

Spring 2015 Health and Family Newsletter



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This newsletter and future health education newsletters may be viewed on our website at www.MolinaHealthcare.com/Duals.

To get this information in your preferred language and/or accessible format, please call Member Services (Medicare: (855) 665-4623; Medicaid: (855) 678-7862; TTY: 711).

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.

Skin Cancer Awareness

Skin cancer is the most common form of cancer. Ultraviolet (UV) rays damage your skin. Ask your provider to check your skin for signs of 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.

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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.

Now Available for Molina Members!

Tips to make the most of YOUR provider visit!



A provider visit is a chance for you and your provider to work together for your health!

- Learn tips to prepare for your appointment.
- Discover ideas to help you discuss your healthcare needs with your provider.
- Regular visits can help you maintain and improve your health.

Please visit the Member Portal for more information at www.MyMolina.com!

New Over-the-Counter Drug Benefit for Molina Dual Options MyCare Ohio Medicare-Medicaid Plan Members

As a Molina Dual Options MyCare Ohio member, you have a new over-the-counter (OTC) benefit in 2015! Now, you get \$20 each month to spend on Plan-approved health and wellness products.

We have partnered with CVS Caremark so you can order Plan-approved OTC products:

- Online 24 hours a day, seven days a week by visiting www.cvs.com/otcmolina, or
- By phone – simply call CVS Caremark at (888) 700-7662, TTY (877) 279-0371, to place an order. *The CVS Caremark Customer Service line is open Monday through Friday 8 a.m. to 11 p.m. EST and Saturday through Sunday 8:30 a.m. to 9 p.m. EST. The CVS Customer Service line is closed on New Year's Day, 4th of July, Labor Day, Memorial Day, Thanksgiving, and Christmas.*

To find the list of Plan-approved OTC items:

- Refer to the Molina Dual Options MyCare Ohio OTC Product Catalog. Go to www.MolinaHealthcare.com/Duals. The Catalog is at the bottom of the Provider and Pharmacy Directory page.
- Go to the CVS Caremark website at www.cvs.com/otcmolina. Type Molina into the search box. You will see a list of all Plan-approved OTC items with photos.

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Key things to keep in mind



Benefit Amount

- You have a fixed amount of \$20 to spend each month on Plan-approved OTC products.
- **Make sure to spend your entire benefit allowance each month. What you don't use expires at the end of each month.**
- No prescription is required for OTC Product Catalog items.
- When you spend above your monthly OTC benefit amount, you can choose to pay out-of-pocket to purchase additional OTC items. The items can only be from CVS.com® or a CVS/pharmacy®. Although you will pay upfront out-of-pocket for these items, you will receive a 20% discount on any CVS/pharmacy® brand health-related item. You are also eligible for discounts on other CVS.com® promo items, like toiletries. Don't forget taxes and shipping may apply.

Shipping, Payment, and Reimbursement

- Allow seven to 10 days for shipping. If your order does not arrive by this time, please call CVS Caremark at (888) 700-7662, TTY (877) 279-0371.
Shipping is free when you order once a month. For additional orders, a \$5.49 flat shipping fee applies.

ID Cards and Ordering

- CVS Caremark will mail you a CVS ExtraCare Health Card (EHC).
- Until you receive your EHC number, simply place your order by phone using your member number found on your Molina Dual Options MyCare Ohio ID card.
- Once you receive your EHC number, go back to the website, and create or update your account. You will be ready to place your next order online.

To learn more, visit the OTC Product Catalog or call Molina Healthcare Member Services at (855) 665-4623 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m. local time.

To learn more about how you can combine your Medicare benefits and Medicaid benefits into one Molina MyCare Ohio plan, call our Member Services Department.

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Learn more about your Transportation Benefits

Do you need a ride? Learn more about your 2015 transportation benefits. Molina offers a different benefit option for each MyCare Ohio plan. If you are not sure which plan is yours, check your Molina ID card.

1. Benefits for Molina Dual Options MyCare Ohio (Medicare-Medicaid Plan) members (except emergencies*):

- As a value-added benefit, you get 60 one-way trips each calendar year. The trips must be to Molina-approved locations. This benefit is at no cost to you.
 - This benefit includes trips to the pharmacy right after an appointment. Let your driver know you will need to stop at the pharmacy on your way home.
 - One other person is allowed to go with you if there is space.
 - Please call at least 48 hours before your appointment.
 - To schedule transportation, please call (877) 659-8407 (TTY: 711).
- You get wheelchair transportation (ambulette) without prior authorization (PA).
- Ambulance transportation (non-wheelchair) is covered when medically necessary. You must get PA from Molina.
- You may be eligible for the local County Department of Job and Family Services Non-Emergency Transportation (NET) program.
 - Please call your Care Manager or your local County Department of Jobs and Family Services to see if you are eligible.
- You may be eligible for waiver transportation. If you are, you must get services from a provider certified by the Ohio Department of Aging.
 - Please call your Care Manager if you have questions.
- If you are receiving waiver transportation services, you need to use NET transportation first. Waiver transportation is available for eligible members as a last resort.
 - Please call your Care Manager if you have questions.
- You get transportation at no cost to you if you must travel more than 30 miles. The trips must be to Molina-approved locations.
 - Please call at least **48 hours** before your appointment.
 - To schedule transportation, please call (877) 659-8407 (TTY: 711).

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2. Benefits for Molina MyCare Ohio Medicaid members (except emergencies*):

- You get transportation at no cost to you if you must travel more than 30 miles. The trips must be to Molina-approved locations.
 - Please call at least 48 hours before your appointment.
 - To schedule transportation, please call (877) 659-8407 (TTY: 711).
- You get wheelchair transportation (ambulette) without PA.
- Ambulance transportation (non-wheelchair) is covered when medically necessary. You must get PA from Molina.
- You may be eligible for the local County Department of Job and Family Services Non-Emergency Transportation (NET) program.
 - Please call your Care Manager or your local County Department of Job and Family Services to see if you are eligible.
- You may be eligible for waiver transportation. If you are, you must get services from a provider certified by the Ohio Department of Aging.
 - Please call your Care Manager if you have questions.
- If you are receiving waiver transportation services, you need to use NET transportation first. Waiver transportation is available for eligible members as a last resort.
 - Please call your Care Manager if you have questions.

* If you are having a medical emergency, call 911 or go to the nearest emergency room, hospital, or other appropriate setting.

This information is available in other formats, such as Braille, large print, and audio. You can get this information for free in other languages. Call (855) 665-4623. The call is free. Usted puede recibir esta información en otros idiomas gratuitamente. Llame al (855) 665-4623. Esta es una llamada gratuita. Limitations, copays, and restrictions may apply. For more information, call Molina Dual Options MyCare Ohio Medicare-Medicaid Plan Member Services or read the Molina Dual Options MyCare Ohio Medicare-Medicaid Plan Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks and/or copayments may change from time to time throughout the year and on January 1 of each year.

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Approved

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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 and Behavioral Health
Crisis Line!

English & Spanish: (855) 895-9986

OPEN 24 HOURS!

Your health is our priority!

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

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