

Fall 2016 Health & Wellness Newsletter



In This Issue

Health Care Fraud, Waste and Abuse	1
Protecting Your Privacy.....	2
Prevent the Flu.....	4
Advantages to Adding Medicare Coverage to Your Molina Dual Options MyCare Ohio Plan.....	4
Tips on How to Schedule Transportation	5

Health Care Fraud, Waste and Abuse

Fraud, waste and abuse can increase health care costs and affect your quality of care. You can report fraud, waste, and abuse to Molina Dual Options MyCare Ohio (Medicare-Medicaid Plan)'s AlertLine. You may call 24 hours a day, seven days a week. Call toll-free at (866) 606-3889 TTY/TDD 711. You may also report your concerns on the AlertLine website at <https://MolinaHealthcare.AlertLine.com>.

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

MolinaHealthcare.com/Duals

Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina Dual Options MyCare Ohio uses and shares data to provide you with health benefits.

Protected Health Information (PHI)

PHI stands for “protected health information.” PHI includes your name, member number, race, ethnicity, language needs, or other things that identify you. Molina Dual Options MyCare Ohio wants you to know how we use or share your PHI.

Why does Molina Dual Options MyCare Ohio use or share your PHI?

- To provide for your treatment
- To pay for your health care
- 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 Dual Options MyCare Ohio need your written authorization (approval) to use or share your PHI?

Molina Dual Options MyCare Ohio needs your written approval to use or share your PHI for reasons 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 not to 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 Dual Options MyCare Ohio protect your PHI?

Your PHI can be in written word, spoken word, or on a computer. Molina Dual Options MyCare Ohio uses many ways to protect PHI across our health plan. Below are some ways Molina Dual Options MyCare Ohio protects your PHI:

- Molina Dual Options MyCare Ohio uses policies and rules to protect PHI.
- Only Molina Dual Options MyCare Ohio staff with a need to know PHI may use PHI.
- Molina Dual Options MyCare Ohio trains staff to protect and secure PHI, including written and verbal communications.

[MolinaHealthcare.com/Duals](https://www.molinahealthcare.com/Duals)

- Molina Dual Options MyCare Ohio staff must agree in writing to follow the rules and policies that protect and secure PHI.

Molina Dual Options MyCare Ohio secures PHI on our computers. PHI on our computers is kept private by using firewalls and passwords.

What are the duties of Molina Dual Options MyCare Ohio?

Molina Dual Options MyCare Ohio is required to:

- Keep your PHI private
- Provide you with a notice in the event of any breach of your unsecured PHI
- Not use or disclose your genetic information for underwriting purposes
- Not use your race, ethnicity or language data for underwriting or denial of coverage and benefits
- Follow the terms of this Notice

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

- Call or write Molina Dual Options MyCare Ohio 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 gives more information about how we use and share our members' PHI. You may find our full Notice of Privacy Practices on our website at www.MolinaHealthcare.com/Duals. You also may ask for a copy of our Notice of Privacy Practices by calling our Member Services Department.



MolinaHealthcare.com/Duals



Prevent the Flu

The single best way to prevent seasonal flu is to get a flu shot each year. As a Molina Dual Options MyCare Ohio Member, you can receive your seasonal flu shot at no cost to you. Many pharmacies offer the flu shot for adult Members. You can also ask your provider.

Advantages to Adding Medicare Coverage to Your Molina Dual Options MyCare Ohio Plan

Members who add their Medicare coverage to their Molina Dual Options MyCare Ohio plan get **extra benefits**:

- Rides to your medical appointments at ***no cost to you.***
- ***\$20 a month*** to spend on over-the-counter items you need.
- For members who qualify, ***four weeks of meals*** delivered to you. This benefit is for members who move from a hospital or skilled nursing facility to home. Members with a chronic illness may also qualify. Ask your Care Manager to learn more.

To learn more about adding your Medicare benefits to your Molina Dual Options MyCare Ohio plan, call (866) 856-8295 (TTY/TDD 711) from 8 a.m. to 8 p.m. Monday through Friday.

MolinaHealthcare.com/Duals

Tips on How to Schedule Transportation

When using your transportation benefit, be sure to:

- Call (844) 491-4761 (TTY/TDD 711) to schedule your ride.
- Be sure to call **2 business days** before your appointment to make sure you can get the ride you need.
- If you need to cancel a ride, please call to let us know 24 hours before your appointment.

To learn more about your transportation benefit, visit www.MolinaHealthcare.com/Duals or check your Member Handbook.

Molina Dual Options MyCare Ohio Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

You can get this information for free in other formats, such as large print, braille, or audio. Call (855) 665-4623, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free.

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.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-665-4623 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-665-4623 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-665-4623 (TTY: 711)。

FIIRO GAAR AH: Hadii aad ku hadasho Ingiriisiga, adeega kaalmada luuqada, oo bilaa lacag ah, ayaa kuu diyaar ah. Lahadal 1-855-665-4623 (TTY: 711).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नु न्छ भने तपाईंको नि:शुल्क भाषा सेवाहरू नि:शुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-855-665-4623 (TTY: 711) ।

Limitations and restrictions may apply. For more information, call Molina Dual Options MyCare Ohio Member Services or read the Molina Dual Options MyCare Ohio Member Handbook. Benefits may change on January 1 of each year.

MolinaHealthcare.com/Duals



MHI Medicare Operations
200 Oceangate, Suite 100
Long Beach, CA 90802

Health and wellness or
prevention information



Questions about Your Health?

Call Our 24-Hour Nurse
Advice Line!

English, Spanish and Arabic:
(855) 895-9986

Your health is our priority!

TTY/TDD users should dial 711.

MolinaHealthcare.com/Duals



Your Extended Family.

MyCareOhio
Connecting Medicare + Medicaid