

# A Guide To Using Your Health Plan

## Important Molina Healthcare Phone Numbers:

### **Member Services**

Covered Families and Children (CFC): 1-800-642-4168

Aged, Blind or Disabled (ABD): 1-866-408-9501

TTY for the hearing impaired: 1-800-750-0750 or 711

### **24-Hour Nurse Advice Line**

1-888-275-8750

TTY for the hearing impaired: 1-866-735-2929



## About Our Members: Protecting Your Privacy

Your privacy is important to us. We take confidentiality very seriously. Molina Healthcare wants to let you know how your health information is shared or used.

### Your Protected Health Information

PHI stands for protected health information. PHI means health information that includes your name, member number, or other things that can be used to identify you and that is used or shared by Molina Healthcare.

### Why does Molina Healthcare use or share our members' PHI?

- To provide for your treatment
- To pay for your healthcare
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To use or share PHI for other purposes as required or permitted by law

### When does Molina Healthcare need your written authorization (approval) to use or share your PHI?

Molina Healthcare needs your written approval to use or share your PHI for purposes not listed above.



### What are your privacy rights?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI
- To ask us to not use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI



### How does Molina Healthcare protect your PHI?

Molina Healthcare uses a number of ways to protect PHI. This includes PHI that is written, spoken, or in a computer. Below are some ways Molina Healthcare protects PHI:

- Molina Healthcare has policies and rules to protect PHI.
- Only Molina Healthcare staff with a need to know PHI may use PHI.
- Molina Healthcare staff is trained on how to protect and secure PHI.
- Molina Healthcare staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Healthcare secures PHI in our computers. PHI in our computers is kept private by using firewalls and passwords.

### What can you do if you feel your privacy rights have not been protected?

- Call or write Molina Healthcare and file a complaint.
- File a complaint with the U.S. Department of Health and Human Services.

*The above is only a summary. Our Notice of Privacy Practices has more information about how we use and share our members' PHI. Our Notice of Privacy is on our website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). You also may get a copy of our Notice of Privacy Practices by calling our Member Services Department.*



## We Care About Your Health Improving Services to Molina Healthcare Members

Your healthcare is important to us, so we want to hear how we are doing. That's why you may receive a survey about Molina and your healthcare. One of these surveys is called CAHPS.

**CAHPS** stands for the Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about the care you or your child receives from Molina Healthcare. Please take the time to complete the survey if you receive it.

**HEDIS**<sup>®</sup> is another tool we use to improve care. HEDIS stands for Healthcare Effectiveness Data and Information Set. This is a process where we collect information on services that you or your child may have received. These services include shots, well-child exams, Pap and mammogram screenings, diabetes care, and prenatal and after-delivery care. Through this process we can find out how many of our members actually got needed services. This information is made available to you. It can be used to compare one health plan to another plan.

Each year Molina Healthcare strives to improve all services provided. This is done by setting goals. These goals are included

For more information, go to [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)

in a Quality Improvement (QI) plan. Our goal is to help you take better care of yourself and your family. We may send you a few questions about how we are doing and what is important to you. As part of the QI plan, Molina Healthcare helps you take care of your health and get the best service possible.

### Some of the ways we do this include:

- Reminders about getting well-child exams and immunizations
- Asthma and diabetes education
- Education on prenatal care and after-delivery exams
- Reminders about getting Pap and mammogram screenings
- Better processing of member complaints
- Help finding the Molina Healthcare website
- Telling you about special services for members.

To learn more or to request a copy of our QI plan, call your Molina Healthcare Member Services Team.



## Molina Patient Safety Program:

Molina Healthcare wants you and your family to be safe and healthy. We have a Patient Safety Program to help us meet this goal. This program gives you safety facts so you can make better healthcare choices. Here are a few of the things we do to improve your safety:

- Give providers and hospitals information on safety issues and where to get help.
- Investigate and keep track of our members' complaints about safety problems in their provider's office or hospital.
- Look at reports from groups that check hospital safety. Reports tell us about things such as: if there was enough staff in the Intensive Care Unit (ICU), use of computer drug orders, and so forth.

### Groups that check safety:

- Leap Frog Quality Index Ratings ([www.leapfroggroup.org](http://www.leapfroggroup.org))
- The Joint Commission National Patient Safety Goal Ratings ([www.jointcommission.org](http://www.jointcommission.org))

### You can look at these websites too. These are open to the public.

- See what hospitals are doing to be safer.
- Help you know what to look for when you pick a provider or a hospital.
- Get information about programs and services for patients with problems like diabetes and asthma.



### We also let you know:

- How to make your home safer
- How to keep poisons and medicines out of the reach of your children
- About people selling unsafe medicine
- How to have fun and still be safe outdoors
- Why exercise is good for you

Call our Member Services Department to get more information about our Patient Safety Program. You can also visit us online at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com)



## We Want to Give You Good Care!

Molina Healthcare works with your providers and hospitals to give you good healthcare. We make choices about your care based on what you need. We also look at your benefits. We do not reward providers to deny you care. We also do not reward staff or other people to deny you care or give you less care. We do not pay extra money to providers or our staff members to deny tests or treatments that you need to get better or stay healthy.

If you ever have a concern about your healthcare, you can call our Member Services team. You can also talk to our nurses about getting needed care. Our staff is here to take your call Monday through Friday (except holidays) between 7 a.m. and 7 p.m. They

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can answer questions about how we make healthcare choices. Just call the toll-free Member Services number listed on your I.D. card. If you call after business hours or over the weekend, please leave a message and your phone number. The Utilization Management staff will call you back during the next normal business day.

### **After Hours Care**

There may be times when you need care and your Primary Care Provider (PCP) is not available. If it is after hours and your PCP's office is closed you can call Molina Healthcare's Nurse Advice Line. Nurses are available to help you at any time of the day. Call 1-888-275-8750, 24 hours a day, 7 days a week.



Molina Healthcare's Nurse Advice Line has highly trained nurses. They can help you decide if you or your child should see a provider right away. The nurses can also help you make an appointment if you need to see a provider quickly. Sometimes you might have questions but you do not think you need to see your PCP. You can call the Nurse Advice Line and talk to a nurse. They will help you.

### **Emergency Care**

Emergency care is for sudden or severe problems that need care right away. It can also be care that is needed if your life or health

is in danger. Emergency care is covered. If you need emergency care, call 911 or go to the nearest hospital. You do not need prior approval. You can also call Molina Healthcare's Nurse Advice Line. Highly trained nurses are available to help you at any time of the day. Call 1-888-275-8750, 24 hours a day, 7 days a week.

### **Looking at What's New**

We also look at new services. And we look at new uses for benefits you have now. We review new studies to see if new services are proven to be safe and if they should be added to your benefit package. Molina Healthcare reviews the type of services listed below at least once a year:

- Medical services
- Mental health services
- Medicines
- Equipment

### **Complex Case Management**

Living with health problems and trying to manage those health problems can be hard. Molina Healthcare has a program that can help. The Complex Case Management program is for members with difficult health problems who need extra help with their healthcare needs. The program allows you to talk with a nurse about your health problems. The nurse can help you learn about those problems and teach you how to better manage them. The nurse may also work with your family or caregiver and provider to make sure you get the care you need.

There are several ways you can be referred for this program. One way is through medical or pharmacy claims. Another way is through your provider. There are also certain requirements that you must meet. It is your choice to be in these programs. You can choose to be removed from the program at any time.

If you would like more information about the program, please call Member Services. The phone number is listed on your ID card.

## You Have a Right to Appeal a Denial

**What is a denial? A denial means Molina Healthcare has made a decision to:**

- Deny a request to cover a healthcare service for you;
- Reduce, suspend or stop care you are already receiving;
- Deny payment for a service you received that is not covered.

If your service or claim is denied, 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 find out how to file an appeal on our website, [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

Member Services also can help you file an appeal.

You also have the right to ask for a state hearing. We will send a form for a state hearing in the letter notifying you of a denial. Please refer to your Member Handbook for more information about your right to ask for a state hearing. And you can always call Member Services and ask them to help you.



## Your Rights as a Molina Healthcare Member

Did you know that as a member of Molina Healthcare you have certain rights and responsibilities? Knowing your rights and responsibilities will help you, your family, your provider and Molina Healthcare ensure that you get the covered services and care that you need.

**You have the following rights:**

- To receive all services that Molina Healthcare must provide
- To be treated with respect with regard for your dignity and privacy

- To be able to take part in choices about your healthcare
- To be able to file a grievance (complaint) about Molina Healthcare services, the providers or the care you received
- To change your Primary Care Provider (PCP)
- To talk about medically necessary treatment options with your provider

**You also have the following responsibilities:**

- To learn and ask questions about your health benefits
- To give information to your provider or Molina Healthcare that is needed to care for you and your family
- To follow the care plan that you have agreed on with your provider
- To keep appointments and be on time. If you're going to be late or cannot keep an appointment, call your provider
- To report any fraud or wrongdoing to Molina Healthcare or the proper authorities.
- To inform Molina Healthcare of any changes of address, telephone number, or any changes that could affect your eligibility

These are only a few of your rights and responsibilities. For a list of all your rights and responsibilities, look in your Member Handbook, visit the Molina Healthcare website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) or call Member Services.

## Grievances and Appeals

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

**A grievance is a complaint and can be for things like:**

- The care you get from your healthcare provider;
- The time it takes to get an appointment or be seen by a provider or;
- Provider availability in your area.

**An appeal can be filed when you do not agree with Molina Healthcare's decision to:**

- Deny a request to cover a service for you;
- Reduce, suspend or stop care you are already receiving;
- Deny payment for a service you received that is not covered by Molina Healthcare.

You can also request a state hearing if Molina Healthcare denies healthcare services for you. You may expedite your request if a delay in the decision may risk your health

Check our website, [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) or your Member Handbook to read about filing a grievance (complaint) or appeal or requesting a State Hearing.

## Disease Management Programs

Molina Healthcare wants you to know all you can to help you stay healthy. We have programs that can help you manage your condition. There are many ways you can be referred for these programs. One way is through medical or pharmacy claims we receive for you. Other ways you can be referred are through your provider or at your request. It is your choice to be in these programs. You can choose to be removed from the program at any time. For more details about the programs listed, please call Member Services or visit [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

- The **breathe with ease<sup>sm</sup>** asthma program is for children and adults ages 2 years and over with asthma. You and/or your child will learn how to manage your or your child's asthma and work with your provider.
- The **Healthy Living with Diabetes<sup>sm</sup>** program is for adults age 18 years and over with diabetes. You will learn about diabetes self-care (meal planning, exercise tips, diabetes medicines and much more).

- The **Chronic Obstructive Pulmonary Disease (COPD)** program is for members who are 21 years and older who have emphysema and chronic bronchitis. With this program you can learn how to better control your breathing.
- The **Heart Healthy Living Cardiovascular** program is for members 18 years and older who have one or more of these conditions: coronary artery disease, congestive heart failure or high blood pressure.

### **motherhood matters<sup>sm</sup>**

motherhood matters<sup>sm</sup> pregnancy program is a simple program to follow. It can really help you and your baby during and after your pregnancy. Pregnant mothers get support and education as well as follow-up by telephone from nurses or health educators. Special care is given to those who have a high-risk pregnancy. To find out more, just call Molina Healthcare's Member Services Department.



## Getting the Care You Need

Here are some tips to help you get the healthcare you need:

### **See your primary care provider (PCP) for a health checkup.**

Many people wait until they are very sick to see a physician. You do not need to wait. Make sure you schedule a checkup before you get sick. This will help keep you and your children well.

Your PCP can handle most of your healthcare needs. But sometimes you have special problems such as a broken bone or heart disease. You may need to visit a provider who has extra training. This provider is called a specialist. If you need to see a specialist, your PCP will make sure you see the right one and may be able to help you get an appointment faster.

Routine care is not covered outside the Molina service area, unless you are being seen by a Molina participating provider. If you need special care by a provider who is not part of the Molina Healthcare network, your PCP will help you to get the authorization (approval) you need.

**If you travel outside the service area, Molina Healthcare pays for emergency care for you.** You may go to a local emergency room (ER) or an urgent care clinic. Tell them you are a Molina Healthcare member. Show them your Molina Healthcare ID card. Remember that routine care is not covered outside the Molina service area. You can also seek care at a Federally Qualified Health Center (FQHC), Rural Health Center (RHC), Qualified Family Planning Provider (QFPP), Community Mental Health Center or ODADAS facility if you are away from your home town.

### **Are you having trouble speaking to your provider in English?**

You have a right to an interpreter. There is no cost to you. Tell the office staff if you would prefer to talk in your own language.

## Check out the Molina Healthcare Website

Check out our website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). Click on the member button, then choose your state in the drop-down box. You can get information on our website about:

- Molina Healthcare's contracted doctors and hospitals
- Your benefits
- What to do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- How to contact Utilization Management staff about a UM issue or question
- How to get primary care, hospital, specialty, and emergency services
- How to get care after normal office hours
- Preventive health guidelines and immunization schedule
- Your rights and responsibilities and the privacy of your information
- Restrictions on benefits or how to obtain care outside the Molina Healthcare service area
- Quality Improvement, Health Education, and Disease Management programs
- How to voice a complaint or appeal a medical decision
- How we decide about using new technology

You can ask for printed copies of anything posted on the website by calling Member Services. Your Member Handbook is also a good resource. You can find it on our website.



## We Are Here to Help You

It can be hard for members to get the care they need when receiving health services for ongoing health problems. If you are one of these members, Molina Healthcare is here to help. To make sure you receive the proper care, our staff can help you coordinate your care. Molina Healthcare staff can:

- Help you find services that are not benefits, including community and social services
- Help you access services that you are eligible to receive.
- Help coordinate appointments and tests.
- Help coordinate transportation.
- Help access resources to help individuals with special healthcare needs and/or their caregivers deal with day-to-day stress.
- Help you and your family coordinate moving you from one setting to another. This can include being discharged from the hospital.

Please call Member Services to learn more about how we can help you get the care you need.

## Online Provider Directory

Please visit our website at [MolinaHealthcare.com](http://MolinaHealthcare.com) for specific preventive health guidelines.

Molina Healthcare has an online provider directory so that you can find information on our providers. You can even search for one in your area. To access the online provider directory, visit [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). Click on “Find a Provider”. Follow the instructions to search for a provider.

The provider online directory includes information, such as:

- A current list of Molina Healthcare providers
- A provider’s board certification status. You can also visit the American Board of Medical Specialties at [www.abms.org](http://www.abms.org) to check if a provider is board certified.
- Providers accepting new patients
- Languages spoken by the provider or staff
- Hospital information including name, location and accreditation status

If you don’t have access to the internet, Member Services can help. They can send you a printed copy of all information in the provider online directory.



**Your Extended Family.**