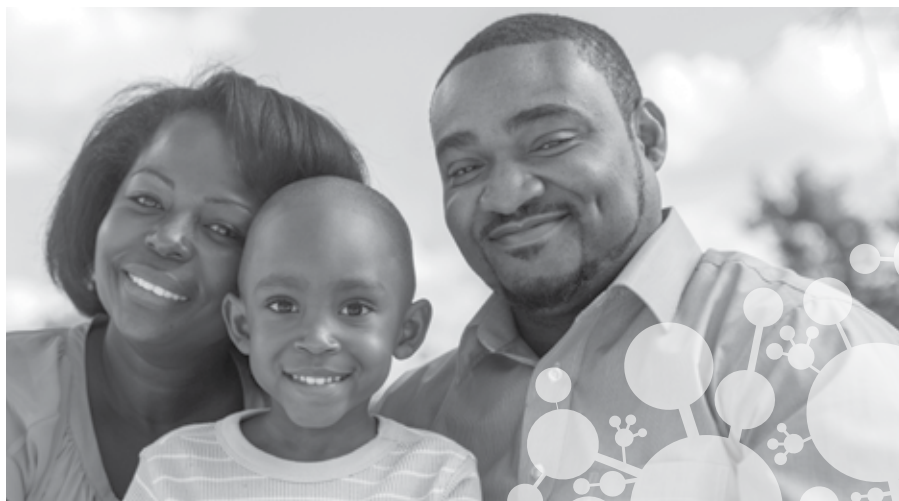


Fall 2014 Health and Family Newsletter



Where to Find Answers to Drug Benefits

Molina wants you to speak to your provider about the drugs you need. If you would like to know more about your drug benefits or our pharmacy process, call Member Services. You can also visit our website at www.MolinaHealthcare.com. On the website, you can find:

- A list of generic and brand name drugs that we cover and do not cover (drug formulary)
- Limits on covered drugs
- Changes and updates to the drug list made during the year
- The process to ask special approval for drugs not on the list
- The process to change a drug to generic
- The process for using different drugs that have the same effects, like a brand name drug or a generic drug
- Rules to try certain drugs first before we cover another drug for the same condition
- How your provider can ask us for approval of certain drugs
- How your provider can ask for the amount of a drug you may need
- Information needed from your provider to get approval for some of your drugs
- Guide to your Pharmacy Benefits

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

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

Molina Healthcare services are funded in part under contract with the State of New Mexico.

Los servicios de Molina Healthcare están financiados en parte bajo contrato con el estado de Nuevo México.

MolinaHealthcare.com

Prevent the Flu: Good Health Habits Can Help Stop Germs

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 for free. Many pharmacies offer the flu shot for adult members. You can also ask your provider.

Flu season usually starts in October. Follow good health habits. Help stop the spread of germs and prevent illnesses like the flu.

1. Avoid close contact with others who are sick.
2. Stay home when you are sick.
3. Cover your mouth and nose when you cough or sneeze.
4. Wash your hands often with soap and water.
5. Avoid touching your eyes, nose or mouth.
6. Practice other good health habits.



Health Care Fraud, Waste and Abuse

Health care costs go up every year. Health care fraud, waste and abuse are to blame for some of these costs. About 3-10% of the nation's health care costs are due to fraud, waste and abuse. This can be from \$81 to \$270 billion. High health care costs make it hard to fund programs, like Medicaid.

Fraud, waste, and abuse can also affect quality of care. Molina Healthcare worries about that. Molina wants to make sure all members get good quality care.

Molina has a Special Investigation Unit. We call this the "SIU." The SIU has four main goals. These goals are to detect, prevent, investigate and report fraud, waste and abuse.

Do you think you did not get services Molina paid for? Do you think you may be a victim of fraud, waste, and abuse? Do you know someone who is causing health care fraud? You can help Molina by telling us about your concerns.

You can report fraud, waste, and abuse to Molina's AlertLine. You may call the AlertLine 24 hours a day, seven days a week. Call the AlertLine toll-free at (866) 606-3889. You may also report your concerns on the AlertLine website. You can find the website at <https://MolinaHealthcare.AlertLine.com>.

With your help, Molina can stop health care fraud, waste and abuse!

MolinaHealthcare.com

Improving Services to Molina Healthcare Members

The Quality of Care You Receive is Important to Us.

Molina wants you and your family to get the care you need. We have a **Quality Improvement (QI) Program** to measure how well we do. Each year, we set goals to improve the care and services our members receive. We look to see if our members are getting the exams and tests they need. We also see if you are happy with your care and provider. We listen to what you say and how we can improve.

You can find information about our **QI Program** goals, progress, and results on the website. Please visit the Molina website at <http://www.molinahealthcare.com>.

What Molina's QI Program Offers You

Molina's **QI Program** offers tips and programs to help you stay healthy. There are many topics that include:

- High blood pressure, asthma, COPD, heart disease, diabetes and weight loss programs
- Healthy choices if you are having a baby
- Help to quit smoking

Molina's **QI Program**:

1. Reaches out to you. We send:
 - Health tips in newsletters
 - Reminders for screenings and tests that you need
2. Works to keep you safe and healthy. We offer:
 - **A Patient Safety Program** - tells you how to stay safe while receiving health care
 - **Preventive Health Guidelines** - tells you how often to see the provider
You will learn what kind of tests, exams, or shots you need. You will also learn when to get them.
3. Makes sure you are safe when you get care. We review:
 - The safety of your provider's office
 - Safety reports of hospitals, skilled nursing and surgery centers

You can compare hospitals and other healthcare centers by going to these websites:

Leapfrog Group (<http://www.leapfroggroup.org/>)

The Joint Commission (<http://www.qualitycheck.org/consumer/searchQCR.aspx>)

To request a printed copy of our quality results or our QI Program, call Molina Healthcare Member Services. The number is on the back of your ID card.

Now Available for Molina Medicaid Members!

Tips to make the most of YOUR provider visit!

A provider visit is a chance for you and your provider to work together for your health!

- Learn about the wait times to schedule appointments.
- Learn tips to prepare for your appointment.

Please visit the Member Portal for more information at www.MyMolina.com!



MolinaHealthcare.com

Take Your Medicine

Your provider may give you one pill, two pills or ten pills to take every day. Do you ever look at your pills and wonder, “why am I taking this?” You are not alone. Many chronic diseases (like high blood sugar or high blood pressure) require you to take pills every day. If you take your pills as your provider orders you to, you will have better health and less illness. Sometimes you may not feel any difference when you take your pills, but they are still working to protect you.

Always take your pills as prescribed by your provider.

It is good to know what your pills are doing for your health. If you know why you are taking a pill, you may be more likely to take it as prescribed. Ask your provider or pharmacist to explain how your pills work to help you stay healthy.



Dental Clinics Open When You Need Them

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) Centennial Care Members have great dental benefits. There are some dental clinics that are open after-hours during the week days. There are also some dental clinics that are open on weekends. Members do not need to go to the emergency room for urgent dental care. We want you to seek dental care through a contracted dental provider first.

For a list of dental clinics available after-hours and on weekends, please go to www.MolinaHealthcare.com. You can also contact Member Services to find a dental clinic near you.

Your Right to Appeal Denials

What is a denial?

A denial means Molina Healthcare tells a provider and you that services or bills will not be paid. If we deny your service or claim, you have the right to request why your services or bills were denied. You have a right to appeal.

If we deny your service or claim, you will get a letter from Molina Healthcare telling you about this decision. This letter will tell you about your right to appeal. You can read about these rights in your Member Handbook. You can learn how to file an appeal on our website, www.MolinaHealthcare.com. Member Services also can help you file an appeal.

If you are not happy with the result of your appeal, you can ask for an independent review. This means providers outside Molina Healthcare review all the facts in your case and make a decision. We will accept that finding.

Would you like to ask for a review of an appeal? Call Member Services and ask them to help set this up for you.

MolinaHealthcare.com

Grievances and Appeals

Are you having problems with your medical care or our services? If so, you have a right to file a grievance (complaint) or appeal.

A grievance can be for things like:

- The care a member gets from his or her provider or hospital
- The time it takes to get an appointment or be seen by a provider
- Provider availability in your area

You may file an appeal when you do not agree with Molina Healthcare's decision to:

- Stop, change, suspend, reduce or deny a service
- Deny payment for services, making you responsible for the bill

You may request an expedited appeal if the decision may risk your life or health. You may also ask for a Fair Hearing through the New Mexico Human Services Department, Hearings Bureau. You can write to request a hearing at: PO Box 2348, Santa Fe, NM 87504-2348. You can also make your request by phone. The local number is (505) 476-6213, option 6, and the toll-free number is: (800) 432-6217, option 6.

Visit our website, www.MolinaHealthcare.com, or your Member Handbook to read about:

- Grievance, appeal and Fair Hearing processes and rights
- Grievance, appeal and Fair Hearing timeframes
- Who can file a grievance/appeal

Do You Need a Doctor?

Do you need to make a doctor's appointment? At Lovelace it is easy. Molina Healthcare Members can make same day and next day doctor's appointments.

Call Lovelace today at (505) 727-2727. A special Lovelace Care Concierge team member will help you make an appointment with a Lovelace doctor. They are available every day from 7:00 a.m. to 5:00 p.m.

You can also make an appointment online. Visit www.lovelace.com/findadoctor. Fill out an online form and a Lovelace Care team member will contact you within 24 hours.

Lovelace has many doctors to meet your health care needs and your family's health care needs. We have many offices in Albuquerque and Roswell.



MolinaHealthcare.com



QI Department
8801 Horizon Blvd NE
Albuquerque, NM 87113



Questions about Your Health?

Call Our Nurse Advice Line!

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

OPEN 24 HOURS!

Your health is our priority!

For the hearing impaired, please call
TTY (English and Spanish): 711

MolinaHealthcare.com



Your Extended Family.