

Spring 2018 Health and Wellness Newsletter



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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 Molina Dual Options MI Health Link Medicare-Medicaid Plan's 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>.

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.

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

MolinaHealthcare.com/Duals



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

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.

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.

[MolinaHealthcare.com/Duals](https://www.molinahealthcare.com/Duals)

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.

Vendor Transitions for Dental, Vision and Transportation

Dental Changes:

Starting July 1, 2018, Molina Dental Services will replace Avesis. You will begin to receive all of the dental services available under Molina Dual Options through Molina Dental Services. There are no changes to your benefits. Molina Dual Options dental benefit includes cleanings, fillings and other preventive services. We would like to ensure that there is no break in your care. To find a Molina Dental Services provider, or to see if your existing provider is included, visit MolinaHealthcare.com/Duals, then Find a Doctor or Pharmacy to view the Molina Dental Services Providers available to you.

After the transition, you may continue seeing your current dental provider for 90 days, if the provider is not listed. Your provider may contact Molina Dual Options, if they want to be included within our network.

Starting July 1, 2018, you may also call Member Services at (855) 735-5604, TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., EST.

Vision Changes:

Starting July 1, 2018, Vision Services Plan (VSP) will replace March Vision. You will begin to receive all of the vision services available under Molina Dual Options through VSP. There are no changes to your benefits. Molina Dual Options vision benefit includes eye exams and replacement glasses.

MolinaHealthcare.com/Duals

We would like to ensure that there is no break in your care. To find a VSP provider, or to see if your existing provider is included, visit MolinaHealthcare.com/Duals, then Find a Doctor or Pharmacy to view the VSP Providers available to you.

After the transition, you may continue seeing your current vision provider for 90 days, if the provider is not listed. Your provider may contact Molina Dual Options, if they want to be included within our network. Starting July 1, 2018, you may also call Member Services at (855) 735-5604, TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., EST.

Transportation Changes:

Starting July 1, 2018, Molina Duals Options will also be changing our transportation provider from Secure Transportation to LogistiCare. LogistiCare is a well-known provider of transportation services with years of experience. Beginning July 1, 2018, please call Member Services at (855) 735-5604, TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., EST. for routine ride reservations. They are also available 24 hours/7 days a week for any urgent or same day transportation requests.

If you have questions about these transitions prior to July 1, 2018 or about your coverage, please contact us. We are here to help. Please call Member Services at (855) 735-5604, Monday – Friday, 8 a.m. to 8 p.m., EST. If you are hearing impaired, please call our TTY/TDD line at 711, Monday – Friday, 8 a.m. to 8 p.m., EST. You may also visit MolinaHealthcare.com/Duals.

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 information 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. Limitations, restrictions, and patient pay amounts may apply. This means that you may have to pay for some services and that you need to follow certain rules to have Molina Dual Options pay for your services. For more information, call Molina Dual Options Member Services or read the Molina Dual Options Member Handbook. Benefits may change on January 1 of each year. The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.

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MolinaHealthcare.com/Duals

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

للمحظة: إذا كنت تتحدث اللغة العربية فإن خدمات المساعدة لغوية متوفرة لك بالمالجان. طيل برقم 1-855-735-5604 برقم هاتف الصم

والصم: 711.)



**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/TDD users should dial **711**.

MolinaHealthcare.com/Duals

