

Fall 2018 Health and Wellness Newsletter



Check out what Molina offers online

Have you logged in to the Molina website lately? You have many resources to help you learn more about how Molina 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/MHMQualityGuide>.

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.

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All newsletters are also available at MolinaHealthcare.com.

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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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's service
- Let you appeal a denied service or 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 TDD/TTY 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



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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 Member Services and the Nurse Advice Line by email
- Lists of our Molina 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 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 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.

About Our Members: Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina 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 protects your privacy: <http://tinyurl.com/MHMQualityGuide>.

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. 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.

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Health Education

As a Molina 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.
- Children with cavities and dental pain miss more than 51 million hours from school each year.
- Studies link gum disease with other health problems, such as heart disease, stroke, pregnancy problems, diabetes, and respiratory diseases.
- Tooth decay is the most common childhood disease.
- 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.

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.

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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.**

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Dental Hygiene for All Ages

Healthy teeth are important for children and 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.
- 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.

TODDLER 1 TO 3 YEARS

- Use sippy cups and glasses after 14 months of age.
- Take your child to the dentist twice a year.



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CHILD 3 TO 12 YEARS

- Help your child to brush at least two times each day.
- Avoid foods and drinks high in sugar, like candy and soda.
- Take your child to the dentist twice a year.

TEENAGERS AND ADULTS

- Place your toothbrush where the gum meets the tooth, at a 45-degree angle, to clean under the gum line.
- Look at your gums to see if wisdom teeth are growing in. Talk to your dentist about removing them.

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.

Dental Coverage for Pregnant Medicaid members

Effective July 1, 2018, Molina Healthcare provides dental services to pregnant women. Pregnant Medicaid members are able to use their Molina Healthcare Medicaid ID card to obtain dental services. Molina Dental Services under Medicaid is provided to members at no cost. Please visit MyMolina.com if you would like to review your healthcare coverage.

Molina's dental benefit includes cleanings, fillings and other preventive services.

Pregnant Medicaid members will get dental coverage from the first day of the month when Molina finds out about the pregnancy through the postpartum period. The postpartum period is 3 months following end of month of the due date.

It is important that pregnant women get proper dental care during their pregnancy for the health and wellbeing of the mother and infant. Molina Healthcare will provide the names of participating dentists in their area who are available to provide dental services. Molina provides unlimited round-trip or one-way trips for covered, medically necessary services each calendar year. Pregnant Medicaid members can use this benefit to visit any Molina Healthcare provider.

If you are pregnant, you can find a Molina dental provider by visiting MolinaHealthcare.com, select Medicaid, then Find a Provider to view the Molina dentist near you. If you have any questions, please call the M.O.M. Program at (888) 898-7969, Monday - Friday, from 8 a.m. to 5 p.m., EST. If you are hearing impaired, please call Molina Healthcare by dialing our TTY line at 711.

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Healthy Kids Dental

The Healthy Kids Dental Program helps children with Medicaid have healthy, happy smiles. If your child is under the age of 21, they have dental benefits with Healthy Kids Dental. If you are currently enrolled in Healthy Kids Dental and become pregnant, you will stay in Healthy Kids Dental for prenatal dental services. To find a dentist or to learn more about Healthy Kids Dental, call (800) 482-8915 toll-free. If you are hearing impaired, please call the TTY line at 711.

Healthy Michigan Plan

If you are in the Healthy Michigan Plan, you have dental benefits. Dental services are available for adults 19 - 64 years of age by a participating Molina dental provider. Preventative services are provided at no cost. You can call the Molina Healthcare Molina Dental line for help with finding a dentist at (888) 898-7969. If you are hearing impaired, please call Molina Healthcare by dialing our TTY line at 711.

Other Help to Find a Dentist

Medicaid non-pregnant members can call the Michigan Medicaid Dental line for help with finding a dentist at (800) 642-3195 or visit www.medicaiddentistry.com.

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.**

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How do you 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

Talk to your doctor about how opioid medicines can affect you.

Prevent the Flu

The single best way to prevent seasonal flu is to get a flu shot each year. As a Molina Healthcare Member, you can receive your seasonal flu shot at no cost to you. Many pharmacies offer the flu shot for adult Members. 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 Member Services number on the back of your ID card for an approved Molina Pharmacy near you.
- Visit MolinaHealthcare.com 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, please call our 24-hour Nurse Advice Line toll free at (888) 275-8750 (English) or (866) 648-3537 (Spanish). (TTY: 711).

Attention: Healthy Michigan Plan Enrollees

Did you know you could be eligible for a reduction in your health savings contribution? Visit your primary care provider (PCP) and complete your Health Risk Assessment (HRA). Your PCP must complete the HRA form with you. Return your HRA to Molina Healthcare of Michigan. Once we receive your HRA form, we will determine if you qualify for a reduction in the amounts owed to the MI Health Account. Visit your PCP at least 2 times per year to discuss any current illnesses and chronic conditions. We strongly encourage you to keep your appointments and checkups to help keep you healthy.

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Cost Sharing: Some Members who are on the Healthy Michigan Plan will receive a bill for ‘cost sharing’. Whether or not you pay cost sharing is dependent on your household income and the information you share with your case worker. If you owe any cost sharing, a bill will be sent to you from Michigan Enrolls. Once you receive this notice, you will have to send a monthly payment in the requested amount in order to receive the incentive. Make timely payments to the MI Health account. Even if you have an outstanding amount, you will not lose your healthcare coverage.

Not all Members will receive a bill. If you do, you may contact Michigan Enrolls to answer any questions you may have. Please call our Member Services department at (888) 898-7969, Monday - Friday, 8 a.m. to 5 p.m.

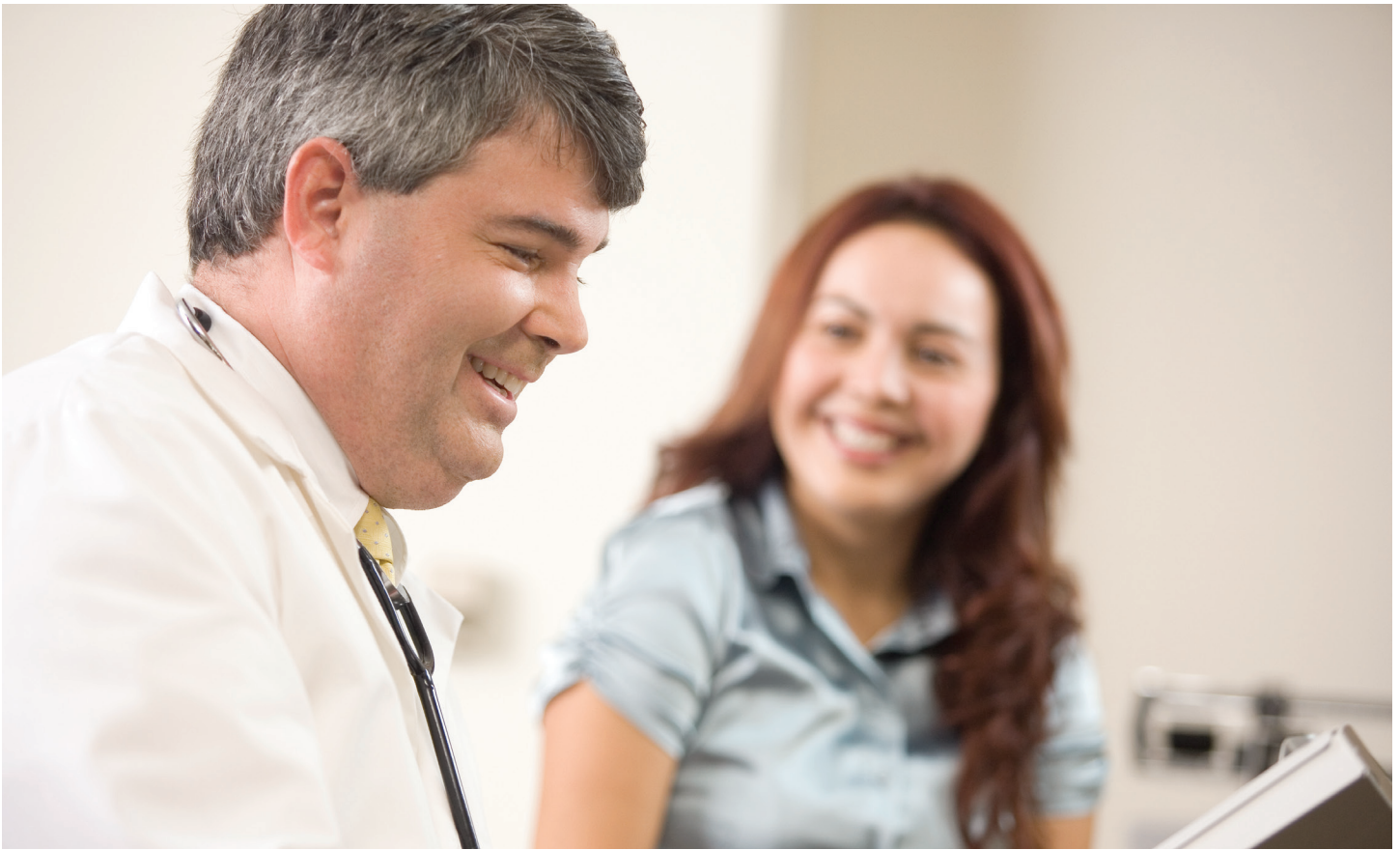
Appointment Guidelines for Medicaid and Healthy Michigan Plan members

Molina Healthcare wants to make sure that you are getting needed care in a reasonable amount of time. If applicable, your doctor’s office should make appointments in this time frame:

Type of Care/Appointment	Length of Time
Emergency Services	Immediately - 24 hours/day, 7 days a week
Urgent Care	Within 48 hours
Routine or Non-Urgent Care	Within 30 days of request
Non-Urgent Symptomatic Care	Within 7 days of request
Well-Child Preventive Care	Initial appointment within 5 weeks
Adult Preventive Care	Initial appointment within 5 weeks
Behavioral Health	<ul style="list-style-type: none"> • Routine care within 10 days of request • Non-life threatening emergency within 6 hours of request • Urgent Care within 48 hours of request
Specialist	Within 6 weeks of request
Acute Specialty Care	Within 5 days of request

Please call Member Services at (888) 898-7969, Monday - Friday, 8 a.m. to 5 p.m. (TTY: 711) if you have trouble scheduling or cannot get an appointment in the respective time frame. If there is an emergency, go to the emergency room.

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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.

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

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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

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

- Poisoning (Poison Control Center) toll free (800) 764-7661, (TTY: 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 the 24-hour Nurse Advice Line at (888) 275-8750, (TTY: 711).

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300 11th Ave E
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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 users should dial **711**.

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Your Extended Family.

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