

# Guide to Accessing Quality Health Care

## Spring 2019



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



Your Extended Family.



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## MyMolina

MyMolina is a secure web portal. It lets you manage your own health online. [MyMolina.com](https://www.mymolina.com) is easy to use. Here are some of the things that you can do in MyMolina:

- Do a health check. This is a tool that can help you and your provider (doctor) look for ways to improve your health.
- Get self-help in these areas:
  - Healthy weight (BMI).
  - Stop tobacco use.
  - Promote staying active.
  - Healthy eating.
  - Manage stress.
  - Avoid drinking alcohol.
  - Look for signs of depression.
  - Testing for cancer.
  - Vaccines.
  - Safety.





- Get pharmacy information such as:
  - Search for a drug store.
  - Start the exception process.
  - Learn about medicine, side effects and risks.
  - Learn about generic medicines.
  - Get e-refill reminders and learn about e-prescribing.
  - Order a refill for current mail order drugs.
  - Find out your cost, if any.
- Other things you can do in the MyMolina member portal:
  - Request a Member ID card.
  - Find out when and how to get referrals.
  - Select or change a doctor.
  - Get online health records.
  - Use secure e-mail to get health advice from the Nurse Advice Line.
  - Send e-mail questions to Molina Dual Options Cal MediConnect Plan Medicare-Medicaid Plan Member Services.

To learn more or to sign up for MyMolina:

1. Call Molina Dual Options Member Services at (855) 665-4627, TTY: 711, Monday-Friday, 8 a.m. to 8 p.m., local time

Or

2. Create an account by following these easy steps:

Step 1: Go to [MyMolina.com](https://www.mymolina.com) ([MiMolina.com](https://www.mimolina.com) en Español)

Step 2: Enter your Member ID number, date of birth and zip code.

Step 3: Enter your email address.

Step 4: Create a password.

## **Molina Dual Options Quality Improvement Plan and Program**

Your health care is important to us. We want to hear how we are doing. That's why you may receive a survey about Molina Dual Options and your health care services. One of these surveys is called CAHPS®. CAHPS® stands for the Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about your health care. It asks about the care you get from Molina Dual Options. We may send you a few questions about how we are doing. We want to know what is important to you. Please complete the survey if you get it.

We use another tool called HEDIS® to improve care. HEDIS® stands for Healthcare Effectiveness Data and Information Set. We collect info on care that you may have received. These include:

- Shots
- Well-check exams
- Pap tests
- Breast cancer screenings
- Diabetes care
- Prenatal care
- Postpartum care

This process helps us learn how many of our members in fact got needed care. Molina Dual Options makes this info on hand for you. You may use it to compare one health plan to other health plans.

We strive to improve our care each year. We set goals to improve care. Our Quality Improvement (QI) plan includes these goals. We want to help you take better care of yourself and your family.



We want to make sure you get the best service possible. 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.
- Help you learn about ongoing health problems, if you have them.
- Make sure you get prenatal care and exams after birth, if you are pregnant.
- Remind you to get Pap tests and breast cancer screenings, if you need them.
- Looking at member complaints when you send them in.
- Help you find and use the Molina Dual Options website.
- Tell you about the special care we offer to all of our members.

We review the care you get each year to see how well we are doing. Please visit our website at [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals). You can read the latest results of our progress on our website.

To learn more, call your Molina Dual Options Member Services Team. You can ask for a printed copy of our QI plan and results.

## Protecting Your Privacy

Your privacy is vital to us. We respect and protect your it. 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 get you your treatment.
- To pay for your health care.
- To check 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 reasons, as required or permitted by law.

## **When does Molina Dual Options need your written 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 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, whether it is written or verbal.
- Molina Dual Options staff must agree in writing to follow the rules that protect and secure PHI.
- Molina Dual Options secures PHI on our computers. PHI in our files is kept private by using firewalls and passwords.

## **What are the duties of Molina Dual Options?**

### **Molina Dual Options must:**

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

## **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 [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals). You also may ask for a copy of our Notice of Privacy Practices by calling Member Services.

## **Patient Safety Program**

Molina Dual Options wants you and your family to be safe and healthy. We have a Patient Safety Program to help us meet this goal. This program gives you safety facts so you can make better health care choices. Here are a few of the things we do to improve your safety:

- Keep track of our members' complaints about safety problems in their provider's office or hospital



- Show you how to learn more about how to make safe decisions about your care. These include:
  - Questions to ask your surgeon prior to surgery
  - Questions to ask about drugs
- Make programs ready to help you manage your care and receive care in a timely manner
- Look at reports from groups that check hospital safety. Reports tell us about things like staffing levels in the Intensive Care Unit (ICU), use of computer drug orders, and so forth.

### **Groups that check safety:**

- Leap Frog Quality Index Ratings ([www.leapfroggroup.org](http://www.leapfroggroup.org))
- California Healthcare Foundation  
([www.calhospital.org/hospital-compare](http://www.calhospital.org/hospital-compare))
- The Joint Commission National Patient Safety Goal Ratings  
([www.qualitycheck.org/consumer/searchQCR.aspx](http://www.qualitycheck.org/consumer/searchQCR.aspx))

### **You can look at these websites to:**

- See what hospitals are doing to be safer.
- Help you know what to look for when you pick a doctor or a hospital.
- Get info about programs and care for problems like diabetes and asthma.
- Call Member Services at (855) 665-4627, TTY: 711, to get more info about our Patient Safety Program.
- You can also visit us online at [MolinaHealthcare.com/Duals](http://MolinaHealthcare.com/Duals)

## **How We Work with our Providers to Make Choices about Your Health Care**

Molina Dual Options wants you to get the care you need. Sometimes your doctor may need to ask us to approve the service before you receive the get care (prior authorization), while you are getting care (concurrent) or after you have had care (post-service). We will work with your doctor to decide if you need the care. We call this process Utilization Management (UM). We make choices about your care based on medical need and your benefits. We do not reward providers or others to deny coverage for services you need. We do not pay extra money to providers or our UM staff to make choices that result in giving less care.

If you have a question about our UM process or rulings, you can call us. Please call Member Services toll-free at (855) 665-4627, (TTY: 711). Staff can also accept collect calls. If you need help in your language, an interpreter is available. We also offer TTY services for members who have hearing or speech disabilities. Our Member Services staff can answer your call Monday - Friday (except holidays) between 8 a.m. to 8 p.m. local time. If you call after 8 p.m. or over the weekend, please leave a message and your phone number. The Member Services staff will return your call within one business day.

## Looking at What's New

We look at new types of care, and we look at new ways to provide them. We review new studies to see if new treatments are proven to be safe for added benefits. Molina Dual Options reviews the type of care listed below at least once a year:

- Medical care
- Mental health care
- Medicines
- Tools



## What to Do When You Need Care After Hours or in an Emergency

### After Hours Care

There may be times when you may need care when your Primary Care Provider's (PCP) office is closed. If it is after hours and your PCP's office is closed, you can call Molina Dual Options Nurse Advice Line at (888) 275-8750, TTY: 711. Nurses are available to help you 24 hours a day, 7 days a week.

Highly trained nurses answer our Nurse Advice Line. They can help you decide if you should see a doctor or nurse right away. The nurses can also help you plan a visit if you need to see someone quickly. Sometimes, you may have questions but do not think you need to see your PCP. You can call the Nurse Advice Line and talk to a nurse.

### Emergency Care

Emergency care is for sudden or severe problems that need care right away. It can also be needed care if your life or health is in danger. Emergency care is a covered benefit. Emergency care is not covered outside the United States except under certain circumstances. Contact Member Services for details.

If you need emergency care, call 911 or go to the nearest hospital. You do not need prior approval. If you have an urgent matter that does not threaten your life, you can also call our Nurse Advice Line. Call (888) 275-8750, TTY: 711, 24 hours a day, 7 days a week.

## Where to Find Answers to Drug Benefits

Molina Dual Options wants you to speak to your care team about drugs you need. You can visit our website at [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals) if you want to know more about your drug benefits. Our website also explains our pharmacy process. 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.

- Limits include items such as the numbers of refills you may receive or drug doses you may get.
- How your doctor can ask us to approve certain drugs.
- How your doctor can ask for the amount of a drug you may need.
- Info needed from your doctor to get approved for some of your drugs.
- Details about the process that your doctor will use for generic drugs and step-therapy protocols.
- Updates made to the drug list at any time during the year.

If you need more information on your pharmacy benefits, you can also call Member Services.



## Getting you Extra Help when you have Chronic Health Problems

Taking care of your own health problems can be hard. Molina Dual Options has a program that can help. We offer a Case Management Program to help members deal with difficult health problems. We offer this help to anyone getting health services for a chronic health problem. Our staff will work with you to make sure you receive the right care.

Molina Dual Options staff can help you:

- Find and access services you can get.
- Arrange doctor visits and tests.
- Arrange transportation.
- See any gaps in care or health care needs.
- Access support to help people with special health care needs and/or their caregivers deal with day-to-day stress.
- Help with moving from one setting to another. This can include working with you and your caregiver(s) when a hospital discharges you.
- Assess if long-term care is right for you.
- Connect with community support.
- Find help that might not be covered benefits. This can include physical therapy with schools or in other settings or “Meals on Wheels.”
- Arrange care with a PCP, family members, caregivers and any other provider.

Members can be referred to Case Management through:

- A doctor
- Member Services, the Health Ed line or 24-hour Nurse Advice Line
- A family member or caregiver
- Yourself

These programs are of free will. Molina Dual Options offers them at no cost to you. You can choose to be removed from any program at any time.

Please call Molina Dual Options Member Services Department to:

- Be removed from a program
- Learn more about a program
- Ask for a referral



## **Population Health (Health Education, Disease Management, Care Management and Complex Case Management)**

The tools and programs described here are educational support for our members. We may change them at any time as needed to meet the needs of our members.

### **Health Education/Disease Management**

Molina Dual Options offers programs to help you manage a health problem. Our programs include:

- Asthma
- Depression
- Diabetes
- High blood pressure
- Cardiovascular Disease (CVD)
- Chronic Obstructive Pulmonary Disease (COPD)

You can learn more, enroll in or dis-enroll from any of the programs above by calling the Molina Dual Options Management Department at (866) 891-2320, TTY: 711, Monday-Friday, 6 a.m. to 6 p.m. local time.

### **Weight Control**

Molina Dual Options offers weight control to adult members. Please call (866) 472-9483, TTY: 711 to enroll or get more info on weight control.

### **Stopping Smoking**

Counseling is done over the phone by the California Smoker's Helpline. Talk to your provider or call the Helpline at 1-800-NO-BUTTS.

### **Diabetes Prevention Program**

Molina Dual Options offers the Diabetes Prevention Program to help you reduce your risk of getting diabetes.

Molina Dual Options members: to learn more about our in-person program and enroll, please call the Member Services Center: (888) 665-4627, TTY: 711, Monday-Friday, 8 a.m.-8 p.m., local time.

## Newsletters

Newsletters are posted on the [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals) website at least 2 times a year. The articles are about topics asked by members like you. The tips can help you and your family stay healthy.

## Health Education Materials

Our materials are on eating healthy, preventing illness, stress care, staying active, cholesterol, asthma and other topics. To get this info, ask your doctor or visit our website at [www.MolinaHealthcare.com/MHCDualsPublications](https://www.MolinaHealthcare.com/MHCDualsPublications).



## Your Health Care Quick Guide

Department/ Program	Type of Help Needed	Number to Call/Contact Info
<b>Molina Dual Options Member Services Department</b>	If you have a problem with Molina Dual Options services, We want to help fix it. You can call Member Services for help or to file a complaint Monday - Friday from 8 a.m. to 8 p.m., local time.	Member Services Toll-Free: (855) 665-4627 TTY: 711
<b>Health Management</b>	To ask for info on programs for asthma, diabetes, high blood pressure, Cardiovascular Disease (CVD), or Chronic Obstructive Pulmonary Disease (COPD).	(866) 891-2320 between 6 a.m. and 6 p.m. local time, Monday - Friday
<b>Health Education</b>	To request information on smoking cessation and weight control.	(866) 472-9483 TTY: 711 6 a.m. to 6 p.m. local time, Monday - Friday
<b>Maternity Screening and High Risk OB support</b>	For info on our pregnancy and maternity screening programs please contact Member Services.	Member Services (855) 665-4627 TTY: 711
<b>Nurse Advice Line 24-Hours, 7 days a week</b>	If you have questions or concerns about your or your family's health. The Nurse Advice Line is staffed by registered nurses.	(888) 275-8750 for Spanish: (866) 648-3537 TTY: 711

<b>Secretary of the U.S. Department of Health and Human Services Office for Civil Rights</b>	If you believe that we have not protected your privacy and wish to complain, You may call to file a complaint (or grievance).	(800) 368-1019 TTY: (800) 527- 7697 FAX: (415) 556-8586
<b>Medicare</b>	Medicare is health insurance offered by the federal government to most people who are 65 and older. Medicare helps pay for health care, but does not cover all medical expenses.	(800) MEDICARE (800) 633-4227  TTY: (877) 486-2048 <a href="http://www.Medicare.gov">www.Medicare.gov</a>
<b>California Department of Managed Health Care</b>	The California Department of Managed Health Care is in charge of making sure health care services plans run well. If you have a complaint about your health plan, you should first call Molina Dual Options toll-free at (855) 665-4627, and use Molina Dual Options grievance process before contacting this department.	(888) 466-2219 TTY: (877) 688-9891 <a href="http://www.hmohelp.ca.gov">http://www.hmohelp.ca.gov</a>

## Behavioral Health

Molina Dual Options offers behavioral health care to help with problems such as stress, depression or confusion. There are programs to help with substance abuse as well. Your PCP can offer a brief screening and help guide you to services. You can also look for care on your own by calling Member Services at (855) 665-4627, TTY: 711. You can access many types of treatment. These types of problems can be treated. Molina Dual Options will assist you in finding the support or service you need.

## Your Rights as a Molina Dual Options Member

Did you know that as a member of Molina Dual Options, you have certain rights and responsibilities? Knowing your rights and responsibilities will help you, your family, your provider and Molina Healthcare ensure that you get the covered services and care that you need. You have the right to:

- Receive the facts about Molina Dual Options, our services, our practitioners, and providers who contract with us to provide services, and member rights and responsibilities.
- Have privacy and be treated with respect and dignity.
- Help make choices about your health care. You may refuse treatment.
- Request and receive a copy of your medical records.
- Request a change to your medical records or correct a mistake.
- Discuss your treatment options with your doctor or other health care provider in a way you understand them. Cost or benefit coverage does not matter.
- Voice any complaints or send in appeals about Molina Dual Options or the care you were given.
- Use your member rights without fear of bad results.
- Receive the members' rights and responsibilities each year.
- Suggest changes to Molina Dual Options member rights and responsibilities policy.

You also have the responsibility to:

- Give, if possible, all facts that Molina Dual Options and our trained staff and providers need to care for you.
- Know your health problems and take part in making treatment goals with your health care team as much as possible.
- Follow the treatment plan for the care you agree to with your health care team.
- Keep doctor visits and be on time. If you're going to be late or cannot keep a doctor visit, call your doctor's office.

Please visit our website at [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals) or view your Member Handbook for a complete list of member rights and responsibilities.



## Second Opinions

If you do not agree with your provider's plan of care for you, you have the right to a second opinion. Talk to another provider. This service is at no cost to you. Call Member Services at (855) 665-4627, TTY: 711 to learn how to get a second opinion.

## Out-of-Network Care

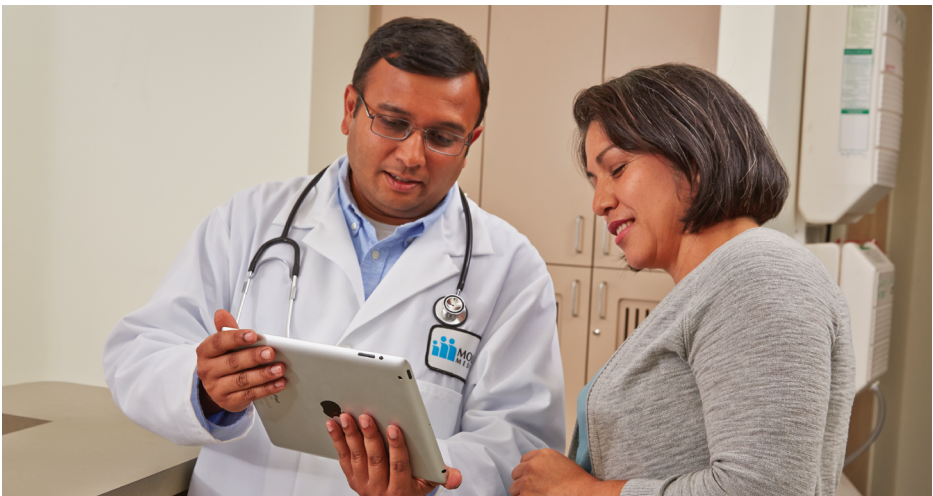
If a Molina Dual Options provider is not able to provide you with needed and covered care, Molina Dual Options must cover the needed care through an out-of-network provider. The cost to you should be no greater than it would be if the provider were in Molina Dual Options network. This must be done in a timely manner for as long as Molina Dual Options network is unable to provide the service.

## Grievances and Appeals

Are you having problems with your medical care or our service? If so, you have a right to file a grievance (complaint) or appeal.

A grievance can be for things like:

- The care you get from your provider or hospital
- The time it takes to get an appointment or be seen by a provider
- Provider availability in your area



You may file an appeal when you do not agree with Molina Dual Options decision to:

- Stop, change, suspend, reduce or deny a service
- Deny payment for services

You may request an expedited review if the decision may risk your life or health. You may also ask for a State Hearing or an Independent Medical Review (IMR), if your appeal is denied.

Visit our website, [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals), or your Member Handbook to read about:

- Grievance, appeal, Independent Medical Review and State Hearing processes and rights
- Grievance, appeal, Independent Medical Review and State Hearing timeframes
- Who can file a grievance/appeal

Call Member Services at (855) 665-4627, TTY: 711 if you have any grievance questions.

## **Your Right to Appeal Denials**

### **What is a denial?**

A denial means that services or bills will not be paid. If we deny your service or claim, you have the right to request why your services or bills were denied. You have a right to appeal.

If we deny your service or claim, you will get a letter from Molina Dual Options telling you about this decision. This letter will tell you about your right to appeal. You can read about these rights in your Member Handbook. You can learn how to file an appeal on our website, [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals). Member Services can also help you file an appeal.

If you are not happy with the result of your appeal, you can ask for an independent review. This means providers outside Molina Dual

Options review all the facts in your case and make a decision. We will accept that finding.

Would you like to ask for a review of an appeal? Call Member Services at (855) 665-4627, TTY: 711 and ask them to help set this up for you.

## **Finding Information about Molina Dual Options Providers Using our Website (POD)**

Molina Dual Options offers a provider online directory. To access it, visit [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals). Click on “Find a Doctor”. It includes information, such as:

- A current list with the names, addresses and phone numbers of Molina Dual Options providers.
- A provider’s board certification status. You can also visit the American Board of Medical Specialties at [www.abms.org](https://www.abms.org) to check if a provider is board certified.
- Office hours for all sites.
- Providers accepting new patients.
- Languages spoken by the provider or staff.
- Hospital information including name, location and accreditation status.



If you cannot access the Internet or need additional information (such as your provider's medical school or residency information), Member Services can help. They can send you a printed copy of the directory.

## Your Right to an Advance Directive

All members have the right to accept or refuse treatment offered by a provider. However, what if you are not able to tell the provider what you want? To avoid choices that may be made against your will, it is important to have an Advance Directive.

An Advance Directive is a legal form that tells your health care team what kind of care you want if you cannot speak for yourself. You can write an Advance Directive before you have an emergency. This keeps other people from making vital health decisions for you if you are not well enough to make your own. There are different types of Advance Directive forms. Some examples are:

- Power of Attorney for Health Care
- Living Will

It is your choice to complete an Advance Directive. No one can deny you care based on whether or not you have an Advance Directive. Talk with someone you trust, like a family member or friend. They can help you make decisions about your health care. You can also talk with your lawyer or PCP if you have questions, or would like to complete an Advance Directive form.

You may call Molina Dual Options to get information on how to obtain Advance Directive forms that comply with applicable state laws.

If you have signed an Advance Directive and you believe the provider has not followed your instructions, you may file a complaint. Please visit the website at [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals) or call Member Services for more information on how to file a complaint.

## Visit the Molina Dual Options Website

Visit our website at [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals). Choose your state at the top of the page. You can get facts on our website about:

- Benefits and services, what is part of and not part of your health plan.
- Co-payments and other charges which you must pay (if they apply)
- What to do if you get a bill for a claim
- FAQs
- Other pharmacy procedures like drugs we do not cover, drug limits or quotas, the process to ask for an exception for drugs not on the formulary, and the process for getting generic drugs instead or using drugs that are different but have the same effects and plan to try certain drugs first before we cover another drug for the same problem.
- Preventive health steps to take and shot schedules.
- How to get specialty care and hospital services

You can ask for printed copies of anything posted on the website by calling Member Services. Your Member Handbook is also a good resource. You can find it on our website.





## Language Services

We can provide info in your preferred language. We can have an interpreter to help you speak with us or your provider in almost any language (this includes sign language). We also provide written materials in different languages and formats. If you need an interpreter or written materials in a language other than English, please contact Member Services at (855) 665-4627. TTY users should dial 711. There is no cost to you for these services.

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 document for free in other formats, such as large print, braille, or audio. Call (855) 665-4627, TTY: 711, Monday-Friday, 8 a.m. to 8 p.m., local time. The call is free.

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