

## Improving Services to Molina Healthcare Members

### The Quality of Care You Receive is Important to Us.

Molina wants you and your family to get the care you need. We have a **Quality Improvement (QI) Program** to measure how well we do. Each year, we set goals to improve the care and services our members receive. We look to see if our members are getting the exams and tests they need. We also see if you are happy with your care and provider. We listen to what you say and how we can improve.

You can find information about our **QI Program** goals, progress, and results on the website. Please visit the Molina website at <http://www.molinahealthcare.com>.

### What Molina's QI Program Offers You

Molina's **QI Program** offers tips and programs to help you stay healthy. These include:

- High blood pressure, asthma, heart disease, diabetes and weight loss programs
- Healthy choices if you are having a baby
- Help to quit smoking

### Molina's QI Program:

1. Reaches out to you. We send:
  - Health tips in newsletters
  - Reminders for screenings and tests that you need
2. Works to keep you safe and healthy. We offer:
  - **A Patient Safety Program** - tells you how to stay safe while receiving health care
  - **Preventive Health Guidelines** - tells you how often to see the provider

You will learn what kind of tests, exams, or shots you need. You will also learn when to get them.

3. Makes sure you are safe when you get care. We review:
  - The safety of your provider's office
  - Safety reports of hospitals, skilled nursing and surgery centers

You can compare hospitals and other healthcare centers by going to these websites:

Leapfrog Group (<http://www.leapfroggroup.org/>)

The Joint Commission (<http://www.qualitycheck.org/consumer/searchQCR.aspx>)

To request a printed copy of our quality results or our QI Program, call Molina Healthcare Member Services.

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## Where to Find Answers to Drug Benefits

Molina wants you to speak to your provider about the drugs you need. If you would like to know more about your drug benefits or our pharmacy process, call Member Services. You can also visit our website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). On the website, you can find:

- A list of generic and brand name drugs that we cover and do not cover (drug formulary)
- Limits on covered drugs
- Changes and updates to the drug list made during the year
- The process to ask special approval for drugs not on the list
- The process to change a drug to generic
- The process for using different drugs that have the same effects, like a brand name drug or a generic drug
- Rules to try certain drugs first before we cover another drug for the same condition
- How your provider can ask us for approval of certain drugs
- How your provider can ask for the amount of a drug you may need
- Information needed from your provider to get approval for some of your drugs
- Guide to your Pharmacy Benefits



Please note: This information does not apply to the Texas Medicaid/CHIP Formulary or PDL.

You may access the Texas Medicaid Formulary and the PDL at:

<http://txvendordrug.com/formulary/formulary-information.shtml> and <http://txvendordrug.com/pdl/>

You may access drug information at:

<http://txvendordrug.com/formulary/epocrates.shtml> or <http://www.epocrates.com/>

You may find the Texas Medicaid/CHIP VDP at: <http://txvendordrug.com/formulary/formularyinformation.shtml>

## Prevent the Flu: Good Health Habits Can Help Stop Germs

The **single best way to prevent seasonal flu is to get a flu shot** each year. Flu season usually starts in October. Follow good health habits. Cover your cough and wash your hands often. This can help stop the spread of germs and prevent illnesses like the flu.

### 1. Avoid close contact.

Avoid close contact with people who are sick. This will help protect you from getting sick too.

### 2. Stay home when you are sick.

If possible, stay home from work and school. Try not to run errands when you are sick. You will help stop others from catching your illness.

### 3. Cover your mouth and nose.

Cover your mouth and nose with a tissue when you cough or sneeze. It may prevent those around you from getting sick.

### 4. Clean your hands.

Wash your hands often with soap and water. This will help to protect you from germs. If soap and water are not available, use an alcohol-based hand rub (like hand sanitizer).

### 5. Avoid touching your eyes, nose or mouth.

Germs often spread when a person touches something that has germs and then touches his or her eyes, nose or mouth.

### 6. Practice other good health habits.

Clean and disinfect frequently touched surfaces at home, work or school, especially when someone is ill. Get plenty of sleep and be physically active. Manage your stress, drink plenty of fluids and eat healthy food.



## Breast Cancer Screening and Prevention

You can help prevent breast cancer and detect it early.

### Get Yearly Exams

Your provider will examine your breasts during your yearly checkup. Your provider may also suggest that you get a mammogram.

### Do Monthly Self-Exams

Talk to your provider to learn how to perform a self-exam. Doing monthly self-exams will help you get to know your body. That makes it easier to notice any changes in your breasts. Try to do your self-exam on the same day every month. This may help remind you to do your self-exam.

### Exercise

Heavy women are more likely to develop breast cancer. Staying fit will help you keep a healthy weight.

### Eat a Healthy Diet

Eating a healthy diet will help you to keep a healthy weight. Eat a diet low in fat and salt. Make sure to eat fruits, vegetables and whole grains.

### Avoid Alcohol

Try to limit the amount of alcohol that you drink. Drinking large amounts of alcoholic beverages adds to your risk of breast cancer.

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## Tips for Your Health Care

Providers balance a tough schedule of routine appointments and urgent care. This balance helps ensure people get the care they need, when they need it.

By following these tips, you will become a valuable member of your health care team:

- When scheduling routine care, know when you are due to go
- Book appointments in advance when possible
- Mark appointments on your calendar
- Be flexible with your dates and times
- Do not wait too long to schedule an appointment if you are sick
- On your appointment date, allow yourself time for the visit so you do not feel rushed
- Be prepared with a list of questions and concerns
- Talk with your primary care provider (PCP) so you understand your condition and what needs to be done

### **How do I fill my prescription?**

Molina Healthcare uses a list of approved drugs called a formulary. In order for your drugs to be covered they must be prescribed by a provider who has a contract with Molina Healthcare. Following these tips will help you get your prescription filled faster and easier:

- Call our Member Services at (800) 869-7165 and ask if your prescribed medicine is on the formulary. Also ask for a list of contracted pharmacies.
- If your prescribed drug is not on the formulary, your PCP needs to ask for prior authorization
- You may need to try another medicine before your prescribed drug can be approved. If this is the case your PCP will need to follow Molina Healthcare's drug approval policy.
- Plan in advance for your refills. You may need to see your PCP before you can get your refill.
- Ask if your prescription comes in a generic form
- If you are having a problem getting your prescription filled, call our Member Services at (800) 869-7165

## Healthy Holiday Eating

The holidays are a special time to spend with friends and family. Often, food is a major focus of holiday gatherings. Common holiday foods can be high in fat, salt, and sugar. We want to remind you to consider your options and pick healthy foods. Try low fat fruit and vegetable recipes, like this one:

### Green Bean and Mushroom Medley

#### Ingredients

1 1/2 lb.	green beans (fresh, cut into 1-inch lengths)
2	carrots (cut into thick strips)
3 tbsp.	olive oil
1	onion (sliced)
1 lb.	mushrooms (fresh, sliced)
1 tsp.	lemon pepper seasoning
1/2 tbsp.	garlic salt
1/4 c.	almonds (toasted, slivered)

#### Instructions

1. Bring 1-inch of water to a boil. Add cut green beans and carrots to boiling water. Cover and cook until tender, but still firm. Drain water.
2. Add oil to heated pan. Sauté sliced onions and mushrooms until almost tender. Reduce heat, cover, and simmer 3 minutes. Stir in green beans, carrots, lemon pepper and garlic salt. Cover, and cook for 5 minutes over medium heat.

## Coping with Holiday Stress and Depression

The holiday season can be a time full of happiness spent with friends and family. However, it can also be a time of worry and loneliness. Molina cares about you and wants you to enjoy the holidays. Please consider these tips:

- This season does not remove feeling sad or lonely. If you have these feelings, share with a family member or good friend. Remember, drinking too much can make you feel worse.
- Focus on the good things in your life. Don't compare today with the past.
- Save time for yourself. Find time to relax. Let others share in making plans.
- Enjoy free activities. Try something new. Celebrate the holidays in a new way.
- Spend time with friends who support and care about you. Reach out and make new friends. Contact someone you haven't heard from in a while.
- Volunteer some of your time to help others. Your gift of time spent caring for others less fortunate may bring you joy.





**QI Department**  
 P.O. Box 4004  
 Bothell, WA 98021

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Molina Healthcare Member Services		
Monday-Friday (except holidays)		
California	7:00am –7:00pm	(888) 665-4621 (TTY/TTD: (800) 479-3310) California Relay Service: Dial 711
Florida	8:00am –7:00pm	(866) 472-4585
Michigan	8:00am –6:00pm	(888) 898-7969 Hearing Impaired: MI Relay (800) 649-3777 or 711
New Mexico	8:00am –5:00pm	(800) 580-2811
Ohio	7:00am –7:00pm	(800) 642-4168 TTY/Ohio Relay: (800) 750-0750 or 711
Texas	8:00am –5:00pm	(866) 449-6849 TTY/TTD: (800) 346-4128
Utah	8:00am –5:00pm	(888) 483-0760 TTY: (800) 346-4128
Washington	8:00am –5:00pm	(800) 869-7165 TTY/TTD: Dial 711
Wisconsin	8:00am –5:00pm	(888) 999-2404 TTY: (800) 947-3529

# Questions about Your Health?

*Call Our Nurse Advice Line!*

English: (888) 275-8750  
 Spanish: (866) 648-3537

**OPEN 24 HOURS!**

Your family’s health is our priority!  
 For the hearing impaired, please call

TTY (English): (866) 735-2929  
 TTY (Spanish): (866) 833-4703  
 or 711