

PARTNERS IN CARE

Wisconsin • Fall 2012



Refer Your Patients to Molina Healthcare's Nurse Advice Line

Molina Healthcare's **Nurse Advice Line** offers our members answers to common health care questions and concerns - 24-hours a day, seven days a week. Registered nurses are available to talk about wide-ranging topics including questions about ongoing health conditions, sudden illnesses, accidents and injuries.

- These highly-trained nurses, many of whom are bilingual (Spanish), are licensed to practice nursing in all the states where Molina Healthcare has members. They use nationally recognized Nurse Advice Guidelines and health information from MedLine Plus when answering members' questions.
- Nurses do not diagnose medical conditions or make clinical recommendations. Rather, their role is to assist callers in making appropriate health care choices by offering unbiased information about treatment options or helping patients access care.
- Nurses offer support and help members decide whether they or their sick child should go to the provider's office, an urgent care center or the emergency room.
- Nurses can frequently help alleviate anxiety and calmly aid members in avoiding unnecessary care, expense and confusion.
- Members are always encouraged to work closely with their provider. The Nurse Advice Line helps educate patients to follow their provider's treatment plan.

Refer your Molina Healthcare patients to our Nurse Advice Line when:

- Your office is closed
- Your schedule is full

To find out if any of your patients have contacted the Molina Healthcare Nurse Advice Line, please log in to the Molina Healthcare web portal. Reports are posted weekly.

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Molina Healthcare
members can call the Nurse
Advice Line 24 hours a day,
seven days a week:



English: **(888) 275-8750**

Spanish: **(866) 648-3537**



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Who Should Get the Flu Vaccination?

The Advisory Committee on Immunization Practices (ACIP) continues to recommend annual influenza vaccinations for everyone who is at least 6 months of age and older. The recommendation is intended to remove barriers to flu immunization, such as the need to determine whether each person has a specific indication for vaccination, and protect as many people as possible against the dangers of the flu. The decision is supported by evidence that influenza vaccination is a safe preventive health measure with potential benefit across all age groups. It's especially important that certain people get vaccinated, either because they are at high risk of having serious flu-related complications or because they live with or care for people at high risk for developing flu-related complications.

This includes:

- Children aged 6 months–4 years (59 months);
- People 50 years and older;
- People with chronic pulmonary (including asthma), cardiovascular (except hypertension), renal, hepatic, neurologic, hematologic, or metabolic disorders (including diabetes mellitus);
- People who are immunosuppressed (including immunosuppression caused by medications or by human immunodeficiency virus);
- Women who are or will be pregnant during the influenza season;
- Children aged 6 months to 18 years receiving long-term aspirin therapy and who therefore might be at risk for experiencing Reye syndrome after influenza virus infection;
- Residents of nursing homes and other chronic-care facilities;
- American Indians/Alaska Natives;
- People who are morbidly obese (body-mass index is 40 or greater);
- Health-care personnel;
- Household contacts and caregivers of children aged younger than 5 years and adults aged 50 years and older, with particular emphasis on vaccinating contacts of children aged younger than 6 months; and
- Household contacts and caregivers of persons with medical conditions that put them at higher risk for severe complications from influenza.

Molina Healthcare encourages your office to follow-up with patients who are at high risk of having serious flu-related complications and schedule them for a flu vaccine. For more information or for a complete copy of the ACIP recommendation and updates please visit the Centers for Disease Control and Prevention at <http://www.cdc.gov/flu/professionals/vaccination/>.



HEDIS® and CAHPS®

Your patients' health is important to Molina Healthcare. Measuring the quality of the services received by your Molina Healthcare patients is also important to us and outside agencies, including regulatory and accreditation organizations. Health care quality can be measured in many ways. One of the ways Molina Healthcare measures quality is the Healthcare Effectiveness Data and Information Set (HEDIS®) measurement set from the National Committee for Quality Assurance (NCQA).

Using this standardized measurement set allows us to compare our results with similar plans across the country. HEDIS scores indicate the proportion of our members receiving needed preventive or chronic care services. The HEDIS measure list is extensive and includes immunizations, well child exams, cervical cancer and breast cancer screenings, diabetes care, prenatal and post-partum care, and many other services.

In 2012, our HEDIS results showed improvement in many measures. Lead testing for children showed a significant increase. Getting children completely immunized before they turn two years old showed improvement. Areas that still need improvement:

- Annual diabetic eye exams, HbA1c and LDL lab testing
- Prenatal and postpartum care for pregnant women
- Female members ages 40-69 receiving a mammogram at least every two years

Another way we measure quality is through member satisfaction surveys.

Every year, we send out the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. In 2012, the survey asked questions about children's healthcare and the services children get from Molina Healthcare. The survey showed parents are happy with the health care their child receives from their provider. The survey also showed that getting care easily and getting appointments with specialists is very important to them. We continually strive to improve member satisfaction with Molina Healthcare.



New portal for Molina members!

Molina Healthcare is launching MyMolina.com-- a web portal designed just for our members! Your patients will have 24/7 online access to instantly:

- check eligibility
- change their doctor
- order a new ID card

We have also added several features to improve patient wellness such as:

- health education
- important health reminders

Coming Soon:

- Lab Results
- Medication History
- Allergy Information



Starting this November, Molina members can easily sign up by logging on to MyMolina.com.

Questions? Please contact us at webportal@molinahealthcare.com

Have you registered for our provider web portal?

Don't forget to log on by visiting our website at www.MolinaHealthcare.com



You can:

- check member eligibility
- submit a claim & check claim status
- easily search for your patients
- submit & check status of service request authorizations
- fulfill Medicaid requests