



**QI Department**  
P.O. Box 349020  
Columbus, OH 43234-9020

37895DM0114



## 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



June is  
National Safety  
Month!

## Contents

|   |   |
|---|---|
| How Safe is Your Family? .....                                | 1 |
| Check out what Molina offers online.....                      | 2 |
| Smoking Cessation .....                                       | 3 |
| Important Information to Insert in Your Member Handbook ..... | 4 |
| Healthy Eating on a Budget.....                               | 6 |
| Are You Taking Any Medicine? .....                            | 6 |
| Alcohol & Health .....  | 6 |
| Cancer Awareness.....   | 7 |
| Updates to the Molina Healthcare Preferred Drug List.....     | 7 |

## How Safe is Your Family?

**Safety is very important!** People need to be aware of the hazards around them. Stay safe by making small changes in your daily life. You can prevent many common injuries and deaths.

Here are some ways to stay safe:

- Don't use your cell phone while driving. Remind those around you to do the same.
- Check the batteries on your smoke and carbon monoxide detectors. You may need to change them.
- Throw away unused and expired medicine.
- Prepare for natural and man-made disasters.
- Learn about the safety issues in your home and in your community.
- Keep your home clean and well lit. This will help prevent slips, trips and falls. This is key for adults 65 and older.

**Know your risks. Share what you learn with those around you.**

This newsletter and future health education newsletters may be viewed on our website at [www.MolinaHealthcare.com](http://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.

Todos los boletines informativos también están disponibles en [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

## 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 [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). Click on About Medicaid, then Quality Service, then Quality Improvement Program.

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 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.

The *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 service or 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 have hearing or speech problems
- Offer language translation services for our members who need them



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

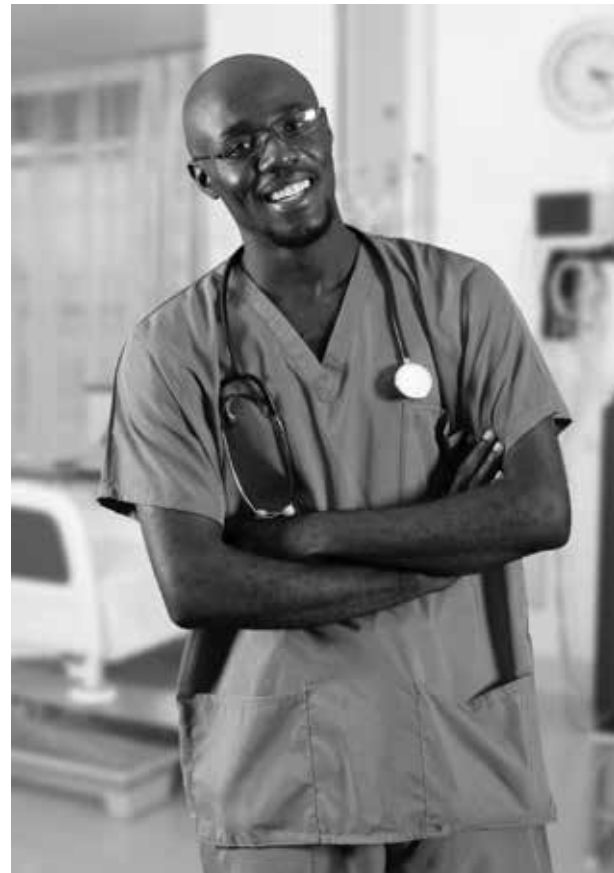
- Lists of our Molina contracted providers and hospitals, that include:
  - Provider names, addresses and phone numbers
  - A provider's board certification status
  - Office hours for all sites
  - Providers accepting new patients
  - Languages spoken by the provider or staff
  - Hospital information 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)

**Continued next page**

### Check out what Molina offers online **Continued**

- What you do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- Other 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
- 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 ID card.



## Smoking Cessation

If you stop smoking, you can prevent some types of illness and early death. Those who quit will have a lower risk of lung cancer, heart disease, stroke and lung diseases. It does not matter how old you are or how long you have smoked. It is best to quit. The health benefits start as soon as you stop smoking!

- **After 20 minutes**, your blood pressure starts to decrease.
- **After 24 hours**, your chance of having a heart attack is less.
- **After 1 year**, your risk of heart disease is decreased.
- **After 5 to 15 years**, your risk of stroke is reduced.

There are many ways to quit smoking. You may have to try different ways before you succeed. Don't give up! Keep in mind that it's never too late – especially if you're living with a chronic disease.

Molina has a program that can help you quit. Call Member Services and ask about the Free and Clear® Smoking Cessation Program. The number is on the back of your ID card.



## Important Information to Insert in Your Member Handbook

Molina Healthcare has made a few changes to the information in your Member Handbook. Please note the following changes and insert this information into your Member Handbook so you can refer to it again in the future.

### Welcome to Molina Healthcare

Molina Healthcare provides health care services to Ohio residents eligible for Aged, Blind, or Disabled, Covered Families and Children (including Healthy Start and Healthy Families), and adult extension Medicaid benefits.

### Covered Services

The following information explains an update to the Covered Services section of your member handbook. The list of medically necessary, Medicaid-covered services you can receive at no cost to you has been updated to include information on:

#### Chiropractic (back) services

Prior Authorization (PA) is now required for all chiropractic services.

#### Developmental therapy services for children aged birth to six years

PA is required for all developmental therapy services after the initial evaluation is completed. 30 dates of service per 12-month period for any combination of services are covered.



#### Free-standing birth center services at a free-standing birth center

Members should call Member Services to see if there are any qualified centers in Ohio. Free-standing birth center services do not require PA.

#### Mental health and substance abuse services

The Ohio Department of Mental Health and the Ohio Department of Alcohol and Drug Addiction Services were combined under one

department. The new department is called the Ohio Department of Mental Health and Addiction Services (MHAS). Members are still allowed to use MHAS-certified community mental health centers and treatment centers that are not on Molina Healthcare's panel for care. PA is not required for services from a community mental health center or MHAS facility, which are Medicaid providers. PA is required from a facility or provider other than a community mental health center or MHA facility.



#### Nursing facility stays

Nursing facility services require PA. Nursing facility stays are covered for members, unless ODM determines that the member will return to fee-for-service. If a member is in need of nursing facility services they should call Member Services for information on available providers.

#### Physical and occupational therapy

PA is required for all occupational and physical therapy services after the initial evaluation is completed. 30 dates of service per 12-month period for any combination of services are covered.

**Continued next page**

Important Information to Insert in Your Member Handbook **Continued****Respite services**

PA is required for respite services which are services that offer short-term, temporary relief to the informal, primary caregiver of Supplemental Security Income (SSI) member under the age of 21 in order to support and preserve the primary care giving relationship. To determine eligibility, please contact your primary care provider and/or Member Services.

**Notice of Privacy Practices**

Effective Sept. 23, 2013, Molina Healthcare has updated our Notice of Privacy Practices. Visit [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) to view the updated Notice of Privacy, which describes how medical information about you may be used and disclosed and how you can get access to this information. You can also call Member Services to request a copy of the Notice of Privacy Practices. Please review this information carefully and insert it into your Member Handbook.

**Transportation**

The following information provides clarification regarding the Transportation section of your member handbook.

- Parents (members and non-members) of children who are members of Molina Healthcare can receive transportation benefits for appointments with the child's provider, even if the child will not be present. Just tell the transportation representative about your situation when you call!
- Molina Healthcare will provide passes for bus transportation if the member lives within 1/2 mile of a bus stop and the appointment is less than 1/2 mile from a bus stop.
- As a Molina Healthcare member, you may be eligible for a gas voucher to pay you back for gas used to drive to a medical appointment. If you, a relative or legal guardian own a working vehicle and you do not have a medical condition that prevents you from driving, ask your transportation representative about this option when you call. Members are eligible for this benefit when it is scheduled in advance of their appointment.



If you have any questions, please call Member Services at **(800) 642-4168** or for hearing impaired TTY/Ohio Relay at (800) 750-0750 or 711. Representatives are committed to treating you with respect and getting you the help you need. A representative will be available to assist you 7 a.m. to 7 p.m. Monday through Friday.

**New Fax Number - Member Grievance/Appeal Request Form**

Molina Healthcare of Ohio has updated the fax number for Member Services, including the fax number listed on the Member Grievance/Appeal Request Form. Members who want to fax information to Molina Healthcare will now use the following number: **(888) 295-4761**.





## Healthy Eating on a Budget

There are many benefits from eating healthy foods. Fruits and vegetables can reduce your risk for cancer and other diseases. They are rich in vitamins, minerals and fiber. They are also low in fat and calories.

You can eat healthy and save money! Use these tips to help stretch your food dollars:

1. Plan your meals for a week. Make a list of what you have and what you need to buy.
2. Check for sales and coupons in your local paper or online.
3. Compare brands. Look at the unit price and size of the same food.
4. Buy in bulk. Packs of chicken and larger bags of frozen veggies will be cheaper. Make sure you have enough freezer space.
5. Try a vegetarian meal one day a week. Beans are a low cost option and high in protein.
6. Drink water when eating out. Other drinks can cost more and be less 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



## Alcohol & Health

For some people, it takes quite a few drinks to feel relaxed. Heavy drinking can harm your brain, heart, liver and pancreas. It can also slow your immune system. This makes it harder to fight infection. Excess drinking can lead to cancers of the mouth, throat or liver.

Do you know what counts as a single drink? The amount of liquid in your drink does not relate to how much alcohol you take in. The National Institute of Health says a single drink has about 14 grams of pure alcohol. This translates to:

- 12 oz. of regular beer
- 8-9 oz. of malt liquor
- 5 oz. of wine
- 1.5 oz. of spirits





**May is Skin  
Cancer Detection  
& Prevention  
Month!**

## Cancer Awareness

**Cervical cancer** is the most common female cancer that you can prevent. It is most often caused by the human papillomavirus (HPV). HPV is a sexually transmitted disease.

Here are some key steps to prevent cervical cancer:

- Talk to your provider about the HPV vaccine.
- Be sure to have regular Pap tests.
- Schedule a well-woman exam and cervical cancer screening.

**Colorectal cancer** is the second most common fatal cancer. It affects all gender, racial and ethnic groups. It is most often found in people 50 years of age or older.

Here are your screening options to detect colorectal cancer early:

- Fecal occult blood test - every year
- Sigmoidoscopy - every 5 years
- Colonoscopy - every 10 years

Talk to your provider and see what option is best for you.

**Skin cancer** is the most common form of cancer. It is caused by damage to the skin from Ultraviolet (UV) rays. Ask your PCP about getting an exam to look for skin cancer. You can prevent skin cancer.

Here are some key steps to protect your skin:

- Wear sunscreen with at least SPF 15. Reapply throughout the day.
- Limit your time in the sun. UV rays are the strongest from 10 a.m. to 4 p.m.
- Wear a hat and sunglasses when in the sun.

## Updates to the Molina Healthcare Preferred Drug List

Molina Healthcare has updated our Preferred Drug List, the list of drugs approved for our members to use. Visit our website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) to view the changes.

Members of Molina Healthcare have no co-pays or out-of-pocket costs for covered prescription medications. If you have any questions, call Member Services at (800) 642-4168 or for hearing impaired TTY/Ohio Relay (800) 750-0750 or 711. Your provider can also answer questions about any drugs you are taking.