

# Molina Healthcare of Virginia Quality Improvement Plan and Program



The Molina Healthcare Quality Improvement Program promotes quality care and service. It is organized to ensure our members get the care they deserve. The primary goal is to improve patient health outcomes by focusing on communication, engagement, and participation.

## Our commitment

Each year Molina Healthcare sets goals to continue to improve:

- Our services.
- The quality of the care you receive.
- The way we communicate with you.

## Our quality ratings\*

Molina is a three-star NCQA accredited health plan, delivering high quality in the following key areas:

Service	Rating
Getting care quickly	★★★★
Healthy plan ratings	★★★★
Childhood immunizations	★★★★
Asthma controls	★★★★
Behavioral health	★★★★

\*Additional information regarding the 2022 NCQA health plan ratings is available on the NCQA Health Plans webpage located [here](#).

## Our goals

To improve quality and service, we will:

- Give you services that benefit your health.
- Work with providers to get you the care you need.
- Address your language and cultural needs.
- Reduce any barriers to getting care, like issues with transportation and/or language.



## Wellness initiatives

The following initiatives will help to ensure you get the care you need, when needed:

- **Keeping kids healthy**

Children get regular preventative checkups and important shots that help protect them against serious illness.

- **Living with Illness**

Members with asthma, behavioral health concerns, diabetes, high blood pressure, and depression get the care they need by getting tests, checkups, and the right medicine.

## Extra benefits and rewards

To help meet our goals, the following extra benefits are available to eligible members at no cost:

- Wellness programs with healthy reward incentives
- Transportation services
- Pregnancy supplies and mobile information tools
- **Baby showers.** Pregnant members are invited to baby showers hosted quarterly per region.
- **Sports physicals.** Annual sports physicals for children
- Bicycle helmets for children
- **Cell Phones.** Free smartphone with 350 minutes, unlimited texts, plus 4.5 GB of data monthly
- One eye exam every other year and up to \$100 for glasses (frames and lenses) or contacts every year
- **Home delivered meals.** 3 meals/day up to 5 days for member and one family member after hospital stay.
- SaveAround retail coupon book

