



Your Guide to Getting Quality Health Care

Learn about the programs and services offered at Molina Healthcare!

The spring 2022 version of Molina’s Guide to **Getting Quality Health Care** (the Guide) is now available. You can find the Guide on our website at MolinaHealthcare.com/MhmMedicaidPublications. You can view or print a copy.

The Guide helps you learn about the programs and services offered to you. You can read about our:

Quality improvement program

- Molina uses surveys and tools to review all of the services and care you receive each year
- We want to hear how we’re doing. We collect information on services such as shots, well-check exams and diabetes care
- We help you take better care of yourself and your family. Some of the ways we do this is by:

(continued on page 2)

In This Issue

Your Guide to Getting Quality Health Care	1-2
COVID-19 Vaccine Myths Busted	3-5
We Treat Hep C	6
Healthy Smile for a Lifetime	7-8
Annual Health Risk Assessment	8
Tobacco and Your Health	9
Download My Molina Moible App	10
Health Care Fraud, Waste and Abuse	10
Update Your Contact Information	11

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.

- Mailing or calling to remind you and your child to get well-check exams and shots
- Telling you about special services
- Helping you learn about any ongoing health problems

Population health management

- Molina has services to keep you healthy and take care of any health condition you may have
- We have programs on care management, transitions of care, pregnancy and more. These programs:
 - Tell you how you can get extra help
 - Give you tips to stay healthy
 - Help you find and get services
 - Help coordinate your move from one setting to another
 - Connect you to community resources if you have an ongoing health condition
 - Tell you how to enroll and opt in or out of these programs

This Guide gives you details about how we:

1. Protect you. We:

- Protect your privacy
- Work with network doctors to make sure you get safe health care
- Review new studies to make sure new services are proven to be safe
- Give you the steps to file a grievance (complaint) if you have problems with your care or our service

2. Make choices about your health care. We:

- Look at new services offered as part of the benefits we cover
- Tell you about your rights and responsibilities as a member

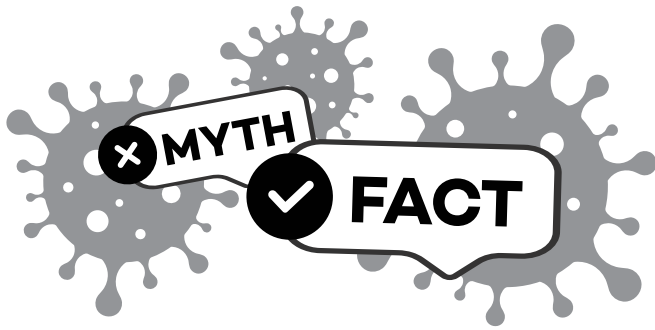
3. Help you with health care actions. We:

- Guide you in how to get health care after hours or during an emergency
- Help you find answers to drug benefit questions
- Give you details about mental health, behavioral health and substance use services
- Give you tips on how to get a second opinion from another doctor
- Show you how to get care outside the Molina network
- Give you the steps to appeal a denied service or a claim when it's not paid
- Tell you how to find information about network doctors in the Provider Online Directory
- Help you learn how to fill out an Advance Directive to make health care decisions if you cannot speak for yourself

4. Meet your communication needs. We:

- Offer you TTY/TDD services if you need help with hearing or speech
- Offer language translation services if you need them
- Tell you how to use online tools such as the member portal

You can print out the Guide and any other information you need from our website. To get the Guide in your preferred language or accessible format, call Member Services at **(888) 898-7969** (TTY/TDD: 711). You can call Monday through Friday, 8 a.m. to 5 p.m. You may also ask us to mail you a copy of the materials.



COVID-19 Vaccine Myths Busted!

✗ MYTH

The ingredients in COVID-19 vaccines are dangerous.

✓ FACT

Nearly all the ingredients in COVID-19 vaccines are also ingredients in many foods – fats, sugars, and salts. COVID-19 vaccines do NOT contain ingredients like preservatives, tissues, antibiotics, food proteins, medicines, latex, or metals.

✗ MYTH

The natural immunity I get from being sick with COVID-19 is better than the immunity I get from COVID-19 vaccination.

✓ FACT

Getting a COVID-19 vaccination is a safer and more dependable way to build immunity to COVID-19 than getting sick with COVID-19. Getting sick with COVID-19 can cause severe illness or death, and we can't predict who will have mild or severe illness. If you get sick, you can spread COVID-19 to others. You can also continue to have long-term health issues after COVID-19 infection.

✗ MYTH

COVID-19 vaccines cause variants.

✓ FACT

COVID-19 vaccines do not create or cause variants of the virus. Instead, COVID-19 vaccines can help prevent new variants from emerging.

New variants of a virus happen because the virus that causes COVID-19 constantly changes through a natural ongoing process of mutation (change). As the virus spreads, it has more opportunities to change. High vaccination coverage in a population reduces the spread of the virus and helps prevent new variants from emerging.

✘ MYTH

The mRNA vaccine is not considered a vaccine.

✔ FACT

mRNA vaccines, such as Pfizer-BioNTech and Moderna, work differently than other types of vaccines, but they still trigger an immune response inside your body. This type of vaccine is new, but research and development on it has been underway for decades.

The mRNA vaccines do not contain any live virus. Instead, they work by teaching our cells to make a harmless piece of a “spike protein,” which is found on the surface of the virus that causes COVID-19.

✘ MYTH

COVID-19 vaccines contain microchips.

✔ FACT

COVID-19 vaccines do not contain microchips. Vaccines are developed to fight against disease and are not administered to track your movement.

Vaccines work by stimulating your immune system to produce antibodies, exactly like it would if you were exposed to the disease. After getting vaccinated, you develop immunity to that disease, without having to get the disease first.

Learn more about the ingredients in the COVID-19 vaccinations authorized for use in the United States.

✘ MYTH

Receiving a COVID-19 vaccine can make you magnetic.

✔ FACT

Receiving a COVID-19 vaccine will not make you magnetic, including at the site of vaccination (usually your arm). COVID-19 vaccines do not contain ingredients that can produce an electromagnetic field at the site of your injection. All COVID-19 vaccines are free from metals.

✘ MYTH

COVID-19 vaccines can change your DNA.

✔ FACT

COVID-19 vaccines do not change or interact with your DNA in any way.

The genetic material delivered by mRNA vaccines (Pfizer & Moderna) never enters the nucleus of your cells, which is where your DNA is kept.

Viral vector COVID-19 vaccines (Johnson & Johnson) deliver genetic material to the cell nucleus to allow our cells to build protection against COVID-19. However, the vaccine does not have the ability to mix its genetic material into our DNA, so it cannot change our DNA.

✘ MYTH

A COVID-19 vaccine can make you sick with COVID-19.

✔ FACT

Because none of the approved COVID-19 vaccines in the United States contain the live virus that causes COVID-19, the vaccine cannot make you sick with COVID-19.

COVID-19 vaccines teach our immune systems how to recognize and fight the virus that causes COVID-19. Sometimes this process can cause symptoms (fever, chills, muscle pain, etc.). These symptoms are normal and are signs that the body is building protection against the virus that causes COVID-19.

✘ MYTH

The COVID-19 vaccine for children is not safe.

✔ FACT

The COVID-19 vaccine for children between the ages of 5 to 11 years has undergone thorough testing by both FDA and CDC. COVID-19 vaccines have and will continue to undergo the most intensive safety monitoring in U.S. history.

✘ MYTH

It is safer for my child to build immunity by getting infected with COVID-19 than to build immunity by getting the vaccine.

✔ FACT

Getting children ages 5 years and older vaccinated against COVID-19 is the best way to protect them from COVID-19. Children's risk of COVID-19 infection is similar to adults. When children get COVID-19, they may be sick for several days and miss school and other opportunities for learning and play with others. Children who are not vaccinated and get COVID-19 may also be at risk for prolonged post-COVID-19 conditions, hospitalization, multisystem inflammatory syndrome (MIS-C), or death.

✘ MYTH

COVID-19 vaccines cause fertility and other reproductive issues.

✔ FACT

There is no evidence that any of the COVID-19 vaccines cause fertility problems in women or men. In fact, COVID-19 vaccination is recommended for people who are pregnant, trying to get pregnant now, or might become pregnant in the future, as well as their partners.

For more COVID-19 Vaccine Facts visit <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/facts.html>

We Treat Hep C

You are Not Alone!

Just a few months ago, the Michigan Department of Health and Human Services (MDHHS) and Molina began our “We treat Hep C” campaign to help Michiganders get tested and treated for Hep C. Hepatitis C is a liver infection that can lead to serious liver damage. It’s caused by the hepatitis C virus. It can cause few symptoms, so most don’t know they are infected. The virus spreads through an infected person’s blood or body fluids.

What happens if you are tested and you are positive? Like many, you may not have known you were sick and now you have a ton of questions. About 2.4 million people in the U.S. have the disease. This is a common and curable disease among people 18-79. People born between 1945 and 1965 or baby boomers, are 5 times more likely to get the Hep C virus and have long term effects if left untreated.

First, Next, and Looking ahead

First you will need to make sure you have a provider. Hep C is curable. It is important to choose a provider who is able to treat your condition. You will want a provider you are comfortable with since you will likely be seeing them regularly through the management of your Hep C disease. Next, your provider will want to know what kind of Hep C virus you have. Your doctor may order a few tests to understand the **genotype**. This test will help you find out which of the six kinds (genotypes) of Hepatitis C you have. You may be ordered to have routine blood work to determine how your liver is working called a **liver function panel**. If a concern is found, you may need to have diagnostic imaging like an **Ultrasound, CT scan, or MRI**. Lastly, some may need a liver biopsy to ensure your liver is working properly. These test results will help the doctor decide which



treatment is right for you. Next, your provider and you will consider your treatment options. Treatment for Hep C is very manageable these days. Today’s treatment using simplified direct-acting antivirals (DAA) is easier for patients to manage at home. Now people can get rid of the virus by simply taking a pill at home, for just a few weeks. Be sure you have the support that you need from friends, family or even a support group. A support group is beneficial to your overall wellbeing.

Get Tested!

You can manage your health. A cure is possible. The road begins with getting tested!

Take a second and talk with your provider about getting a simple blood test to determine if you have Hep C. Do you need help finding a doctor? Just call Member Services at **(888) 898-7969**, TTY:711, Monday- Friday, 8 a.m. to 5 p.m. EST. For more information please contact the AbbVie Nurse Ambassador Program at **1-877-628-9738**.

Healthy Smiles for a Lifetime

Practice good oral health and keep your teeth for a lifetime

Everyone wants to keep their teeth for a lifetime. Proper dental care helps. It's a combination of regular dental check-ups along with good habits like brushing and flossing. Taking care of your teeth starts in early childhood and continues throughout your life. Good dental care helps you maintain healthy teeth and gums, which means you're less likely to have tooth loss, gum disease or tooth decay.

Some people only go to the dentist when they are in pain, but many problems don't cause pain until they are serious. Regular cleanings can help to avoid getting cavities. They can also help avoid major (and sometimes painful) dental issues. Many studies have linked good oral health to good overall health. A healthy mouth and good oral care can help you be healthier overall.

Below are some tips from the Center of Disease Control for good oral care:

- Drink fluoridated water and brush with fluoride toothpaste.
- Brush teeth twice a day and floss daily to remove dental plaque.
- Visit your dentist at least once a year, even if you have no natural teeth or have dentures.
- Do not use any tobacco products. If you smoke, quit.
- Limit alcoholic drinks.
- Eat balanced meals and avoid sugary foods and soft drinks. Avoid snacks like candy, pretzels and chips, which can stay on the tooth surface. If sticky foods are eaten, brush your teeth soon afterwards. Remember to drink plenty of water.
- If you have diabetes, work to maintain control of the disease. This will decrease risk for other complications, including gum disease. Treating gum disease may help lower your blood sugar level.
- If your medication causes dry mouth, ask your doctor for a different medication that may not cause this condition. If dry mouth cannot be avoided, drink plenty of water, chew sugarless gum, and avoid tobacco products and alcohol.
- When acting as a caregiver, help children and older individuals brush and floss their teeth if they are not able to perform these activities independently.

(continued on page 8)



Healthy Smiles for a Lifetime (continued from page 7)

Take care of your teeth by accessing dental services:

Did you know with 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**, Monday – Friday, 8 a.m. to 5 p.m. EST. If you are hearing impaired, please call Molina Healthcare by dialing our TTY line at 711. You may also visit [MolinaHealthcare.com](https://www.molinahealthcare.com).

Annual Health Risk Assessment (HRA)

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) on an annual basis and send it to Molina. 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 which incentive you qualify for. 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.

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 the Michigan Department of Health and Human Services (MDHHS). Once you receive this notice, you will have to send a monthly payment in the requested amount 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**, TTY: 711, Monday - Friday, 8 a.m. to 5 p.m., EST.



Tobacco and your Health - Tips from the American Cancer Society

There is no safe way to use tobacco. All types of tobacco products contain chemicals that can be harmful to your health. Tobacco smoke is made up of thousands of chemicals that are known to cause heart disease, lung disease and cancer. Breathing even a small amount of tobacco smoke can be harmful. The longer someone uses a tobacco product, the more risk they have of being harmed. While E-cigarettes and vapes do not contain tobacco, they contain nicotine and harmful chemicals that should be avoided.

Cancer Risk

People who smoke cigarettes, cigars, and pipes have a higher risk of certain cancers. Using smokeless tobacco, such as chew, spit, or dip, can also cause cancer. Some cancers caused by using tobacco include:

- Lung
- Mouth, Larynx, Throat, and Esophagus
- Cervix
- Kidney, Liver, Bladder, Pancreas, Stomach, Colon, and Rectum
- Leukemia

Even consuming second-hand smoke can increase the risk for lung cancer and lung and heart disease.

Are you ready to quit smoking?

We are ready to help! Molina Healthcare has a Stop Smoking Program. This program is at no cost to members.

The program includes:

- One-on-one counseling
- Health education materials
- Nicotine replacement therapy (NRT), if you are eligible and your provider decides it is right for you
 - NRT works by replacing some of

the nicotine you used to get from cigarettes, so you don't feel as uncomfortable after quitting

- Some medications are available by prescription like inhalers, nasal spray and non-nicotine medicines (Zyban and Chantix)
- Other treatments are available over the counter (OTC) like nicotine replacement patches, chewing gums and lozenges



How can you enroll in our Stop Smoking Program?

Please call the Michigan QuitLine at **800-QUIT-NOW (800) 784-8669** to get more information.

What are other resources to help you quit smoking?

- Smokefree.gov – www.smokefree.gov
- American Cancer Society – www.cancer.org
- National Cancer Institute Quitline – **(877) 448-7848**

When you quit smoking, you greatly reduce your risk of suffering from smoking related diseases. If you are pregnant, smoking can harm you and your baby. Call our Health Education Department today at **(866) 891-2320** (TTY: 711) to learn about our Stop Smoking Program.

Download My Molina Mobile App Today!

Get smart health plan access with your smart phone. With the mobile app, you can easily see your ID card, print it or send it by email to your doctor. Search for new doctors, change your primary care provider (PCP) and much more. Anytime, anywhere.

Download the My Molina mobile app today from the Apple App Store or Google Play Store.

Other Features:

- View benefits at a glance
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care near you
- View medical records
- Call our Member Services team
- Speak to a nurse through our 24-hour Nurse Advice Line
- Receive important notifications



Download My Molina



Health Care Fraud, Waste and Abuse

Molina Healthcare of Michigan is focused on ensuring that fraud, waste and abuse does not occur. If you believe fraud, waste and abuse has taken place, you can report it without giving your name. You can contact Molina anonymously by:

Online:

www.MolinaHealthcare.alertline.com

Email:

MHMCompliance@MolinaHealthCare.com

Phone: (866) 606-3889

Fax: (248) 925-1797

Mail:

Molina Healthcare of Michigan
Attention: Compliance Director
880 West Long Lake Road, Suite 600
Troy, MI 48098-4504

Or you can contact:

Online: www.michigan.gov/fraud

Phone: 1-855-MI-FRAUD

(1-855-643-7283)

Mail:

Michigan Department of Health and
Human Services (MDHHS)
Office of Inspector General
P.O. Box 30062
Lansing, MI 48909

For more information, please visit:

www.molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/fraud.aspx.



Recent Changes to Contact Information?

Any changes in phone number, email, or address should be reported to the Michigan Department of Health and Human Services (MDHHS). You can do this by going to the MI Bridges website at www.michigan.gov/mibridges. If you do not have an account, you will need to create an account by selecting “Register”. Once in your account, when reporting changes, please make sure you do so in both the profile section and the Report Changes area. The Report Changes area is what the local office will use to update the address for your case.

Molina Healthcare of Michigan (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-898-7969 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-898-7969 (TTY: 711).

تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل على الرقم 1-888-898-7969 (للهااتف النصي: 711).



Your Extended Family.

18625 West Creek Drive
Tinley park, IL 60477

Questions About Your Health?

Don't Forget to Get Your Yearly Check-Up!

Call our 24-Hour Nurse Advice Line

English and other languages:

(888) 275-8750, TTY 711.

Spanish: (866) 648-3537

Your health is our priority!



Molina Healthcare of Michigan is on Facebook!

Get social with us and see how Molina Healthcare of Michigan is impacting communities across Michigan– Like us on Facebook at

<https://www.facebook.com/MolinaHealthMI>