

2018 Health and Wellness Newsletter



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://www.MolinaHealthcare.com/MHWQualityGuide>.

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 provide information on how you or your caregiver can receive 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.

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All newsletters are also available at MolinaHealthcare.com.

To get this information in other languages and accessible formats, please call Member Services at (800) 869-7165 TTY/TDD: 711 (Medicaid); (800) 858-3492, TTY 711 (Marketplace). Si necesita esta información en otros idiomas o en un formato accesible, por favor comuníquese con el Departamento de Servicios para Miembros al (800) 869-7165, TTY 711 (Medicaid); (800) 858-3492, TTY 711 (Marketplace). Để nhận thông tin này bằng các ngôn ngữ khác và các định dạng cho người khuyết tật, xin vui lòng gọi Dịch vụ Thành viên theo số (800) 869-7165, TTY 711 (Medicaid); (800) 858-3492, TTY 711 (Marketplace). Чтобы получить эту информацию на других языках и в других доступных форматах, обратитесь в Службу поддержки участников по тел. (800) 869-7165, TTY 711 (Medicaid); (800) 858-3492, TTY 711 (Marketplace).

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



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 the 24-hour Nurse Advice Line, open 7 days a week
- 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

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- 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://www.MolinaHealthcare.com/MHWQualityGuide>.

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](http://www.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.

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.

Your Opinion Matters - Quality Improvement Survey

You may receive a survey about your care and service. Please watch your mail and take a moment to fill it out. We want to hear from you!

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QI Department
P.O. Box 4004
Bothell, WA 98041



Questions about Your Health?

**Call Our 24-Hour Nurse
Advice Line!**

(888) 275-8750

English and other languages

(866) 648-3537

Spanish

TTY users should call 711.

Open 7 days a week.

Your health is our priority!

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Your Extended Family.

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