

Fall 2018 Health and Wellness Newsletter



Protecting Your Privacy

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

Why does Molina Dual Options 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

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

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

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

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When does Molina Dual Options need your written authorization (approval) to use or share your PHI?

Molina Dual Options needs your written approval to use or share your PHI for reasons 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 Dual Options protect your PHI?

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

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



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What are the duties of Molina Dual Options?

Molina Dual Options 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 Molina Dual Options 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/Duals. You also may ask for a copy of our Notice of Privacy Practices by calling our Member Services Department.

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.

Be Your Best – Dental Care

Your teeth are a very important part of your body. Teeth help you to chew your food, speak clearly and help you feel good about your overall appearance. Therefore, it is very important for you to take care of them so that they will last you a lifetime. Visiting your dentist regularly can ensure that any existing problems are addressed before they become serious and will help to prevent problems with your teeth in the future.

Did You Know...

- Not all cavities are visible.
- Studies link gum disease with other health problems, such as heart disease, stroke, pregnancy problems, diabetes, and respiratory diseases.
- Most dental problems do not result in pain until they reach a very advanced stage.

Be Your Best

Visit your dental provider on a regular basis. During these regular checkups, your dentist will perform an oral cleaning, X-rays, and a physical examination of your teeth. Your dentist will treat you for any problems and will help to avoid new problems from occurring or getting worse.

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Make sure to brush at least twice a day. Brushing your teeth is one of the most effective ways to remove plaque from the exposed surfaces of your teeth. Brush your teeth carefully at least twice a day for 2 1/2 to 3 minutes each time.

Floss daily. Brushing alone isn't enough to clean all of the plaque from the surface of your teeth. Places in between your teeth and below the gum line are two spots where your toothbrush cannot reach and plaque can build up. Regular flossing keeps your gums healthy and can help to prevent cavities from forming.

Eat a healthy and well-balanced diet. It's important to eat a well-balanced diet and avoid excessive snacking between meals. Crunchy vegetables and fruits, popcorn and yogurt are all good choices for a healthy snack. Make sure to drink plenty of water too.

Avoid all tobacco products. The risks of oral cancer and gum disease are much higher if you smoke or use smokeless tobacco. Ask your PCP and/or dental provider for tips to help you quit.

How to Brush*

- 1) Place the toothbrush at a 45-degree angle to the gums.
- 2) Move the brush back and forth gently in short strokes.
- 3) Brush the outer surfaces, the inside surfaces and the chewing surfaces of all teeth.
- 4) To clean the inside surface of the front teeth, tilt the brush vertically and make several up- and-down strokes.
- 5) Brush your tongue to remove bacteria and keep your breath fresh.

*As recommended by the American Dental Association

What to do in a Dental emergency

- **Toothache** - Rinse mouth with warm water. Use dental floss in area of ache to dislodge any food that may be causing the pain.
- **Chipped or Broken Tooth** - Place a cold compress on the injured area. **Call your dental care provider immediately.**
- **Knocked Out Tooth** - Rinse tooth gently in water. Replace tooth in socket if possible or place in a cup of cold water or milk. **Call your dental provider immediately.**

Dental Hygiene for All Ages

Healthy teeth are important for adults of all ages. Did you know an adult has an average of 32 teeth? However, 40% percent of adults over the age of 65 do not have a complete set of teeth. Your teeth should last a lifetime, so take good care of them!

- Brush your teeth before bedtime.
- Brush your teeth at least twice a day.
- Replace your toothbrush every three to four months or after illness.
- Floss once a day.
- Visit your dentist every six months for a checkup and cleaning.
- Brush your tongue to keep it clean and have fresh breath.
- Brush your gums gently.
- Avoid using tobacco products.

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- Keep your toothbrush for yourself. Sharing a toothbrush can spread germs.
- Avoid drinking too much sugary beverages such as soda, coffee, sweetened teas and caffeine energy drinks.
- Eat a well-balanced diet.

Denture Care

Do your dentures fit correctly? Your dentures should fit well when you chew and talk. Dentures that don't fit well can irritate your gums and cause sores. If your dentures don't fit well, call your dentist and make an appointment.

How should you care for your dentures?

Remove your dentures to clean them. After you eat, rinse your dentures with water and brush them with a soft toothbrush. Use a separate toothbrush for your dentures and real teeth. Brush your dentures with dentures paste to prevent plaque and stains. Soak your dentures in a mixture of 1 part white vinegar and 2 parts cold water overnight.

Prevent the Flu

The single best way to prevent seasonal flu is to get a flu shot each year. As a Molina Dual Options member, you can receive your seasonal flu shot at no cost to you at many local pharmacies. You can also ask your provider.

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We want to help you stay healthy. Follow these tips to help prevent the flu:

- Get the flu shot. It's at no cost to you!
- Stay home if you are sick to prevent from spreading the flu to others.
- The flu shot will not give you the flu!
- Wash your hands often and cover your mouth when you cough.
- Call the Molina Dual Options Member Services number on the back of your ID card for an approved Molina Pharmacy near you.
- Visit MolinaHealthcare.com/Duals and login to MyMolina® for personalized health reminders. (HealthinHand app)

Know your symptoms and how to treat them. Tell your provider if you received your flu shot somewhere else. The flu shot is good for one year. If you have already had your flu shot, there is no need to get another one.

Symptoms –

- Fever between 100° & 104° F & chills
- Fatigue & weakness
- Headache, muscle or body aches
- Cough, runny or stuffy nose
- Nausea, diarrhea or vomiting

How to Treat –

Remember: The flu is a virus. Over-the-counter medicines can help to reduce symptoms. Talk to your pharmacist or provider today.

- Get plenty of rest
- Drink plenty of fluids
- Cover up with a warm blanket to calm chills
- Put a humidifier in your room to make breathing easier

For more information about the flu, call our 24-hour Nurse Advice Line toll free at (844) 489-2541. TTY/TDD: 711.

ER vs. Urgent Care

Did you know that there are other places to go for treatment besides the Emergency Room (ER) when your medical need is not life threatening?

What are Urgent Care and After Hours Clinics? Urgent Care Centers and After Hours Clinics treat medical problems that may not wait until your next doctor visit, but are not life threatening.

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Advantages of an Urgent Care & After Hours Clinic:

- Shorter wait times
- You can be seen on a walk-in basis
- Many are open evenings and weekends
- Patients receive care from the same people as an emergency room or primary care clinic

If you cannot see your doctor, you can go to an Urgent Care or an After Hours Clinic if you have any of the following:

- Twisted or sprained ankle
- Cough, cold, or sore throat
- Minor skin rash
- Earache
- Cuts, bumps, & sprains
- Fever or flu symptoms
- General wound care
- Animal bite
- Urinary tract infection
- Fever
- Mild asthma
- Flu Shot

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You should go to the ER for sudden injury or sickness such as:

- Poisoning (Poison Control Center) toll free (800) 764-7661, TTY/TDD: 711
- A lot of bleeding
- A very bad burn
- Very bad shortness of breath (trouble breathing)
- Drug overdose
- Gunshot wound
- Chest pain
- Broken bones

Remember...

- Your Doctor
- Urgent Care/After Hours Clinic
- Emergency Room

If you think you have a life threatening emergency, call 911.

For an Urgent Care or After Hours Clinic near you, please call Molina Dual Options at (855) 735-5604, TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., EST.

It is time to renew your Medicaid benefits!

You will find information regarding your Redetermination paperwork on the MyMolina Portal. The Michigan Department of Health and Human Services (MDHHS) must occasionally re-determine your eligibility for Medicaid benefits. The Redetermination process includes a thorough review of all areas that affect your eligibility for benefits. Once you have completed your Redetermination paperwork, you must return it to your assigned case worker. Your Redetermination paperwork should be taken to your local MDHHS office or returned by mail to your local MDHHS office by the date listed on your Redetermination paperwork. To renew your benefits online and access your case, please visit www.mibridges.michigan.gov/access. If you need help or have any questions, please contact Molina Dual Options at (855) 735-5604, TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., EST.

Molina Dual Options MI Health Link Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 735-5604, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST. The call is free. This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Member Handbook.

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Your Extended Family.



Molina Healthcare of Michigan (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (855) 735-5604;
TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (562) 499-0610.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-735-5604 (TTY: 711).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-735-5604 (TTY: 711).

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-735-5604 (TTY : 711)。

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-735-5604 (TTY: 711).

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-735-5604 (ATS : 711).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-735-5604 (TTY: 711).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-735-5604 (TTY: 711).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-735-5604 (TTY: 711) 번으로 전화해 주십시오.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-735-5604 (телетайп: 711).

Arabic

للملاحظة: إذا كنت تتحدث اللغة العربية فإن خدمات الترجمة الفورية متوفرة بالرمز 1-855-735-5604 (رقم هاتف الصم والبكم: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-735-5604 (TTY: 711) पर कॉल करें।

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-735-5604 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-735-5604 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.
Rele 1-855-735-5604 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-735-5604 (TTY: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-735-5604（TTY: 711）まで、お電話にてご連絡ください。

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-855-735-5604 (TTY: 711).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবাফ উপলব্ধ আছে। ফোন করুন ১-৪৫৫-৭৩৫-৫৬০৪ (TTY: ৭১১)।

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-855-735-5604 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

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**Molina Dual Options MI Health Link
Medicare-Medicaid Plan**

300 11th Avenue East
Sartell, MN 56377

**Health and wellness or
prevention information**



Questions about Your Health?

**Call Our 24-Hour Nurse
Advice Line!**

English, Spanish and Arabic:
(844) 489-2541

Your health is our priority!

TTY users should dial **711**.

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