

# Spring 2018 Health & Wellness Newsletter



## Find lots of helpful tips in our *Guide to Accessing Quality Health Care*

Molina Healthcare offers a wide range of information about making the most of your health plan—and it's easy to find it online in our *Guide to Accessing Quality Health Care*. Look for it in the Quality Improvement Program section of the website at [tinyurl.com/MHUQualityGuide](http://tinyurl.com/MHUQualityGuide).

You can use it to learn about programs and services we offer to our members, including:

- **Quality Improvement Program.** We're always looking for ways to improve the care you receive. Read about the progress we make each year.
- **Case Management Program.** How can you or your caregiver receive extra help for an ongoing, complex health condition? Find out here.
- **Health Management Program.** Check out our tips on staying healthy if you are living with a chronic condition.

[MolinaHealthcare.com](http://MolinaHealthcare.com)



Your Extended Family.

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

Do you know when to use emergency or urgent care services? Call (888) 275-8750. Find an Urgent Care Center [tinyurl.com/UtahUrgentCare](http://tinyurl.com/UtahUrgentCare)

Are you having problems with your medical care or our services? You can file a grievance or appeal. Please call (888) 483-0760 or follow instructions [tinyurl.com/MHUComplaints](http://tinyurl.com/MHUComplaints)

Do you want a copy of your member handbook? Call (888) 483-0760 or visit our website at [tinyurl.com/MHUHandbook](http://tinyurl.com/MHUHandbook)



In the *Guide* you'll find details about how Molina:

- Protects your privacy
- Chooses care and services for you
- Looks for new services to offer as part of your benefits
- Works with providers to make sure you are treated safely
- Helps you get medical treatment after hours or during an emergency
- Provides drug benefits
- Serves your behavioral health needs
- Honors your rights and responsibilities as a member
- Provides for a second opinion about your health from another provider
- Offers out-of-network care
- Works with a grievance process if you have a problem with care or a service
- Offers an appeal process for a denied service or a claim that's not paid
- Gives you a provider directory with detailed information about our providers
- Helps you fill out an Advance Directive establishing your preferred health care decisions
- Reviews new studies to make sure all provided services are safe
- Offers TDD/TTY services for our members who are hearing or speech impaired
- Provides language translation services for our members who need them
- Tells you how to access online tools, including:
  - Health Appraisal
  - Self-Management Tools and Calculators

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The *Guide* includes a checklist with information you can find on the website, such as:

- How to order ID cards
- How to contact Member Services and the Nurse Advice Line by email
- Lists of our Molina contracted providers and hospitals with:
  - 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 covered benefits and services
- Co-payments you must pay (if they apply)
- What to do if you get a bill for a claim
- FAQs (frequently asked questions and answers)
- Pharmacy procedures, including:
  - Drugs we do not cover
  - Drug limits or quotas
  - How 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
- Official UM statement of Molina's policy for not rewarding 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 at (888) 483-0760 and ask to have a hard copy of materials mailed to you.

## 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. Call toll-free (866) 606-3889 TTY 711, 24 hours a day, seven days a week. 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. If you want to know how Molina uses, shares and protects your protected health information (PHI), please visit [tinyurl.com/UtahPrivacy](https://tinyurl.com/UtahPrivacy)

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 at [MolinaHealthcare.com](https://MolinaHealthcare.com). You also may ask for a copy of our Notice of Privacy Practices by calling Member Services at (888) 483-0760.

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# Health Education

As a Molina Member, you can access health education on our website at [tinyurl.com/MolinaHealthEd](https://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
- Morphine
- Oxycodone
- Oxycontin
- Heroin—an illegal kind of opioid

**Opioids are highly addictive.** Taking them without a medical reason or overusing them can cause addiction—sometimes with the very first dose. Right now, opioid addiction is a deadly epidemic in the U.S.—in fact, over 115 Americans die of opioid overdose every day, according to the National Institute on Drug Abuse (NIDA).

**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 use 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.

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# Access to a doctor anytime, anywhere!

With virtual urgent care, you can get high quality care whenever you need it. Molina has partnered with Teladoc (a network of U.S. board certified/accredited physicians) to provide this convenient option to you at no cost. Skip the trip to the office and talk to a doctor over the phone or video.

Use Teladoc for:

- Cold and flu symptoms
- Sore throat
- Allergies
- Respiratory infection
- Sinus problems
- Skin problems

Go to the emergency room for sudden injury or sickness, such as:

- A lot of bleeding
- Drug overdose
- Chest pain
- Broken bones
- Gunshot wound
- Poisoning: Poison Control Center (800-764-7661, 800-POISON-1)
- A very bad burn
- Very bad shortness of breath (trouble breathing)

To access Teladoc, call **1-800-Teladoc (1-800-835-2362)** or visit [MolinaHealthcare.com/UTvirtualcare](https://MolinaHealthcare.com/UTvirtualcare).

## New Vision Provider for Medicaid Members

We are here to take care of the whole you, including your eyes. Molina covers eye exams. Starting July 15, 2018, Vision Services Plan (VSP) will replace March Vision to provide your routine vision benefits. There will be no changes to your benefits. Please call Member Services at (888) 483-0760, TTY/TDD 711, Monday - Friday, 9 a.m. to 5 p.m. if you have any questions.

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# Connect with us at MyMolina Member Portal

Sign on from any device, like your computer or mobile phone!

Register, log in and click to:

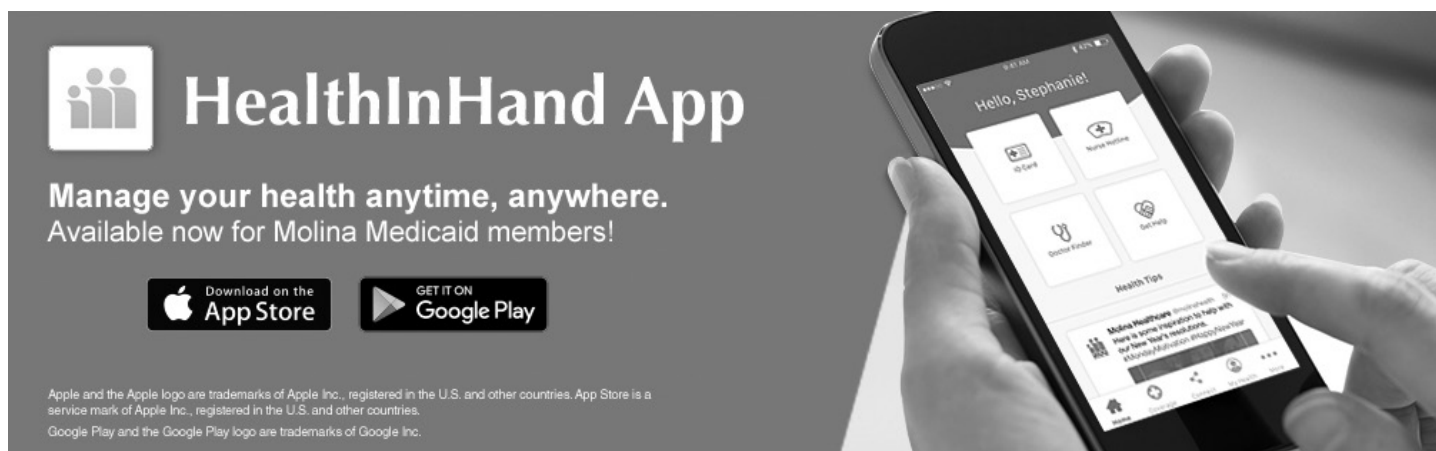
- Request a new ID card
- Change or find your doctor
- Get health reminders for services you need
- Check to see if we cover your prescription drugs
- View your claims history
- View your medical profile
- Share records with your care team

Need to sign up?

1. Visit [MyMolina.com](https://www.molinahealthcare.com)
2. Enter your member ID > date of birth > zip code > email
3. Create a username and password



**[MolinaHealthcare.com](https://www.molinahealthcare.com)**



## Now there's an App for Molina Members: HealthInHand

Manage your health right from your phone—it's easy!

Sign into the app using your MyMolina User ID and Password to access our secure features. Use HealthInHand to:

- View your Member ID Card
- Find a doctor or facility near you with Doctor Finder
- Change your PCP
- Use the Nurse Advice Line to get the care you need
- View your Care Team (doctor and case manager)

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## Questions about Your Health?

Call Our 24-Hour Nurse  
Advice Line!

English: (888) 275-8750

Spanish: (866) 648-3537

Your health is our priority!

TTY users should dial 711.

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