

# Fall 2014 Health and Family Newsletter



## Where to Find Answers to Drug Benefits

Molina wants you to speak to your provider about the drugs you need. If you would like to know more about your drug benefits or our pharmacy process, call Member Services. You can also visit our website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). On the website, you can find:

- A list of generic and brand name drugs that we cover and do not cover (drug formulary)
- Limits on covered drugs
- Changes and updates to the drug list made during the year
- The process to ask special approval for drugs not on the list
- The process to change a drug to generic
- The process for using different drugs that have the same effects, like a brand name drug or a generic drug
- Rules to try certain drugs first before we cover another drug for the same condition
- How your provider can ask us for approval of certain drugs
- How your provider can ask for the amount of a drug you may need
- Information needed from your provider to get approval for some of your drugs
- Guide to your Pharmacy Benefits

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

To get this information in your preferred language and/or accessible format, please call Member Services at 1-888-665-4621.

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

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



Your Extended Family.

# Prevent the Flu: Good Health Habits Can Help Stop Germs

The **single best way to prevent seasonal flu is to get a flu shot** each year. As a Molina Healthcare member, you can receive your seasonal flu shot for free. Many pharmacies offer the flu shot for adult members. You can also ask your provider. Flu season usually starts in October. Follow good health habits. Help stop the spread of germs and prevent illnesses like the flu.

1. Avoid close contact with others who are sick.
2. Stay home when you are sick.
3. Cover your mouth and nose when you cough or sneeze.
4. Wash your hands often with soap and water.
5. Avoid touching your eyes, nose or mouth.
6. Practice other good health habits.



## Health Care Fraud, Waste and Abuse

Health care costs go up every year. Health care fraud, waste and abuse are to blame for some of these costs. About 3-10% of the nation's health care costs are due to fraud, waste and abuse. This can be from \$81 to \$270 billion. High health care costs make it hard to fund programs, like Medicaid.

Fraud, waste, and abuse can also affect quality of care. Molina Healthcare worries about that. Molina wants to make sure all members get good quality care.

Do you think you did not get services Molina paid for? Do you think you may be a victim of fraud, waste, and abuse? Do you know someone who is causing health care fraud? You can help Molina by telling us about your concerns.

You can report fraud, waste, and abuse to Molina's AlertLine. You may call the AlertLine 24 hours a day, seven days a week. Call the AlertLine toll-free at (866) 606-3889. You may also report your concerns on the AlertLine website. You can find the website at <https://MolinaHealthcare.AlertLine.com>.

With your help, Molina can stop health care fraud, waste and abuse!

## Take Your Medicine

Your provider may give you one pill, two pills or ten pills to take every day. Do you ever look at your pills and wonder, "why am I taking this?" You are not alone. Many chronic diseases (like high blood sugar or high blood pressure) require you to take pills every day. If you take your pills as your provider orders you to, you will have better health and less illness. Sometimes you may not feel any difference when you take your pills, but they are still working to protect you.

Always take your pills as prescribed by your provider.

It is good to know what your pills are doing for your health. If you know why you are taking a pill, you may be more likely to take it as prescribed. Ask your provider or pharmacist to explain how your pills work to help you stay healthy.



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

# Improving Services to Molina Healthcare Members

## The Quality of Care You Receive is Important to Us.

Molina wants you and your family to get the care you need. We have a **Quality Improvement (QI) Program** to measure how well we do. Each year, we set goals to improve the care and services our members receive. We look to see if our members are getting the exams and tests they need. We also see if you are happy with your care and provider. We listen to what you say and how we can improve.

You can find information about our **QI Program** goals, progress, and results on the website. Please visit the Molina website at <http://www.molinahealthcare.com>.

## What Molina's QI Program Offers You

Molina's **QI Program** offers tips and programs to help you stay healthy. There are many topics that include:

- High blood pressure, asthma, COPD, heart disease, diabetes and weight loss programs
- Healthy choices if you are having a baby
- Help to quit smoking

### Molina's **QI Program**:

1. Reaches out to you. We send:
  - Health tips in newsletters
  - Reminders for screenings and tests that you need
2. Works to keep you safe and healthy. We offer:
  - **A Patient Safety Program** - tells you how to stay safe while receiving health care
  - **Preventive Health Guidelines** - tells you how often to see the provider  
You will learn what kind of tests, exams, or shots you need. You will also learn when to get them.
3. Makes sure you are safe when you get care. We review:
  - The safety of your provider's office
  - Safety reports of hospitals, skilled nursing and surgery centers

You can compare hospitals and other healthcare centers by going to these websites:

**Leapfrog Group** (<http://www.leapfroggroup.org/>)

**The Joint Commission** (<http://www.qualitycheck.org/consumer/searchQCR.aspx>)

To request a printed copy of our quality results or our QI Program, call Molina Healthcare Member Services. The number is on the back of your ID card.

## Now Available for Molina Medi-Cal Members!

Tips to make the most of YOUR provider visit!

A provider visit is a chance for you and your provider to work together for your health!

- Learn about the wait times to schedule appointments.
- Learn tips to prepare for your appointment.

Please visit the Member Portal for more information at [www.MyMolina.com](http://www.MyMolina.com)!



**MolinaHealthcare.com**



# Interpreter Services

- Do you speak a language other than English (including sign language)?
- Do you have trouble speaking to your doctor in English?
- Do you need an interpreter?

Molina offers interpreter services at no cost to you!

<b>Telephone Interpreters</b>	Call Member Services at 1-888-665-4621
<b>Face to Face Interpreters</b> <i>(They can meet you at your doctor's office for your visits)</i>	Call Member Services at 1-888-665-4621
<b>TTY Services</b> <i>(If you are deaf or hard of hearing)</i>	Dial 711 for the California Relay Service
<b>Sign Language Interpreters</b>	Call Member Services at 1-888-665-4621

Please call Member Services 3 to 5 working days before your doctor's visit to ask for an interpreter. For sign language interpretation, it is best to call at least 5 days before your visit. Communication between you and your doctor is very important. If your doctor knows your problems, he or she can help you. We want to make sure you get quality care. All members have access to interpreter services. Please do not use a family member, minor or friend to interpret for you.

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

# Motherhood Matters® Program

Your baby's good health begins when you are pregnant. If you are pregnant or think you might be, please call us and let us know. Molina Healthcare offers the motherhood matters® program for pregnant women. You will get the support you need to have a healthy pregnancy. To enroll in the program, please call us toll-free at (866) 891-2320. Call now to enroll.



## Welcome, New Members!

New members must see their primary care provider (PCP) for an Initial Health Assessment (IHA) within 120 days of becoming a member. Children must also have an IHA within 120 days of becoming a member. For children 2 years old and younger, the IHA should be completed either within 120 days, or as suggested by the American Academy of Pediatrics (AAP) whichever time period is less. Please consult your child's doctor. This first meeting with your new PCP helps you get to know your PCP when you are well. Your PCP will review your health status and medical needs.

Go to your PCP for yearly check-ups, for tests and test results, shots, and when you are ill. If you or your child needs special care, your PCP will help you get it. Your PCP will help keep you and your child healthy.

Be on time for your IHA and other appointments. If you are going to be late or cannot keep your appointment, call your PCP's office.

If you have questions about seeing your PCP for an IHA, call Molina Healthcare Member Services toll-free at 1-888-665-4621.



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



**QI Department**  
200 Oceangate, Suite 100  
Long Beach, CA 90802



## Questions about Your Health?

Call Our Nurse Advice Line!

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

**OPEN 24 HOURS!**

Your health is our priority!

For the hearing impaired, please call  
TTY (English and Spanish): 711

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



Your Extended Family.