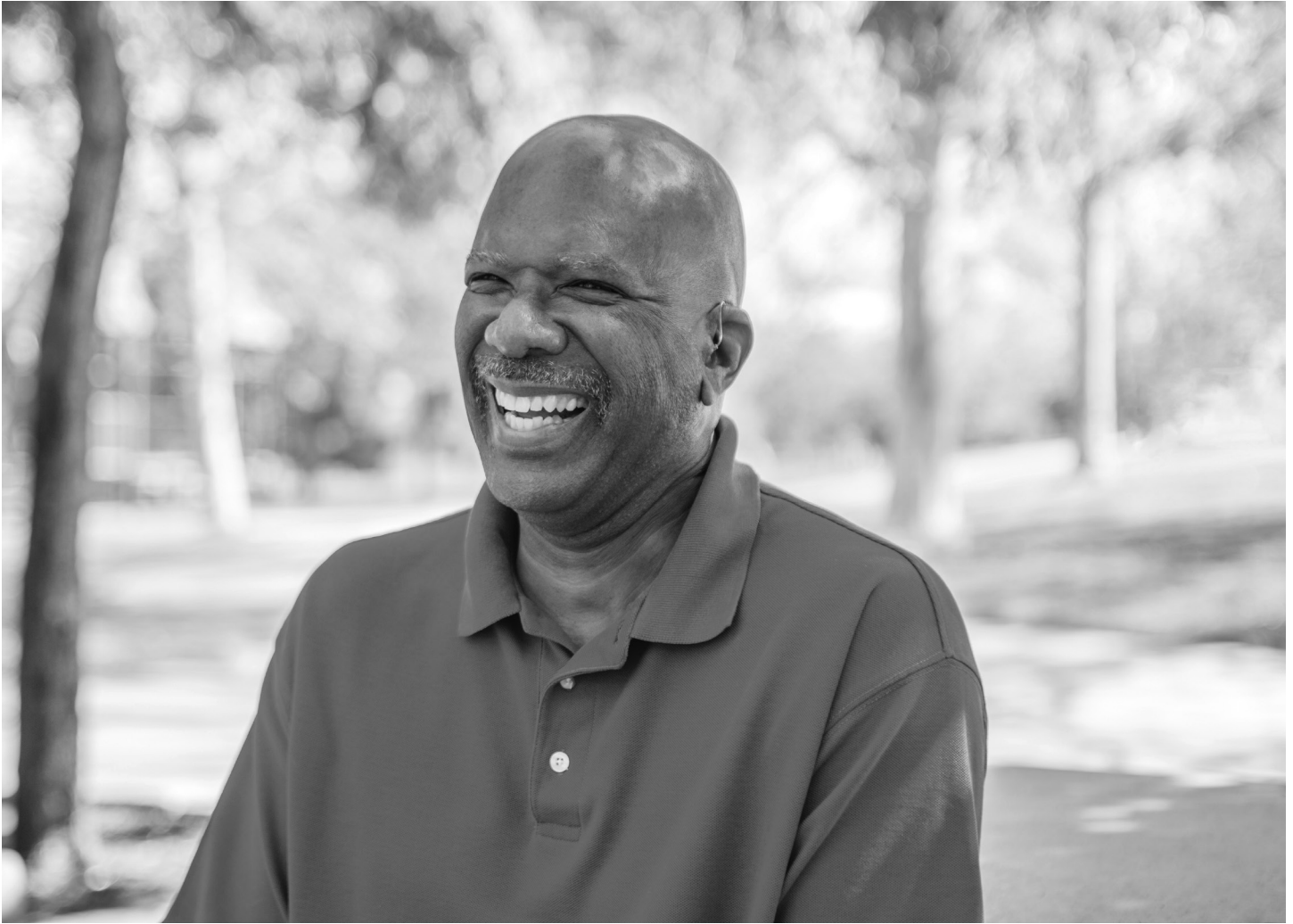


Spring 2018 Health and Wellness Newsletter



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>.

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

MolinaHealthcare.com/Duals

About Our Members: Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina Dual Options wants you to know how we use or share your protected health information (PHI). Please visit the following link for a summary of how Molina Dual Options protects your privacy: <http://www.molinahealthcare.com/members/sc/en-US/mem/duals/quality/Pages/quality-improvement-program.aspx>.

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 MolinaHealthcare.com/Duals. You also may ask for a copy of our Notice of Privacy Practices by calling Member Services. The number is on the back of your Member ID card.

Provider Online Directory

Did you know you can find a provider or pharmacy location online? Visit MolinaHealthcare.com/ProviderSearch.

Health Education

As a Molina Dual Options Member, you have access to health education on our website. Visit <http://tinyurl.com/MolinaHealthEd>. If you have Diabetes, talk to your provider about a dilated eye exam.



MolinaHealthcare.com/Duals



Opioids and the Opioid Epidemic

About Opioids:

Opioids are a type of pain medicine. They can help people manage illness, injury or surgery. Doctors prescribe opioids to reduce pain signals to the brain. All of these are opioids:

- Codeine
- Fentanyl
- Hydrocodone
- Morphine
- Oxycodone
- Oxycontin
- Heroin—an illegal kind of opioid

Opioids are highly addictive. Taking opioids without a medical reason or overusing them can cause addiction. In fact, opioid addiction is an epidemic in the U.S. Every day, about 91 Americans die from opioid overdose, according to the CDC (Centers for Disease Control).

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

Taking too many doses of opioids can have dangerous results. If your doctor prescribes an opioid medication, take it only as directed. Taking more than your doctor has prescribed can result in:

- Weak breathing
- Constipation
- Blocked pain signals
- Mental confusion
- Nausea
- Organ damage
- Death—**Opioids are so strong, even one large dose can kill you**

How do you know if you're depending too much on opioids? Watch for these signs:

- You keep raising the dose to control pain
- When you are using less medicine or quit, you get symptoms of withdrawal like stomach cramps, muscle aches or cold sweats

What are the signs of abuse?

- Using your medicine with other drugs your doctor did not order
- Too many refills
- Injecting the medicine or snorting it

Talk to your doctor about how opioid medicines can affect you.

We're here to help you with your health care needs

We offer a free HealthInHand Molina Dual Options app for your smartphone. Download it today to manage your health care anytime, anywhere. You can log into the app using your MyMolina User ID and password to access our secure features, including viewing your member ID card, finding a doctor or facility near you, and more.

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 document 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. 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. The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.

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MolinaHealthcare.com/Duals

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Molina Healthcare of South Carolina (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (855) 735-5831; TTY/TDD: 711, 7 days a week, 8 a.m. to 8 p.m., local time.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (562) 499-0610.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.

- English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-735-5831 (TTY: 711).
- Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-735-5831 (TTY: 711).
- Arabic ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-735-5831 (رقم هاتف الصم والبكم: 711).
- Portuguese ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-735-5831 (TTY: 711).
- Russian ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-735-5831 (телетайп: 711).
- Vietnamese CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-735-5831 (TTY: 711).
- Brazilian Portuguese ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-735-5831 (TTY: 711).
- Mandarin 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 1-855-735-5831 (TTY: 711)。
- Falam RALRINNAK: Falam (Laizo) `ong na thiam asile, man lo tein `onglettu bawmh le hna`uan seknak nangmah hrangah aum. ah ko aw 1-855-735-5831 (TTY: 711).
- Hindi ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-735-5831 (TTY: 711) पर कॉल करें।
- Korean 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-735-5831 (TTY: 711) 번으로 전화해 주십시오.
- Chin THEIHDING: Lai holh na thiam asi ah cun, holh let tu a lak in kan in hlan piak lai. 1-855-735-5831 (TTY: 711) ah in rak hlat te.
- French ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-735-5831 (TTY : 711).
- Karen ၵးသး-နမ့ၵ်ကတိၵ်ကညိၵ်ၵ်ၵ်,ၵ်ၵ်အတၢ်ဆိၵ်ထွဲၵ်ၵ်ၵ်အတၢ်ဖံးတၢ်မၤတဖၵ်,တၢ်ဒီးန့ၵ်ဟ့ၵ်ကလိၵ်တဖၵ်န့ၵ်ဝဲဒၵ်လၢနီၵ်. ကိးယီၵ် (၁-၈၅၅-၇၃၅-၅၈၃၁) (TTY:၇၁၁).
- Amharic ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-855-735-5831 (መስማት ለተሳናቸው: 711)።
- Burmese သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-855-735-5831 (TTY: 711) သို့ ခေါ်ဆိုပါ။



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

Your health is our priority!

TTY/TDD users should dial 711.

Member Services

(855) 735-5831
TTY/TDD: 711

MolinaHealthcare.com/Duals



Your Extended Family.

