

## **Health Management Programs**

Molina Healthcare of Washington Health Management programs provide patient education information to Members and facilitate Provider access to these chronic disease programs and services. Health Management staff; Registered Nurse, Registered Dietitian, Social Worker, and or Health Educator are available telephonically to share information about Molina Programs. They will assist Members with preventative education and management of their conditions. He/she will collaborate with the Member and Provider relating to specific needs identified for best practices. Molina requests that you as a Provider also help us identify Members who may benefit from these programs. Members can request to be enrolled or dis-enrolled in these programs. These include programs, such as:

- Asthma
- Depression

For more info about our programs, please call:

- Healthcare Services (HCS) at (800) 869-7165)
- TTY/TDD at 711 Relay
- Visit [www.molinahealthcare.com](http://www.molinahealthcare.com)

### **Program Eligibility Criteria and Referral Source**

Health Management Programs are designed for Molina Members with a confirmed diagnosis. Members participate in programs for the duration of their eligibility with the plan's coverage or until the Member opts out. Each identified Member will receive specific educational materials and other resources in accordance with their assigned stratification level. Additionally, all identified Members will receive regular educational newsletters. The program model provides an "opt-out" option for Members who contact Molina Member Services and request to be removed from the program.

Multiple sources are used to identify the total eligible population. These may include the following:

- Pharmacy Claims data for all classifications of medications;
- Encounter Data or paid Claim with a relevant CMS accepted diagnosis or procedure code;
- Member Services welcome calls made by staff to new Member households and incoming Member calls have the potential to identify eligible program participants. Eligible Members are referred to the program registry;
- Provider referral;
- Nurse Advice referral;
- Medical Case Management or Utilization Management; and
- Member self-referral due to general plan promotion of program through Member newsletter, the Nurse Advice Line or other Member communication

## **Provider Participation**

Contracted Providers are automatically notified whenever their patients are enrolled in a health management program. Provider resources and services may include:

- Annual Provider feedback letters containing a list of patients identified with the relevant disease;
- Clinical resources such as patient assessment forms and diagnostic tools;
- Patient education resources;
- Provider Newsletters promoting the health management programs, including how to enroll patients and outcomes of the programs;
- Clinical Practice Guidelines; and
- Preventive Health Guidelines;

Additional information on health management programs is available from your local Molina HCS Department toll free at (800) 869-7165.

## **Weight Management**

### **Purpose**

Given the diversity of Molina Healthcare's membership, a program created around weight management is designed to improve the quality of life among our Members and enhance clinical outcomes in the future. Helping our Members reduce unhealthy behaviors will improve their ability to manage pre-existing illnesses or chronic conditions.

### **Program Overview**

Molina's Weight Management program is comprised of one-on-one telephonic education and coaching by a case manager to support the weight management needs of the Member. The Health Education staff work closely with the Member, providing education on nutrition, assessing the Member's readiness to lose weight, and supporting the Member throughout their participation in the Weight Management Program.

The Health Education staff work closely with the Member's Provider to implement appropriate intervention(s) for Members participating in the program. The program consists of multi-departmental coordination of services for participating Members and uses various approved health education/information resources such as: Centers For Disease Control, National Institute of Health and Clinical Care Advance system for health information (i.e. Healthwise Knowledgebase). Health Education resources are intended to provide both general telephonic health education and targeted information based on the needs of the individual.

### **Goals of Weight Management Program**

The goals of the Weight Management program are to:

- Counsel on the health benefits of weight loss.
  - One-on-one telephonic counseling

- BMI Identification
  - Provider and community resource referral, *if available in the Member's area*
- Promote Healthy Eating Habits
  - Teach basic nutrition concepts
  - Healthy Plate Method
  - Meal spacing and portion control
  - Tips on grocery shopping
  - Label reading
  - Healthy cooking method tips
  - Eating out tips
- Teach Behavior Modification techniques
  - Promote healthy lifestyle changes
  - Monitor eating behavior
  - Rewarding oneself for healthy changes and progress
- Encourage Regular Exercise
  - Advise Member to always talk to their Provider before starting any exercise program
  - Promote increased physical activity that is realistic and achievable.
    - Walking
    - Dancing
    - Sit and Be Fit program on PBS, *if available in the Member's area*
  - Actively involve practitioners, Members, families, and other care providers in the planning, implementation, and evaluation of care.

### **Program Eligibility Criteria and Referral Source**

Molina's Weight Management program is designed for adults who are eligible Molina Healthcare Members, 18 years of age or older upon enrollment in the program and are not actively being case managed. The proposed program model is an "invitational" design with the Member agreeing to participate in the program.

Multiple sources are used to identify potential participants. These include the following:

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- Member Services – welcome calls made by staff to new Member households and incoming calls have the potential to identify eligible Members.
- Practitioner referral
- Case Management or Utilization Management review for an eligible Member who not actively being case managed.
- Member self-referral – general plan promotion of program through Member newsletter and other Member communications
- Nurse Advice Line services and other sources of Member/Provider contact whereby identification and referral is possible

To find out more information about the health management programs, please HCS Department toll free at (800) 869-7165.

### **Smoking Cessation**

Molina Healthcare offers smoking cessation to all Washington Medicaid Members over the age of 18 as well as pregnant women under the age of 18 through the Quit-4-Life program at (866) 891-2320.

To know which pharmaceutical smoking cessation products and aids are available on Molina's formulary or if you would like to request approval for a product not currently on formulary, please call our pharmacy department at (800) 213-5525.

### **Transitions of Care (ToC)**

- The Molina Healthcare TOC Program is designed to manage member transitions between levels of care to improve quality of care for members, ensure follow-care needs are met, and prevent return to higher levels of care. The program interventions include: improving member and practitioner understanding of roles, expectations and goals; ensure the member is prepared to continue the plan of care from one setting to another; coordinate needed services with appropriate practitioners or community resources; and promote member self-management while encouraging empowerment.
- Goals of the program also include preventing avoidable hospital readmission and emergency room visits, optimal transitioning from one care setting to another and/or identifying an unexpected change in condition requiring further assessment and intervention and confirming/reestablishing the member's connection to their medical home.
- Transition services are provided telephonically or in-person depending on the level of risk of readmission. Readmission risk is assessed initially by the Inpatient Review team of nurses who manage members' admissions from admission notification to discharge. Members are contacted by a ToC coach by phone or in-person while in the facility if possible to assist with coordinating health care needs prior to discharge, then post-discharge by phone or in the member's residence to ensure a smooth transition.

For more information about this program, please call Member Services at (800) 869-7165.

### **Asthma Program**

- Asthma Clinical Practice - These guidelines can be reviewed from the Molina Healthcare website at [http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide\\_clinical.aspx](http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide_clinical.aspx)
- Asthma Newsletters – Molina Healthcare distributes asthma newsletters to identified Members. You can receive a copy by calling our Quality Improvement Health Education Line at (800) 423-9899, Ext. 141428 or by going to <http://www.molinahealthcare.com/members/wa/en-US/mem/medicaid/overvw/resources/news/Pages/mngtnews.aspx>
- Smoking Cessation – Molina Healthcare offers smoking cessation to all Washington Medicaid Members over the age of 18 through the Quit-4-Life program at (866) 784-8454.
- Members can obtain additional information on Asthma on Molina Healthcare's Staying Healthy Webpage: <http://www.molinahealthcare.com/members/common/en-US/healthy/hlthcondcare/Pages/carehealth.aspx>

### **Healthy Living with Diabetes**

Molina Healthcare has a diabetes health management program called *Healthy Living with Diabetes* designed to assist Members in understanding diabetes and self-care.

The *Healthy Living with Diabetes* program includes:

- Diabetes Clinical Practice Guidelines These guidelines can be reviewed from the Molina Healthcare website at [http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide\\_clinical.aspx](http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide_clinical.aspx)
- Diabetes Newsletters – Molina Healthcare distributes newsletters to diabetic Members. You can receive a copy by calling our Health Education Line at (800) 423-9899, Ext. 141428 or by going to <http://www.molinahealthcare.com/members/wa/en-US/mem/medicaid/overvw/resources/news/Pages/mngtnews.aspx>
- Diabetes Education – Diabetes education is covered for all Molina Healthcare Members. We encourage Providers to refer patients to these services, especially for newly diagnosed diabetics or those having difficulty managing their disease.
- Smoking Cessation – Molina Healthcare offers smoking cessation to all Washington Medicaid Members over the age of 18 through the Quit-4-Life program at (866) 784-8454.

- Members can obtain additional information on Diabetes on Molina Healthcare's Staying Healthy Webpage: <http://www.molinahealthcare.com/members/common/en-US/healthy/hlthcondcare/Pages/carehealth.aspx>

### **Heart Healthy Living Cardiovascular program**

Molina Healthcare has a Cardiovascular Health Management Program called *Heart Healthy Living* aimed at assisting Members with their understanding and management of cardiovascular disease (CVD). We have focused on five specific areas:

- Hyperlipidemia
- Congestive Heart Failure
- Hypertension
- Myocardial Infarction
- Angina

Molina Healthcare believes excellent care starts in your office. Our role is to provide additional services to complement your care.

### **The Heart Healthy Living program includes:**

- Cardiovascular Disease Clinical Practice Guidelines These guidelines can be reviewed from the Molina Healthcare website at [http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide\\_clinical.aspx](http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide_clinical.aspx)
- Smoking Cessation – Molina Healthcare offers smoking cessation to all Washington Medicaid Members over the age of 18 through the Quit-4-Life program at (866) 784-8454. We encourage providers to use this service.
- Members can obtain additional information on Cardiovascular Disease on Molina's Staying Healthy webpage: <http://www.molinahealthcare.com/members/common/en-US/healthy/hlthcondcare/Pages/carehealth.aspx>

### **Chronic Obstructive Pulmonary Disease program (COPD)**

Molina Healthcare has a Chronic Obstructive Pulmonary Disease (COPD) Health Management Program aimed at assisting Members with their understanding and management of COPD. Molina Healthcare believes excellent care starts in your office. Our role is to provide additional services to complement your care.

### **COPD program includes:**

- COPD Clinical Practice Guidelines These guidelines can be reviewed from the Molina Healthcare website at [http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide\\_clinical.aspx](http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide_clinical.aspx)
- Smoking Cessation – Molina Healthcare offers smoking cessation to all Washington Medicaid Members over the age of 18 through the Quit-4-Life program at (866) 784-8454. We encourage providers to use this service.
- Members can obtain additional information on COPD on Molina’s Staying Healthy webpage: <http://www.molinahealthcare.com/members/common/en-US/healthy/hlthcondcare/Pages/carehealth.aspx>

## **ENROLLEES WITH SPECIAL HEALTH CARE NEEDS**

Molina Healthcare is working toward improving care and service for Enrollees with Special Health Care Needs. Molina Healthcare in collaboration with its providers assist enrollees and families with coordination of care and to provide information regarding available resources.

Special health care needs may include but are not limited to:

- Those who have or are at increased risk of serious and/or chronic physical, developmental, behavioral or emotional conditions, substance use disorder
- Require health and related services of a type or amount beyond what is generally necessary
- Inappropriate (over and under) utilization of services including prescription use
- Specific diagnoses of children with special health care needs include: asthma, diabetes, heart disease, obesity, cancer, autism, cerebral palsy, Down’s syndrome, cleft lip and/or palate, attention deficit hyperactivity disorder, prematurity, speech/language delay, sickle cell anemia, diabetes, arthritis, blindness, hearing loss, gross and/or fine motor delay and multiple sclerosis.

Providers who are caring for enrollees with Special Health Care Needs are required to develop an individualized treatment plan and coordinate care with clinical and non-clinical services, such as community resources.

The treatment plan should include the following:

- Short and long term goals
- Enrollee participation
- Modified based on enrollee’s changing needs
- Barriers and how they were addressed

Case Management services are available for those Enrollees with Special Health Care Needs. Refer to Section 6, Medical Management.

## **CLINICAL, BEHAVIORAL, PREVENTIVE PRACTICE GUIDELINES**

### **Clinical, Behavioral, Preventive Evidence-Based Practice Guidelines**

Practice guidelines are based on scientific evidence, review of the medical literature, or appropriately established authority, as cited. All recommendations are based on published consensus guidelines and do not favor any particular treatment based solely on cost considerations. The recommendations for care are suggested guides for making clinical decisions. Clinicians and patients must work together to develop individual treatment plans that are tailored to the specific needs and circumstances of each patient.

Molina has adopted the following clinical practice guidelines:

- Asthma
- Attention-Deficit/Hyperactivity Disorder (ADHD)
- Bipolar
- Chlamydia and Gonorrhea
- Colorectal Cancer
- Chronic Obstructive Pulmonary Disease (COPD)
- Depression
- Diabetes
- Heart Failure
- Hypertension
- Hyperlipidemia
- Judicious use of Antibiotics
- Obesity
- Prescribing Opioids for Pain
- Preventing Heart Attack and Death in Patients with Cardiovascular Disease
- Treatment of Substance Related Disorders in Children and Adolescents
- Treatment of Substance Related Disorders in Adults
- Preventive Health Guideline: Infants, Children, and Adolescents (children up to 24 months care for children 2 to 19 years of age, – 19 years old, includes Immunization.
- Preventive Health Guideline: Adults (20-64 years of age and 65 years and older, includes immunization)
- Preventive Health Guideline: Routine Prenatal Care

Additionally, to meet the EPSDT guidelines, Molina uses preventive health guidelines based on U.S. Preventive Services Task Force Recommendations.

To evaluate effectiveness, Molina measures performance against important aspects of each clinical practice and preventive guidelines using, but not limited to, the following:

- Emergency Room visit rates, if applicable
- Hospitalization Rates, if applicable
- HEDIS rates
- Member/family satisfaction with the program for those members receiving active care management.

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Clinical, Behavioral, and Preventive Practice Guidelines can be reviewed from the Molina Healthcare website at the below links:

[http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide\\_clinical.aspx](http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide_clinical.aspx)

and

[http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide\\_prevent.aspx](http://www.molinahealthcare.com/providers/wa/medicaid/resource/Pages/guide_prevent.aspx)

If you would like a printed copy of this information, you may request it by calling our Quality Department at (800) 869-7175 Ext. 147181.