

# Spring 2018 Health and Wellness Newsletter



## Check out what Molina Dual Options STAR+PLUS MMP offers online

Have you logged in to the Molina Dual Options STAR+PLUS MMP website lately? You have many resources to help you learn more about how Molina Dual Options STAR+PLUS MMP 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 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.

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All newsletters are also available at [MolinaHealthcare.com/Duals](http://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](http://MolinaHealthcare.com/Duals)

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 Dual Options STAR+PLUS MMP 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 the Nurse Advice Line by email
- Lists of our Molina Dual Options STAR+PLUS MMP 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

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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 Dual Options STAR+PLUS MMP 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 Dual Options STAR+PLUS MMP AlertLine. You may call 24 hours a day, seven days a week, local time. 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>.

## About Our Members: Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina Dual Options STAR+PLUS MMP 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 STAR+PLUS MMP 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/Duals](http://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.

## Health Education

As a Molina Dual Options STAR+PLUS MMP 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 these are opioids:

- Codeine
- Fentanyl
- Hydrocodone

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

- You keep raising the dose to control pain
- When you use sing 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.

Molina Dual Options STAR+PLUS Medicare-Medicaid Plan is a health plan that contracts with both Medicare and

Texas 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 (866) 856-8699, TTY/TDD: 711, Monday – Friday, 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 STAR+PLUS MMP Member Services or read the Molina Dual Options STAR+PLUS MMP Member Handbook. Benefits, and/or copays 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. Health and wellness or prevention information

**[MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals)**



Molina Healthcare of Texas (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 (866) 856-8699; TTY/TDD: 711, Monday – Friday, 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](mailto: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 1-866-856-8699 (TTY: 711).

### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-856-8699 (TTY: 711).

### Chinese

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 1-866-856-8699 (TTY : 711)。

### Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-856-8699 (TTY: 711).

### French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-856-8699 (ATS : 711).

### Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-856-8699 (TTY: 711).

### German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-856-8699 (TTY: 711).

### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-856-8699 (TTY: 711) 번으로 전화해 주십시오.

### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-856-8699 (телетайп: 711).

### Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-856-8699 (رقم هاتف الصم

والبكم: 711).

## Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-856-8699 (TTY: 711) पर कॉल करें।

## Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-856-8699 (TTY: 711).

## Portugués

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-856-8699 (TTY: 711).

## French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-856-8699 (TTY: 711).

## Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-856-8699 (TTY: 711).

## Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-866-856-8699（TTY: 711）まで、お電話にてご連絡ください。

## Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-866-856-8699 (TTY: 711) تماس بگیرید.

## Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-856-8699 (TTY: 711).

## Laotian

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-856-8699 (TTY: 711).

## Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں (TTY: 711) 8699-856-866-1



**QI Department**

5605 N. MacArthur Blvd - Suite 400  
Irving, TX 75038



## 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/TDD users should call 711.

**MolinaHealthcare.com/Duals**



Your Extended Family.

