

Fall 2016 Health & Wellness Newsletter



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Health Care Fraud, Waste and Abuse

Fraud, waste and abuse can increase health care costs and affect your quality of care. You can report fraud, waste, and abuse to Molina Dual Options Cal MediConnect Plan Medicare-Medicaid Plan’s AlertLine. You may call 24 hours a day, seven days a week. Call toll-free at (866) 606-3889 TTY/TDD 711. You may also report your concerns on the AlertLine website at <https://MolinaHealthcare.AlertLine.com>.

All newsletters are also available at www.MolinaHealthcare.com/Duals.

MolinaHealthcare.com/Duals

Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina Dual Options uses and shares data to provide you with health benefits.

Protected Health Information (PHI)

PHI stands for “protected health information.” PHI includes your name, member number, race, ethnicity, language needs, or other things that identify you. Molina Dual Options wants you to know how we use or share your PHI.

Why does Molina Dual Options use or share your PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To use or share PHI for other purposes, as required or permitted by law

When does Molina Dual Options need your written authorization (approval) to use or share your PHI?

Molina Dual Options needs your written approval to use or share your PHI for reasons not listed above.

What are your privacy rights?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI
- To ask us not to use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

How does Molina Dual Options protect your PHI?

Your PHI can be in written word, spoken word, or on a computer. Molina Dual Options uses many ways to protect PHI across our health plan. Below are some ways Molina Dual Options protects your PHI:

- Molina Dual Options uses policies and rules to protect PHI.
- Only Molina Dual Options staff with a need to know PHI may use PHI.
- Molina Dual Options trains staff to protect and secure PHI, including written and verbal communications.
- Molina Dual Options staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Dual Options secures PHI on our computers. PHI on our computers is kept private by using firewalls and passwords.

What are the duties of Molina Dual Options?

Molina Dual Options is required to:

- Keep your PHI private
- Provide you with a notice in the event of any breach of your unsecured PHI
- Not use or disclose your genetic information for underwriting purposes
- Not use your race, ethnicity or language data for underwriting or denial of coverage and benefits
- Follow the terms of this Notice

MolinaHealthcare.com/Duals

What can you do if you feel your privacy rights have not been protected?

- Call or write Molina Dual Options and file a complaint.
- File a complaint with the U.S. Department of Health and Human Services.

The above is only a summary. Our Notice of Privacy Practices gives more information about how we use and share our members' PHI. You may find our full Notice of Privacy Practices on our website at www.MolinaHealthcare.com/Duals. You also may ask for a copy of our Notice of Privacy Practices by calling our Member Services Department.

Prevent the Flu

The single best way to prevent seasonal flu is to get a **flu shot** each year. As a Molina Dual Options Member, you can receive your seasonal flu shot at no cost to you. Many pharmacies offer the flu shot for adult Members. You can also ask your provider.



Molina Dual Options Cal MediConnect Plan Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Medi-Cal 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) 665-4627, TTY/TDD: 711, Monday – Friday, 8:00 a.m. to 8:00 p.m., local time. The call is free.

You can get this information for free in other languages. Call (855) 665-4627. The call is free.

Usted puede recibir esta información en otros idiomas gratuitamente. Llame al (855) 665-4627. Esta es una llamada gratuita.

Makukuha mo ang impormasyong ito nang libre sa iba pang mga wika. Tumawag sa (855) 665-4627. Libre lang ang tawag.

Bạn có thể nhận thông tin này miễn phí bằng các ngôn ngữ khác. Hãy gọi đến số (855) 665-4627. Cuộc gọi miễn phí.

يمكنك الحصول على هذه المعلومات مجانًا بلغات أخرى. اتصل على رقم (855) 665-4627 هذه المكالمات مجانية.

您可以獲得本資訊的其他語言版本。請撥打免費電話(855) 665-4627 索取。

Вы можете получить эту информацию на других языках совершенно бесплатно. Для этого позвоните по номеру (855) 665-4627. Звонок является бесплатным.

이 정보는 다른 언어로 무료로 받아보실 수 있습니다. 무료 전화 (855) 665-4627번으로 연락해 주십시오.

شما می توانید این اطلاعات را به طور رایگان به زبان های دیگر نیز دریافت کنید. با شماره (855) 4627-665 تماس بگیرید. هزینه ای برای این تماس در نظر گرفته نمی شود.

អ្នកអាចទទួលបានព័ត៌មាននេះដោយឥតគិតថ្លៃជាភាសាផ្សេងទៀត ។ ហៅទៅលេខ (855) 665-4627 ។
ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ ។

Այս տեղեկությունը կարող էք անվճար ստանալ այլ լեզուներով: Ձանգահարեք (855) 665-4627: Ձանգն անվճար է:

Limitations and restrictions may apply. For more information, call Molina Dual Options Cal MediConnect Plan Medicare-Medicaid Plan Member Services or read the Molina Dual Options Member Handbook. Benefits and/or copayments may change on January 1 of each year.



MHI Medicare Operations
200 Oceangate, Suite 100
Long Beach, CA 90802

**Health and wellness or
prevention information**



Questions about Your Health?

**Call Our 24-Hour Nurse
Advice Line!**

English: (888) 275-8750
Spanish: (866) 648-3537

Your health is our priority!

TTY users should call 711.

MolinaHealthcare.com/Duals

