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Molina Dual Options MI Health Link Medicaid-Medicare Plan 2025 Summer Member Newsletter



MolinaHealthcare.com/Duals

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Guide to Getting Quality Health Care

Learn about the Molina Dual Options MI Health Link Medicare-Medicaid Plan programs and services offered today!

Molina Dual Options 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/Duals.

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

Quality Improvement Program

- Molina Dual Options 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 Dual Options 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 services.

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 Dual Options 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 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 (855) 735-5604 (TTY: 711). You can call Monday-Friday, 8 a.m. to 8 p.m. ET. You may also ask us to mail you a copy of the materials.

Need a ride to your health care visits?

Molina Dual Options can help you get to your medical visits for at no cost! We can give you a ride, or we can pay you for gas if you drive yourself. Here are some of the visits we can help with:

- Dental Visits
- Doctor's Visits
- Foster Care Medical Appointments
- Lab Visits
- MDHHS Approved Services and Programs
- Mental Health Services
- Non-emergency hospital services
- Picking up Prescription Medications
- Substance Abuse Services
- Urgent Care Clinics
- Other Medicaid covered services



Call **Transportation Member Services today** at (855) 735-5604, 24 hours a day, 7 days a week (TTY: 711), to schedule your ride.

Tips for Effective Scheduling:

- Call at least **72 hours (3 business days)** before your appointment to schedule your ride or schedule mileage (gas) reimbursement if you have a car, a friend, a family member, neighbor, or volunteer willing to drive you to your medical appointment.
- You can schedule transportation up to 30 days in advance.
- For Dialysis, Chemotherapy, Radiation, and Physical Therapy, transportation can be scheduled up to 90 days ahead.
- Have your Member ID number and card ready.
- Have the address, phone number and name of the doctor or office ready.
- Let us know if you need special help with transportation, such as a wheelchair van, cane, or walker, help getting in and out of the car, or door-to-door help.
- Be ready and waiting **1 hour** before your pick-up time.
- If you need to cancel your ride, please call **(855) 735-5604, (TTY: 711)** as soon as possible.

Who do I call when I need to be picked up from my doctor's visit?

- Call Transportation Member Services at **(855) 735-5604, (TTY: 711)** when you are ready to be picked up.
- It may take up to **1 hour** for the driver to arrive, so wait in a safe spot where you can see the driver.



We are here to help you get the care you need!

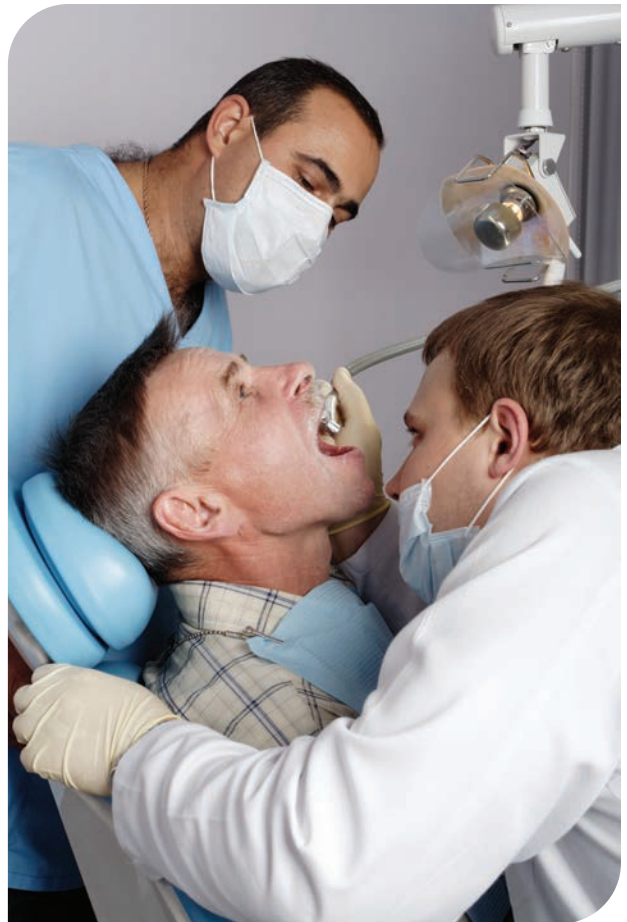
Make your dental appointment today!

Brushing and flossing at home is important, but to ensure teeth are healthy and thoroughly clean, you should schedule regular check-ups and annual cleanings 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 loss. Regular teeth cleanings are just as important as showering when it comes to taking care of your mouth. Oral examinations are performed before cleaning, 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. Teeth cleanings remove bacteria, plaque, and tartar buildup. There are many benefits to having a dental exam including:

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

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 Member Services at (855) 735-5604, (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m. ET, to locate a dentist and learn more about your dental benefits.





Diabetes Management

Molina Dual Options cares about your health and well-being. We want to help you stay healthy with diabetes. Take a look at the tips below to help manage your diabetes.

- Eat a healthy diet that's low in calories, saturated fat, sugar, and salt. Eat foods high in fiber, like fruits, vegetables, nuts, legumes, and whole grains.
- Exercise 30 minutes of moderate activity at least 4 days of the week.
- Be sure to test your blood sugar regularly to see what affects it.
- Some people with diabetes need to take medications to help manage their blood sugar levels.

When to visit your doctor

See your doctor at least once a year to check on your diabetes. If you need help making an appointment, please call Member Services at (855) 735-5604 (TTY: 711).

Your doctor will check your ABCs:

A is for A1C

Your doctor will check your A1C with a blood test. The goal for most people is below 7, but it may be different for you. Ask your doctor what your goal should be. You'll need to get tested several times a year.

B is for Blood Pressure

The blood pressure goal for most people is below 140/90, but it may be different for you. Ask your doctor what your goal should be.

C is for Cholesterol

Ask your doctor what your cholesterol numbers should be. Your goals may be different from others.

If you don't have a PCP, call Member Services toll-free at (855) 735-5604 (TTY: 711).

MolinaHealthcare.com/Duals



Don't Lose Your Health Care Coverage!

It's important to keep your health care coverage up to date.

Thank you for being part of the Molina Dual Options family. The Michigan Department of Health and Human Services (MDHHS) must occasionally re-determine if you are eligible for 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 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 health care coverage!

How to Renew:

For most members, your renewal month will be the same month you first applied for Molina Dual Options health care coverage.

There are many ways to complete redetermination paperwork:

- **Online:** Log in to newmibridges.michigan.gov, and follow the steps provided while completing your Redetermination application.
- **By phone:** Molina Dual Options has Member Services representatives available to help with the process. If you need help, call (866) 916-0917, (TTY: 711), Monday - Friday, 10 a.m. to 8 p.m. ET. 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

Molina Dual Options has Member Services representatives available to assist with the process. If you need help, please contact the Molina Benefit Renewals Team at (866) 916-0917 (TTY: 711), Monday–Friday, 10 a.m. to 8 p.m., ET. You may also contact your Care Coordinator or reach out to Molina Dual Options Member Services at (855) 735-5604 (TTY: 711), Monday–Friday, 8 a.m. to 8 p.m. ET.

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 to learn more

If you are turning 65 or have certain disabilities, you may qualify for Medicare whether or not you are still eligible for Medicaid. If you currently are eligible or may become eligible for Medicare, call (866) 403-8293, TTY: 711. You can add on Molina Healthcare Medicare even if you are still eligible for Medicaid.

For more information, visit
MolinaHealthcare.com/keepmyhealthplan/MI
or scan the QR code.





Access to Telehealth is now available with most doctors!

You may now be able to reach your doctor virtually now 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 about their virtual visit options and how to schedule a telehealth visit.



Urinary Tract Infections (UTI), what do I need to know?

Urinary Tract Infections (UTI) are one of the most well-known and common infections. Be sure you know the symptoms to look out for and what to do if you feel you have a UTI.

What is a UTI?

A urinary tract infection (UTI) is a bacterial infection that can occur in the bladder, kidneys, ureters or urethra.

Symptoms of a UTI

- Pain or burning when urinating
- Frequent urination
- Cloudy or bloody urine
- Lower abdominal or back pain
- Fever

If you are experiencing one or more of these symptoms, see your Primary Care Physician (PCP) or visit the nearest Urgent Care.

Increased risk factors for developing UTIs

- Being female
- Advanced age
- Pregnancy
- Kidney stones
- Diabetes

Treatment

- Take all of your medications as prescribed by your doctor, even if you feel better
- Drink lots of water

Preventative Options

- Drinking lots of fluids
- Urinating often and when the urge occurs
- Wash hands regularly
- Use clean towels and underwear

For more information on UTIs, talk to your doctor.

I'm sick, where should I go?

Knowing where to go can be a hard decision when you or your loved one is hurt or feels ill. Use the guide below to help you decide the best way to seek care.

Primary Care Physician (PCP)

Call your PCP when you have an issue that needs medical care:

- Colds or cough
- Flu
- Regular checkups
- Earaches
- Sore throat
- Medicine or refills
- Diarrhea

Urgent Care or Virtual Health

Urgent care centers and Telehealth are great options if you need care after hours. When it's not an emergency but you need care right away:

- Severe cold or flu symptoms
- Ear pain
- Sore throat
- Stomach flu or virus
- Wound that needs stitches
- Sprain, strain or deep bruise

Emergency Room (ER)

Call 911 or go to the nearest ER when you think your life or health is in danger:

- Very bad bleeding
- Chest pain or pressure
- Head injury or trauma
- Very bad stomach pain
- Sudden dizziness or trouble seeing



To find an Urgent Care or Emergency Room closest to you, please visit MolinaProviderDirectory.com/MI.



Healthy meals give you more energy

Penne with Roasted Tomatoes, Garlic, and White Beans

Prep Time: 15 min

Cook Time: 50 min

Ingredients

- 3 large tomatoes, cut into wedges
- 4 cloves garlic, unpeeled
- 2 tablespoons olive oil
- 1/4 teaspoon salt
- Freshly ground black pepper
- 1 (15 ounce) can cannellini beans
- 1/2 pound penne pasta
- 1/4 cup fresh basil leaves, torn
- 2 tablespoons freshly grated Parmesan

Directions

1. Preheat the oven to 450 degrees F.
2. Slice each tomato into 8 wedges and discard the seeds. Put the tomato wedges and garlic into a 9 by 13-inch roasting pan. Drizzle with 1 tablespoon of olive oil and sprinkle with salt and a few turns of pepper. Roast in the oven, uncovered, for 40 minutes.
3. Drain the beans into a large colander in the sink. Cook the pasta according to the directions on the package. Drain the pasta into the colander containing the beans, so the hot pasta water will warm the beans. Return drained pasta and beans to the pasta pot.
4. When the tomatoes are done, pick out the garlic cloves, squeeze the garlic out of the skin into a small bowl and mash with a fork. Pour the roasted tomatoes into the pasta pot, add the garlic, the remaining 1 tablespoon of olive oil, the basil and additional salt and pepper, to taste. Toss to combine. Serve topped with Parmesan.

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 Dual Options 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, Spanish, and Arabic: (844) 489-2541, TTY: 711

Molina Help Finder

We are part of your community. And we work hard to make it healthier. Molina Dual Options 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**. If you need additional assistance with any needs as shown above, please contact your Care Coordinator.

Learn more about your health plan!

Want to see a full list of your covered benefits and more details about your plan?

Go to Molinahealthcare.com/Duals to read your Member Handbook.

Balance Billing

As a Molina Dual Options member you do not have to pay for services that are covered by your health plan. As part of the MMP program your providers have agreed to accept Molina Dual Options payment as payment in full.

Deductibles, coinsurance, or copayments are known as cost-sharing amounts. When you get a bill for these amounts it is known as Balance Billing. **Please be advised that it is unlawful for providers to “balance bill” any patient who is a member of Molina Dual Options for any covered services.** You have \$0 drug copay for drugs prescribed by your doctor as long as they are covered by your plan. There are some exceptions, please see below.

When do you have to pay?

Sometimes you have to pay if you get services that are not covered by your plan. When this happens we will send you a letter telling you that we denied something and that you have to pay.

Are you being Balance Billed?

If you think you are being balance billed call Member Services at (855) 735-5604. TTY users should call: 711. We are open Monday – Friday, 8 a.m. to 8 p.m. ET. Please have the bill ready when you call.

Health Care Fraud, Waste and Abuse

Molina Dual Options 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 Dual Options anonymously by:



Online: MolinaHealthcare.AlertLine.com



Email: MHMCompliance@MolinaHealthcare.com



Phone: (866) 606-3889, 24 hours a day, 7 days a week



Mail: Molina Dual Options
Attention: Compliance Director
1201 Woodward Avenue, Suite 900
Detroit, MI 48226

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/duals/quality/fraud.aspx.

Molina Dual Options MI Health Link Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

You can get this information for free in other formats, such as large print, braille, or audio. Call (855) 735-5604, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., ET. The call is free.

Puede solicitar este documento sin costo en otros formatos, como en letra grande, sistema braille o audio. Llame al (855) 735-5604 (TTY: 711), de Lunes a Viernes, de 8 a.m. a 8 p.m., hora del este. La llamada es gratuita.

يمكنك الحصول على هذا المستند بتنسيقات أخرى مجانًا مثل: ملف نصي مكتوب بخط كبير أو ملف بطريقة برايل للمكفوفين أو ملف صوتي. يمكنك الاتصال بالرقم (855) 735-5604 (وبالنسبة إلى مستخدمي أجهزة الهواتف النصية (TTY)، يمكنهم الاتصال بالرقم: 711) من الاثنين إلى الجمعة، من الساعة 8 صباحًا وحتى الساعة 8 مساءً بالتوقيت الشرقي. هذه المكالمات مجانية.