

Thirty Years of Experience Serving Medi-Cal



Molina Healthcare’s thirty years of patient-centered care began with the vision of Dr. C. David Molina, an emergency room doctor who saw many low-income patients in need of access to a broad range of primary and specialty healthcare services. Dr. Molina recognized that his patients would be better served by regular access to a physician rather than through costly emergency room visits. He believed every patient should be treated like family and founded Molina Healthcare on the principle that every person deserves access to quality doctors, nurses and hospitals.

Molina Healthcare now serves the needs of 350,000 Medi-Cal, Healthy Families, and Medicare members, including 15,000 Seniors and Persons with Disabilities who have enrolled voluntarily in our plan. After three decades of service, Molina Healthcare is still run by a physician, owned primarily by the Molina family and guided by the principles of Dr. Molina. Though Molina Healthcare has grown, we remain focused on our members and committed to providing access to high quality care. We also look forward to serving more Seniors and Persons with Disabilities upon the implementation of the § 1115 Waiver in 2011.

Why Seniors and Persons with Disabilities Choose Molina

1	Location of Clinic/Doctor
2	Enhanced Benefits
3	Customer Service
4	Interpreter Services
5	Transportation Services
6	Health Management Services
7	Medical Case Management

Proven Quality Record

- NCQA “Commendable” Accreditation
- NCQA Accredited since 2001
- Ranked in U.S. News and World Report’s “Top 100 Medicaid Health Plans”
- HEDIS scores above national 75th percentile on 11 of 19 measures

Counties Served

- Los Angeles, Riverside, Sacramento, San Bernardino, San Diego

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Molina Healthcare's Bridge 2 Access Program

Molina Healthcare's Bridge 2 Access Program is committed to improving the delivery of healthcare services to Seniors and Persons with Disabilities. Our dedicated Disability Program Manager works with Plan leadership to identify and improve access to our services and helps members navigate a complex healthcare system.



Molina Healthcare · Bridge 2 Access

- Improving physical access to Molina Medical Groups and identifying accessibility of our primary care network.
- Ensuring communication access by streamlining interpreter services, including sign language and ensuring TTY access to Nurse Advice and Member Services
- Improving the transportation benefit
- Conducts internal plan disability competency training
- Consults with network providers to improve office accessibility
- Provide clinical practice guidelines to primary care physicians specific to members with disabilities and chronic conditions
- Helps members access services outside of the medical model
- Provides written materials in alternate formats, like Braille, audio or large font.
- Serves as plan liaison to disability advocates and resources, including regional centers, independent living centers, blind support services, and many others
- Facilitates senior and disability participation in county-specific member participation meetings.
- Coordinated the first statewide Bridge2Access advisory group which utilizes expertise from providers, advocates, disability specific agencies and members to improve plan operations.

Why Molina Healthcare is Prepared to Serve Seniors and Persons with Disabilities

- Thirty years experience serving public programs
- Implemented many of CHCF's Performance Standards and Measures for Managed Care Serving Beneficiaries with Disabilities.
- Created Bridge 2 Access Program, focused exclusively on needs of seniors and persons with disabilities
- Enhancing physical accessibility in several of our owned and operated clinics --wheelchair weight scales, exam tables that lower to 17", Hoyer Lifts, in the future, will be installing lowered counters, assistive listening devices, fully accessible restrooms, and much more
- Perform surveys and focus groups to tailor programs to needs of population
- Engaging in efforts as part of a collaborative to implement standardized HEDIS measures and CAHPS survey specific to seniors and persons with disabilities
- 15,000 seniors and persons with disabilities have already voluntarily enrolled in Molina
- 9,000+ primary care, specialty care, and hospital providers with a broad range of expertise

Benefits of Medi-Cal Managed Care over Medi-Cal Fee-for-Service

- Guaranteed access to a primary care provider/medical home
- Complex case/disease management services and coordination outside of medical model
- Benefits not available in the Fee-for-Service program, such as transportation and cultural & linguistic services
- TeleSalud, Molina's 24-hour nurse advice line available to all members
- Quality tracking (HEDIS, NCQA) and consistent emphasis on improving service delivery
- Accountability to members, providers, DHCS, and DMHC

A Leader in Improving Access to Health Care Services

Molina Healthcare is a leader in enhancing access to health services by reducing barriers to care. Molina owns and operates 15 primary care clinics across the state and has a strong provider network. Molina also provides a wealth of care management services, including disease management, a 24-hour nurse advice line, hospital discharge planning, assistance with medication compliance, coordination with community-based services, and many more. Our goal is to help our members successfully manage chronic conditions and live healthier lives.