

# SPRING 2023 Health and Wellness Newsletter



## Guide to Getting Quality Health Care

Learn about the Molina programs and services offered today!

- Earn rewards such as gift cards for seeing your doctor.
- Get a ride to and from doctor visits.
- Join special programs to help you manage chronic conditions.

Molina Healthcare has great programs and services to help you get the care you need so you can be as healthy as possible.

To learn all about the programs and services we offer, see our **Guide to Getting Quality Health Care (the Guide)**. View or print a copy online at [MolinaHealthcare.com](https://www.molinahealthcare.com).

The Guide helps you learn about the programs and services offered to you. You can read about our:

### Quality Improvement Program

- Molina uses surveys and tools to review all of the services and care you receive each year.

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

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All newsletters are also available at [MolinaHealthcare.com](https://www.molinahealthcare.com).

To get this information in your preferred language and/or accessible format, please call Member Services. The number is on the back of your Member ID card. Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

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- We collect information on services such as shots, well-check exams and diabetes care to improve our services.
- We help you take better care of yourself and your family by:
  - Mailing or calling to remind you to get well-check exams and shots.
  - Telling you about special services.
  - Helping you learn about any ongoing health issues.

## Population Health Management

- Molina has services to keep you healthy and take care of any health condition you may have.
- We have programs on care management, transitions of care, pregnancy and more. These programs:
  - Tell you how you can get extra help.
  - Give you tips to stay healthy.
  - Help you find and get services.
  - Help coordinate your move from one setting to another.
  - Connect you to community resources if you have an ongoing health condition.
  - Tell you how to enroll and opt in or out of these programs.

## This Guide gives you details about how we:

### 1. Protect you. We:

- Protect your privacy by keeping your Protected Health Information (PHI) private. PHI includes your name, address, phone number, race, ethnicity, social needs, social risks, sexual orientation, gender identity or anything that identifies you.
- Use and share your information only to provide benefits, carry out treatment, payment and health care operations.

- Work with network doctors to make sure you get safe health care.
- Review new advances to make sure new services are proven to be safe.
- Give you the steps to file a grievance (complaint) if you have problems with your care or our service.

### 2. Make choices about your health care. We:

- Look at new services offered as part of the benefits we cover.
- Tell you about your rights and responsibilities as a member.

### 3. Help you with health care actions. We:

- Guide you in how to get health care after hours or during an emergency.
- Help you find answers to drug benefit questions.
- Give you details about mental health, behavioral health and substance use services.
- Give you tips on how to get a second opinion from another doctor.
- Show you how to get care outside the Molina network.
- Give you the steps to appeal a denied service or a claim when it's not paid.
- Tell you how to find information about network doctors in the Provider Online Directory.
- Help you learn how to fill out an Advance Directive to make health care decisions if you cannot speak for yourself.

### 4. Meet your communication needs. We:

- Offer you TTY/TDD services if you need help with hearing or speech.
- Offer language translation services if you need them.
- Tell you how to use online tools such as the member portal.

You can print out the Guide and any other information you need from our website. To get the Guide in your preferred language or accessible format, call Member Services at **(888) 898-7969** (TTY/TDD: 711). You can call Monday-Friday, 8 a.m. to 5 p.m. local time. You may also ask us to mail you a copy of the materials.

## Don't Lose Your Medicaid Coverage!

**Now, more than ever, it's important to keep your Medicaid coverage up to date.**

Thank you for being part of the Molina Healthcare family. The Michigan Department of Health and Human Services (MDHHS) must occasionally re-determine if you are eligible for Medicaid benefits. This is called Redetermination. The Redetermination process includes a full review of all areas that determine your eligibility for benefits.

### What can I do right now?

- Be sure your address, phone number and email are up to date.
- Best way to verify information is online at [Michigan.gov/MIbridges](https://Michigan.gov/MIbridges).
- You can also call your local MDHHS office.
- If you don't have an MI Bridges account, please register at [Michigan.gov/MIbridges](https://Michigan.gov/MIbridges).

### What if I lose coverage?

You will receive:

- Notice when your enrollment ends.
- Information on how to appeal.
- Information about options for purchasing other health care coverage,
- Visit [www.healthcare.gov](https://www.healthcare.gov) to learn more.

**Complete your redetermination paperwork when you get it to avoid losing your coverage!**

### How to Renew

For most members, your renewal month will be the same month it was before the public health emergency (PHE). Members will continue receiving full benefits until a redetermination is made. There are several ways to complete redetermination paperwork.

**Online:** Log in to [www.mibridges.michigan.gov](https://www.mibridges.michigan.gov).

**By phone:** Molina has navigators available to help with the process. If you need help, call **(866) 916-0917**. If you did not receive a redetermination packet, please contact your caseworker or your local MDHHS office.

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### Items you will need:

- Social Security numbers
- Birthdates
- Passport, alien card, or other immigration numbers for legal immigrants who need health care coverage
- Income information for all adults and all minors age 14 or older who are required to file a tax return

Renew now so we can keep taking care of you! Molina has navigators available to help with the process. If you need help, email [healthplanrenewals@molinahealthcare.com](mailto:healthplanrenewals@molinahealthcare.com) or call **(866) 916-0917**. We're here to help!

### Reminder:

Now is a great time to update your contact information! Make any needed changes to your mailing address, phone number, and email in [www.mibridges.michigan.gov](http://www.mibridges.michigan.gov) so you do not miss important communication about your health benefits.

If you are turning 65 or have certain disabilities, you may qualify for Medicare whether or not you are still eligible for Medicaid. We offer Medicare Advantage plans which include all Original Medicare benefits and much more. If you currently are eligible or may become eligible for Medicare, call **866-403-8293**, TTY/TDD: 711. You can add on Molina Medicare even if you are still eligible for Medicaid.

For more information, visit [www.molinahealthcare.com/keepmyhealthplan/MI](http://www.molinahealthcare.com/keepmyhealthplan/MI) or scan the QR code.



## Nothing you Wear is More Important than your Smile!

As of April 1, 2023, all Michigan Medicaid members 21 years and older, and all Healthy Michigan Plan members can receive dental coverage. This change also includes expanded dental benefits for eligible members. Medicaid members under the age of 21 can receive dental coverage through Healthy Kids Dental.

### Importance of Dental Health

Keep your teeth and gums healthy by seeing a dentist regularly! Good dental care protects your teeth and your overall health. Dental checkups can even detect health issues before they become serious. You use your Molina Healthcare Plan ID card to access dental services. Molina's dental benefits includes cleanings, fillings, restorative, and preventive services. This change means a wider network of dentists, a wider selection of covered benefits, and a wider smile!



## Benefits include the following:

- Fluoride Applications
    - Fluoride treatments are covered:
      - up to four times a year for members 0 to 6 years of age
      - twice a year for members ages 6 to 21
  - Sealants, NEW!
    - Sealants are covered once every 3 years.
  - Crowns, NEW!
    - Crowns and associated procedures are covered for all beneficiaries once every 5 years per tooth.
  - Root Canal, NEW!
    - Root canal treatment is a benefit for all members if the tooth and surrounding teeth can be reasonably restored.
  - Periodontal Treatment, NEW!
    - Periodontal treatments are covered for all members. Treatments include:
      - Comprehensive periodontal evaluation
      - Scaling in the presence of inflammation
      - Deep teeth cleanings, such as periodontal scaling and root planing
      - Periodontal maintenance
  - Complete and Partial Dentures
    - Complete and partial dentures are covered once every 5 years per arch.
- \* Prior Authorization (PA) may be required for some procedures. Please check with your dental provider for more details.*



### Looking for more convenience?

We have many dental providers for you to choose from, including teledentists. Please visit [www.molinaproviderdirectory.com/mi](http://www.molinaproviderdirectory.com/mi) to find the dentist nearest you.



Please call the Molina Medicaid Dental Member Services at **(844) 583-6157**, Monday – Friday, 8 a.m. – 8 p.m. EST, to learn more about the dental benefits Molina provides to you. To find a dentist near you, visit [www.molinaproviderdirectory.com/mi](http://www.molinaproviderdirectory.com/mi).

## Doula Support

As of January 1, 2023, all pregnant Michigan Medicaid members can choose to have a doula support them throughout the pregnancy.

### What is a doula?

Doulas are experienced individuals who have completed some basic training but are not medically trained and can't replace the clinical care you get from your midwife or doctor.

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### What do doulas do?

- Doulas provide practical and emotional support.
- Doulas can help you find balanced information to make informed decisions.
- Meet you when you're pregnant and spend time getting to know you.
- Support you however you're planning to give birth, for example a planned caesarean birth or vaginal birth.
- Talk to you about any questions or concerns during your pregnancy and help you with your birth plan.
- Provide one-to-one support during labor, encouraging and reassuring you along the way.

### What are the benefits of having a doula?

- A doula can make the pregnant person feel comfortable, by being someone they know and trust who is present during labor.
- A doula can be part of your birth team, along with your partner or other support individuals.

- A doula can help provide physical comfort through techniques such as touch and massage and assistance with breathing.
- A doula can provide emotional reassurance, comfort, and encouragement throughout your pregnancy, during, and after delivery.
- A doula can give you information about what's happening during labor and delivery, including explanations of procedures.
- A doula can help with communication between you and the hospital staff.
- A doula can also provide guidance and support for loved ones.
- A doula may be able to assist with breast-feeding.
- Research has found that pregnant individuals who had continuous support from a doula during labor and birth are more likely to:

- Experience greater pain relief
- Have a shorter period of labor

And less likely to:

- Need a Caesarean section (C-section)
- Have a negative birth experience

If you or someone you know is interested in learning more about doulas, please visit [www.michigan.gov/mdhhs/keep-mi-healthy/maternal-and-infant-health/mdhhs-doula-initiative](http://www.michigan.gov/mdhhs/keep-mi-healthy/maternal-and-infant-health/mdhhs-doula-initiative) or call Molina Member Services at (888) 898-7969, Monday - Friday, 8 a.m. to 5 p.m. (TTY: 711).

## Smoking Cessation

Thinking of quitting smoking or have begun the journey to smoke-free living? There is no safe way to use tobacco. Tobacco contains harmful chemicals that can cause heart disease, lung disease and cancer. Molina Healthcare would like to see you succeed! We encourage your choice to becoming a healthier you! There are many benefits to your decision in choosing to quit.



Here is the difference a year smoke free can make in your health journey:

- **After 20 minutes:** Your blood pressure and pulse rate return to normal.
- **After 8 hours:** Carbon monoxide and oxygen levels in your blood return to normal.
- **After 24 hours:** Carbon monoxide is gone from your body. Your lungs start to clear out mucus and other smoking debris.
- **After 48 hours:** No nicotine is left in your body. Your nerve endings start to regrow. Your ability to smell and taste is improved.
- **After 1 month:** Lung function begins to improve. You may notice less coughing and shortness of breath.
- **After 3 months:** Circulation begins to improve.
- **After 9 months:** Structures inside the lungs have recovered from the damage caused by cigarette smoke. You may notice a decrease in the amount of lung infections you used to have.
- **After 1 year:** One year after quitting smoking, your risk for coronary artery disease is decreased by half.

Quitting smoking is also good for your family's health. Secondhand smoke can cause heart disease and lung cancer for those around when you smoke near them.

**If you are looking to quit and need additional help call 1-800-QUIT-NOW (1-800-784-8669).** There are trained coaches, self-help materials and lists of quit smoking programs available for support in quitting.

There are other resources to help you quit smoking:

- Smoke Free: [www.smokefree.gov](http://www.smokefree.gov)
- American Cancer Society: [www.cancer.org](http://www.cancer.org)

## Annual Health Risk Assessment for Healthy Michigan Members

Healthy Michigan Plan members, did you know you could be eligible for a reduction in your health savings contribution? Visit your Primary Care Provider (PCP) and complete your Health Risk Assessment (HRA) on an annual basis and send it to Molina. Your PCP must complete the HRA form with you. Return your HRA to Molina Healthcare of Michigan. Once we receive your HRA form, we will determine which incentive you qualify for. Visit your PCP at least two times per year to discuss any current illnesses and chronic conditions. We strongly encourage you to keep your appointments and checkups to help keep you healthy.

**Cost Sharing:** Some Members who are on the Healthy Michigan Plan, will receive a bill for "cost sharing". Whether or not you pay cost sharing is dependent on your household income and the information you share with your case worker. If you owe any cost sharing, a bill will be sent to you from the Michigan Department of Health and Human Services (MDHHS). Once you receive this notice, you will have to send a monthly payment in the requested amount to receive the incentive. Make timely payments to the MI Health account. Even if you have an outstanding amount, you will not lose your health coverage.

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Not all members will receive a bill. If you do, you may contact Michigan Enrolls to answer any questions you may have. For any further questions, please contact our Member Services at **(888) 898-7969**, TTY: 711, Monday – Friday, 8 a.m. to 5 p.m., EST.

## 2022 Pinnacle Awards

Seven Michigan health plans across the state submitted 25 ground-breaking programs to the Michigan Association of Health Plans Foundation Pinnacle Awards in September of 2022. These health plans are leading the health care industry with innovative programs to improve patient health care, lower costs and increase services to Michigan citizens. Molina Healthcare of Michigan submitted various innovative programs to six different categories to qualify for a Pinnacle Award.

Molina Healthcare of Michigan was presented with **three strong wins** on September 27, 2022, that included the following programs: Update Your Contact Information for the Communication and Public Relations Category, the Behavioral Health Telemedicine Expansion Program for the Telemedicine/Telehealth: Government Programs category and Providing Fresh Food to Underserved Populations for the Community outreach by a Single Plan category.

Molina strives to serve our members and communities with helpful programs that are beneficial to healthy living. We work hard to keep innovative programs alive to assist the needs of our members and to keep them a part of our family!

### 2022 MAHP Molina Pinnacle Submissions (Winners are marked in teal)

- **Clinical Service Improvement: Government Programs**
  - Hypertension Program
- **Business Operational Performance: Government Programs**
  - Transportation Grievance Reduction Initiative
- **Communication and Public Relations Campaign**
  - Update Your Contact Information
- **Immunizations**
  - One Stop Shot
- **Telemedicine/Telehealth: Government Programs**
  - Telemedicine Expansion Program
- **Community Outreach by a Single Plan**
  - Providing Fresh Food to Underserved Populations





# Spinach & Feta Scrambled Egg Pitas

## Ingredients

- 1 tablespoon extra-virgin olive oil
- 1 (10 ounce) block frozen chopped spinach, thawed, drained and squeezed dry
- Pinch salt
- 8 large eggs, beaten
- ¼ cup finely crumbled feta cheese
- Freshly ground pepper to taste
- 8 teaspoons sun-dried tomato tapenade or sun-dried tomato pesto
- 4 whole-wheat pitas (5-inch), cut in half, warmed if desired (see Tip)



## Directions

### **Step 1**

Heat oil in a large nonstick skillet over medium heat. Add spinach and salt and cook until steaming hot, stirring occasionally. Add eggs and cook, stirring the eggs as they set, until they form soft curds and are just moist, 4 to 5 minutes. Add feta and pepper and cook until set.

### **Step 2**

Spread tapenade (or pesto) inside pita pockets, 2 teaspoons per pita. Divide the egg mixture among the pitas.

### **Tips**

To warm pita: Wrap in foil; bake in toaster oven at 350 degrees F until hot, 8 to 10 minutes.

## Member Advisory Council

You're invited to join the Molina Medicaid Plan 2023 Member Advisory Committee. The committee discusses topics that may help you get the most from your health plan.

Our goal is to better understand your needs. Your feedback helps us improve the level of care and customer service we provide. We want our members and their families to tell us about their experience with our employees, providers, and community partners.

### **Committee Members will enjoy:**

- The ability to share feedback to help Molina solve issues and improve the health plan experience.
- A free lunch during the meeting.
- A \$50.00 gift card per meeting attended.

### **Membership requirements:**

- Current Molina Medicaid member.
- At least 21 years old
- Able to attend at least 4 meetings per year.

Meetings are held in person at our office in Troy, Michigan. Transportation and mileage reimbursement can be provided.

## Ready to Join?

Please send an email to [MHMMemberEngagementCommunications@Molinahealthcare.com](mailto:MHMMemberEngagementCommunications@Molinahealthcare.com) and provide the following:

- Name
- Address
- City
- State
- Zip Code
- Phone Number
- Email

## Enrollee Board Member Election

Molina Healthcare would like your help picking two new members for our Board of Directors. The elected will take part in meetings and give ideas on how we can better service you.



This is an election ballot provided for you. You may vote for only two of the four candidates listed. Please make your selection and **return your ballot by June 30, 2023.**

### Here are the candidates for the Board of Directors:

**Ricardo Gonzalez** is from Royal Oak and has been a Molina member since 2020. He has worked on many election campaigns and has served as a campaign consultant and community activist. His desire to become a board member “stems from my overall aspirations of wanting to serve wherever and however I best can make an impact in people’s lives.”

**Marissa Morgan** is a current Molina Healthcare Enrollee Board member. She has been a Molina Healthcare member since 2004 and lives in Detroit. Marissa has worked with mental health and substance abuse intervention counseling and as a Vet Tech. Marissa is active in her community and her church. She states, “My motto is I live, I learn, and I grow.”

**Brittany Severson** is from White Lake and has been a member since 2015. She has held several positions in the areas of healthcare and finance. Brittany states, “I have a well-rounded education in healthcare operations and customer service that I feel I could make a difference as a Board member. I will do my best to use that knowledge and experience to ensure I represent the best interests of all Molina Healthcare members.”

**Joanne Smith** is a current Molina Healthcare Enrollee Board member and has been with Molina since 2014. Joanne resides in Eastpointe. Joanne believes that being a Board member allows her to provide good feedback on the items that are addressed and understands the importance of her participation. She states, “As a board member since 2020, I have gotten good experience and understand how important it is to Medicaid and other programs with Molina.”

TEAR HERE

# Enrollee Board Member Election Ballot

## IMPORTANT INSTRUCTIONS:

- You must be a Molina Healthcare member, over the age of 18 to vote. (not a spouse or dependent of a member)
- Print your name in the space below
- Check the box in front of the name of the two candidates of your choice
- Do not vote for more than two candidates or your ballot cannot be counted

## VOTE FOR ONLY TWO:

- Ricardo Gonzalez
- Marissa Morgan
- Brittany Severson
- Joanne Smith

Name \_\_\_\_\_

**All votes must be received by 6/30/2023**

**Mailing Instructions:** Fold in half and tape so your information remains private. No postage is needed for mailing



Your Extended Family.

TEAR HERE

TAPE HERE

TAPE HERE

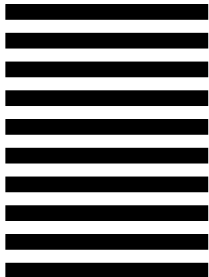
TAPE HERE



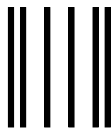
ATTN: GOVERNMENT CONTRACTS DEPT.  
**MOLINA HEALTHCARE OF MICHIGAN**  
 SUITE 600  
 880 W LONG LAKE RD  
 TROY MI 48098-9900

POSTAGE WILL BE PAID BY ADDRESSEE

**BUSINESS REPLY MAIL**  
 FIRST-CLASS MAIL PERMIT NO. 708 TROY, MI



NO POSTAGE  
 NECESSARY  
 IF MAILED  
 IN THE  
 UNITED STATES







## Molina Help Finder

We are part of your community. And we work hard to make it healthier. Molina Help Finder is your one-stop shop for finding low- and no-cost community resources when you need them. Search for services near you using our online tool at [MolinaHelpFinder.com](https://MolinaHelpFinder.com). You can search for help and services to meet basic needs like:

- Food
- Housing
- Transportation
- Health
- Job training
- Childcare
- Education
- Work
- Legal
- And more

To learn more, please visit [MolinaHelpFinder.com](https://MolinaHelpFinder.com).

# Download My Molina Mobile App Today!

Get smart health plan access with your smart phone. With the mobile app, you can easily see your ID card, print it or send it by email to your doctor. Search for new doctors, change your primary care provider (PCP) and much more. Anytime, anywhere.

**Download the My Molina mobile app today from the Apple App Store or Google Play Store.**

**Other Features:**

- View benefits at a glance
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care near you
- View medical records
- Call our Member Services team
- Speak to a nurse through our 24-hour Nurse Advice Line
- Receive important notifications



**Download My Molina**



## Health Care Fraud, Waste and Abuse

Molina Healthcare of Michigan is focused on ensuring that fraud, waste and abuse does not occur. If you believe fraud, waste and abuse has taken place, you can report it without giving your name. You can contact Molina anonymously by:

**Online:**

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

**Email:**

[MHMCompliance@MolinaHealthCare.com](mailto:MHMCompliance@MolinaHealthCare.com)

**Phone:** (866) 606-3889

**Fax:** (248) 925-1797

**Mail:**

Molina Healthcare of Michigan  
Attention: Compliance Director  
880 West Long Lake Road, Suite 600  
Troy, MI 48098-4504

**Or you can contact:**

**Online:** [www.michigan.gov/fraud](http://www.michigan.gov/fraud)

**Phone:** 1-855-MI-FRAUD  
(1-855-643-7283)

**Mail:**

Michigan Department of Health and  
Human Services (MDHHS)  
Office of Inspector General  
P.O. Box 30062  
Lansing, MI 48909

**For more information, please visit:**

[www.molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/fraud.aspx](http://www.molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/fraud.aspx)



## Recent Changes to Contact Information?

Any changes in phone number, email, or address should be reported to the Michigan Department of Health and Human Services (MDHHS). You can do this by going to the MI Bridges website at [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges). If you do not have an account, you will need to create an account by selecting “Register”. Once in your account, when reporting changes, please make sure you do so in both the profile section and the Report Changes area. The Report Changes area is what the local office will use to update the address for your case.

Molina Healthcare of Michigan (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-898-7969 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-898-7969 (TTY: 711).

تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل على الرقم 1-888-898-7969 (للهااتف النصي: 711).





Your Extended Family.

18625 West Creek Drive  
Tinley Park, IL 60477

## Questions About Your Health?

Don't Forget to Get Your Yearly Check-Up!

**Call our 24-Hour Nurse Advice Line**  
**English and other languages:**  
**(888) 275-8750, TTY 711.**  
**Spanish: (866) 648-3537**

Your health is our priority!



### **Molina Healthcare of Michigan is on Facebook!**

Get social with us and see how Molina Healthcare of Michigan is impacting communities across Michigan– Like us on Facebook at <https://www.facebook.com/MolinaHealthMI>