

# Spring 2015 Health and Family Newsletter



## Skin Cancer Awareness

**Skin cancer** is the most common form of cancer. Ultraviolet (UV) rays damage your skin. Ask your provider to check your skin for signs of skin cancer. You can prevent skin cancer. Here are some key steps to protect your skin:

- Wear sunscreen with at least SPF 15. Reapply throughout the day.
- Limit your time in the sun. UV rays are the strongest from 10 a.m. to 4 p.m.
- Wear a hat and sunglasses when in the sun.

## Are You Taking Any Medicine?

Make sure to keep a list of all your prescription and over the counter medicines. Review your list with your provider at least once a year. Bring your current medicine with you to all provider appointments. This helps make sure that you:

- Take all the medicines you need.
- Stop taking the ones you no longer need.
- Take medicines that are safe to take together.

### In This Issue

Skin Cancer Awareness.....	1
Are You Taking Any Medicine? .....	1
Check out what Molina offers online.....	2-3
Is your child due for shots? .....	3

This newsletter and future health education newsletters may be viewed on our website at [www.MolinaHealthcare.com](http://www.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.

Todos los boletines informativos también están disponibles en [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

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## 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 [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). Click on Medicaid from the Members drop-down menu. Click on About STAR. Select Quality Service. Select Quality Improvement Program.

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.
- [Disease Management Program](#). We give tips on how to stay healthy if you have a chronic condition.

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

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- Tell you about your rights and responsibilities when you are enrolled in one of our health plans
- 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 service or 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 have hearing or speech problems
- Offer language translation services for our members who need them

This *Guide* gives you a checklist with tools you can find on the website. These tools include:

- 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 and other charges you must pay (if they apply)
- What you do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- Other pharmacy procedures, such as:
  - ▶ drugs we do not cover
  - ▶ drug limits or quotas
  - ▶ the process to request an exception for drugs not on the formulary
  - ▶ 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
- 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.

## Is your child due for shots?

**Talk to your child's provider.** Shots protect your child from many illnesses.



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**QI Department**

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## 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!

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

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Your Extended Family.

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