to leave, it will be saved, and you can pick up at the last saved page.



Step 8: In each section of the renewal, you will be able to add, change, or remove information.

Step 9: Click *Continue* to navigate to the next topic.

Step 10: When the *Final Details* page shows. Please type in anything you would like MDHHS to know. When you are done, you can click *continue*.

Step 11: When, the *Your Signature* is displayed, you will type in your name and click submit.

Step 12: Now, the *Renew My Benefits Submitted* page should display. You can click *View Renew Benefits PDF* to view a PDF of your redetermination application. You can also navigate to *Upload Documents* to upload any verifications to support your renewal information.



By phone: Molina has customer service representatives available to help with the process. If you need help, call **(866) 916-0917**. If you did not receive a redetermination packet, please contact your caseworker or your local MDHHS office.

Items you will need:

- Social Security numbers
- Birthdates
- Passport, alien card, or other immigration numbers for legal immigrants who need health care coverage
- Income information for all adults and all minors aged 14 or older who are required to file a tax return

Renew now so we can keep taking care of you! Molina has customer service representatives available to help with the process. If you need help, email

Healthplanrenewals@MolinaHealthcare.com
or call (866) 916-0917. We're here to help!

What if I lose coverage?

You will receive:

- Notice when your enrollment ends
- Information on how to appeal
- Information about options for purchasing other health care coverage
- Visit **[Healthcare.gov](https://www.healthcare.gov)** to learn more



Reminder:

Now is a great time to update your contact information! Make any needed changes to your mailing address, phone number, and email at **[Newmibridges.michigan.gov](https://www.newmibridges.michigan.gov)** so you do not miss important communication about your health benefits.

If you are turning 65 or have certain disabilities, you may qualify for Medicare whether or not you are still eligible for Medicaid. We offer Medicare Advantage plans which include all Original Medicare benefits and much more. If you currently are eligible or may become eligible for Medicare, call (866) 403-8293, TTY/TDD: 711. You can add on Molina Medicare even if you are still eligible for Medicaid.

For more information, visit **[MolinaHealthcare.com/keepmyhealthplan/MI](https://www.MolinaHealthcare.com/keepmyhealthplan/MI)** or scan the QR code.



SCAN ME



Are you having a baby? Think about using the support of a doula.

Molina Healthcare covers Doula services for our pregnant members.

What is a doula?

A doula is a non-medical person, trained to give helpful and caring support to pregnant women. They give steady support before, during, and after birth. Doulas help pregnant women with their right to make choices about their own body and baby. This type of support has been shown to have better birth results for both the mom and baby.

Should I use the support of a doula?

Having the support of a doula has been shown to lower the chance of having a C-section, using pain meds, and having a better birthing experience. Doulas meet you when you're pregnant and spend time getting to know you. They support you however you're planning to give birth, such as cesarean birth or vaginal birth.

What are the benefits of having a doula?

- A doula can make the pregnant person feel comfortable, by being someone they know and trust who is present during labor.
- A doula can be part of your birth team, along with your partner or other support individuals.
- A doula can help provide physical comfort through techniques such as touch and massage and assistance with breathing.
- A doula can provide emotional reassurance, comfort, and encouragement throughout your pregnancy, during, and after delivery.
- A doula can give you information about what's happening during labor and delivery, including explanations of procedures.
- A doula can help with communication between you and the hospital staff.
- A doula can also provide guidance and support for loved ones.
- A doula may be able to assist with breast-feeding.
- Research has found that pregnant individuals who had continuous support from a doula during labor and birth are more likely to:
 - Experience greater pain relief
 - Have a shorter period of labor

And less likely to:

- Need a Caesarean section (C-section)
- Have a negative birth experience

If you would like the support of a doula, please talk to your provider.



Do you have questions? Call our 24-hour Nurse Advice Line

English: (888) 275-8750

Spanish: (866) 648-3537

TTY: 711.

We are here to help you!



Need a ride?

Did you know Molina will give you a ride to the doctor, dentist, or pharmacy? Or reimburse you for your mileage (gas usage) if you have your own transportation? Please call Access2Care today (866) 616-4842 Monday-Friday, 8 a.m. to 5 p.m. (TTY: 711), to schedule your ride.

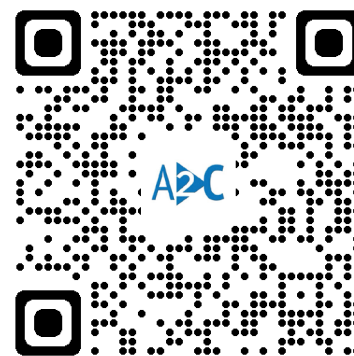
Details to remember when scheduling a ride:

- It is important to call **3 business days** in advance of your appointment to schedule a ride.
- Be sure to let Access2Care know if you require any special accommodations or if anyone, such as a caregiver or child, will be going with you.
- Be ready **1 hour before** your appointment time.

Access2care will work with you to meet your unique transportation needs. If you need to cancel your appointment, call Access2Care 24 hours in advance, or as soon as you know you will not need a ride.

You can also schedule all your rides with the Access2Care Mobile App! Have the power to control your non-emergent medical transportation with all the features offered in the mobile app:

- Secure Login without a Password
- User Friendly
- Caregiving Access
- Save Addresses
- Predictive Entry Addresses
- Schedule Recurring Rides
- Change/Edit Rides
- View Ride History
- Schedule Round Trips or One Way Trips
- Status Notifications





Make your dental appointment to avoid oral health issues

Brushing and flossing at home is important, but to ensure teeth are healthy and thoroughly clean, you should schedule regular check-ups and semi-annual cleaning with your dentist. Dentists recommend coming in for teeth cleaning twice a year, and this has been proven to ward off most dental issues when combined with regular brushing and flossing. Having regularly scheduled dental cleanings can prevent problems such as tooth decay, gum disease, and tooth loss. Regular teeth cleanings are just as important as showering when it comes to taking care of your mouth. Oral examinations are performed before cleanings, and this gives the dentist a chance to identify developing problems in their early stages. The dentist also examines your face, neck, jaw, and tongue for problems. A teeth cleaning removes bacteria, plaque, and tartar buildup. There are many benefits to having a dental exam early including:

- Treating gum disease early
- Addressing cavities early
- Teaching proper oral hygiene techniques
- Keeping your gums and teeth clean
- Detecting oral cancer early
- Correcting teeth clenching or grinding
- Checking your jaw for abnormalities

When oral health issues are left untreated, it can affect your overall health. Many oral problems, including oral cancer, respond best when detected early and treated. If you have a dental professional to conduct routine exams and cleanings, you can rest assured you are receiving the best detection method.

While skipping a dental appointment may not seem important, oral health problems can develop and progress quickly. Keep your teeth and gums healthy by seeing a dentist regularly. Call Molina Medicaid Dental Member Services at (844) 583-6157, Monday-Friday, 8 a.m.-8 p.m. EST, to locate a dentist and learn more about your dental benefits. Make your appointment for your dental exam today and earn a \$50 gift card. For more information, log into the My Molina Member Portal at Member.MolinaHealthcare.com or scan the QR code.



Health Risk Assessment (HRA) and Healthy Behaviors change

As of 2024, the Michigan Department of Health and Human Services (MDHHS) retired the Health Risk Assessment (HRA). The HRA was promoted to Healthy Michigan Plan members to encourage health and wellness.

Molina is committed to promoting healthy behaviors. Therefore, we launched a Healthy Behavior incentive program. As a member, you may be eligible to take part in a Healthy Behavior incentive program.

To learn more about the rewards program, please visit MIMolinaHealthyRewards.com. When eligible services are completed, fill out the online form and choose a reward. Rewards and gift card options are subject to change.



Access to Telehealth is now available with most doctors!

You may now be able to reach your doctor virtually with telehealth.

There are so many benefits to using Telehealth such as:

- Providing health care wherever you are
- Providing faster support and diagnoses
- Reduces exposure to other illnesses

Talk to your provider for their virtual visit options and how to schedule a telehealth visit.

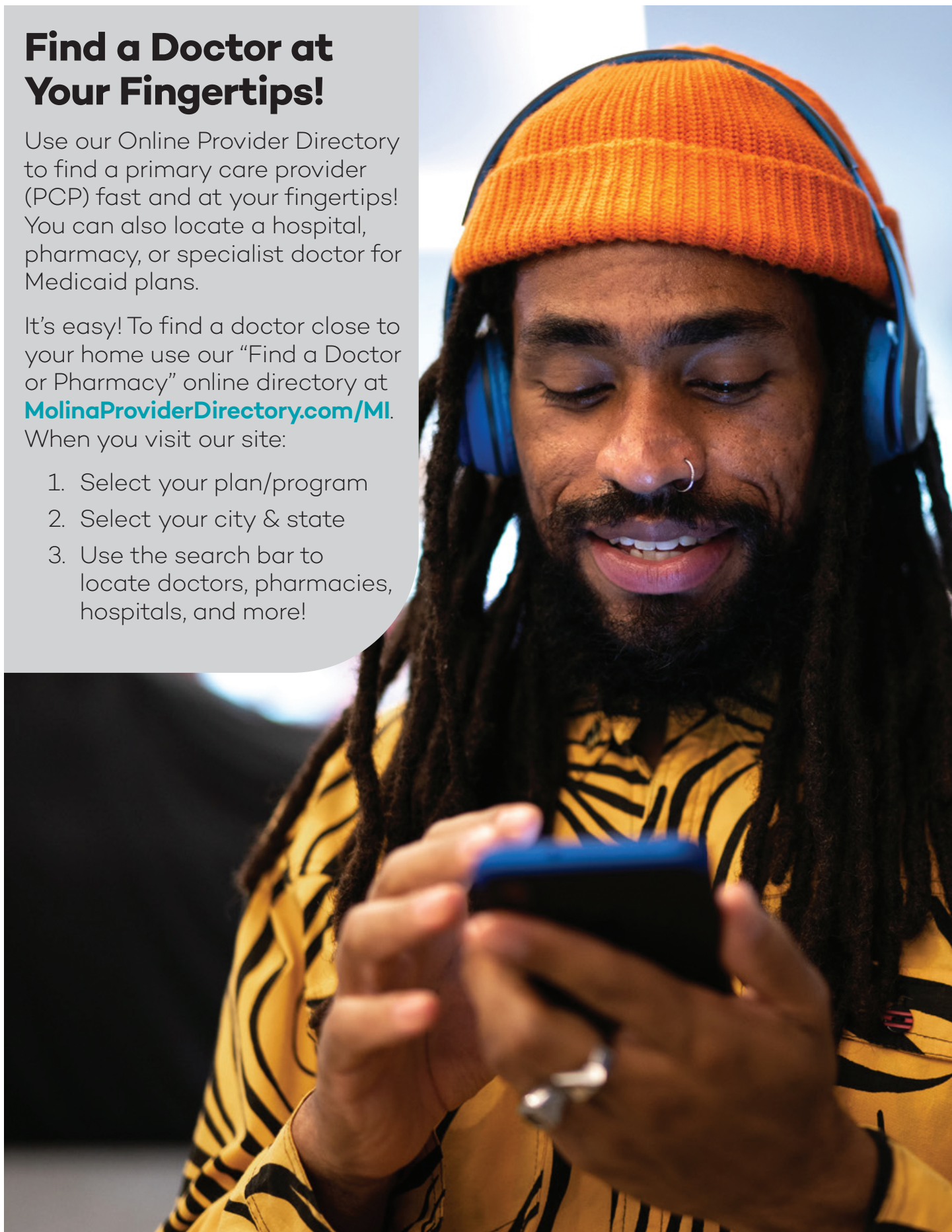


Find a Doctor at Your Fingertips!

Use our Online Provider Directory to find a primary care provider (PCP) fast and at your fingertips! You can also locate a hospital, pharmacy, or specialist doctor for Medicaid plans.

It's easy! To find a doctor close to your home use our "Find a Doctor or Pharmacy" online directory at MolinaProviderDirectory.com/MI. When you visit our site:

1. Select your plan/program
2. Select your city & state
3. Use the search bar to locate doctors, pharmacies, hospitals, and more!



Questions about your health?

Download My Molina Mobile App Today!

Get health plan access with your smart phone. With the mobile app, you can easily see your ID card, print it or send it by email to your doctor. Search for new doctors, change your primary care provider (PCP) and much more. Anytime, anywhere.

Download the My Molina Mobile App today from the Apple App Store or Google Play Store.

Other Features:

- View benefits at a glance
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care near you
- View medical records
- Call our Member Services team
- Speak to a nurse through our 24-hour Nurse Advice Line
- Receive important notifications



Call our 24-hour Nurse Advice Line!

Health issues can happen any time, even on nights and weekends. As a Molina member, you can talk to a nurse right away! Our 24-hour Nurse Advice Line is a covered service that is available 24/7.

Speak to a nurse when you:

- Have a medical question any time of the day or night
- Think of a question after you visit your doctor
- Feel sick and aren't sure what to do
- Feel sick or hurt and don't know where to go for care



Keep these phone numbers handy!

English: (888) 275-8750

Spanish: (866) 648-3537

TDD/TTY: 711



Molina Help Finder

We are part of your community. And we work hard to make it healthier. Molina Help Finder is your one-stop shop for finding low and no-cost community resources when you need them. Search for services near you using our online tool at **MolinaHelpFinder.com**. You can search for help and services to meet basic needs like:

- Food
- Housing
- Transportation
- Health
- Job training
- Childcare
- Education
- Work
- Legal
- And more

To learn more, please visit **MolinaHelpFinder.com**.



Health Care Fraud, Waste and Abuse

Molina Healthcare of Michigan is focused on ensuring that fraud, waste and abuse does not occur. If you believe fraud, waste and abuse has taken place, you can report it without giving your name. You can contact Molina anonymously by:



Online: MolinaHealthcare.alertline.com
Email: MHMCompliance@MolinaHealthcare.com
Phone: (866) 606-3889 Fax: (248) 925-1797



Mail: Molina Healthcare of Michigan
Attention: Compliance Director
880 West Long Lake Road
Troy, MI 48098-4504



Or you can contact:
Online: Michigan.gov/fraud
Phone: (855)-MI-FRAUD (855-643-7283)



Mail: Michigan Department of Health and Human Services (MDHHS)
Office of Inspector General
P.O. Box 30062
Lansing, MI 48909

For more information, please visit:

MolinaHealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/Pages/fraud.aspx

Molina Healthcare of Michigan (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-898-7969 (TTY: 711).

Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-898-7969 (TTY: 711).

Arabic ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-898-7969 (رقم هاتف الصم والبكم: 711).