

Spring 2017 Health & Wellness Newsletter



Pregnancy and Postpartum Care

If you are pregnant, see your provider right away. Early prenatal care will keep you and your baby healthy. Molina offers programs to help you make healthy choices during and after your pregnancy. Please call (888) 483-0760 (TTY: 711) to enroll.

Well Child Checkups

A well child checkup is a provider visit for your baby (0-18 months), child (2-6 years) or teen. The provider will make sure your child is growing and developing as he or she should. Your child will receive immunizations (shots) to help prevent many illnesses. Checkups are important, even if your child is healthy. If you need help finding a provider for your child, or need help making an appointment, please call (800) 483-0760 (TTY: 711).

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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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Immunizations for Adolescents (11-13 year olds)

The human papillomavirus (HPV) **vaccine** is vital to protect your teen/preteen from diseases caused by the HPV virus. The vaccine consists of a series of three (3) shots. **All boys and girls 11 or 12 years of age** should get the vaccine. This will protect them before they are in contact with the virus or contract childhood diseases. If your child is between 13 and 26 years of age and has not had any or all of the HPV shots, ask your child's provider about getting them now. Talk to your child's provider about the HPV vaccine and other immunizations your child needs.

Breast Cancer Screening: Mammogram

Breast cancer screening means checking your breasts for cancer before there are signs or symptoms. Mammograms help your provider check your breasts for possible cancer. **Women who are 50 to 74 years of age should get a mammogram every 2 years.** If you have had breast cancer, other breast problems or have a family history of breast cancer, you might need to get mammograms before age 50. You might also need to get them more often. Talk to your provider about when to start and how often you should have a mammogram.

Diabetes Screenings

If you have Diabetes, and between the ages of 18 and 75, please complete the screenings below:

- **Dilated Retinal eye exam (DRE):** An Optometrist or Ophthalmologist can give you this DRE exam annually. This is different than your vision eye exam, and can reduce your risk of diabetic retinopathy, the most common cause of blindness. Early diagnosis and treatment can reduce your risk of total vision loss.
- **A1C Testing:** Your provider can give you this test every 3-6 months. The A1C test tells you what your average blood glucose levels are over time. It can reduce the chance of having complications such as loss of feeling in your feet, leg amputation or more.
- **Nephropathy Screening:** A Nephropathy screening is a urine test to reduce the risk of kidney damage and failure. Get this screening each year.

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/MHUQualityGuide>.

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.

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



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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/MHUQualityGuide>

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.