

Fall 2015 Health & Family Newsletter



Improving Services to Molina Healthcare Members

The Quality of Care You Receive is Important to Us.

Molina Healthcare 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 Healthcare's website at <http://www.molinahealthcare.com/medicare>.

What Molina Healthcare's QI Program Offers You

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

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

MolinaHealthcare.com/Medicare



Your Extended Family.

- 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 Healthcare'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.

Molina Medicare Options Plus HMO SNP is a Health Plan with a Medicare Contract and a contract with the state Medicaid program. Enrollment in Molina Medicare Options Plus depends on contract renewal.

Molina Medicare Choice HMO SNP is a Health Plan with a Medicare Contract and a contract with the state Medicaid program. Enrollment in Molina Medicare Choice depends on contract renewal.

Molina Medicare Options HMO is a Health Plan with a Medicare Contract. Enrollment in Molina Medicare Options depends on contract renewal.

The information is available for free in other languages. Please call our customer service number at (800) 665-3086, TTY: 711, 7 days a week, 8 a.m. – 8 p.m. local time. Esta información está disponible gratuitamente en otros idiomas. Por favor, comuníquese a nuestro número de teléfono para servicio al cliente al (800) 665-3086, TTY: 711, los 7 días de la semana, de 8:00 a.m. a 8:00 p.m., hora local. This information is available in other formats, such as Braille, large print, and audio. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year. The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

MolinaHealthcare.com/Medicare

Where to Find Answers to Drug Benefits

Molina Healthcare 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/Medicare. 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



Important ID Card Reminders

If you were already a member in 2014, we want to remind you that we will not be mailing you a new Plan Membership Card or a new Dental ID Card in 2015 unless you call and report yours lost or stolen. You will still be able to get care from your existing network providers using the ID cards that you currently have.

Remember, when you receive care, don't forget to give your provider:

- Your Plan Membership Card
- Your Medicaid ID Card (if you are enrolled in Medicaid)

These cards provide contact information for eligibility, claims and prior authorization for you and your health care providers. Your cards identify who the provider should bill. Your cards also prevent you from being billed for a service that is covered by either Medicare or Medicaid.

Molina Medicare Options Plus HMO SNP	
Member:	
Member #:	
Issue ID:	
PCP:	RxBIN:
PCP Tel:	RxPCN:
	RxGrp:
	RxID:
	
Issued Date:	H7678-001

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Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina Healthcare 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 Healthcare wants you to know how we use or share your PHI.

Why does Molina Healthcare 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 Healthcare need your written authorization (approval) to use or share your PHI?

Molina Healthcare needs your written approval to use or share your PHI for purposes 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 Healthcare protect your PHI?

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

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

[MolinaHealthcare.com/Medicare](https://www.molinahealthcare.com/Medicare)

What are the duties of Molina Healthcare?

Molina Healthcare 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

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

- Call or write to Molina Healthcare 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/Medicare. 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 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. Get plenty of sleep, eat healthy foods, and manage your stress.

MolinaHealthcare.com/Medicare



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!

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

MolinaHealthcare.com/Medicare

