

# Spring 2018 Health and Wellness Newsletter



## In This Issue

Check out what Molina offers online.....	1
Health Care Fraud, Waste and Abuse .....	4
About Our Members: Protecting Your Privacy.....	4
Health Education.....	5
Opioids and the Opioid Epidemic.....	5

## 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 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.

All newsletters are also available at [MolinaHealthcare.com](http://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 ntawv no kom koj totaub, hu rau (888) 999-2404 (TTY/TDD: 711).

[MolinaHealthcare.com](http://MolinaHealthcare.com)



Your Extended Family.

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



[MolinaHealthcare.com](https://www.MolinaHealthcare.com)



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.

[MolinaHealthcare.com](https://www.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. 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](http://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.



[MolinaHealthcare.com](http://MolinaHealthcare.com)



## 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.

## Opioids and the Opioid Epidemic

### About Opioids:

Opioids are a type of pain medicine. They can help people manage pain from illness, injury or surgery. All these are opioids:

- Codeine
- Fentanyl
- Hydrocodone
- Morphine
- Oxycodone
- Oxycontin
- Heroin—an illegal kind of opioid
- Percocet
- Vicodin

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**Opioids can be highly addictive.** Taking opioids for more than a few days or overusing them can cause addiction-fast. In fact, opioid addiction is an epidemic in the U.S. Every day, about 91 Americans die from opioid overdose, according to the CDC (Centers for Disease Control).

**Taking too many doses of opioids can have dangerous results.** If your doctor prescribes an opioid medication, take it only as directed. Taking more than your doctor has prescribed can result in:

- Weak breathing
- Constipation
- Blocked pain signals
- Mental confusion
- Nausea
- Organ damage
- Death—**Opioids are so strong, even one large dose can kill you.**

**How do know if you're depending too much on opioids?** Watch for these signs:

- You keep raising the dose to control pain
- When you use less medicine or quit, you get symptoms of withdrawal like stomach cramps, muscle aches or cold sweats

**What are the signs of abuse?**

- Using your medicine with other drugs your doctor did not prescribe
- Running out of your prescriptions early.
- Injecting the medicine or snorting it

**Opioid Safety**

- Only take your pain medications as prescribed by your doctor
- Only get prescriptions filled / refilled when you need them – don't keep an extra supply in your home
- Keep your medications locked up so that others do not have access
- Keep your medications out of reach of children – young children have died from accidentally taking pain pills
- Get rid of pain pills you no longer need – you can take them to medication drop boxes at police stations or some pharmacies or to drug take back events
- Go to <https://doseofrealitywi.gov/drug-takeback/> for more info on drug take back

Talk to your doctor about how opioid medicines can affect you.

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Provider Services  
11200 W. Parkland Avenue  
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 dial **711**.

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Your Extended Family.