

Spring 2018 Health and Wellness Newsletter



Check out what Molina offers online

Have you logged into the Molina website lately? You have many resources to help you learn more about how Molina works. One of these great resources is our Guide to Accessing Quality Health Care. Look for the Guide on the Quality Improvement Program section of the website. Go to <http://tinyurl.com/MHSCQualityGuide>.

This *Guide* helps you learn about the programs and services we offer to our members. You can read about our:

- **Quality Improvement Program.** We always look for ways to improve the care you receive. You can read about the progress we make each year.
- **Case Management Program.** We provide information on how you or your caregiver can receive extra help if you have an ongoing, complex health condition.
- **Health Management Program.** We give tips on how to stay healthy if you have a chronic condition.

All newsletters are also available at MolinaHealthcare.com.

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.

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

MolinaHealthcare.com

This *Guide* gives you details about how we:

- Protect your privacy
- Work with our providers to make sure you get safe health care
- Make choices about your health care
- Look at new services to provide as part of the benefits we cover
- Guide you in the process to help you get health care after hours or during an emergency
- Help you find answers to drug benefit questions
- Give you details about the services we offer for behavioral health issues
- Tell you about your rights and responsibilities when you are enrolled in our health plan
- Give you tips on how to get a second opinion about your health care from another provider
- Show you how to get care out-of-network
- Allow you to file a grievance if you have problems with your medical care or Molina's service
- Let you appeal a denied service for a claim when it is not paid
- Tell you how to find information about our providers in the provider directory
- Help you learn how to fill out an Advance Directive to help you make health care decisions
- Review new studies to make sure the new services are proven to be safe
- Offer TDD/TTY services for our members who need help with hearing or speech
- Offer language translation services for our members who need them
- Tell you how to access online tools, such as:
 - Health Appraisal
 - Self-Management Tools and Calculators

This *Guide* gives you a checklist with information you can find on the website. The information includes:

- How to order ID cards
- How to contact Member Services and Nurse Advice Line by email
- Lists of our Molina contracted providers and hospitals, that include:
 - Provider names, addresses and phone numbers
 - A provider's board certification status
 - Office hours for all sites
 - Providers accepting new patients
 - Languages spoken by the provider or staff
 - Hospital information including name, location and accreditation status
- Details about your benefits and services that are included and excluded from coverage
- Co-payments you must pay (if they apply)
- What you do if you get a bill for a claim
- FAQs (frequently asked questions and answers)
- Pharmacy procedures, such as:
 - Drugs we do not cover
 - Drug limits or quotas
 - The process to request an exception for drugs not on the Preferred Drug List
 - The process for generic substitution, therapeutic interchange (using drugs that are different but have the same effects) and step-therapy protocols (certain drugs are tried first before we cover another drug for the same condition)
- How to contact Utilization Management (UM) staff about a UM issue or question
- UM affirmative statement about incentives describing that Molina does not reward providers who make UM decisions
- Preventive health guidelines and shot schedules
- Your rights and responsibilities and the privacy of your information

You can print out the *Guide* and any other information you need from our website. You may also call Member Services and ask to have a hard copy of materials mailed to you. The number is on the back of your Member ID card.

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's AlertLine. You may call 24 hours a day, seven days a week. Call toll-free at (866) 606-3889 TTY 711. You may also report your concerns on the AlertLine website at <https://MolinaHealthcare.AlertLine.com>.

About Our Members: Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina 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 protects your privacy: <http://tinyurl.com/MHSCQualityGuide>.

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. 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.

Health Education

As a Molina 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.

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-fast. 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).

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

If you have questions about your benefits or want to change your Primary Care Provider, call Member Services at (855) 882-3901, TTY/TDD: 711 from 8:00 a.m. to 6:00 p.m. Monday through Friday.

Visit MolinaHealthcare.com to view or print a copy of your Member Handbook or Provider Directory. If you would like a printed copy of the Member Handbook or Provider Directory or if you need a material in a different format such as braille or large print call Member Services.

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

Utilization Management

Our organization also wants you to know that Molina Healthcare of South Carolina adheres to the following:

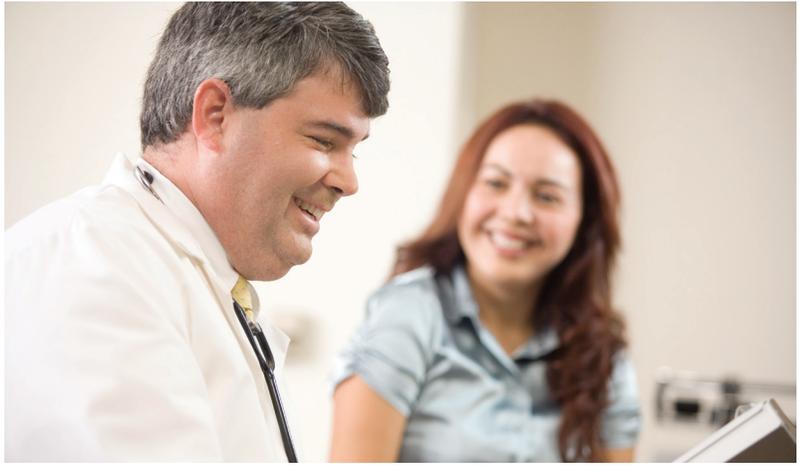
- Utilization management decision making is based only on appropriateness of care and service and existence of coverage.
- The organization does not reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for utilization management decision makers do not encourage decisions that result in underutilization.

Your Membership Rights

Each Medicaid Managed Care Organization (MCO) member is guaranteed the following rights:

1. To receive information about your member rights and responsibilities;
2. To make recommendations to Molina Healthcare of South Carolina about these member rights and responsibilities;
3. To be treated with respect and with due consideration for your dignity and privacy;
4. To participate in decisions regarding your health care, including the right to refuse treatment;
5. To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation, as specified in the federal regulations on the use of restraints and seclusion;
6. To be able to request and receive a copy of your medical records, and request that they be amended or corrected;
7. To receive health care services that are accessible, are comparable in amount, duration, and scope to those provided under Medicaid FFS, and are sufficient in amount, duration, and scope to reasonably be expected to achieve the purpose for which the services are furnished;

8. To have a candid discussion of appropriate or medically necessary treatment options for your condition regardless of cost or benefit coverage;
9. To receive services that are appropriate and are not denied or reduced solely because of diagnosis, type of illness, or medical condition;
10. To receive all information, including but not limited to, enrollment notices, informational materials, instructional materials, available treatment options, and alternatives in a manner and format that may be easily understood;
11. To receive assistance from both SCDHHS and Molina Healthcare of South Carolina in understanding the requirements and benefits of the Molina Healthcare of South Carolina's plan;
12. To receive oral interpretation services free of charge for all non-English languages, not just those identified as prevalent;
13. To be notified that oral interpretation is available and how to access those services;
14. As a potential member, to receive information about the basic features of managed care, which populations may or may not enroll in the program and the MCO's responsibilities for coordination of care in a timely manner in order to make an informed choice;
15. To receive information on Molina Healthcare of South Carolina's services, to include, but not limited to:
 - a. Benefits covered;
 - b. Cost-sharing requirements;
 - c. Procedures for obtaining benefits, including any authorization requirements;
 - d. Service area;
 - e. Names, locations, telephone numbers of non-English language spoken by current contracted providers, including at a minimum, primary care physicians, specialists, and hospitals;
 - f. Any restrictions on member's freedom of choice among network providers;
 - g. Providers not accepting new patients; and
 - h. Benefits not offered by Molina Healthcare of South Carolina but available to members and how to obtain those benefits, including how transportation is provided.
16. To receive a complete description of disenrollment rights at least annually;
17. To receive notice of any significant changes in the Benefits Package at least thirty (30) days before the intended effective date of the change;
18. To receive information on the Appeal, Grievance, and State Fair Hearing procedures including the right to file;
19. To be able to file an appeal, a grievance (complaint) or request a State Fair Hearing;
20. To receive detailed information on emergency and after-hours coverage, to include, but not limited to:
 - a. What constitutes an emergency medical condition, emergency services, and Post Stabilization services;
 - b. Emergency services that do not require Prior Approval;
 - c. The process and procedures for obtaining emergency services;
 - d. The locations of any emergency settings and other locations at which providers and hospitals provide;
 - e. Emergency services and Post Stabilization services covered under the contract. Your right to use any hospital or other setting for emergency care; and
 - f. Post Stabilization care services.
21. To receive Molina Healthcare of South Carolina's policy on referrals for specialty care and other benefits not provided by your primary care provider;
22. To have your privacy protected in accordance with the privacy requirements in the Code of Federal Regulations (45 CFR, 160, 164 (A)(E)), to the extent that they are applicable; and
23. To exercise these rights without adversely affecting the way Molina Healthcare of South Carolina, its providers, or SCDHHS treats the members.





Questions about Your Health?

Call Our 24-Hour
Nurse Advice Line!

English and other languages:
(888) 275-8750
Spanish: (866) 648-3537

Your health is our priority!

TTY users should call 711.

MolinaHealthcare.com



Healthy Connections 

HEALTH AND FAMILY NEWSLETTER

(855) 882-3901, TTY/TDD: 711
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