

Spring 2019 Health and Wellness Newsletter



Learn about the programs and services Molina offers

Guide to Accessing Quality Health Care

The **Spring 2019 Guide to Accessing Quality Health Care** is now available. You can find the **Guide** on our website. To view or print the **Guide** go to: MolinaHealthcare.com/MHWMedicaidPublications or MolinaHealthcare.com/MHWMarketplacePublications.

This **Guide** helps you learn about the programs and services we offer to our members. 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 exams

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To get this information in other languages and accessible formats, please call Member Services at (800) 869-7165, TTY/TDD 711 (Medicaid); (800) 858-3492, TTY 711 (Marketplace). Si necesita esta información en otros idiomas o en un formato accesible, por favor comuníquese con el Departamento de Servicios para Miembros al (800) 869-7165, TTY 711 (Medicaid); (800) 858-3492, TTY 711 (Marketplace). Để nhận thông tin này bằng các ngôn ngữ khác và các định dạng cho người khuyết tật, xin vui lòng gọi Dịch vụ Thành viên theo số (800) 869-7165, TTY 711 (Medicaid); (800) 858-3492, TTY 711 (Marketplace). Чтобы получить эту информацию на других языках и в других доступных форматах, обратитесь в Службу поддержки участников по тел. (800) 869-7165, TTY 711 (Medicaid); (800) 858-3492, TTY 711 (Marketplace).

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 website at: [MolinaHealthcare.com](https://www.molinahealthcare.com).

- **Population Health Management.** We have services to keep you healthy and take care of your health condition. These services include information on how you can receive extra help, stay healthy, find and access eligible services, coordinate moving from one setting to another, and connect to community resources if you have an ongoing health condition.



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 provide as part of the benefits we cover
- Tell you about your rights and responsibilities when you are enrolled in our health plan

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 TDD/TTY 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

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This **Guide** gives you information you can find on the website. The information includes:

- How to order ID cards
- How to contact Member Services and 24/7 Nurse Advice Line
- Lists of our Molina contracted providers and hospitals, that include:
 - Provider names, addresses and phone numbers
 - A provider's board certification status
 - Office hours for all sites
 - Providers accepting new patients
 - Languages spoken by the provider or staff
 - Hospital information including name, location and accreditation status
- Details about your benefits and services that are included and excluded from coverage
- Co-payments you must pay (if they apply)
- What you do if you get a bill for a claim
- FAQs (frequently asked questions and answers)
- Pharmacy procedures, such as:
 - Drugs we do not cover
 - Drug limits or quotas
 - The process to request an exception for drugs not on the Preferred Drug List
 - The process for generic substitution, therapeutic interchange (using drugs that are different but have the same effects) and step-therapy protocols (certain drugs are tried first before we cover another drug for the same condition)
- How to contact Utilization Management (UM) staff about a UM issue or question
- UM affirmative statement about incentives describing that Molina does not reward providers who make UM decisions
- Preventive health guidelines and shot schedules
- Your rights and responsibilities and the privacy of your information

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:

Medicaid: (800) 869-7165, TTY 711, 7:30 a.m. to 6:30 p.m. PST

Marketplace: (888) 858-3492, TTY 711, 7:30 a.m. to 6:30 p.m. PST

Measles outbreak in Washington State

This year our state experienced a measles outbreak. Most people who got the disease did not get their measles vaccine (shot). Molina would like to remind our members that it's not too late to get your measles shot and protect your family. Call your provider and ask about who in your family should get the vaccine.

Measles is a serious disease that causes a rash and a high fever, and may cause diarrhea, lung infection, and can also affect the brain. It spreads very easily when a person with the measles breathes, coughs, or sneezes. People at

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highest risk for serious problems from measles are children under 5 years, adults over 20 years, pregnant women, and people in poor health.

Not sure if you have the measles?

- Call your primary care provider to schedule an appointment or go to an urgent care walk-in clinic. **Please call before going so that other people in the waiting room are not exposed to you, in case you do have the measles.**

Your provider can also tell you if you or your children are due for other vaccinations that can help protect your health.

Skin cancer prevention

Skin cancer is the most common form of cancer. Ultraviolet (UV) rays damage your skin. Ask your provider to check your skin for signs of skin cancer. You can prevent skin cancer. Here are some key steps to protect your skin:

- Wear sunscreen with at least SPF 15. Reapply throughout the day.
- Limit your time in the sun. UV rays are the strongest from 10 a.m. to 4 p.m.
- Wear a hat and sunglasses when in the sun.

Review medications with your provider

Make sure you keep a list of all your prescription and over-the-counter medicines. Review your list with your provider at least once a year. Bring your current medicine with you to all provider appointments. This helps make sure that you:

- Take all of your medicines you need.
- Stop taking the ones you no longer need.
- Take medicines that are safe to take together.

Questions about your health

Call our 24-hour Nurse Advice Line! Open 7 days a week

(888) 275-8750 – English and Other Languages

(866) 648-3537 – Spanish

TTY users should call **711**.

Molina Healthcare of Washington (Molina) 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. English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-869-7165 (TTY: 711). Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-869-7165 (TTY: 711). Chinese 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-869-7165 (TTY: 711)。

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