

# WE'VE GOT GOOD NEWS AND MORE GOOD NEWS.

See inside!



MolinaHealthcare.com

(877) 926-3179

# MOLINA TREATS YOU RIGHT. BECAUSE YOU'RE IMPORTANT TO US!

Molina Healthcare of Utah (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-483-0760 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-483-0760 (TTY: 711). 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 1-888-483-0760 (TTY: 711)。

# You're the most important part of what we do.

## Message from the President



Dear Member,

Thank you for being part of the Molina Healthcare family! For over 22 years, our mission has been to improve the lives of our members and communities here in Utah.

At Molina, our priority is to invest in you, our members, and in our communities. Everything we do is to support your health and well-being. It's a commitment you can trust from me, from our leadership team and from the Molina Healthcare of Utah staff. In this newsletter, you can read about some of our community events and some ways we give back. There are also details about your benefits, Molina incentive programs and details about how to get the information you need to feel your best.

Sincerely,



Brandon Hendrickson  
Plan President  
Molina Healthcare of Utah

## Tips for managing your blood pressure

Start by getting an accurate blood pressure reading at your doctor's office. Here's how:

1. Use the bathroom first
2. Rest a few minutes beforehand
3. Make sure the cuff is the right size
4. Uncross your legs and keep feet flat on the floor
5. Don't talk while it is being taken
6. If the 1st reading is high, ask for a 2nd reading in a few minutes

Follow your doctor's plan to lower your blood pressure. You may need to:

- ▶ Change your diet
- ▶ Eat less salt
- ▶ Lose weight
- ▶ Exercise
- ▶ Stop smoking
- ▶ Drink less alcohol
- ▶ Lower your stress
- ▶ Take blood pressure medicine
- ▶ Check your blood pressure regularly



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 Molina 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)



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# At Molina Healthcare, you're a really big deal.

At Molina, we're committed to putting your needs first. We've been serving the state of Utah since 1997, and we welcome members of Medicaid, Medicare and Children's Health Insurance Programs.

## We're proud to support the communities we serve.

At Molina Healthcare of Utah, we're grateful for every opportunity to give back. In 2018, that added up to more than 1,000 employee volunteer hours. A few highlights: collecting food for the Crossroads Urban Center, and decorating holiday ornaments with children from Magna Elementary. So far, 2019 is shaping up to be another great year for Molina volunteers. For example, in February, our employees donated their time to set up and welcome local families to a fun Harlem Globetrotters basketball event.

**At Molina, we're honored to share what we have with our neighbors and help improve the quality of life for all of us.**



## Earn rewards just for staying healthy! Announcing the Molina Cares Member Incentive Program.

As a Molina Medicaid member, you can get:

- \$40 for having a prenatal exam (within the first trimester or 42 days of enrollment)
- \$40 for a timely postpartum exam (21-56 days after delivery)
- \$40 incentive for completing 6 well-child exams in your newborn's first 15 months

For children 3 and up, the doctor checks all aspects of development. Good topics to discuss with your doctor include:

- ▶ Your child's BMI (Body Mass Index), to see if they're at a healthy weight
- ▶ Nutrition, to find the best food for growing healthy and strong
- ▶ Exercise recommendations for your child's well-being and safety
- ▶ Shots and immunizations, to protect them against disease

**Molina offers incentives for a range of health screenings. For the latest offers, sign up at [MyMolina.com](http://MyMolina.com).**



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## Molina Healthcare is here to make good health easy.

That's why we offer you all these convenient ways to feel your best:



**Virtual Care:** Get instant peace of mind by visiting a board-certified provider from the comfort of home



**24-Hour Nurse Advice line:** For answers to your medical questions, day and night



**MyMolina:** Your online account for finding a provider, changing your doctor, checking your benefits and claims, requesting a new ID card and much more



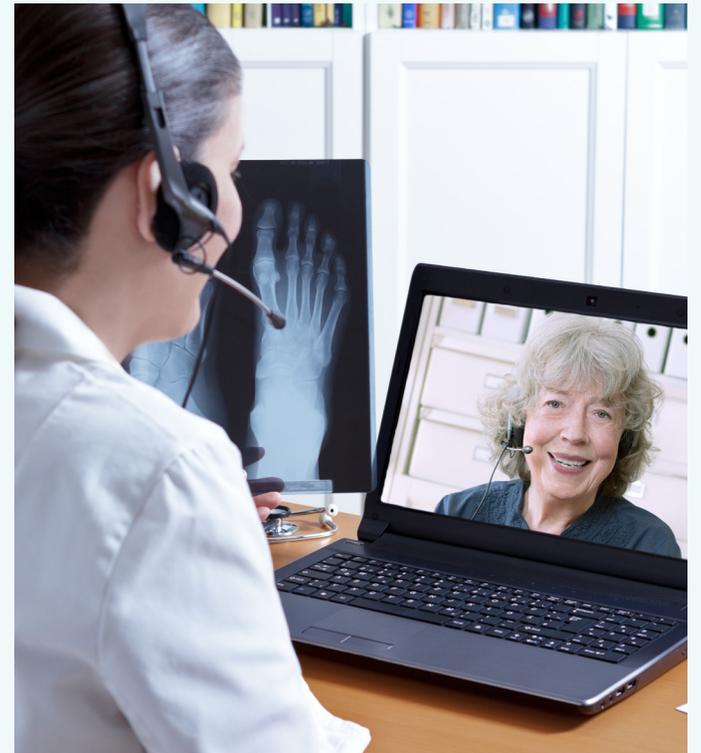
**HealthInHand App:** To manage your health care anytime, anywhere from your phone



**A large provider network:** To serve you close to home, including [37] hospitals, [2,062] Primary Care Physicians and [2,387] Specialists



**Health education tips:** Just go to [tinyurl.com/MolinaHealthEd](https://tinyurl.com/MolinaHealthEd) for tips on maintaining top health



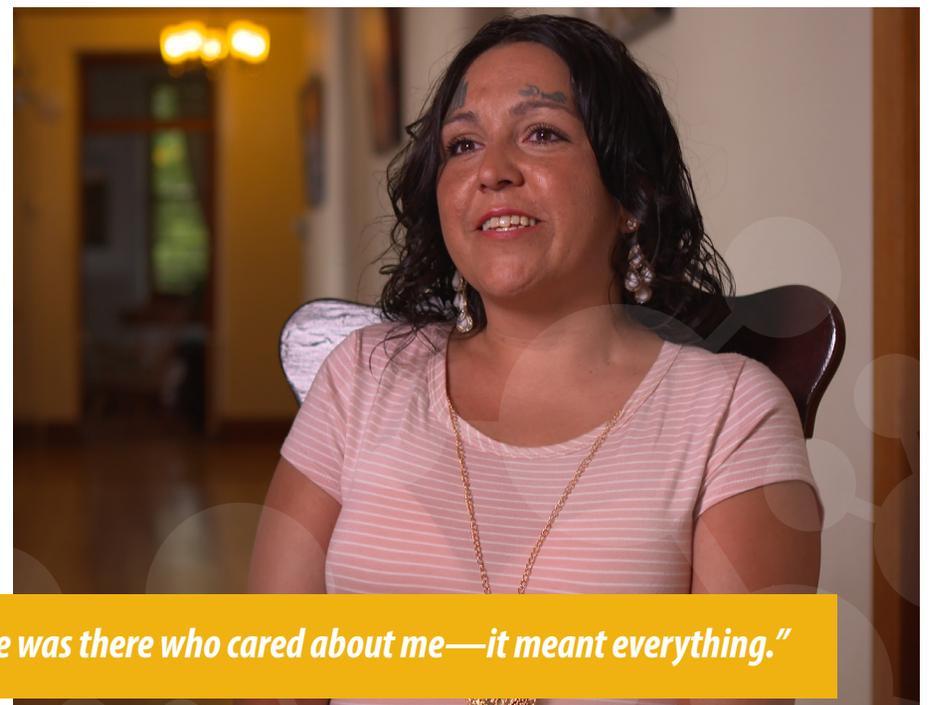
## The way back to hope: A True Molina Story.

In her mid-30s with two children, Michelle found herself in a violent marriage. She got involved in an assault case that kicked off a demoralizing cycle of incarceration, substance abuse, crime and homelessness, and led her to lose custody of her kids. And yet, the worst was yet to come.

Michelle's teenage son died. Completely shattered, she vowed to try heroin "so I could die." Thankfully, before she did, Michelle's Molina Healthcare Case Manager offered her services for medical and behavioral care and recovery. "It never crossed my mind I could go into recovery," says Michelle. Desperate for change, she jumped at the chance.

Motivated by the housing, care, education and more that she's received, Michelle has worked hard on her recovery. Her Molina team feels Michelle has made amazing progress and see a new

light in her eyes as she lives with more accountability, and a future full of possibilities—including restored custody of her daughter.



*"Just to know someone was there who cared about me—it meant everything."*

## Learn about the programs and services we offer today! Guide to Accessing Quality Health Care

The Spring 2019 Guide to Accessing Quality Health Care is now available. You can find the **Guide** on our website. Go to [www.MolinaHealthcare.com/MHUMedicaidPublications](http://www.MolinaHealthcare.com/MHUMedicaidPublications) to view or print the **Guide**.

This **Guide** helps you learn about the programs and services we offer to our members. You can read about our:

- **Quality Improvement Program.** We use surveys and tools to review all of the services and care that you receive each year from Molina. We want to hear how we are doing. We collect information on services that include: shots, well-check exams, and diabetes care. We also help you take better care of yourself and your family. Some of the ways we do this include: mail or call you to make sure you and your child get needed well exams and shots, tell you about special services, and help you learn about ongoing health problems. You can view our latest survey and tool results on our MolinaHealthcare.com website.
- **Population Health Management.** We have services to keep you healthy and take care of your health condition. These services include information on how you can receive extra help, tips to stay healthy, find and access eligible services, coordinate moving from one setting to another, and connect you to community resources if you have an ongoing health condition.

This **Guide** gives you details about how we:

### **Protect you:**

- Protect your privacy
- Work with our doctors to make sure you get safe health care
- Review new studies to make sure the new services are proven to be safe
- Allow you to file a grievance (compliant) if you have problems with your medical care or Molina's service

### **Make choices about your health care:**

- Look at new services to provide as part of the benefits we cover
- Tell you about your rights and responsibilities when you are enrolled in our health plan

### **Assist you:**

- 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
- Give you tips on how to get a second opinion about your health care from another doctor
- Show you how to get care out-of-network
- Let you appeal a denied service for a claim when it is not paid
- Tell you how to find information about our doctors on the Provider Online Directory
- Help you learn how to fill out an Advance Directive to help you make health care decisions if you cannot speak for yourself

### **Meet your communication needs:**

- Offer TDD/TTY services if you need help with hearing or speech
- Offer language translation services if you need them
- Tell you how to access online tools, such as: Health Appraisal and Self-Management Tools and Calculators



This **Guide** gives you 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:
  - o Provider names, addresses and phone numbers
  - o A provider's board certification status
  - o Office hours for all sites
  - o Providers accepting new patients
  - o Languages spoken by the provider or staff
  - o 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:
  - o Drugs we do not cover
  - o Drug limits or quotas
  - o The process to request an exception for drugs not on the Preferred Drug List
  - o 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. To get the Guide in your preferred language or accessible format, please call Member Services. You may also ask to have a hard copy of materials mailed to you. Call Member Services at (888) 483-0760, 9 a.m. to 5 p.m. local time.

### **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.

### **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>.

