

Fall 2016 Health & Wellness Newsletter



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 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>.

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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 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 wants you to know how we use or share your PHI.

Why does Molina Dual Options 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 need your written authorization (approval) to use or share your PHI?

Molina Dual Options 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 protect your PHI?

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

- Molina Dual Options uses policies and rules to protect PHI.
- Only Molina Dual Options staff with a need to know PHI may use PHI.
- Molina Dual Options trains staff to protect and secure PHI, including written and verbal communications.
- Molina Dual Options staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Dual Options secures PHI on our computers. PHI on our computers is kept private by using firewalls and passwords.

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

What are the duties of Molina Dual Options?

Molina Dual Options 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 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.

Prevent the Flu

The single best way to prevent seasonal flu is to get a **flu shot** each year. As a Molina Dual Options 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.



Molina Dual Options Medicare-Medicaid Plan is a health plan that contracts with both Medicare and South Carolina Healthy Connections 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) 735-5831, TTY/TDD: 711, 7 days a week, 8 a.m. to 8 p.m., local time. The call is free.

This information is available for free in other languages. Please call our customer service number at (855) 735-5831, TTY/TDD: 711, 7 days a week, 8 a.m. to 8 p.m., local time. The call is free.

Usted puede obtener esta información gratuitamente en otros idiomas. Comuníquese con servicio al cliente al (855) 735-5831, TTY / TDD al 711, los 7 días de la semana, de 8 a. m. a 8 p. m., hora local. La llamada es gratuita.

Limitations, copays, and restrictions may apply. For more information, call Molina Dual Options Member Services or refer to the Molina Dual Options Member Handbook. Benefits and/or copayments may change on January 1 of each year.

MolinaHealthcare.com/Duals



Healthy Connections
PRIME

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: (888) 275-8750
Spanish: (866) 648-3537

OPEN 24 HOURS!

Your health is our priority!

TTY users should dial 711.

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Your Extended Family.

