

Do Not Forget to Get Your Yearly Check-Up!



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/MHCMedicaidPublications 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 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.

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- **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

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



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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) 665-4621, 7:00 a.m. to 7:00 p.m. Pacific time.

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.

Annual Check-Up

See your provider for an annual check-up. It is important to discuss what screenings you need and when you need them. Visit your provider even if you feel healthy.

Why are screenings important?

Screenings can help prevent certain diseases. They also help find health problems early, when they are easier to treat. If you do have a health problem, your provider can help you manage it.

Your age, health, family history, and other factors affect how often you need to visit your provider. Regular preventive visits to your provider can help keep you 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) 665-4621, (TTY/TDD: 711).

Disability & Senior Access Services

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 (855) 665-4621 to learn more.

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Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, creed, ancestry, religion, language, age, gender, marital status, sexual orientation, health status, or disability. 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)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電會員服務。電話號碼載於您的會員證背面。(Chinese)



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**.

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