

# Fall 2015 Health & Family Newsletter



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## MinuteClinic

MinuteClinic is now a Molina Dual Options MyCare Ohio (Medicare-Medicaid Plan) provider! MinuteClinic is a walk-in office inside CVS Pharmacies. You can visit MinuteClinic at 60 locations in Akron/Canton, Cincinnati, Cleveland, Columbus, Dayton and Youngstown. You can get these services from MinuteClinic:

- Prescriptions for common illnesses
- Treatment for minor wounds and joint sprains
- Wellness screening\*
- Check for diabetes, high blood pressure and high cholesterol

*\*Does not take the place of your yearly checkup. Remember to see your primary care provider regularly.*

All newsletters are also available at [www.MolinaHealthcare.com/duals](http://www.MolinaHealthcare.com/duals).

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.

[MolinaHealthcare.com/Duals](http://MolinaHealthcare.com/Duals)

# Improving Services to Molina Dual Options MyCare Ohio Members

## The Quality of Care You Receive is Important to Us.

Molina Dual Options MyCare Ohio 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 so we can improve.

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

## What Molina Dual Options MyCare Ohio's QI Program Offers You

Molina Dual Options MyCare Ohio'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 Dual Options MyCare Ohio'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 Dual Options MyCare Ohio Member Services. The number is on the back of your ID card.

[MolinaHealthcare.com/Duals](http://MolinaHealthcare.com/Duals)

# Where to Find Answers to Drug Benefits

Molina Dual Options MyCare Ohio 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/duals](http://www.MolinaHealthcare.com/duals). 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

## 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 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.

- Avoid close contact with others who are sick.
- Stay home when you are sick.
- Cover your mouth and nose when you cough or sneeze.
- Wash your hands often with soap and water.
- Avoid touching your eyes, nose or mouth.
- Practice other good health habits. Get plenty of sleep, eat healthy foods, and manage your stress.

[MolinaHealthcare.com/Duals](http://MolinaHealthcare.com/Duals)

# My-Molina Member Portal



The My-Molina member portal allows members to manage their own health. They can also access pharmacy and claims data. On July 1, 2015, Molina Dual Options MyCare Ohio added new choices to the member portal.

What are the new choices?

- View the annual health review with a custom-made plan.
- Access self-care tools and the medical library.
- Track your claims online.
- Access pharmacy information:
  - Find out who pays for different medicines
  - Search pharmacy data
  - Start the exception process
  - Learn about medicine interactions, side effects, or risks
  - Learn about generic medicine substitutes
  - Get electronic refill reminders and learn about e-prescribing
- Select or change a provider.
- Request an ID card.
- Find out when and how to get referrals and authorizations.
- Use a Procedure Cost Estimator to estimate costs for a service or care.
- Send e-mail questions to Member Services.
- Access online health records.
- Access E-referrals.
- Use secure e-mail to get health advice from the Nurse Advice Line.



[MolinaHealthcare.com/Duals](http://MolinaHealthcare.com/Duals)



## 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 Dual Options MyCare Ohio worries about that. Molina Dual Options MyCare Ohio wants to make sure all members get good quality care.

Do you think you did not get services Molina Dual Options MyCare Ohio 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 Dual Options MyCare Ohio by telling us about your concerns.

You can report fraud, waste, and abuse to Molina Dual Options MyCare Ohio'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 Dual Options MyCare Ohio can stop health care fraud, waste and abuse!

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

# How to Report Fraud

What is fraud? It is lying in order to get a benefit for yourself or someone else. Here are some examples of health care fraud:

<b>Member Fraud</b>	<b>Provider Fraud</b>
Using someone else's ID card	Billing for services that were not received
Lying about insurance information	Providing care that is not medically needed
Selling prescription drugs	Changing medical records

You can help stop fraud. If you think you have seen member or provider fraud, contact the Molina Dual Options MyCare Ohio AlertLine at (866) 606-3889 or [www.MolinaHealthcare.AlertLine.com](http://www.MolinaHealthcare.AlertLine.com). You can tell us about fraud without giving your name.

Here are some ways to help stop fraud:

- Do not give your ID card or ID number to anyone other than a health care provider. Also, only give your ID card or number when getting care.
- Never let anyone borrow your ID card.
- Never sign a blank insurance form or timesheet.
- Be careful about giving out your social security number.



[MolinaHealthcare.com/Duals](http://MolinaHealthcare.com/Duals)

# You're Part of the Molina Dual Options MyCare Ohio Family

Thank you for being a member of Molina Dual Options MyCare Ohio. As one of our valued members, you get many benefits.

- Free rides to your medical appointments
- \$20 a month to spend on over-the-counter items you need
- A health plan you can trust with more than 30 years of experience

We hope you stay with us during this year's open enrollment. If you want to stay a Molina Dual Options MyCare Ohio member, you don't have to do anything.



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.

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Usted puede recibir esta información en otros idiomas gratuitamente. Llame al (855) 665-4623, TTY/TDD al 711, de lunes a viernes de 8 a.m. a 8 p.m. hora local. Esta es una llamada gratuita.

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.

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Approved

10/06/15

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**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: (855) 895-9986

Your health is our priority!

For the deaf and hard of hearing, please  
call TTY (English and Spanish): 711

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

