

# Spring 2020 Health and Wellness Newsletter



## Guide to Accessing Quality Health Care

*Learn about the programs and services we offer today!*

Attention Molina Healthcare Member! The Spring 2020 Guide to Accessing Quality Health Care is now available. You can find the **Guide** on our website. Go to [www.molinahealthcare.com/MHMMarketplacePublications](http://www.molinahealthcare.com/MHMMarketplacePublications) to view or print the Guide.

This **Guide** helps you learn about the programs and services we offer to you. You can read about our:

- **Quality Improvement Program.** We use surveys and tools to review all of the services and care that you receive each year from Molina. We want to hear how we are doing. We collect information on services that include: shots, well-check exams, and diabetes care. We also help you take better care of yourself and your family. Some of the ways we do this include: mail or call you to make sure you and your child get needed well

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All newsletters are also available at [MolinaHealthcare.com](http://MolinaHealthcare.com).

To get this information in your preferred language and/or accessible format, please call Member Services. The number is on the back of your Member ID card.

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

[MolinaMarketplace.com](http://MolinaMarketplace.com)

exams and shots, tell you about special services, and help you learn about ongoing health problems. You can view our latest survey and tool results on our MolinaHealthcare.com website.

- **Population Health Management.** We have services to keep you healthy and take care of your health condition. We have programs focused on Case Management, Transitions of Care, care before and after birth, and others. These programs include information on how you can receive extra help, tips to stay healthy, find and access eligible services, coordinate moving from one setting to another, and connect you to community resources if you have an ongoing health condition. You will also find out about how you can enroll and opt out of these programs.

This **Guide** gives you details about how we:

**Protect you:**

- Protect your privacy
- Work with our doctors to make sure you get safe health care
- Review new studies to make sure the new services are proven to be safe
- Allow you to file a grievance (complaint) if you have problems with your medical care or Molina's service

**Make choices about your health care:**

- Look at new services to offer as part of the benefits we cover
- Tell you about your rights and responsibilities when you are enrolled in our health plan



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**Assist you:**

- Guide you in the process to help you get health care after hours or during an emergency
- Help you find answers to drug benefit questions
- Give you details about the services we offer for behavioral health
- Give you tips on how to get a second opinion about your health care from another doctor
- Show you how to get care out-of-network
- Let you appeal a denied service for a claim when it is not paid
- Tell you how to find information about our doctors on the Provider Online Directory
- Help you learn how to fill out an Advance Directive to help you make health care decisions if you cannot speak for yourself

**Meet your communication needs:**

- 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 access online tools, such as: Health Appraisal and Self-Management Tools and Calculators

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, please call Member Services. You may also ask to have a hard copy of materials mailed to you. Call Member Services at (888) 560-4087, 8 a.m. to 5 p.m. local time.

## 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: [www.MolinaHealthcare.alertline.com](http://www.MolinaHealthcare.alertline.com)

Email: [MHMCompliance@MolinaHealthCare.com](mailto:MHMCompliance@MolinaHealthCare.com)

Phone: (866) 606-3889

Fax: (248) 925-1797

Regular Mail:

Molina Healthcare of Michigan

Attention: Compliance Director

880 West Long Lake Road, Suite 600

Troy, MI 48098-4504

Or you can contact:

Online: [www.michigan.gov/fraud](http://www.michigan.gov/fraud)

Phone: 1-855-MI-FRAUD (1-855-643-7283)

Regular 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:

<http://www.molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/Pages/fraud.aspx>.



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# What You Need to Know About COVID-19

## Expanded access to care, support and resources

Molina Healthcare is monitoring COVID-19, also known as the Coronavirus, developments daily. We are expanding your access to care, support and resources to help you get through this difficult time. We are committed to making every effort to protect your health by keeping you safe in your home, while still making sure you to get the right care.

## Costs are covered for COVID-19 tests, test-related visits and treatment of the virus

Molina Healthcare is waiving costs for COVID-19 testing and treatment provided at approved locations in accordance with the U.S. Centers for Disease Control and Prevention (CDC) guidelines. Molina Healthcare is waiving copays, coinsurance and deductibles for visits associated with COVID-19 testing and treatment, whether the care is received in a health care provider's office, an urgent care center or an emergency department. This coverage applies to Medicare, Medicaid, and Marketplace members.

## Access to Prescriptions

Below are resources for you to help fill your prescription drugs:



**Early refills** – You can receive early refills of your medications. You can receive a 90- day supply (original refill plus 2 early refills) of medication. If you have any trouble with the pharmacy filling your prescriptions, please contact Member Services at 888-898-7969.



**Free Delivery** – Our pharmacy partner, CVS Pharmacy, is waiving delivery fees for all prescription medications. You must have prescription filled at a CVS Pharmacy for free delivery.



**Home Delivery** (also known as mail order) – CVS offers mail order to all members. There is no cost to you for this service. Please see below for the four ways to order:



**Option 1 – Mail** – Complete and mail the CVS/Caremark Mail Service Order Form. Mail the form and payment to the address printed on the form. To access the form, [click here](#). For new orders, please include your prescription.



**Option 2 – Online** – Go to [www.caremark.com](http://www.caremark.com) and sign in or register by clicking on register now. Then under the prescriptions drop-down menu select “start mail service” and follow either the online steps, or, feel free to complete the mail service order form and mail to CVS/Caremark. The mailing address is printed on the form. To access the form, [click here](#).



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**Option 3 – Phone** – Call CVS/Caremark toll-free at (866) 467-5551, TTY 711, 24/7. Provide your Member number (found on your Plan ID card), your prescription name(s), your doctor’s name and phone number, and your mailing address. You can even use the toll-free number above to order refills 24 hours per day, 7 days per week.



**Option 4 – Your Doctor** – Give your doctor’s office the CVS/Caremark number, (866) 467-5551, TTY 711, and ask your doctor to call, fax, or ePrescribe your prescription 24/7. To speed up the process, your doctor will need your Member number (found on your Plan ID card), your date of birth, and your mailing address.

## Free Access to Telehealth

We expanded access to telehealth to make it easier for you to connect with health care providers from the comfort and safety of your home. To access telehealth services:

**Talk to your health care provider about telehealth:** Telehealth access is expanded in response to COVID-19 to allow faster support and to reduce exposure to the virus. Your local medical provider may be able to provide a telehealth visit through live video-conferencing. Please call your Primary Care Physician to see if their office has telehealth capabilities.

### Telehealth and Virtual Care means:

- Convenient online or phone visits, from wherever you are.
- No appointment is needed. Get the right care, right now.

### You Can Use Telehealth services for:

- Cold and flu symptoms
- Sore throat
- Allergies
- Respiratory infection
- Sinus problems
- Skin problems

**If at any point your symptoms worsen or you feel like you are experiencing a medical emergency, call 911 or proceed to the nearest emergency room**



[MolinaMarketplace.com](http://MolinaMarketplace.com)

# ATTENTION! Molina Marketplace, Medicare and Molina Dual Options MI Health Link Members:

Teledoc is available to get expert health care from the comfort of home, 24/7.

Molina Healthcare is pleased to partner with Teladoc to offer you virtual care. Now it's simple to connect to a board-certified doctor by phone, video or mobile app, from anywhere.

## Virtual Care means:

- Convenient online or phone visits, from wherever you are.
- No appointment is needed. Get the right care, right now.
- You're treated at NO COST! Visits are free for Molina members

## Use Teladoc for:

- Cold and flu symptoms
- Sore throat
- Allergies
- Respiratory infection
- Sinus problems
- Skin problems

If at any point your symptoms worsen or you feel like you are experiencing a medical emergency, call 911 or proceed to the nearest emergency room.

## Set up your account today!

1. **Choose** from one of three ways:

**Online:** Go to [Teladoc.com/Molina](https://Teladoc.com/Molina)

or

**Mobile app:** Download the app and click "Activate account."

Visit [Teladoc.com/mobile](https://Teladoc.com/mobile) to download the app. or

**Call Teladoc** at 1-800-Teladoc (1-800-835-2362) for help registering your account over the phone.

2. **Provide your medical history.**

Your health records are 100% secure and private. We provide this information only to our doctors, so they can treat you effectively.

3. **Now you're ready for an online or telephone visit any time.**

With your account set up, you can ask for a virtual visit whenever you need care. Just click "Request a Consult."



[MolinaMarketplace.com](https://MolinaMarketplace.com)

# Frequently Asked Questions

## **What is virtual care?**

Virtual care is a convenient way to receive medical care without leaving your home or wherever you are. Teladoc provides virtual medical visits for Molina members.

## **Who are the virtual care doctors?**

Teladoc doctors are U.S. board-certified in Internal Medicine, Family Practice, or Pediatrics. They average 20 years of experience. They are licensed in your state and include virtual care in their day-to-day practice to provide people with convenient quality medical care.

## **Do virtual care doctors replace my doctor?**

No. Virtual care is for when you need care now for non-emergency medical issues. It's a convenient alternative to urgent care and ER visits.

## **What kind of care does virtual care provide?**

It provides adult and pediatric general medical care.

## **What ways are there to get virtual visits?**

You can talk with a Teladoc doctor through your phone, internet video through the secure member portal, or video through the Teladoc mobile app.

## **How quickly can I talk to the doctor?**

The average call-back time is just 10 minutes. If you miss the doctor's call, you will be returned to the bottom of the waiting list. Your request will be cancelled if you miss three calls.

## **Is there a time limit when talking with a doctor?**

No. There is no time limit for virtual visits.

## **Can Teladoc doctors write a prescription?**

Yes, Teladoc doctors can prescribe short-term medication for a wide range of conditions. Our doctors don't prescribe substances controlled by the Drug Enforcement Administration (DEA), or nontherapeutic and/or certain other drugs which may be harmful because of potential abuse.

## **How do I pay for a prescription called in by Teladoc?**

When you go to your pharmacy to pick up the prescription, you may use your insurance card to help pay for the medication. You will be responsible for the co-pay based on the type of medication and your plan benefits.

## **Is the online visit free no matter how long it takes?**

Yes! As a Molina member, your online visits cost you nothing. However, cell phone and internet usage rates from your service provider apply.

## **Can I provide virtual visit information to my doctor?**

Yes. You have 24/7 access to your electronic medical record. You can download a copy online from your account or call Teladoc and ask us to mail or fax your medical record.



[MolinaMarketplace.com](https://www.MolinaMarketplace.com)

## The Center for Disease Control Remains your Best Resource for COVID-19?

Please visit <https://www.cdc.gov/coronavirus/2019-ncov/index.html> to learn more.

### Preventing the Spread of COVID-19

There's currently no vaccine to prevent the Coronavirus. But the CDC has outlined steps that each of us can take to help control it:

- Avoid crowds
- Stay home if you're sick.
- Cover your cough or sneeze with a tissue.
- Wash hands frequently with soap, for 20 seconds.
- Avoid touching your face, eyes or mouth.
- Disinfect frequently touched objects and surfaces.

If you have questions, please call Molina Member Services between the hours of 8:00a.m. and 5:00p.m:

- Medicaid Members: 888-898-7969
- Molina Dual Options MI Health Link: 855-735-5604
- Medicare Members: 800-665-3072
- Marketplace Members: 855-542-1988

## Stop Smoking

### Why should you quit smoking?

- Smoking causes cancer of the lungs, mouth and throat.
- Smoking causes heart disease.
- Smoking causes emphysema or Chronic Obstructive Pulmonary Disease (COPD).
- Smoking causes the risk of stroke.
- Smoking causes poor circulation.
- Smoking causes diabetes complications.

### How can you stop smoking?

- Set a date to quit and stick to it.
- Throw away ashtrays, cigarettes and lighters.
- Clean your house and car to remove the smoke smell.
- Stay in non-smoking areas.
- Tell your family and friends so they can support you.
- Find ways to reduce stress.
- Ask your provider about medicine to help you quit smoking.

### Are you ready to quit smoking?

We are ready to help! Molina Healthcare has a Stop Smoking Program. This program is at no cost to members.

### The program includes:

- One-on-one counseling.
- Health education materials.
- Nicotine replacement therapy, if you are eligible and your provider decides it is right for you.

### How can you enroll in our Stop Smoking Program?

Please call the Michigan QuitLine at 800-QUIT-NOW (800-784-8669) to get more information.



[MolinaMarketplace.com](https://www.molinamarketplace.com)

What are other resources to help you quit smoking?

- Smokefree.gov – [www.smokefree.gov](http://www.smokefree.gov)
- American Cancer Society – [www.cancer.org](http://www.cancer.org)
- National Cancer Institute Quitline – (877) 448-7848

**When you quit smoking, you greatly reduce your risk of suffering from smoking related diseases.** If you are pregnant, smoking can harm you and your baby. Call our Health Education Department today to learn about our Stop Smoking Program.



## Attention! Flint Residents: Join the Flint Registry

The Flint Registry is a project that connects anyone exposed to Flint's water between April 25, 2014 and October 15, 2015 to services and programs to promote health and wellness. The registry also helps to understand how the Flint water crisis has affected the Flint community.

Join the thousands. You may be eligible for the Flint Registry. Get connected. Get Supported. Get Counted. To enroll or for more information, visit [flintregistry.org](http://flintregistry.org) or call 833-GO-FLINT (833-463-5468).

## Proper Use of Antibiotics

### What do antibiotics treat?

Antibiotics are only needed for treating certain infections caused by bacteria.

Antibiotics treat common infections such as pneumonia and conditions like sepsis, the body's extreme response to infection.



### What don't antibiotics treat?

If you have an infections caused by a virus, antibiotics won't make you feel better and the side effects could still cause harm.

Antibiotics do not work on infections caused by viruses, like colds, flu, bronchitis, runny noses (even if the mucus is thick, green or yellow) and many sinus infections. Respiratory viruses usually go away in a week or two without treatment. Ask your doctor or pharmacist about ways to feel better while your body fights off the virus.

### What should I do if I am prescribed antibiotics?

Take the antibiotic exactly as prescribed. Talk with your doctor or pharmacist if you have any questions or if you have any side effects, especially diarrhea, since this may need additional treatment.

### How can I stay health and keep others healthy?

- Clean your hands. Using soap and water is best.
- Stay home when you are sick.
- Get recommended vaccines, such as the flu vaccine.

### How do I stop the spread of germs?

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Put your used tissue in a waste basket.
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.

To learn more about antibiotic prescribing and use, visit [www.cdc.gov/antibiotic-use](http://www.cdc.gov/antibiotic-use).

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## Reduce Your Risk of Falling

Most falls are caused by a combination of risk factors. The more risk factors you have, the more likely you are to have a fall. These risk factors include lower body weakness, medicines which affect balance, visions problems, and hazards such as throw rugs or clutter that can be tripped over.

### Five Things You Can Do to Prevent Falls:

1. Talk to your doctor about fall risks and how to prevent falls.
2. Do exercises to improve your leg strength and balance.
3. Get an annual eye exam and replace eyeglasses as needed.
4. Make your home safer. Get rid of things you could trip over. Add grab bars and railings where needed.
5. Make sure you home has lots of light.

Take the quiz below and bring the results to your next check -up exam. Your doctor will help you plan how to reduce your risk of falling.



Answer each of the 12 questions with “yes” or “no” and count up the score.

<b>Check Your Risk for Falling</b>		
Circle “Yes” or “No” for each statement below		
Yes (2)	No (0)	I have fallen in the past year.
Yes (2)	No (0)	I use or have been advised to use a cane or walker to get around safely.
Yes (1)	No (0)	Sometimes I feel unsteady when I am walking.
Yes (1)	No (0)	I steady myself by holding onto furniture when walking at home.
Yes (1)	No (0)	I am worried about falling.
Yes (1)	No (0)	I need to push with my hands to stand up from a chair.
Yes (1)	No (0)	I have some trouble stepping up unto a curb.
Yes (1)	No (0)	I often have to rush to the toilet.
Yes (1)	No (0)	I have lost some of the feeling in my feet.
Yes (1)	No (0)	I take medicine that sometimes makes me feel light-headed or more tired than usual.
Yes (1)	No (0)	I take medicine to help me sleep or improve my mood.
Yes (1)	No (0)	I often feel sad or depressed
Total _____		Add up the number of points for each “yes” answer. If you scored 4 points or more, you may be at risk for falling. <b>Discuss your risk of falling with your doctor.</b>

This check list was developed by the Greater Los Angeles VA Geriatric Research Education Clinical Center and affiliates and is a validated fall risk-assessment tool (Rubenstein et al. J Safety Res; 2011: 42(6)493-499). Adapted with permission of the authors.

For more information, visit [www.cdc.gov/steady](http://www.cdc.gov/steady)

## Managing Chronic Conditions

Molina Healthcare wants you to know all you can to help you stay healthy. We have programs that can help you manage chronic conditions such as asthma, diabetes and heart disease. These programs provide you with self-management tools to help you:

- Feel more in control of your health.
- Manage difficult symptoms (e.g., fatigue, pain, shortness of breath).
- Carry out daily activities (e.g., going to work, spending time with loved ones).
- Reduce stress.
- Improve your mood.
- Communicate better with your health care provider(s) about your care.

For more details about our health management programs, please call 1-866-891-2320, Monday - Friday, from 9:00am to 9:00pm EST.



Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

**ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Member Services. The number is on the back of your Member ID card. (English)**

**ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicios para Miembros. El número de teléfono está al reverso de su tarjeta de identificación del miembro. (Spanish)**

ناجملاب كل رفاوتت ةيوغلا ةدعاسملا تامدخ نإف ،ةغلا ركذا ثدحتت تنك اذإ :ةطوالم . (TTY: 711)  
( 711 :مكبلاو مصلا فتاه مقر ) 3901 - 882 - 855 - 1 مقرب لصتا

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Your Extended Family

**Non-Discrimination Notification**  
**Molina Healthcare of Michigan, Inc.**  
**Molina Marketplace**

Molina Healthcare of Michigan, Inc. (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
  - Skilled sign language interpreters
  - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
  - Skilled interpreters
  - Written material translated in your language
  - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (888) 560-4087.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator  
200 Oceangate  
Long Beach, CA 90802

You can also email your complaint to [civil.rights@molinahealthcare.com](mailto:civil.rights@molinahealthcare.com). Or, fax your complaint to (248) 925-1799.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.





PO Box 298  
Monroe, WI 53566-0298



## Questions about Your Health?

Call Our 24-Hour Nurse  
Advice Line!

English and other languages:

**(888) 275-8750**

Spanish: **(866) 648-3537**

Your health is our priority!

TTY/TDD users should dial **711**.

[MolinaMarketplace.com](https://www.MolinaMarketplace.com)

