

Spring 2016 Health & 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/MHNMQualityGuide>.

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.
- **Centennial Care Care Coordination.** We are here to give you 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 www.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.

Such services are funded in part with the State of New Mexico.

Los servicios están financiados en parte por el estado de Nuevo México.

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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 one of our health plans
- 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
- Health education classes and/or programs available
- Tell you how to access online tools, such as:
 - Health Appraisal
 - Self-Management



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- Order ID cards
- Contact Member Services and Nurse Advice line by email

This *Guide* gives you a checklist with tools you can find on the website. These tools include:

- 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 and other charges 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 formulary
 - 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
- 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.

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Get Health Care Online, with i-Visit!

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) Centennial Care Members can now get behavioral and urgent care online, with i-Visit!

What are the benefits?

With Telehealth you can:

- Easily find providers
- Learn more about providers before choosing one
- Schedule appointments online
- Meet with your provider, using your PC or smartphone



Is Telehealth hard to use?

You need either a smartphone or PC with broadband Internet access. If you use a PC, a webcam, microphone and speakers are required. Most laptops have these.

How do I get started?

Get started now, in four easy steps!

1. Go to www.mdlive.com/molinahealth
2. Select the “Activate” tab to sign up as a member
3. Sign In
 - a. Click on “Talk to A Doctor” if you need care for any of these:
 - Colds or Flu
 - Cough, fever
 - Earache
 - Sore Throat
 - Bladder Infection
 - Sinus Infection
 - Rash or Ringworm
 - Pink Eye, Eye Redness and Discomfort
 - b. Click on “Talk to a Therapist” if you need help with any emotional or behavioral issue.
4. Schedule an appointment. If your appointment is for a later time or another day, you will get an email confirmation.

Do you have questions?

Please call Molina Healthcare Member Services at (505) 342-4681 or (800) 580-2811.

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Important Reminders

Are you pregnant or thinking about getting pregnant? Molina Healthcare of New Mexico, Inc. (Molina Healthcare) want you and your baby to be healthy. We want you to also enjoy your pregnancy.

- ✓ **See your obstetrician (OB) provider as soon as you think you are pregnant.** The sooner you start your prenatal care, the better.
- ✓ **Go to all of your scheduled prenatal appointments with your provider.** They are important to keep you and your baby healthy.
- ✓ **After your baby is born, schedule your postpartum check-up within three (3) to eight (8) weeks.** This appointment will make sure you are healing well.
- ✓ **Ask your provider questions.** Being pregnant and having a new baby can sometimes be stressful especially if you do not know what to expect. Do not be afraid to ask questions. Your provider is there to help.

Molina Healthcare has programs for all mothers, whether this is your first baby or your third.

- ✓ ***motherhood matters***® provides education on your pregnancy and car seat safety tips. After completing the program, you will get a **FREE** infant car seat*.
- ✓ After your baby is born and you complete the postpartum check-up within three (3) to eight (8) weeks, you can get a **FREE** toddler car seat*.
- ✓ **1-2-3 Parent Magic** parenting program offers parents helpful tips and newsletters.

If you want to join any of these programs or if you have any questions please call your **Health Improvement Hotline** toll free at (800) 377-9594 extension 182618.

*Car Seats are for Molina Healthcare Centennial Care Members only.



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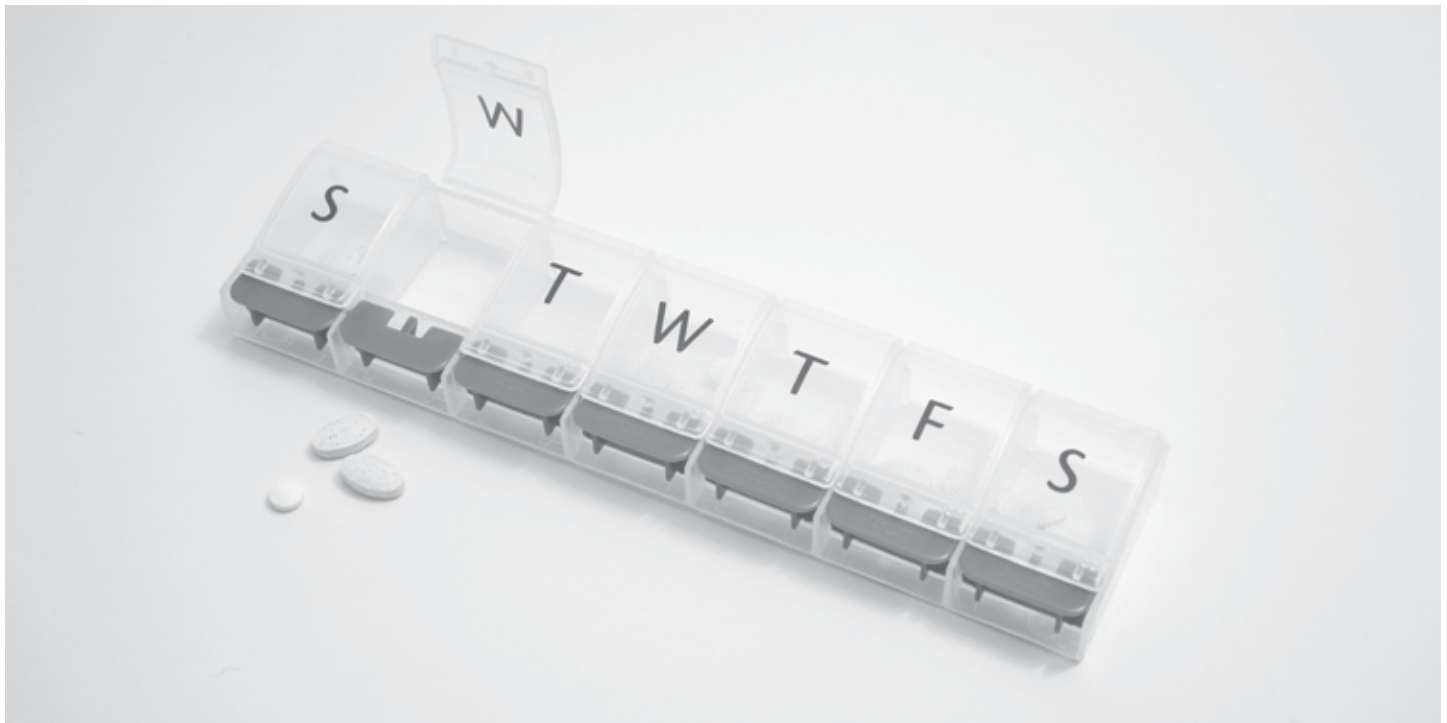
Annual Checkup

See your provider for an annual checkup. It is important to discuss what screenings you need and when you need them. Visit your provider even if you feel healthy.

Why are screenings important?

Screenings can help prevent certain diseases. They also help find health problems early, when they are easier to treat. If you do have a health problem, your provider can help you manage it.

Your age, health, family history, and other factors affect how often you need to visit your provider. Regular preventive visits to your provider can help keep you healthy.



Are You Taking Any Medicine?

Make sure to keep a list of all your prescription and over-the-counter medicines. Review your list with your provider at least once a year. Bring your current medicine with you to all provider appointments. This helps make sure that you:

- Take all the medicines you need.
- Stop taking the ones you no longer need.
- Take medicines that are safe to take together.

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Hepatitis C (HCV)

What is Hepatitis C?

A virus causes a disease called Hepatitis C. It infects your liver. There is no vaccine to prevent Hepatitis C.

How is Hepatitis C spread?

One person infected with Hepatitis C spreads it to another person through blood contact. This occurs by:

- Sharing needles, syringes or other equipment to inject drugs
- Using some unlicensed tattoo parlors or piercing studios
- Needle stick injuries in health care settings
- Being born to a mother who has Hepatitis C

Who is at risk?

- People born between 1945 and 1965
- People who share needles with a person who has Hepatitis C (for injecting drugs)
- People who received a blood transfusion or organ transplant before 1992
- Healthcare workers injured by used needles
- People who get a tattoo or piercing with tools that are not clean
- Children born to a mother who has Hepatitis C
- People infected by HIV

The Hepatitis C virus **is not spread** by sharing eating utensils, breastfeeding, hugging, kissing, holding hands, coughing or sneezing. It is also not spread through food or water.

You can take medicine to help **treat** Hepatitis C. Talk to your provider and see what type of medicine is right for you.

Please talk to your provider about getting tested if you are risk.



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Questions about Your Health?

Call Our 24-Hour Nurse Advice Line!

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

OPEN 24 HOURS!

Your health is our priority!

TTY users should dial 711.

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