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Remember to make your child's annual specialist visit to talk about your child's asthma management!

Tips to Help You Manage Your Child's Asthma this Spring

Things that make your asthma worse are called asthma triggers.

This information tells you what you can do to avoid asthma triggers to help prevent breathing problems. Make an appointment with your child's doctor to talk about how to best manage your child's condition.

Avoid very cold or very hot air.

Allow your child to play indoors if the air is very cold or very hot.

Get rid of dust, mites and other pests.

Keep your home clean by vacuuming carpets once a week or more, dusting regularly, washing all bedding and stuffed toys weekly, keep food sealed and clean up food spills and crumbs right away.

Get rid of mold and mildew.

Keep the bathroom, kitchen, and basement clean and dry by fixing leaky pipes and faucets.

Exercise Carefully.

Have your child use an inhaler before exercise or play as their doctor has instructed.

Avoid pollen from plants and trees.

Do not allow your child to stay outside if the pollen counts are high and use an air filter indoors.

Keep doors and windows closed during pollen season.

Stay away from smoke.

Avoid smoking or vaping in the home or your child from being around people who smoke or vape.

Avoid strong smells.

Avoid exposure to housecleaning chemicals, perfumes, or air freshener sprays and scented candles.

CSN (Children with Special Needs) Fund

What does the CSN Fund do?

The Children with Special Needs Fund helps families with children with special health care needs who need assistance to obtain special equipment. The CSN Fund is privately funded, the payer of last resort, and it cannot replace state or federal funding/programs. It is administered through the Michigan Department of Health and Human Services (MDHHS), Children's Special Health Care Services (CSHCS) Division.

Who is eligible to apply to the CSN Fund?

Families with a child under the age of 21, who is enrolled or medically eligible to enroll in the CSHCS Program may apply for assistance for an item related to a CSHCS diagnosis. To find out if your child is eligible, contact the CSHCS office at your Local Health Department.

Please note: Children enrolled in Adoption Medical Subsidy, Children's Waiver, Habilitation Supports Waiver, Community Mental Health, or have a Trust/Insurance Settlement must apply to these sources FIRST before contacting the CSN Fund. The CSN Fund is privately funded, is the payer of last resort, and it cannot replace state or federal funding/programs. It is intended to assist families without other resources.

What if I need help with my application?

Your Local Health Department can help! CSHCS staff at the Local Health Department can help with the application process, locate nearby vendors, and find local agencies who may be able to help. Local CSHCS staff may not gather the estimates for equipment on your behalf.



**For more information contact
the CSHCS Family Phone Line
(800) 359-3722.**

Health Care Transition to Adulthood

Is your Child 12 to 18 years old?

The healthcare transition program can help your child get ready for health care as an adult. Contact your Molina Case Manager to discuss your child's transition to adulthood. **Go to michigan.gov/mdhhs/assistance-programs/cshcs/transition-to-adulthood for more information, or contact Member Services at (888) 898-7969 Monday-Friday 8 a.m.-5 p.m. (TTY: 711).**

Appeals & Grievances

If you are having a problem or complaint to report to Molina, please contact our Appeals & Grievances department for help.

Written complaints can be mailed, emailed or faxed to:



Molina Healthcare of Michigan
Attention: Member Inquiry Research
and Resolution (MIRR)

PO Box 182273
Chattanooga, TN 37422



Fax number – (248) 925-1799



mhmpmirrmembergrievances@
MolinaHealthcare.com



You can also report a complaint by
calling Member Services at
(888) 898-7969, Monday-Friday,
8 a.m.-5 p.m. (TTY:711).

Do you need help with a Prior Authorization?

Some services and medications will need to be approved before your child can get them, this is called a Prior Authorization (PA). Your child's doctor will need to send Molina a request and we will notify you and your doctor with a decision.



If you or your child's doctor need help with a Prior Authorization please contact Member Services at (888) 898-7969, Monday-Friday, 8 a.m.-5 p.m. (TTY:711).

Get started now. Talk to a doctor in minutes.

Teladoc gives you access to medical care on your phone in just a few quick steps.

1. Scan the code with your camera
 - a. Use your phone's camera to scan the QR code or visit the App Store (iPhone) or Google Play (Android)
2. Download the app
 - a. Install the app, set up your account, then choose Molina Healthcare from the list. You're almost there.
3. Fill out your medical history
 - a. Answer a couple of questions about your medical history for the doctor to review.
4. Talk to a doctor
 - a. Speak to a doctor on your phone. Or, make an appointment whenever it suits you. It's your choice.

Scan and download the app



How would you like to talk to a doctor?



Phone



Video

1-800-TELADOC (835-2362) (TTY:711)

Teladoc.com



Molina CSHCS Advisory Council

You're invited to join the Molina CSHCS Advisory Council. The council meets to discuss your experience with the CSHCS program and provide feedback to improve the program.

Our goal is to better understand your needs. Your feedback helps us improve the level of care and customer service we provide. We want our members and their families to tell us about their experience with our employees, providers and community partners.

Council members will enjoy:

- *The ability to share feedback to help Molina solve issues and improve the health plan experience*
- *A free meal during the meeting (in person attendees only)*
- *A \$50 gift card per meeting attended*

Membership requirements:

- *Current Parent/Guardian of a CSHCS Molina member*

Meetings are held in person at our office in Troy, Michigan. Transportation and mileage reimbursement can be provided. A virtual option to attend the meeting can also be arranged.

Ready to Join?

Please send an email to MIMemberEngagement@MolinaHealthcare.com and provide the following:

Name: _____

Address: _____

City: _____

State: _____

ZIP: _____

Phone number: _____

Email: _____

My Molina Mobile App

Remember! You can always manage your healthcare 24/7 with the My Molina Mobile App.

Download the app using the QR code today.

Available on Google Play and in the App Store.



Do you need a ride?



Schedule a free ride to medical appointments. Please call Transportation Member Services 24 hours a day, 7 days a week at (888) 898-7969, Monday through Friday, 8 a.m. to 5 p.m., for more information and to schedule a ride or request mileage reimbursement. It's important to call 3 days in advance to schedule transportation.

Earn gift card rewards for staying on top of your child's health!

Check the **Healthy Rewards** tab on your online portal to learn about available member incentives. Log onto the member portal at [MyMolina.com](https://www.molinahc.com) or scan the QR code.



Contact your Local CSHCS Department Office 1-800-359-3722



24-hour Nurse Advice Line

Nurses are ready to answer your medical questions 24 hours a day, 7 days a week.



(888) 275-8750 (English)

(866) 648-3537 (Spanish)

TTY/TDD 711



Non-Discrimination Notice – Section 1557 Molina Healthcare - Medicaid

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin (including limited English proficiency), race, or sex. Discrimination on the basis of sex includes sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes.

To help you effectively communicate with us, Molina Healthcare provides services free of charge and in a timely manner:

- Molina Healthcare provides reasonable modifications and appropriate aids and services to people with disabilities. This includes: (1) Qualified interpreters (including qualified sign language interpreters). (2) Written Information in other formats, such as large print, audio, accessible electronic formats, and Braille.
- Molina Healthcare provides language services to people who speak another language or have limited English skills. This includes: (1) Qualified oral interpreters. (2) Information translated in your language.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Molina Member Services at 1-888-898-7969 or TTY/TDD: 711, Monday to Friday, 8:00 a.m. to 5:00 p.m., local time.

If you believe we have discriminated on the basis of age, color, disability, national origin, race, or sex, you can file a grievance with our Civil Rights Coordinator. You can file a grievance by phone, mail, email, or online. If you need help writing your grievance, we will help you. You may obtain our grievance procedure by visiting our website at:

<https://www.molinahealthcare.com/members/common/en-US/Notice-of-Nondiscrimination.aspx>

Call our Civil Rights Coordinator at 1-866-606-3889, TTY/TDD: 711 or submit your grievance to:

Civil Rights Unit
200 Oceangate
Long Beach, CA 90802
Email: civil.rights@molinahealthcare.com
Website: <https://molinahealthcare.Alertline.com>

You can also file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, online through the Office for Civil Rights Complaint Portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Phone: 1-800-368-1019
TTY/TDD: 800-537-7697

Complaint forms are available here: <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

[illegible]

If any materials are needed in another language, oral interpretation, or auxiliary aids and services, please contact Member Services at (888) 898-7969, TTY: 711, Monday through Friday, 8 a.m. to 5 p.m. ET.



PO Box 298
Monroe, WI 53566-0298

English For free language assistance services, and auxiliary aids and services, call 1-888-898-7969 (TTY: 711).

**Spanish
Español** Para obtener servicios gratuitos de asistencia lingüística, así como ayudas y servicios auxiliares, llame al 1-888-898-7969 (TTY: 711).

**Arabic
العربية** اتصل على الرقم 1-888-898-7969 (الهاتف النصي 711: (TTY)) لتلقي خدمات المساعدة اللغوية المجانية والخدمات والمساعدات الإضافية.

