

Spring 2018 Health and Wellness Newsletter



Check out what Molina Dual Options Medicaid-Medicare Plan offers online

Have you logged in to the Molina Dual Options website lately? You have many resources to help you learn more about how Molina Dual Options 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 <http://tinyurl.com/MHILQualityGuide>.

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 provide information on how you or your caregiver can receive extra help if you have an ongoing, complex health condition.
- **Health Management Program.** We give tips on how to stay healthy if you have a chronic condition.

In This Issue

Check out what Molina Dual Options offers online 1

Health Care Fraud, Waste and Abuse 4

About Our Members: Protecting Your Privacy 4

Health Education 4

Opioids and the Opioid Epidemic 5

All newsletters are also available at MolinaHealthcare.com/Duals.

To get this information in your preferred language and/or accessible format, please call Molina Dual Options Member Services. The number is on the back of your Member ID card.

MolinaHealthcare.com/Duals



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 our health plan
- 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 with your medical care or Molina Dual Options' service
- Let you appeal a denied service for a 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 TTY/TDD services for our members who need help with hearing or speech
- Offer language translation services for our members who need them
- Tell you how to access online tools, such as:
 - Health Appraisal
 - Self-Management Tools and Calculators



MolinaHealthcare.com/Duals



This *Guide* gives you a checklist with information you can find on the website. The information includes:

- How to order ID cards
- How to contact Molina Dual Options Member Services and the Nurse Advice Line by email
- Lists of our Molina Dual Options 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 you must pay (if they apply)
- What you do if you get a bill for a claim
- FAQs (frequently asked questions and answers)
- Pharmacy procedures, such as:
 - Drugs we do not cover
 - Drug limits or quotas
 - The process to request an exception for drugs not on the Preferred Drug List
 - 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 describing that Molina Dual Options does not reward providers who make UM decisions
- 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 Molina Dual Options 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.

MolinaHealthcare.com/Duals



Health Care Fraud, Waste and Abuse

Fraud, waste and abuse can increase health care costs and affect your quality of care. You can report fraud, waste, and abuse to the Molina Dual Options AlertLine. You may call 24 hours a day, seven days a week. Call toll-free at (866) 606-3889 TTY/TDD 711. You may also report your concerns on the AlertLine website at <https://MolinaHealthcare.AlertLine.com>.

About Our Members: Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina Dual Options wants you to know how we use or share your protected health information (PHI). Please visit the following link for a summary of how Molina Dual Options protects your privacy: <http://tinyurl.com/MHILQualityGuide>.

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. You also may ask for a copy of our Notice of Privacy Practices by calling Member Services. The number is on the back of your Member ID card.

Health Education

As a Molina Dual Options Member, you have access to health education on our website. Visit <http://tinyurl.com/MolinaHealthEd>. If you have Diabetes, talk to your provider about a dilated eye exam.

MolinaHealthcare.com/Duals

Opioids and the Opioid Epidemic

About Opioids:

Opioids are a type of pain medicine. They can help people manage illness, injury or surgery. Doctors prescribe opioids to reduce pain signals to the brain. All these are opioids:

- Codeine
- Fentanyl
- Hydrocodone
- Morphine
- Oxycodone
- Oxycontin
- Heroin—an illegal kind of opioid

Opioids are highly addictive. Taking opioids without a medical reason or overusing them can cause addiction-fast. In fact, opioid addiction is an epidemic in the U.S. Every day, about 91 Americans die from opioid overdose, according to the CDC (Centers for Disease Control).

Taking too many doses of opioids can have dangerous results. If your doctor prescribes an opioid medication, take it only as directed. Taking more than your doctor has prescribed can result in:

- Weak breathing
- Constipation
- Blocked pain signals
- Mental confusion
- Nausea
- Organ damage
- Death—**Opioids are so strong, even one large dose can kill you.**

How do know if you're depending too much on opioids? Watch for these signs:

- You keep raising the dose to control pain
- When you use less medicine or quit, you get symptoms of withdrawal like stomach cramps, muscle aches or cold sweats

What are the signs of abuse?

- Using your medicine with other drugs your doctor did not order
- Too many refills
- Injecting the medicine or snorting it

MolinaHealthcare.com/Duals

Talk to your doctor about how opioid medicines can affect you. For more information on opioid use please visit the Centers for Disease Control and Prevention website at <https://www.cdc.gov/drugoverdose/>.

Molina Dual Options Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. You can get this information for free in other formats, such as large print, braille, or audio. Call (877) 901-8181, TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.



<Attention Line>

<Address 1>

<Address 2>



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 call **711**.

MolinaHealthcare.com/Duals



Your Extended Family.