

Spring 2017 Health and Wellness Newsletter

Get a reward for taking care of your health!

We care about your health. That's why we focus on the Value Added Services, quality care and the support you need to stay healthy. Some Value Added Services may include rewards, like gift cards, for getting certain health screenings and preventive care.

Value Added Services and member handbooks are updated from time to time. To view the most current information, visit MolinaHealthcare.com. You can also request a copy to be mailed to you. Call Member Services at (866) 449-6849. For CHIP RSA, call (877) 319-6826, Monday to Friday, 8:00 a.m. – 5:00 p.m., local time. Restrictions and limitations may apply.

Check out what Molina offers online

Have you logged in to 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/MHTQualityGuide>.

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 are here to give you 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.

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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.

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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 or 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)

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- 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/MHTQualityGuide>

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.

Provider Online Directory

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

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.



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QI Department

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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.

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Your Extended Family.