

# 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!

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# 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 23 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 ways we give back. There are also details about your benefits, Molina's health incentive programs and how to get the information you need to feel your best.

Sincerely,

*Brandon*

Brandon Hendrickson  
Plan President  
Molina Healthcare of Utah

## Let's talk about the "Big C"

Women over 40 should talk to their doctor about how often to get a mammogram.

Did you know?

- Only 64.5% of Utah women over the age of 40 have had a mammogram in the last 2 years, the national average is 72.3%.
- One out of eight women in the U.S. will receive a breast cancer diagnosis in their lifetime.
- With early detection and treatment (Stage 1 breast cancer), the five-year survival rate is 98-100% compared to detection at Stage 3 with a 66-98% five-year survival rate.

**Colorectal cancer (bowel cancer) is the third leading cause of cancer in U.S. men and women.**

Anyone over the age of 50 will benefit from talking with their doctor about colorectal cancer screening. You have options for early detection:

- Colonoscopy - Once every 10 years or as instructed by your doctor
- Fecal occult blood test (FOBT) - Repeated annually
- Flex Sigmoidoscopy - Once every 5 years or as instructed by your doctor

Be a survivor, not a statistic. If you discover you have cancer, Molina offers Care Management and Community Connector services to help you find the support and resources you need.



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 [MolinaHealthcare.com](http://MolinaHealthcare.com) Find a Provider. 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 [MolinaHealthcare.com](http://MolinaHealthcare.com) Quality Services. Do you want a copy of your member handbook? Call (888) 483-0760 or visit our website at [MolinaHealthcare.com](http://MolinaHealthcare.com) Member Handbook.



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# For a health plan that puts your needs first, lean on Molina.

We've been serving the state of Utah since 1997, and we welcome members of Medicaid, Medicare and the Children's Health Insurance Program (CHIP).

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

At Molina Healthcare of Utah, we're grateful for every opportunity to give back. In 2019, that added up to more than 1,000 employee volunteer hours. We partnered with Operation Warm to give 600 winter coats to children in the Granite and Salt Lake School Districts, the Salvation Army, and the YWCA. We also worked with the Salvation Army and the Health Access Project to provide 400 frozen turkeys to families in need. And partnered with the Utah Navajo Healthcare Systems and a San Juan County food market to give 30 Molina families a holiday meal. So far, 2020 is shaping up to be another great year of community partnership: we worked with Enrich Families Coalition in February and with the Salt Lake School District for their Census 2020 sign-up event in March.



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

## Free infant car seat! Are you a Mother of Molina (MOM) or do you know someone who should be a MOM?

Molina offers a prenatal, postpartum and well-child program called Mothers of Molina that includes the following incentive program for eligible members\*:

- Free infant car seat for completing a free Pregnancy Risk Assessment
- \$40 for having a prenatal exam (within the first trimester or 42 days of enrollment)
- \$40 for a timely postpartum exam (7-84 exam 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 and to find out if you're eligible go to [MyMolina.com](http://MyMolina.com) or call Member Services.**



## Providing the benefits you need is important to us.

As a reminder, here are a few of the many benefits Molina offers to keep you healthy



**Virtual Care**, so you can see 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, anytime



**Molina Mobile App** to manage your health care anytime, anywhere from your phone



**A large provider network** to serve you close to home, including 81 hospitals, 1,552 Primary Care Physicians and 12,756 Specialists



**Health education materials** on our website at [MolinaHealthcare.com](http://MolinaHealthcare.com)



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

Rachel, a Community Connector at Molina, called a member named Connie to find out why she'd canceled preventive well-child appointments. Connie explained that she had no baby car seat. Her husband had been laid off, and the family, evicted. Effectively homeless, they'd lived in motels for months. Thankfully, Connie's husband got a new job, and they moved into a two-bedroom apartment.

When Rachel visited the place, she found it nice and clean—and without furniture, except for a couch and small bed. This was where Connie and two of the children slept while the other two kids shared the couch with their father. Connie admitted the kids had virtually no shoes or clothing except what they had on. Soon, Rachel presented Connie with a car seat as well as a Molina Baby Bag filled with bottles, bibs and other baby supplies. Rachel also secured donations from churches and Molina employees to bring Connie's family a crib, mattress, bassinet, baby blankets,

toys and clothing for all the kids, and an air mattress to use until they can afford a bed. The relief Rachel provided was just the beginning of the family getting back on their feet.



# Learn about the programs and services we offer today!

## Guide to Accessing Quality Health Care

The Spring 2020 **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 Molina programs and services. Read about our:

- **Quality Improvement Program.** We use surveys and tools to review all the services and care you receive from us each year. We want to hear how we are doing. We collect information about shots, well-check exams, and diabetes care and more. We also help you take better care of yourself and your family. Some ways we do this include checking in via mail or phone about well exams and shots, telling you about special services, and helping you learn about ongoing health problems. You can view our latest survey and tool results on [MolinaHealthcare.com](http://MolinaHealthcare.com).
- **Population Health Management.** We have services to keep you healthy and take care of your health conditions. These include programs focused on Case Management, Transitions of Care, and care before and after birth. We provide tips for a healthier life, and information on how to receive extra help, access eligible services, move from one setting to another, and connect to community resources. These programs are optional and we can tell you how to opt out or enroll.

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 (complaint) if you have problems with your medical care or Molina's service

### Make choices about your health care:

- Look at new services to offer 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 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 you TTY/TDD 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

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, Monday – Friday 9:00 a.m. to 5:00 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 [MolinaHealthcare.com](https://MolinaHealthcare.com).

**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>.