

Spring 2017 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://tinyurl.com/MHWIQualityGuide>.

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 are here to give you 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.

Interpreter services are provided free of charge to you. For help to translate or understand this, please call (888) 999-2404 (TTY/TDD: 711). Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono (888) 999-2404 (TTY/TDD: 711). Если вам не всё понятно в этом документе, позвоните по телефону (888) 999-2404 (TTY/TDD: 711). Yog xav tau kev pab txhais cov ntaub ntauv no kom koj totaub, hu rau (888) 999-2404 (TTY/TDD: 711).

MolinaHealthcare.com

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
- 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
- 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 contact Member Services and Nurse Advice Line by email
- 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
- What you do if you get a bill for a claim
- FAQs (frequently asked questions and answers)
- How to contact Utilization Management (UM) staff
- 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 and Provider Contact Center at (888) 999-2404 and ask to have a hard copy of materials mailed to you.

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://tinyurl.com/MHWIQualityGuide>

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. 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.

Provider Online Directory

Did you know you can find a provider or pharmacy location online? Visit MolinaHealthcare.com/ProviderSearch.

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.



MolinaHealthcare.com



QI Department

11200 W. Parkland Ave.

Milwaukee, WI 53224



Questions about Your Health?

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

English and other languages:

(888) 275-8750

Spanish: (866) 648-3537

Your health is our priority!

TTY users should call 711.

MolinaHealthcare.com



Your Extended Family.



Your Extended Family.

**Non-Discrimination Notification
Molina Healthcare of Wisconsin
Medicaid**

Molina Healthcare of Wisconsin (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (888) 999-2404, TTY: (800) 947-3529.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (414) 831-2886.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.

Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-999-2404 (TTY: 711).
Hmong	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-999-2404 (TTY: 711).
Chinese	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 1-888-999-2404 (TTY: 711)。
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-999-2404 (TTY: 711).
Arabic	له حوطة: إذا التفتت حدث أكثر للغة ف إن خدمت المراسلة ف قد فلت ف لك بال م ج ان. نلص ل ب ر م 1-888-999-2404 (TTY: 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-999-2404 (телетайп: 711).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-999-2404 (TTY: 711) 번으로 전화해 주십시오.
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-999-2404 (TTY: 711).
Pennsylvanian Dutch	Wann du Deitsch (Pennsylvania German schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-888-999-2404 (TTY: 711).
Laotian	ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽ ຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-999-2404 (TTY: 711).
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-999-2404 (TTY : 711).
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-999-2404 (TTY: 711).
Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-999-2404 (TTY: 711) पर कॉल करें।
Albanian*	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-999-2404 (TTY: 711).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-999-2404 (TTY: 711).