

# Molina's myhealthmylife

a newsletter just for Iowa members

Winter 2024

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# Guide to Getting Quality Health Care

Learn about the Molina programs and services offered today! Molina Healthcare of Iowa has great programs and services to help you get the care you need to be as healthy as possible. To learn all about the programs and services we offer, see our Guide to Getting Quality Health Care (the Guide). View or print a copy online at [MolinaHealthcare.com](http://MolinaHealthcare.com). The Guide helps you learn about the programs and services offered to you. You can read about our:

## Quality Improvement Program

- Molina uses surveys and tools to review all the services and care you receive each year.
- We collect information on services such as shots, well-check exams and diabetes care to improve our services.
- We help you take better care of yourself and your family by:
  - Mailing or calling to remind you to get well-check exams and shots.
  - Telling you about special services.
  - Helping you learn about any ongoing health issues.

## Population Health Management

- Molina has services to keep you healthy and take care of any health condition you may have.
- We have programs on care management, transitions of care, pregnancy and more.

This Guide gives you details about how we:

### 1. Protect you.

We:

- Protect your privacy by keeping your Protected Healthcare Information (PHI) private. PHI includes your name, address, phone number, race, ethnicity, social needs, social risks, sexual orientation, gender identity or anything that identifies you.
- Use and share your information only to provide benefits and carry out treatment, payment and health care operations.
- Work with network providers to make sure you get safe health care.
- Review new advances to make sure new services are proven to be safe.
- Give you the steps to file a grievance (complaint) if you have problems with your care or our service.



## 2. Make choices about your health care.

We:

- Look at new services offered as part of the benefits we cover.
- Tell you about your rights and responsibilities as a member.

## 3. Help you with health care actions.

We:

- Guide you on how to get health care after hours or during an emergency.
- Help you find answers to drug benefit questions.
- Give details about mental health, behavioral health and substance use services.
- Give you tips on how to get a second opinion from another doctor.
- Show you how to get care outside the Molina network.
- Give you the steps to appeal a denied service or a claim when it's not paid.
- Tell you how to find information about network doctors in the Provider Online Directory.
- Help you learn how to fill out an advance directive to make health care decisions if you cannot speak for yourself.

## 4. Meet your communication needs.

We:

- Offer TTY/TDD services if you need help with hearing or speech.
- Offer language translation services if you need them.
- Tell you how to use online tools such as the member portal. You can print out the Guide and any other information from our website.

To get the Guide in your preferred language or accessible format, call **Member Services** at **(844) 236-0894 (TTY/TDD: 711)**. You can call Monday-Friday, 7:30 a.m. to 6 p.m. local time. You may also ask us to mail you a copy of the materials.

# Renew your Medicaid



Complete your renewal today to avoid losing your coverage! To get information on how to renew on time, visit [MolinaHealthcare.com/IA](https://MolinaHealthcare.com/IA) and click **Renew My Medicaid**.

## Steps to Renew

- 1. Watch your mail:** The Iowa Department of Health and Human Services will send you a renewal letter when it's time to renew.
- 2. Review and sign the form:** Review and update the form and return all documents.
- 3. Send in the form:** Return the form and documents to the address on the renewal letter or in person at your local HHS office.

If you need help, email Molina at [HealthPlanRenewals@MolinaHealthcare.com](mailto:HealthPlanRenewals@MolinaHealthcare.com) or call us at **(844) 236-2491**. We're here to help!

## Keep your contact information up-to-date!

One of the most important things you can do is keep your contact information up-to-date with the Iowa Department of Health and Human Services (HHS). This will help you keep your coverage and get the care you need when you need it. It will also help you get key updates and reminders from us.

Your contact information includes your:

- Phone number
- Email address
- Mailing address

# New benefits!

Molina is now offering some exciting Value-Added Benefits (VAB)!

## Tell us if you're pregnant

When you tell Molina you are pregnant during your first trimester, you may receive a \$50 reward. If you tell us during your second or third trimester, you may receive a \$25 reward.

## YMCA membership

We are proud to partner with the YMCA to offer a free membership. The YMCA membership gives you access to state-of-the-art facilities and programs and a sense of well-being and belonging. It's a great way to stay healthy and active!

Use at partnering YMCA locations across Iowa\*

- Annual individual membership is available to members of all ages. Check out the programs for kids!
- You must have completed a yearly physical or well-child visit to earn the free membership.
- Membership is per member, not per household.

## Flu shot rewards

Get protected against the flu, plus \$10 in healthy rewards!

## Portal sign-up

Register for our member portal and earn \$25 in healthy rewards!

Check out all of our VABs by visiting the member portal at [MyMolina.com](https://www.mymolina.com)!

# We can help you fill out your Health Risk Assessment!

Completing a Health Risk Assessment (HRA) is very important. It helps us understand your current needs and how we can help you. It only takes a few minutes to fill out an HRA.

We can help you:

- Complete your HRA over the phone or email an HRA to you.
- Find a doctor if needed.
- Schedule your appointments.
- Find a ride to your appointments.

If you need help with anything else, call **Member Services** at **(844) 236-0894 (TTY: 711)**, Monday to Friday, 7:30 a.m. to 6 p.m. Our team will help you find resources in your area.

# Get expert health care from the comfort of your home, 24/7

We partner with Teladoc to offer you virtual care. Now, it's simple to connect to a board-certified doctor by phone, video or mobile app from anywhere.

## Virtual care means:

- Convenient online or phone visits from wherever you are.
- No appointment is needed. Get the right care right now.
- NO COST to be treated! Visits are free for Molina members.

## Use Teladoc for:

- Cold and flu symptoms
- Sore throat
- Allergies
- Respiratory infection
- Sinus problems
- Skin problems
- Mental health (consult with a therapist or psychiatrist)

Visit [Teladoc.com/Molina](https://www.teladoc.com/molina).

## Nurse Advice Line

Call the number below when you need medical advice to see if you need to go to your doctor or answer other questions related to your health care. This line is available 24 hours a day, 7 days a week.

**(844) 236-2096 (TTY: 711)**

# Questions about your health? Download My Molina® mobile app today!

Get health plan access with your smartphone. With the mobile app, you can easily see your ID card, print it, or email it to your doctor. Search for new doctors, change your primary care provider (PCP), and more. Anytime, anywhere. Download the My Molina® mobile app from the Apple App or Google Play Store today.

## Molina Help Finder

We are part of your community. And we work hard to make it healthier. Molina Help Finder is your one-stop shop for finding low and no-cost community resources when you need them. Search for services near you using our online tool at [MolinaHelpFinder.com](https://MolinaHelpFinder.com).

You can search for help and services to meet basic needs like:

- Food
- Housing
- Transportation
- Health
- Job training
- Child care
- Education
- Work
- Legal
- And more!

To learn more, please visit [MolinaHelpFinder.com](https://MolinaHelpFinder.com).



## Transportation

Lean on Molina for transportation benefits. You can request these services from your care coordinator or call **Access2Care** at **(866) 849-2062 (TTY: 711)**. Call at least two business days (48 hours) before you need a ride.

# Member Moments: Meet Nang

Since 2007, Nang Nlang has lived in Iowa and worked to build her life from the ground up. She is a Malaysian refugee who helped her family immigrate to the United States.

“Lot of good things here. We don’t get the opportunity in my country. I came here first by myself in America, and then after a year, I brought my one sister and one brother, and then I worked full time,” said Nlang.

Eventually, she was able to help her husband and mother move to the U.S. In 2018, Nlang’s mother, Nang Twang, suffered a heart condition.

“She cannot stand up anymore, and then we took her to the hospital, and she lived in the hospital for like 3 months,” said Nlang.

With this change in Twang’s health, Nlang had to learn how to navigate the health care system. She said it’s a journey she is still learning. Recently, a paperwork issue caused Twang to lose Medicaid.

“My biggest mission with this family was to ensure Nang could stay on her waiver. To my understanding, the nursing facility was supposed to resubmit certain documentation, but from my understanding, that did not happen,” said case manager Sarah Swinton.

Sarah worked with Nlang and Twang to understand how to get her back on the waiver. She worked with the family to help reconnect Twang with a Medicaid waiver.

“Sarah, she helps me with anything. I have a paper coming that I don’t understand, so I call her,” said Nlang.

Nlang counted on Sarah to help her understand the Medicaid process in terms she and her mother could understand. Sarah says there were a lot of little moving pieces, including appointments to get items notarized and submitted.

“I met with Sarah, and she has taken care of everything,” said Nlang.

Sarah says they worked to get Twang back on her waiver and to get home nursing care, which her daughter was providing.

“There’s a burden that’s been alleviated. There’s some relief there, knowing that she has some help with her mother. This is what we’re here for,” said Sarah.

Nlang says that everything is okay now that her mother is with Molina. She is really happy with the help Sarah gave her.

Watch her whole story at [MolinaHealthCare.com/IA](https://MolinaHealthCare.com/IA).

# Fraud, waste and abuse

We're committed to preventing, identifying and reporting all instances of suspected fraud, waste and abuse. Fraud, waste and abuse mean that any member, provider, or other person misuses the Iowa Medicaid program or Molina resources.

## What is fraud?

Intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit for them or some other person. It includes any act that constitutes fraud under the applicable Federal or State law. (42 CFR §455.2)

## What is waste?

Health care spending can be eliminated without reducing the quality of care.

## What is abuse?

Practices that are inconsistent with sound fiscal, business, or medical practices. They result in unnecessary costs to the Medicaid program or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary costs to the Medicaid program. (42 CFR §455.2)

Our Fraud, Waste and Abuse Plan helps Molina, its employees, members, providers, payers and regulators by increasing efficiency, reducing waste and improving service quality.

- We take the prevention, detection and investigation of fraud, waste and abuse seriously.
- We comply with state and federal laws.
- We investigate all suspected cases of fraud, waste and abuse. We promptly report them to government agencies when needed.
- We take the appropriate disciplinary action. This may include termination of employment, provider status and membership.

You can report potential fraud, waste and abuse without giving us your name.

To report suspected Medicaid fraud or abuse, call the **Molina Healthcare Alert Line** at **(866) 606-3889 (TTY: 711)** or complete a report online at [MolinaHealthcare.Alertline.com](https://MolinaHealthcare.Alertline.com).

### Here are some ways you can help stop fraud:

- Do not give your Molina member ID card, Medical ID card or ID number to anyone else. Only give them to a health care provider, a clinic or a hospital when getting care.
- Never let anyone borrow your member ID card.
- Never sign a blank insurance form.
- Be careful about giving out your social security number.

## We want your feedback!

Tell us how we are doing. Call **Molina Healthcare of Iowa Member Services** at **(844) 236-0894 (TTY: 711)**, Monday to Friday, 7:30 a.m. to 6 p.m.



## Nondiscrimination language

Molina Healthcare of Iowa (Molina) complies with all Federal civil rights laws related to health care services. Molina offers health care services to all members regardless of race, color, national origin, age, disability, or sex.

## Language help

**Molina Healthcare of Iowa Member Services: (844) 236-0894 (TTY: 711)**

English: Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above.

Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número