Senior Whole Health
BY MOLINA HEALTHCARE

Managing Your Medications Is Important To Us

Senior Whole Health has established quality assurance measures and systems in order to make sure that medications are used in a safe and effective manner. Our goal is to prevent medication errors and adverse drug reactions.

Our Quality Assurance program includes the following:

- Drug utilization review systems designed to ensure that a review of your drug therapy is performed before each prescription is dispensed, such as potential drug therapy problems due to over-utilization, under-utilization, drug-drug interactions, and drug-allergy interactions.
- Computerized drug utilization review systems designed to ensure ongoing periodic examination of prescription data and other records in order to identify drug therapy problems among Senior Whole Health members.
- Dosage checks to ensure that medications are used within guidelines set by the Food and Drug Administration (FDA).
- Reporting of our quality assurance practices to the Centers for Medicare & Medicaid Services.

If you have any questions, please contact Member Services at (800) 665-3086, October 1 – March 31 - 7 days a week, 8 a.m. to 8 p.m., local time, April 1 – September 30 - Monday – Friday 8 a.m. to 8 p.m., local time. TTY users should call 711.

You can get this document for free in non-English language(s) or other formats, such as large print, braille, or audio. Call (800) 665-3086. 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 1-888-794-7268 (TTY 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-794-7268 (TTY 711).

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