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# Molina Healthcare of Michigan

## 2025 Summer Medicaid and Healthy Michigan Plan Member Newsletter



[MolinaHealthcare.com](https://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://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.

# Asthma

Molina Healthcare of Michigan currently offers 3-month fills on many long-term (maintenance) inhalers. Getting a 3-month supply means you will have fewer trips to the pharmacy and you are less likely to miss a dose.

You can get these 3-month fills at a network retail pharmacy or, to make things easier, you can also have your drug(s) mailed right to your home through CVS mail order; just have your doctor write you a 3-month prescription. A mail service order form is included for your convenience or you can visit [caremark.com](https://www.caremark.com) for more information.

## Medications Available for 3-month supply

### Preferred Medications (Prior authorization not required):

- Advair HFA
- Advair Diskus
- Dulera HFA
- Montelukast 10mg tablet, 5mg chewable tablet (up to age 14), 4mg chewable tablet (up to age 5)
- Symbicort HFA
- Pulmicort Flexhaler

### Non-Preferred Medications (Prior authorization may be required)

- Breo Ellipta
- Budesonide-Formoterol HFA

Molina Healthcare of Michigan would also like to remind you that it is important to use your long-term (maintenance) inhaler as directed by your provider every day to help with your breathing.

## Understanding Asthma Controller Medicines

Asthma is a sickness that makes it hard to breathe. There are two types of medicines for asthma. One type is for quick relief when it's hard to breathe. The other type is called controller medicine. You take it every day to stop asthma attacks from happening.

### Why Do We Need Controller Medicines?

- They stop you from coughing and feeling out of breath.
- You will have fewer asthma attacks.
- Your lungs will work better.
- You can be active without getting out of breath.

### Types of Controller Medicines

- Inhaled Corticosteroids: These are breathed in (through an inhaler) and decrease asthma symptoms.
- Long-Acting Beta Agonists: These are also breathed in (through an inhaler) and help keep your airways open for up to 12 hours.





- **Leukotriene Modifiers:** These are pills that stop chemicals that make it hard to breathe.

## How to Use Controller Medicines

- **Take them every day, even if you feel good.**
- Be aware of how these medications work and help decrease coughing and shortness of breath.
- Make a plan with your doctor for when and how to take your medicines.

**Remember, controller medicines can't cure asthma, but they can help you feel better.** Always talk to your doctor if you have questions.



**Did you know that if you fill your asthma medications regularly, you could qualify for a \$25 gift card?** To learn more about Molina Healthy Rewards, please log onto the My Molina Member Portal at [mymolina.com](https://mymolina.com) or scan the QR code to the right.



**SCAN ME**

**My Molina  
Member portal**

Please contact Member Services if you have questions between 8 a.m. and 5 p.m., Monday through Friday, at 1-888-898-7969, TTY:711.

## Get Checked!

Your health is important to us! Hepatitis C Virus (HCV) is a liver infection caused by the hepatitis C virus and can go undetected in your body for years. It is spread through contact with blood from an infected person. Many people do not know they are infected or do not feel sick. But you can still spread the virus to others. Did you know Hep C is curable? In fact, many people do not know how they were exposed to hepatitis C, and when symptoms do appear, they are often a sign of advanced liver disease. Chronic hepatitis C can result in serious, even life-threatening health problems like cirrhosis and liver cancer.

The Centers for Disease Control and Prevention (CDC) recommends:

- All adults be tested for hepatitis C at least once in their lifetime
- Persons who are pregnant be tested for hepatitis C during each pregnancy

The test involves a simple blood draw that can be ordered by your doctor. Getting tested can help detect and cure infection before it causes serious health issues. Medications are available that can cure people of hepatitis C with pills taken once a day for eight to twelve weeks. Curing hepatitis C infection also means that the person cannot transmit the virus to anyone else.

If you aren't sure if you've ever been tested, talk to your doctor. New advancements in treatment mean that no one should have to live with this disease.



# 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 a minor issue that needs medical care:

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

## Urgent Care or Virtual Health

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

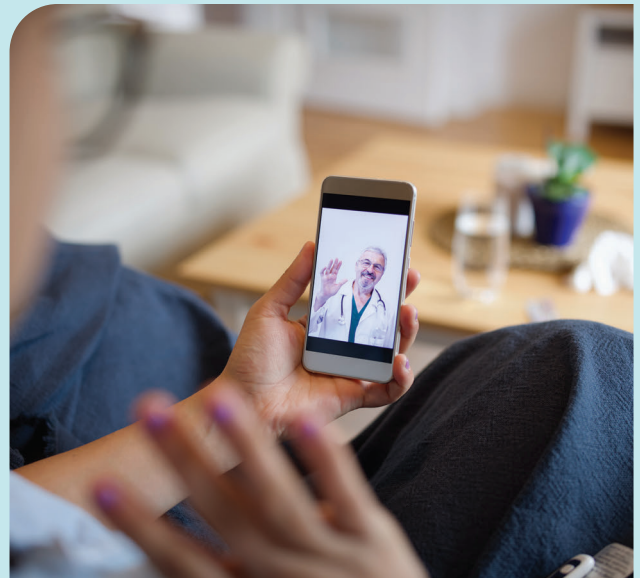
- Severe cold or flu symptoms
- Ear pain
- Sore throat
- Stomach flu or virus
- Wound that needs stitches
- Sprain, strain or deep bruise

## 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](https://MolinaProviderDirectory.com/MI).



# 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
- Diabetes
- Kidney stones
- Pregnancy
- Advanced age

## 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.





# Need a ride to your health care visits?

Molina Healthcare of Michigan can help you get to your medical visits for **FREE!** 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 **(888) 898-7969**, 24 hours a day, 7 days a week (TTY: 711), to schedule your ride.

## Tips for Effective Scheduling:

- o 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.
- o You can schedule transportation up to 30 days in advance
- o For Dialysis, Chemotherapy, Radiation and Physical Therapy, transportation can be scheduled up to 90 days ahead
- o Have your Medicaid or Member ID number and card ready
- o Have the address, phone number and name of the doctor or office ready
- o Let us know if you need special help with transportation like a wheelchair van, cane, walker, or help getting in and out of the car, or door to door help
- o Be ready and waiting **1 hour** before your pick-up time
- o If you need to cancel your ride, please call (888) 898-7969 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 **(888) 898-7969** 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 daily 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 prevent 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 **DentaQuest** at **(844) 583-6157**, Monday – Friday, 8 am - 8 pm 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 **MyMolina.com** or scan the QR code.



**DentaQuest**®

# Don't Lose Your Medicaid Coverage!



## 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 re-determine 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 online at [Newmibridges.michigan.gov](https://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](https://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 you first applied for Medicaid healthcare coverage.

There are many ways to complete redetermination paperwork: There are many ways to complete redetermination paperwork:



**Online:** Log in to [Newmibridges.michigan.gov](https://Newmibridges.michigan.gov), and follow the steps below.

**Step 1:** Go to [Newmibridges.michigan.gov](https://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** to learn more

If you are in need of additional resources, you may be eligible for a Public Benefit Program.

Please visit [newmibridges.michigan.gov](http://newmibridges.michigan.gov) to apply for:

- Healthcare Coverage
- Food Assistance Programs
- Cash Assistance
- Women, Infants, and Children (WIC)
- Child Development and Care (CDC)
- State Emergency Relief (SER)

To locate Public Benefit Programs in your area, please visit **MolinaHelpFinder.com**.

### 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** so you do not miss important communication about your health benefits.



# Healthy Beginnings Program

Healthy babies start with healthy pregnancies. Molina has programs to support you in every aspect of your pregnancy and delivery. From a doula to be there for you physically and emotionally, to telemedicine providers to meet you where you are, to incentives that reward you for taking the best care of you. Molina is always here for you and your family.

## Healthy Beginnings Programs

Molina Healthy Beginnings is a comprehensive collection of services, benefits, and programs just for our pregnant and recently delivered members! Healthy Beginnings offers a variety of no cost supports, such as:



- Virtual prenatal and postpartum visits
- Gift card incentives
- Doula support
- Food resources
- Breast-feeding / chest feeding assistance
- Perinatal Depression counseling
- Care Management
- Quitting smoking help
- Group Prenatal Care / Centering Pregnancy
- Transportation
- Housing resources

For more information on Healthy Beginnings services, please reach out to us at [MIHealthyBeginnings@MolinaHealthcare.com](mailto:MIHealthyBeginnings@MolinaHealthcare.com).



# What is a doula?

## What can they do for me?

A doula is a trained professional who provides emotional and physical support during pregnancy, labor, birth, and postpartum. Doulas are not medical professionals and cannot deliver babies or provide medical advice. Instead, they can help you feel supported and informed throughout your experience.

### How do I find the right doula?

Finding the right doula for you is important. When choosing a doula, you can consider things like their experience, training, as well as your personal preferences and comfort level:

#### Training and certification

Doulas can have different levels of training and certification, and some may have additional skills like breastfeeding consulting or have experience with specific cultural backgrounds.

#### Experience

Consider how many births the doula has attended and how long they've been practicing.

#### Philosophy

Think about the doula's views on birth, medical care, and pregnancy, and whether they align with yours.

#### Comfort level

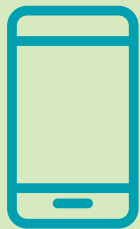
Consider how you feel around the doula, and whether they make you feel comfortable and listened to.

#### Support

Think about the type of support you want during pregnancy, birth, and postpartum, and whether the doula can provide that. For example, if you're planning a vaginal birth after a C-section (VBAC), you might want a doula who has experience with VBACs.

#### Recommendations

Ask friends and family for recommendations, or join online groups focused on your birth goals.



You can find a doula near you by going to [MolinaHealthcare.com](https://MolinaHealthcare.com) and use the “Find a Doctor or Pharmacy” link to enter your zip code. Type “doula” into the search bar, and a list of doulas closest to you will come up.

OR

**Find doulas in your area.  
Scan this QR code.**



# Earn rewards with Molina

Molina wants to help you get the most of your membership. Take a look at some of the great benefits and rewards you have as a member.

- Up to \$250 in well-child rewards for checkups, immunizations & more
- \$50 reward for completing an annual dental exam
- \$75 for pregnant or diabetic members who complete an annual dental exam
- Up to \$200 in maternity rewards for completing a first-trimester prenatal visit, STI screening and Pregnancy Risk Assessment
- Up to \$100 in women's health rewards for getting mammograms & Pap tests

You can claim rewards in the member portal. Sign up at [MyMolina.com](https://www.mymolina.com). Once registered, visit "My Wellness" and go to "My Healthy Rewards" to complete and submit the form.



## 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, Marketplace or Medicare 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](https://www.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**.





# 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/Medi-Handbook](https://MolinaHealthcare.com/Medi-Handbook) to read your Member Handbook.



## Telehealth

Is your Primary Care Physician unavailable for a visit?



You've got Teladoc Health.

Talk to a doctor anytime, anywhere by phone or video.

- Use your phone, the app, or the website to create an account and complete your medical history
- Request a time and a Teladoc Health provider will contact you
- The provider will diagnose symptoms and send a prescription if necessary

Get care now!

Download the app

[teladochealth.com/molina](https://teladochealth.com/molina)

1-800-TELADOC (835-2362)



# Balance Billing

As a Molina Healthcare Medicaid Plan member, you do not have to pay for services that are covered by your health plan. As part of the Medicaid program your providers have agreed to accept Molina Healthcare Medicaid payments 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 Healthcare for any covered services. You have \$0 drug copay for drugs prescribed by your doctor if they are covered by your plan. There are some exceptions, please see below

## ***When do you have to pay?***

Sometimes you must 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 (888) 898-7969, TTY (711), Monday – Friday, 8 a.m. to 5 p.m., EST. Please have the bill ready when you call.



## Live Chat is now available

Need help navigating through the member portal at [MyMolina.com](https://www.mymolina.com)? Want to learn more about My Molina Portal features? Or change your Primary Care Physician (PCP) and locate a Specialist? Let one of our expert agents help guide you through your questions with our new Live Chat feature on [MyMolina.com](https://www.mymolina.com)!

The Live Chat option is available on [MyMolina.com](https://www.mymolina.com) during business hours, Monday to Friday 8 a.m. to 5 p.m. EST.

We can't wait to chat with you!

# 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](https://MolinaHealthcare.alertline.com)  
**Email:** [MHMCompliance@MolinaHealthcare.com](mailto:MHMCompliance@MolinaHealthcare.com)  
**Phone:** (866) 606-3889 Fax: (248) 925-1797



**Mail:** Molina Healthcare of Michigan  
Attention: Compliance Director  
1201 Woodward Avenue, Suite 900  
Detroit, MI 48226



**Or you can contact:**  
**Online:** [Michigan.gov/fraud](https://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](https://MolinaHealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/Pages/fraud.aspx).

If you need any member materials in another language, oral interpretation, or auxiliary aids and services, please contact Member Services at (888) 898-7969, Monday through Friday, 8 a.m. to 5 p.m. EST.