

Spring 2015 Health and Family Newsletter



Skin Cancer Awareness

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.

Are You Taking Any Medicine?

Make sure to 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 the medicines you need.
- Stop taking the ones you no longer need.
- Take medicines that are safe to take together.

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This newsletter and future health education newsletters may be viewed on our website at www.MolinaHealthcare.com.

To get this information in an 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.

Todos los boletines informativos también están disponibles en www.MolinaHealthcare.com.

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Check out what Molina offers online

Have you logged in to the Molina website lately? You have many resources to help you learn more about how Molina works. One of these great resources is our *Guide to Accessing Quality Health Care*.

Look for the *Guide* on the Quality Improvement Program section of the website. Go to www.MolinaHealthcare.com. Click on the Members tab. Click on Covered California. Select Quality Service. Select Quality Improvement Program.

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

You can read about our:

- Quality Improvement Program. We always look for ways to improve the care you receive. You can read about the progress we make each year.
- Case Management Program. We are here to give you extra help if you have an ongoing, complex health condition.

- Disease Management Program. We give tips on how to stay healthy if you have a chronic condition.

This *Guide* gives you details about how we:

- Protect your privacy
- Work with our providers to make sure you get safe health care
- Make choices about your health care
- Look at new services to provide as part of the benefits we cover
- 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 issues
- Tell you about your rights and responsibilities when you are enrolled in one of our health plans
- Give you tips on how to get a second opinion about your health care from another provider
- Show you how to get care out-of-network
- Allow you to file a grievance if you have problems

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- with your medical care or Molina's service
- Let you appeal a service or claim when it is not paid
- Tell you how to find information about our providers in the provider directory
- Help you learn how to fill out an Advance Directive to help you make health care decisions
- Review new studies to make sure the new services are proven to be safe
- Offer TDD/TTY services for our members who have hearing or speech disabilities
- Offer language translation services for our members who need them

This *Guide* gives you a checklist with tools you can find on the website. These tools include:

- 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 and other charges you must pay (if they apply)
- What you do if you get a bill or a claim

- FAQs (frequently asked questions and answers)
- Other pharmacy procedures, such as:
 - drugs we do not cover
 - drug limits or quotas
 - the process to request an exception for drugs not on the formulary
 - 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
- 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. You may also call Member Services and ask to have a hard copy of materials mailed to you. The number is on the back of your Member ID card.

Health Education Video Library

Watch health education videos on the Member Portal. Log in at www.MyMolina.com. Hover over the "Health Education" tab and click on "Health Education Videos".



Is your child due for shots?

Talk to your child's provider. Shots protect your child from many illnesses.

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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 ask 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 – of course – 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.

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

If you have questions about seeing your PCP for an IHA, call Molina Healthcare Member Services toll-free at 1 (888) 858-2150.

Are you having trouble speaking to your doctor in English? You have a right to an interpreter. There is no cost to you. Tell the office staff if you would prefer to talk in your own language, (including sign language). If you need help, call Member Services at (888) 858-2150 (dial 711 for the California Relay Service), M-F 8a.m. – 8p.m. PST

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Smoking Cessation

If you stop smoking, you can prevent some types of illness and early death. Those who quit will have a lower risk of lung cancer, heart disease, stroke and lung diseases. It does not matter how old you are or how long you have smoked. It is best to quit. The health benefits start as soon as you stop smoking!

- After 20 minutes, your blood pressure starts to decrease.
- After 24 hours, your chance of having a heart attack is less.
- After 1 year, your risk of heart disease is decreased.
- After 5 to 15 years, your risk of stroke is reduced.



There are many ways to quit smoking. You may have to try different ways before you succeed. Don't give up! Keep in mind that it's never too late – especially if you're living with a chronic disease.

Molina has a program that can help you quit. Call Member Services and ask about the Smoking Cessation Program. The number is on the back of your Member ID card.

Disability & Senior Access Services



Molina Healthcare • Bridge 2 Access

Your Bridge2Access™

Are you accessing all the healthcare benefits you're entitled to? Molina's Bridge2Access™ program works to get you access to the services you need.

We can help with:

- Finding Accessible Providers
- Getting materials in Alternate Formats like Braille, Audio and Large Print
- Better access to ASL Interpreters
- Disability Sensitivity & ADA Training for your providers. Let us know if you feel your provider could use more training - we can help.

Get Involved

Is improving healthcare access important to you? Join our Bridge2Access Advisory Committee. Send us an email us at bridge2access@molinahealthcare.com or call (877) 665-4627 to learn more.

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QI Department

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Questions about Your Health?

Call Our 24-Hour Nurse Advice Line!

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

OPEN 24 HOURS!

Your health is our priority!

For the deaf and hard of hearing, please call TTY (English and Spanish): 711

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Your Extended Family.