

Spring 2020 Health and Wellness Newsletter



Guide to Accessing Quality Health Care

Learn about the programs and services we offer today!

The Spring 2020 Guide to Accessing Quality Health Care is now available. You can find the **Guide** on our website. Go to www.molinahealthcare.com/MHMMedicaidPublications to view or print the **Guide**.

This **Guide** helps you learn about the programs and services we offer to our members. You can read about our:

- **Quality Improvement Program.** We use surveys and tools to review all of the services and care that you receive each year from Molina. We want to hear how we are doing. We collect information on services that include: immunizations, well-check exams, and diabetes care. We also help you take better care of yourself and your family. Some of the ways we do this include: mail or call you to make sure you and your child

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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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get needed well exams and immunizations, tell you about special services, and help you learn about ongoing health problems. You can view our latest survey and tool results on our [MolinaHealthcare.com](https://www.molinahealthcare.com) website.

- **Population Health Management.** We have services to keep you healthy and take care of your health condition. We have programs focused on Case Management, Transitions of Care, care before and after birth, and others. These programs include information on how you can receive extra help, tips to stay healthy, find and access eligible services, coordinate moving from one setting to another, and connect you to community resources if you have an ongoing health condition. You will also find out about how you can enroll and opt out of these programs.

This **Guide** gives you details about how we:

Protect you:

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

Make choices about your health care:

- Look at new services to provide as part of the benefits we cover
- Tell you about your rights and responsibilities when you are enrolled in our health plan



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Assist you:

- 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
- Give you tips on how to get a second opinion about your health care from another doctor
- Show you how to get care out-of-network
- Let you appeal a denied service for a claim when it is not paid
- Tell you how to find information about our doctors on the Provider Online Directory
- Help you learn how to fill out an Advance Directive to help you make health care decisions if you cannot speak for yourself

Meet your communication needs:

- Offer TDD/TTY services if you need help with hearing or speech
- Offer language translation services if you need them
- Tell you how to access online tools, such as: Health Appraisal and Self-Management Tools and Calculators

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, please call Member Services. You may also ask to have a hard copy of materials mailed to you. Call Member Services at (888) 898-7969, 8 a.m. to 5 p.m. local time. (TTY/TDD: 711).

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 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., EST (TTY/TDD: 711).

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Enrollee Board Members

Molina Healthcare would like to thank everyone who volunteered to be on our Board of Directors. Four candidates have been selected:

Marissa Morgan is a current Molina Healthcare Enrollee Board Member. She has been a member of Molina Healthcare since 2004 and lives in Detroit. Marissa is a Veterinary Assistant and works with animals daily. Marissa is active in her community and church. She states her motto is “I live, I learn, and I grow.”

Joanne Smith is a current Molina Healthcare Board Member and has been with Molina since 2014. Joanne resides in Eastpointe. She is self-employed and manages several accounts. Joanne states, “I appreciate being a representative of Molina members and hope Molina enrollees will consider me for this opportunity.”

Cheryl Ann Major is the mother of one and grandmother of two. She resides in Detroit and has been a Molina member for 2 years. Cheryl states, “I look forward to the possibility of working with the Molina Board of Directors to support their mission, to assist in increasing membership, and to work toward enhancing community service.”

Leslie C. Herrick is a Marketing Communications Executive, parent, and elected official for the City of Dearborn. Leslie has dedicated her career to helping others and improving her community; serving on the Boards of several non-profits. Leslie has been with Molina since 2018 and states, “I would be honored to work with the Molina Board of Directors and serve Molina members.”

As a Molina Member, we asked that you pick two new members for our Board of Directors, starting in December 2020. The enrollee board member election ballot has been included with this newsletter. Please vote for only two candidates by June 30, 2020

It's Time for Your Dental Checkup

Even if you don't have any symptoms, dental checkups are important because they can help prevent problems from developing and treat symptoms before they become worse.

Regular dental exams can:

- Find problems with your teeth and gums before they cause you pain or are costly to treat
- Prevent some problems from happening in the first place
- Spot warning signs of other medical conditions in the mouth that are unrelated to your teeth
- Establish a place to go if you have a dental emergency

Dental emergencies

If you have tooth pain, you might think of heading to the Emergency Department, but this may not be the best choice to handle a dental problem. If you have a dental emergency, contact your dentist first. The dentist is the best option to get relief for tooth and mouth issues. Most Emergency Departments do not have the equipment, staff or skill to diagnosis and fix most dental problems.

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When to See a Dentist – Tips from the American Dental Association

You have pain

Contact your dentist if you have pain or swelling in your mouth, face. If your mouth or jaw hurts, it could be from a toothache. Toothaches usually indicate a cavity, but they can also signal gum disease. In some cases, a toothache is a sign of an abscess or impacted tooth. A toothache should be evaluated by a dentist right away to determine the cause of the problem.

Your gums are acting up

If your gums are puffy, they bleed when you brush or floss, or you have a history of gum disease, it's time to make an appointment.

You've had dental work done

If you have fillings, crowns, or dentures, see your dentist regularly to make sure everything is in good shape.

You have ongoing medical issues

Your dentist is part of your health care team. If you have a medical condition such as diabetes or heart disease, or you are undergoing medical treatment such as radiation or chemotherapy it is especially important to check in with your dentist.

You're pregnant

It is safe to go to the dentist if you are pregnant. Pregnancy can make some dental problems worse, so it is important to keep your regular checkup.



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You're having trouble eating or have jaw pain

If you have difficulty chewing or swallowing, or if your jaw pops or is painful when opening or closing, chewing or when you first wake up, see your dentist.

You have dry mouth

Saliva defends against tooth decay and keeps your mouth healthy by washing away food and debris. A dry mouth could be a sign of a medical or medication issue. Certain medicines, such as decongestants, pain killers, diuretics (water pills) and others can cause dry mouth. Your dentist can recommend ways to keep your mouth moist.

You use tobacco

Using any kind of tobacco is harmful to your health, including oral health. Tobacco is harmful in any form including cigarettes and chewing tobacco. Tobacco use can lead to oral cancer. If you need help to quit tobacco, call the Michigan Tobacco Quit Line toll-free (800) 480-7848.

Your mouth has spots or sores

Your dentist should examine any mouth sore that lasts a week or longer. Examples include canker sores, cold sores and white spots. Mouth sores could be the symptom of a disease or infection, or could be caused by braces, dentures or the sharp edge of a broken tooth or filling.

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 out more about Healthy Kids Dental, the dental benefits your child may be eligible to receive and to locate a dentist in your area, please visit www.HealthyKidsDental.org.

Medicaid Dental Benefits for Pregnant Women

Molina Healthcare provides dental services to pregnant women, ages 19 to 64. Pregnant Medicaid members are able to use their Molina Healthcare Medicaid ID card to obtain dental services at no cost. Molina's dental benefit includes cleaning, fillings and other preventive services. Please visit MyMolina.com if you would like to review your healthcare coverage. If you have questions about coverage, please contact our M.O.M.S. Program 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.

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, 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.

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Other Help to Find a Dentist

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

Proper Use of Antibiotics

What do antibiotics treat?

Antibiotics are only needed for treating certain infections caused by bacteria. Antibiotics treat common infections such as pneumonia and conditions like sepsis, the body's extreme response to infection.

What don't antibiotics treat?

If you have an infections caused by a virus, antibiotics won't make you feel better and the side effects could still cause harm.

Antibiotics do not work on infections caused by viruses, like colds, flu, bronchitis, runny noses (even if the mucus is thick, green or yellow) and many sinus infections. Respiratory viruses usually go away in a week or two without treatment. Ask your doctor or pharmacist about ways to feel better while your bodyfights off the virus.

What should I do if I am prescribed antibiotics?

Take the antibiotic exactly as prescribed. Talk with your doctor or pharmacist if you have any questions or if you have any side effects, especially diarrhea, since this may need additional treatment.

How can I stay health and keep others healthy?

- Clean your hands. Using soap and water is best.
- Stay home when you are sick.
- Get recommended vaccines, such as the flu vaccine.

How do I stop the spread of germs?

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Put your used tissue in a waste basket.
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.

To learn more about antibiotic prescribing and use, visit www.cdc.gov/antibiotic-use.



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Reduce Your Risk of Falling

Most falls are caused by a combination of risk factors. The more risk factors you have, the more likely you are to have a fall. These risk factors include lower body weakness, medicines which affect balance, visions problems, and hazards such as throw rugs or clutter that can be tripped over.

Five Things You Can Do to Prevent Falls:

1. Talk to your doctor about fall risks and how to prevent falls.
2. Do exercises to improve your leg strength and balance.
3. Get an annual eye exam and replace eyeglasses as needed.
4. Make your home safer. Get rid of things you could trip over. Add grab bars and railings where needed.
5. Make sure you home has lots of light.

Take the quiz below and bring the results to your next check –up exam. Your doctor will help you plan how to reduce your risk of falling.

<h2 style="color: #00A69F;">Check Your Risk for Falling</h2> <p style="text-align: center;">Circle “Yes” or “No” for each statement below</p>		
Yes (2)	No (0)	I have fallen in the past year.
Yes (2)	No (0)	I use or have been advised to use a cane or walker to get around safely.
Yes (1)	No (0)	Sometimes I feel unsteady when I am walking.
Yes (1)	No (0)	I steady myself by holding onto furniture when walking at home.
Yes (1)	No (0)	I am worried about falling.
Yes (1)	No (0)	I need to push with my hands to stand up from a chair.
Yes (1)	No (0)	I have some trouble stepping up unto a curb.
Yes (1)	No (0)	I often have to rush to the toilet.
Yes (1)	No (0)	I have lost some of the feeling in my feet.
Yes (1)	No (0)	I take medicine that sometimes makes me feel light-headed or more tired than usual.
Yes (1)	No (0)	I take medicine to help me sleep or improve my mood.
Yes (1)	No (0)	I often feel sad or depressed
Total _____		Add up the number of points for each “yes” answer. If you scored 4 points or more, you may be at risk for falling. Discuss your risk of falling with your doctor.

This check list was developed by the Greater Los Angeles VA Geriatric Research Education Clinical Center and affiliates and is a validated fall risk-assessment tool (Rubenstein et al. J Safety Res; 2011: 42(6)493-499). Adapted with permission of the authors. For more information, visit www.cdc.gov/steady

Managing Chronic Conditions

Molina Healthcare wants you to know all you can to help you stay healthy. We have programs that can help you manage chronic conditions such as asthma, diabetes and heart disease. These programs provide you with self-management tools to help you:

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- Feel more in control of your health.
- Manage difficult symptoms (e.g., fatigue, pain, shortness of breath).
- Carry out daily activities (e.g., going to work, spending time with loved ones).
- Reduce stress.
- Improve your mood.
- Communicate better with your health care provider(s) about your care.

For more details about our health management programs, please call 1-866-891-2320, Monday – Friday, from 9:00am to 9:00pm EST.

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

Regular 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)

Regular 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:

<http://www.molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/Pages/fraud.aspx>.



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Stop Smoking

Why should you quit smoking?

- Smoking causes cancer of the lungs, mouth and throat.
- Smoking causes heart disease.
- Smoking causes emphysema or Chronic Obstructive Pulmonary Disease (COPD).
- Smoking causes the risk of stroke.
- Smoking causes poor circulation.
- Smoking causes diabetes complications.

How can you stop smoking?

- Set a date to quit and stick to it.
- Throw away ashtrays, cigarettes and lighters.
- Clean your house and car to remove the smoke smell.
- Stay in non-smoking areas.
- Tell your family and friends so they can support you.
- Find ways to reduce stress.
- Ask your provider about medicine to help you quit smoking.

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, if you are eligible and your provider decides it is right for you.

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 to learn about our Stop Smoking Program.



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Attention! Flint Residents: Join the Flint Registry

The Flint Registry is a project that connects anyone exposed to Flint's water between April 25, 2014 and October 15, 2015 to services and programs to promote health and wellness. The registry also helps to understand how the Flint water crisis has affected the Flint community.

Join the thousands. You may be eligible for the Flint Registry. Get connected. Get Supported. Get Counted. To enroll or for more information, visit flintregistry.org or call 833-GO-FLINT (833-463-5468).



Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Member Services. The number is on the back of your Member ID card. (English)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicios para Miembros. El número de teléfono está al reverso de su tarjeta de identificación del miembro. (Spanish)

ناجملاب كل رفاوتت ةيوغلا ةدعاسملا تامدخ نإف ،ةغلا ركذا ثدحتت تنك اذإ :ةظوحلم . (Arabic) (TTY: 711)
(711 :مكبلاو مصلا فتاه مقر) 3901 - 882 - 855 - 1 مقرب لصتا

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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 (888) 898-7969.

Hearing Impaired: MI Relay (800) 649-3777 or 711.

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 (248) 925-1765.

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.



PO Box 298
Monroe, WI 53566-0298



Questions about Your Health?

**Do Not Forget to Get Your
Yearly Check-Up!**

Call Our 24-Hour Nurse
Advice Line!

English and other languages:
(888) 275-8750
Spanish: (866) 648-3537

Your health is our priority!

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

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