

# Guide to getting quality health care

Spring 2022

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## Your health care contacts

Department/ Program	Services	Phone Number
<b>Member Services</b>	<b>Senior Whole Health Member Services can:</b> <ul style="list-style-type: none"> <li>• Answer questions about your health plan and services.</li> <li>• Help you choose or change a primary care provider (PCP).</li> <li>• Tell you where to get care.</li> <li>• Offer interpreter services if you don't speak English.</li> <li>• Provide information in other languages and formats.</li> <li>• Assist with setting up telehealth visits.</li> </ul>	Member Services (888) 794-7268 TTY: 711 Monday – Friday 8 a.m. to 8 p.m., local time
<b>24-hour Nurse Advice Line</b>	Talk to a registered nurse anytime you have questions about your health. Available 24/7.	24-hour Nurse Advice Line (888) 275-8750 TTY: 711, Option 8 For Spanish: Option 1 TTY: 711
<b>Behavior Health Crisis Line</b>	Reach out to Senior Whole Health by Molina Healthcare Crisis Line	(888) 794-7268 TTY: 711, Option 9
<b>Health management*</b>	Do you live with a chronic health condition? We offer programs to help you manage: <ul style="list-style-type: none"> <li>• Asthma</li> <li>• Depression</li> <li>• Diabetes</li> <li>• Chronic obstructive pulmonary disease (COPD)</li> <li>• Heart failure</li> <li>• High blood pressure</li> <li>• Weight (nutritional counseling)</li> <li>• Quitting smoking (smoking cessation)</li> <li>• Substance use disorder</li> </ul> For details on how to join and use these programs, call Member Services.	Member Services (888) 794-7268 TTY: 711 Monday – Friday 8 a.m. to 8 p.m., local time
<b>Health education*</b>	Learn more about living well and staying healthy. Get details about programs to help you stop smoking and manage your weight. We'll help you learn how to use these programs.	Health Education (888) 794-7268 TTY: 711 Monday – Friday 6 a.m. to 6 p.m., PT

Department/ Program	Services	Phone Number
<b>Case management*</b>	Case Managers assess your health problems and review benefits and resources. This program can help you live healthier. Member Services will help you learn how to use these programs.	Member Services (888) 794-7268 TTY: 711 Monday - Friday 8 a.m. to 8 p.m., local time
<b>Complex case management*</b>	If you live with chronic conditions, we offer supports to help you to simplify the services you need. Call Member Services to learn how to use these programs.	Member Services (888) 794-7268 TTY: 711 Monday - Friday 8 a.m. to 8 p.m., local time
<b>Transition of Care program*</b>	When you're discharged from a hospital or nursing home, coaches help you transition. They help you get the care you need at home. Call Member Services to learn more.	Member Services (888) 794-7268 TTY: 711 Monday - Friday 8 a.m. to 8 p.m., local time
<b>U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR)</b>	The OCR protects you from discrimination in health care and social services. It also protects the privacy of your personal health information.	Office for Civil Rights (OCR) (800) 368-1019 TDD toll-free: (800) 537-7697 <a href="https://www.hhs.gov/ocr/index.html">hhs.gov/ocr/index.html</a>
<b>Massachusetts Division of Insurance</b>	The DOI regulates health plans. If you have a grievance, use Senior Whole Health's by Molina Healthcare grievance process before contacting the DIFS. For information on our process, call (888) 794-7268 (TTY: 711).	Massachusetts Division of Insurance (617) 521-7794, TTY (866) 563-4467/711 <a href="https://www.mass.gov/orgs/division-of-insurance">https://www.mass.gov/orgs/division-of-insurance</a>

\*You can opt out of these programs at any time. For more details about these programs, call Member Services.

## Senior Whole Health's Quality Improvement Plan and Program

We are committed to making sure you get the best care possible. That's why each year, we put a plan in place to keep improving:

- Our services
- The quality of the care you receive
- The way we communicate with you

### Our goals are to:

- Give you services that benefit your health
- Work with providers to get you the care you need
- Address your language and cultural needs
- Reduce any barriers to getting care, like issues with transportation and/or language

We also want to hear how we are doing. We review the past year of service to check our progress. We may send you a member survey to get your feedback.

We may also send surveys to see how many members get the needed services. These surveys tell us what care is needed. One of these surveys is: CAHPS® (Consumer Assessment of Healthcare Providers and Systems).

### This survey asks questions about how you rate:

- Your health care
- Your primary care provider (PCP)
- Your health plan
- Specialist(s) you have seen
- Well-check exams
- How easy it is for you to get care
- How easy it is for you to get care quickly

## HEDIS® (Healthcare Effectiveness Data and Information Set)

We also measure how many of our members get key tests and exams. We look at:

- Annual exams
- Diabetes care

- Mammograms (x-rays of the breast)
- Medicine management
- Pap tests
- Shots (flu)

We care about your health. We want to help you take better care of yourself. To do this, we:

- Remind you to get well-check exams and shots for yourself
- Teach you about chronic health problems you may have
- Remind you to get Pap tests and mammograms, if needed
- Address any complaints you have
- Help you find and use information on our website
- Tell you about special services we offer

To learn more, call Member Services at (888) 794-7268 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m., local time. You can ask for a printed copy of our Quality Improvement plan and results.

## Guidelines to keep you healthy

We give you information about preventive services and when to get them. This information does not replace your doctor's advice.

### To make the most of these guidelines:

- Take time to read them
- Write down questions and bring them to your next checkup
- Tell your provider about any health problems you are having
- Go to your appointments
- If you miss an appointment, reschedule right away

We tell you about key tests and exams for issues like diabetes, COPD and depression. See [www.SWHMA.com](http://www.SWHMA.com) for details. Call Member Services at (888) 794-7268 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m., local time.

## Extra help for chronic health problems

Taking care of health problems can be a lot to deal with. To make sure you get the right care, our Care Management program helps you:

- Get services
- Arrange tests and provider visits
- Get transportation to medical appointments
- Close gaps in care or service
- Get support for those with special needs and/or their caregivers
- Move from one setting to another, like leaving the hospital
- Get long-term care services
- Connect with community support
- Find community services like “Meals on Wheels” or physical therapy

You can be referred to Care Management through:

- A provider
- Member Services, the Health Education line or our 24-hour Nurse Advice Line
- A family member or caregiver
- Yourself

These programs are offered at no cost to you. You can choose to stop any program at any time. Call Member Services at (888) 794-7268 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m., local time. for more details.

## Population health

(Health Education, Disease Management, Care Management and Complex Case Management)

We offer many programs to help you lead a healthier life.

## Health management

We offer the following programs to help you manage:

- Asthma
- Cardiovascular disease (CVD)
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart failure
- Nutritional counseling
- Smoking cessation
- Substance Use Disorder

To learn more, join or disenroll from any of these programs, call the Health Management team at (888) 794-7268 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m., local time.

## Member Newsletters

We post member newsletters at **[www.SWHMA.com](http://www.SWHMA.com)**. The information is easy to read and offers tips on healthy living.

## Health education

We can teach you about things like:

- Eating healthy
- Preventing illness
- Stress care
- Staying active
- Cholesterol
- Asthma
- Diabetes

To get these materials, you can ask your doctor. You can also visit **<https://www.MolinaHealthcare.com/members/ma/en-us/mem/medicare/helpful-resources/pro.aspx>**.

## Health risk assessment and self-management tools

For help making healthy changes, use the Health Risk Assessment (health appraisal) on the **MyMolina.com** member portal. Just answer questions about your health, behaviors and suggested tests. You'll get a report about your health risks once you complete this tool.

You'll also find self-management tools that offer advice for:

- Weight management
- Depression
- Financial wellness
- Other topics that affect your health.

These tools help you check progress, find barriers and measure progress toward goals. To learn more, go to **MyMolina.com**.

## Patient Safety Program

Our Patient Safety Program helps keep you and your family safe when you get services.

### We protect you by:

- Telling providers and hospitals about safety issues and where to get help
- Keeping track of members' complaints about safety issues in provider offices and hospitals
- Reviewing reports from groups that check hospital safety
- Helping you move from one place to another, such as from hospital to home
- Teaching you about questions to ask during provider visits

### Groups that check safety include:

- **Leapfrog Group Quality Index Ratings**
- **The Joint Commission National Patient Safety Goal Ratings**

### You can look at these websites to:

- See what hospitals are doing to be safer
- Know what to look for when you pick a provider or a hospital

- Get information about programs and services for conditions like diabetes and asthma

To learn more, call Member Services at (888) 794-7268 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m., local time or visit **www.SWHMA.com**.

## How we work with providers to make decisions about your care

Some services must be preapproved before we will cover them. We work with your provider to find out what services you need. We make choices about your care based on medical needs and benefits. This is called utilization management (UM).

- We do not reward providers or others for denying services.
- We do not pay extra to providers or UM staff to make choices that give you less care.

If you need Long Term Services and Supports (LTSS), someone with LTSS experience, training and education makes decisions about services.

If you have a question about our UM process or rulings, call Member Services at (888) 794-7268 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m., local time. We can accept collect calls. If you need help in your language, bilingual staff or interpreters are available at no cost. We also offer TTY services for if you have hearing or speech problems. Please leave a message with your phone number if you call after hours or on the weekend. We'll return your call within one business day. Member Services may also call to talk about UM issues. If Member Services calls, we'll use our name, title and Senior Whole Health by Molina Healthcare.

## Looking at what's new

We look for ways to offer new types of care and services and new ways to provide them. We review new services for safety and added benefits. Every year, we look at updates in:



- Equipment
- Medical services
- Behavioral health services
- Medicines

## Language services

We will provide written or verbal information in your language, at no cost. We offer interpreters to help you speak with your provider or us. We do this for most languages. This includes sign language. For an interpreter or written materials in a language other than English, call Member Services at (888) 794-7268 (TTY: 711) Monday through Friday 8 a.m. to 8 p.m., local time.

## Behavioral health services

If you have concerns about mental health problems, we can help. We can help with things like stress, depression or substance use. We cover behavioral health services. Ask your PCP or call Member Services at (888) 794-7268 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m., local time for more information.

## What to do when you need after-hours or emergency care

You may need care when your PCP's office is closed. After hours, call the 24-hour Nurse Advice Line at (888) 275-8750 TTY: 711. Highly trained nurses are here 24/7 to:

- Answer your medical questions
- Help you decide if you need care right away
- Make an appointment for you

## Emergency care

### What is an emergency?

A sudden or severe problem that needs care right away or puts your life or health in danger.

### We cover emergency care.

Emergency care is not covered outside

the United States (except those needing hospitalization in Canada or Mexico).

If you need emergency care, call 911 or go to the nearest hospital. You don't need prior approval. For urgent care, call the 24-hour Nurse Advice Line at (888) 275-8750 TTY: 711.

## About drug benefits

To learn about the drugs you need, talk to your provider. For details about your drug benefits, visit [www.SWHMA.com](http://www.SWHMA.com). On our website, you can find:

- Our formulary, a list of generic and brand name drugs we cover
- Limits on covered drugs, like the numbers of refills or doses you may get
- How your provider can request approval on certain drugs or the amount you need
- Information needed from your provider to get approval for some of your drugs
- Your provider's process for generic substitutes, therapeutic interchange and step-therapy
- Updates to our formulary
- Any copays for drugs not the formulary
- How your provider can ask us to cover a drug not on the formulary

To learn more, call Member Services at (888) 794-7268 (TTY: 711) Monday through Friday 8 a.m. to 8 p.m., local time.

## Protecting your privacy

You have rights when it comes to protecting your health information. We will not share health information that is not allowed by law. We respect and protect your privacy. We may use and share data to provide you with benefits. Your privacy is important to us.

## Your protected health information (PHI)

PHI stands for protected health information.

This includes your:

- Name

- Member ID number
- Race
- Ethnicity
- Language needs
- Other things that identify you

#### **We may use your PHI to:**

- Work with clinicians to provide your treatment
- Pay for your health care
- Review the quality of the care you get
- Tell you about your choices for care
- Run our health plan
- Use or share PHI for other purposes, as allowed by law

We must get your written approval to use or share your PHI for any purpose not listed above.

### **Your privacy rights**

#### **You have the right to:**

- Look at your PHI
- Get a copy of your PHI
- Make changes to your PHI
- Ask us not to use or share your PHI in certain ways
- Get a list of the people or places we have given your PHI

How does SWH protect your PHI?

Your PHI can be written, spoken or digital. We protect your PHI by:

- Having policies and procedures that protect you
- Limiting our staff who can see PHI
- Training our staff on how to protect and secure PHI (written and verbal communications)
- Requiring written agreement to follow the policies and procedures
- Securing PHI digitally with firewalls and passwords

#### **By law, we must:**

- Keep your PHI private
- Tell you if there is 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
- Follow our Notice of Privacy Practices (NPP)

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

- Call or write SWH and file a complaint
- File a complaint with the U.S. Department of Health and Human Services

The information above is only a summary. To learn more about how we use and share your PHI, see our NPP at [www.SWHMA.com](http://www.SWHMA.com). You also call Member Services at (888) 794-7268 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m., local time to ask for a copy.

### **Your rights and responsibilities**

Knowing your rights and responsibilities is important. It helps you, your family, your provider and SWH ensure you get the care you need.

#### **You have the right to:**

- Get the facts about Senior Whole Health, our services and providers, and your rights and responsibilities
- Privacy and to be treated with respect and dignity
- Help make decisions with your provider about your health care. You may refuse treatment
- Ask for a copy of your medical record
- Ask to change or correct your medical record
- Discuss your treatment options with your doctor in a way you understand. Cost or benefit coverage does not matter.
- Voice any complaints or send in appeals



about Senior Whole Health, or the care you received

- Use your member rights without fear of negative results
- Get your rights and responsibilities each year
- Suggest changes to our rights and responsibilities policy

#### **You also have the responsibility to:**

- Give all the facts to Senior Whole Health by Molina Healthcare and your providers need to care for you.
- Know your health problems. Take part in treatment goals that you and your provider agree upon.
- Follow the treatment plan for your care.
- Keep doctor visits and be on time. If you're going to be late or cannot make it, call the office right away.

Visit [www.SWHMA.com](http://www.SWHMA.com) to view your Member Handbook for a full list of your rights and responsibilities.

## **Women's health services**

We cover breast exams, mammograms and Pap tests. For routine and preventive services, you can see a women's health specialist. This may be a gynecologist.

Getting care for special health needs  
We cover care for special needs. If you have Long Term Services and Supports (LTSS), you can see a specialist.

## **Second opinions**

If you don't agree with your provider's care plan, you have the right to a second opinion. You can talk to another network provider. You can also talk to a provider outside of our network at no cost. To learn more, call Member Services at (888) 794-7268 (TTY: 711) Monday through Friday, 8 a.m. - 8 p.m., local time.

## **Out-of-network services**

If a network provider cannot give you the services you need, you can see an out-of-network provider. Your cost will be the same as if the provider was in our network. We will

cover the out-of-network provider. To learn more, call Member Services at (888) 794-7268 (TTY: 711).

## **Hours of operations for services**

You can get services 24 hours a day, every day.

## **Grievances and appeals**

If you have problems with your medical care or services, you have the right to file a grievance (complaint) or appeal.

#### **File a grievance 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

#### **File an appeal when you don't agree with our decision to:**

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

You may ask for an expedited review if the decision puts your life or health at risk. You may also ask for a Fair Hearing with the State Administrative Law Judge if your appeal is denied.

Visit [www.SWHMA.com](http://www.SWHMA.com) or see your Member Handbook to read about:

- Grievance, appeal and State Fair Hearing process, rights and timeframes
- Who can file a grievance/appeal

For questions, call Member Services at (888) 794-7268 (TTY: 711).

## **Your right to appeal a denial**

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

A denial means we will not pay for a service or bill. If we deny your service, you have the right to find out why it was denied. You have the right to appeal.

If we deny your service, you will get a letter

telling you why. It 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 at [www.SWHMA.com](http://www.SWHMA.com). Member Services can also help you file an appeal.

If you're not happy with the result of your appeal, you can ask for an independent review. Providers outside of SWH will look at all the facts and decide. SWH will follow this finding.

## Your right to an Advance Directive

You have the right to accept or refuse treatment offered by a provider. If you are unable to tell the provider what you want, you need to make your wishes known. It is important to have an Advance Directive. You can have one for medical and mental health care.

An Advance Directive is a legal form that tells providers the kind of care you want if you cannot speak for yourself. Write an Advance Directive before you have an emergency. This keeps other people from making important health decisions for you if you cannot make your own. There are different types of Advance Directives. Some examples are:

- Power of Attorney for Health Care
- Living Will

It's your choice to have an Advance Directive. No one can deny you care based on whether or not you have one. For help making decisions about your care, talk with someone you trust. This might be a family member or friend. You can also talk with your lawyer or PCP.

Call Member Services at (888) 794-7268 (TTY: 711) for help getting an Advance Directive that follows state laws.

If you have signed an Advance Directive and think your provider has not followed your wishes, you may file a complaint. Visit [www.SWHMA.com](http://www.SWHMA.com) or call Member Services for details.

## Visit our website

Visit [www.SWHMA.com](http://www.SWHMA.com) and choose your state. You'll find:

- Benefits and services
- Copays and other charges (if they apply)
- What to do if you get a bill for a claim
- Frequently Asked Questions (FAQs) and answers
- Pharmacy details like:
  - Drugs we don't cover
  - Drug limits or quotas
  - How to request an exception for drugs not on the formulary
  - Generic substitutes
  - Therapeutic interchange (different drugs that have the same effects)
  - Step-therapy (covering one drug before we cover another)
- Preventive health guidelines and vaccine schedules
- How to get specialty care and hospital services
- Available providers
- UM procedures like:
  - Pre-service review
  - Urgent concurrent review
  - Post-service review
  - How to file an appeal

To get printed copies of anything on [www.SWHMA.com](http://www.SWHMA.com), call Member Services at (888) 794-7268 (TTY: 711). You can also view your Member Handbook on the website.

## Member portal

[MyMolina.com](http://MyMolina.com) is your secure member portal. It lets you manage your health from your computer. The member portal is easy to use. Here are some of the things you can do:

- Fill out your Health Risk Assessment (HRA)
- Search for a local pharmacy
- Get help to:

- Stop drinking alcohol
- Eat healthy
- Manage your weight and BMI
- See if you have depression or lack motivation
- Manage stress
- Be physically active
- Stop tobacco use
- Test for cancer
- Get vaccines
- Request or print your member ID card
- Choose or change doctors
- See your health records
- Find out how to get referrals
- Get health advice from our 24-hour Nurse Advice line, open 7 days a week via secure email
- Send email to Member Services

To learn more or to sign up for the member portal, call Member Services at (888) 794-7268 (TTY: 711). You can also create an account:

- Step 1: Go to **MyMolina.com**
- Step 2: Enter your Member ID number, date of birth and zip code

- Step 3: Enter your email address
- Step 4: Create a password

## Online Provider Directory

To search for provider online, go to **www.SWHMA.com**. Click on Find a Doctor or Pharmacy. The provider directory includes:

- Names, addresses and phone numbers of network providers
- Providers' board certification status.
  - You can also visit **abms.org** to see if a provider is board-certified
- Office hours for all offices
- Providers accepting new patients
- Languages spoken by the provider or staff
- Hospital name, location and accreditation status

If you cannot access the internet or need more information (like your provider's medical school or residency), we can send you a printed copy. Call (888) 794-7268 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m., local time for help.

You can get this document for free in non-English language(s) or other formats, such as large print, braille, or audio.

Call (888) 794-7268 (TTY:711). The call is free.

Senior Whole Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (888) 794-7268 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (888) 794-7268 (TTY: 711).

