

Fall 2015 Health & Family Newsletter



Improving Services to Molina Dual Options Medicare-Medicaid Plan Members

The Quality of Care You Receive is Important to Us.

Molina Dual Options 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 website at <http://www.molinahealthcare.com/duals>.

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All newsletters are also available at 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

What Molina Dual Options' QI Program Offers You

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

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Where to Find Answers to Drug Benefits

Molina Dual Options 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. On the website, you can find:

- A list of generic and brand name drugs that we cover and do not cover (Preferred Drug List)
- 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 preferred drug 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

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

Molina Dual Options has a Special Investigation Unit. We call this the "SIU." The SIU has four main goals. These goals are to detect, prevent, investigate and report fraud, waste and abuse.

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

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

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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 purposes 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.



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- 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.

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 to 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.



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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 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.



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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 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.

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

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.

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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!

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

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