

Fall 2021 Health and Wellness Newsletter



Getting Needed Care and Getting it Quickly

Your health is important to us and we're working hard to ease the struggles of accessing care. It is important to see your doctor regularly, even for a physical. Seeing your doctor regularly can result in discovering health conditions or diseases early. By receiving the correct health services, screenings, and treatment's you are taking important steps toward living a longer, healthier life. Below are some tips on how to get your needed care with your doctor and how to get it quickly.

Before your visit with your provider:

- You can expect wait times when you call to make an appointment. How soon you will be seen depends on why you need to see your provider.
- Try to take the earliest appointment given to you. If not, you may have to wait longer than the standard wait time for the next available appointment.

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All newsletters are also available at 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.

- Write down your main concerns and bring them with you.
- Bring a list of your medications, the dosage, and how often you take the particular medication (prescribed, over-the-counter, and vitamins).
- Be sure to keep your appointment. If you cannot, please call your provider's office as soon as possible to let them know and reschedule.

Things to keep in mind at your appointment:

- Arrive at your provider's office about 15 minutes early. You may need to fill out forms.
- Make sure to give them your Molina ID card and update them of any changes in your address or phone number.
- Please be patient if your provider is running late.
- Tell the provider your concerns and symptoms as best as you can.
- Ask the provider what you can do about your concerns.
- Ask the provider about your treatment options.
- Make sure the provider answers all your questions before you leave.
- Your provider may refer you to a specialist or other health care provider. Ask if you will need to make the appointment. and ask for their phone number.

Our Member Services team can answer questions about plan benefits and other concerns, including:

- General Information
- Transportation
- Change of address or phone number
- Changing doctors
- Claims
- Wellness
- Requesting an identification (ID) card
- Benefits
- PCP address and phone number
- Filing a grievance or appeal
- Enrollment or disenrollment questions



Member Services can be reached at (888) 898-7969, TTY:711, Monday- Friday, 8 a.m. to 5 p.m. EST. To reduce wait times, download the My Molina Mobile App

Did you Know?

Molina Healthcare has a 24-hour Nurse Advice Line available to all Molina members. Skilled nurses will answer your questions and help you, any time of day or night. Molina Healthcare's nurses are registered nurses who speak English and many other languages. They will answer any questions about your health. The Nurse Advice Line can be reached at (888) 275-8750, TTY: 711.

Did you know you can access your Molina ID card or a nearby doctor from the My Molina Mobile App? Get smart health plan access with your smart phone! Download the My Molina Mobile App today from the Apple App Store or Google Play Store. For more information about other exciting programs from Molina Healthcare, please visit us at www.MolinaHealthcare.com.

- View benefits at a glance
- Check your eligibility
- Contact your Care Manager
- Find a Pharmacy, Urgent Care, Hospital, or Doctor near you
- View Medical Records
- Call our Member Services Team
- Speak to a nurse through our Nurse Advice Line
- Receive important notifications



Molina's Stop Smoking Program

Molina's Stop Smoking Program offers a variety of tools to help you accomplish your goal. We know that quitting smoking is a very difficult journey, and we are dedicated to your health. Molina's Stop Smoking Program includes tools to help you stay on the right path to a tobacco free life:

- Free one-on-one counseling. As a part of the Stop Smoking Program, members will get guidance and ideas from our trained counselors to help them quit smoking.
- Free educational materials are provided.
- Quit smoking medications are available to members based on what you and your provider decide is right.
- SmokefreeTXT is a text message program for those that are ready to quit smoking. To learn more information visit smokefree.gov or to sign up text QUIT to 47848.
- Various online Smokefree programs are available at smokefree.gov.

Please call our Health Education Department at (866) 891-2320, TTY: 711. Our team can help with signing up for the program and answer any questions you may have. For more information on Molina's Stop Smoking Program or to share your success story, visit molinahealthcare.com/mi/quitsmoking.

Polish Up on Your Pearly Whites

Do you know that good oral health is linked to your overall health and wellbeing? We all know that we should brush our teeth, but good dental health is more than just fresh breath. To keep your pearly whites and a beautiful smile:

- Brush with fluoride toothpaste twice a day
- Floss your teeth at least once a day
- Visit your dentist twice a year for cleanings and check-ups
- Avoid sugary food and drinks
- Avoid smoking and tobacco products

Don't cancel your dental appointment, routine appointments help to prevent many oral health problems and can identify them earlier when they are more treatable. If you're hesitant to go

because of the coronavirus, be sure you call your dentist to talk it through – ask questions and learn what they're doing to keep you and their staff safe. Dentists have always practiced strict infection control procedures, and they have adopted even more strict measures to keep patients and their staff safe.

Take care of your teeth by accessing dental services:

Healthy Kids Dental (Members under 21)

The Healthy Kids Dental Program helps children with Medicaid have healthy, happy smiles. If your child is under the age of 21, they have dental benefits with Healthy Kids Dental. If you are currently enrolled in Healthy Kids Dental and become pregnant, you will stay in Healthy Kids Dental for prenatal dental services. To find a dentist or learn more about Healthy Kids Dental, visit www.HealthyKidsDental.org.

Pregnant Members (Members over 21)

If you are pregnant, you can find a Molina dental provider by visiting MolinaHealthcare.com, select Medicaid, then Find a Provider to view the Molina dentist near you. If you have any questions, please call the M.O.M. Program at (888) 898-7969, Monday - Friday, from 8 a.m. to 5 p.m., EST. If you are hearing impaired, please call Molina Healthcare by dialing our TTY line at 711.

Medicaid Members

The state of Michigan provides dental care through Medicaid fee for service. Medicaid non-pregnant members can visit www.michigan.gov/oralhealth for help with finding a dentist.

Help for Pregnant Women and Babies

Early prenatal care helps lead to healthy birth outcomes for you and your baby. Be sure to see your Obstetrician-Gynecologist (OB-GYN) provider as soon as you think you are pregnant to get early screenings and proper resources during your pregnancy.



Your OB-GYN provider's office may have a group of health care providers that will see you during your pregnancy. Don't be surprised if you see a different care provider at one or more of your visits. This is common in many provider offices and clinics. Your providers are committed to making sure you get quality care at all visits. If you have a question as to if there is a health care group at your OB office or clinic, please ask the staff to explain at your next visit.

Maternal Infant Health Programs (MIHP) are available to all pregnant women on Medicaid. You will have regular contact from a nurse to answer questions about your pregnancy and help with resources. A Maternal Infant Health nurse will also contact you at home after you have the baby to help with resources, baby items and information on baby care. MIHPs will advise if contact will be in person or via telehealth.

Call the Michigan MIHP at 833-644-6447 for information on enrolling in the MIHP.

Remember, it is safe to go to the dentist if you are pregnant. Pregnancy can make some dental problems worse, so it is important to keep your regular checkup. Molina Healthcare provides dental services to pregnant women, ages 19 to 64. Pregnant Medicaid members are able to use their Molina Healthcare Medicaid ID card to obtain dental services at no cost. Molina's dental benefit includes cleaning, fillings and other preventive services.

Please go to [MyMolina.com](https://www.myl Molina.com) if you would like to review your healthcare coverage. If you have questions about coverage, please contact our M.O.M.S. Program at (888) 898-7969, TTY:711, Monday – Friday, 8 a.m. to 5 p.m. EST. You may also visit [MolinaHealthcare.com](https://www.MolinaHealthcare.com) or use the My Molina Mobile App.

Be a Molina COVID-19 Fighter!

A COVID-19 Vaccine is waiting for you! All Michigan residents 12* and older are eligible to receive a COVID-19 vaccine at NO COST. The vaccine is the most effective way to stop the spread of COVID-19, keeping you and your family safe.

Become a COVID-19 Fighter today! Join the 5.2 million (and counting!) Michigan residents who have already received their vaccine. We are all in this together!

Find a COVID-19 vaccination site today!

- Visit [Michigan.gov/COVID19](https://www.Michigan.gov/COVID19)
- Call the MI COVID-19 Hotline (888) 535-6136 (TTY: 711) and Press 2, Monday - Friday, 24 hours a day
- Visit [molinahealthcare.com/mi/covid19](https://www.molinahealthcare.com/mi/covid19) for a list of Mobile Vaccination Clinics



If you need transportation to your appointment or have additional questions, please call Member Services at (888) 898-7969, TTY: 711, Monday- Friday, 8:00 a.m. - 5:00 p.m.

*As of 10/20/2021

Stay Healthy this Flu Season!

“As we continue to fight the COVID-19 pandemic, it is critical that you protect yourselves from the flu virus”.

Dr. Donigian
Chief Medical Officer
Molina Healthcare of Michigan

We want to help you stay healthy. Follow these tips to help prevent the flu:

- Get the flu shot. It's at no cost to you!
- Visit your Primary Care Physician (PCP) to schedule an appointment for your flu shot.
- You can also use the My Molina Mobile App or call Member Services at (888) 898-7969 to find an approved Molina Pharmacy giving flu shots near you.
- Remember, the flu shot will not give you the flu!
- Wash your hands often and cover your mouth when you cough.
- Stay home if you are sick to prevent spreading the flu to others.
- The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months of age and older to get the flu shot by October.

Know your symptoms and how to treat them. Please tell your PCP if you received your flu shot somewhere else. If you have already had your flu shot this year, you are all set! There is not a need to get another one.

Symptoms

- Fever between 100° & 104° F & chills
- Fatigue & weakness
- Headache, muscle or body aches
- Cough, runny or stuffy nose
- Nausea, diarrhea or vomiting

How to Treat

- Get plenty of rest
- Drink plenty of fluids
- Cover up with a warm blanket to calm chills
- Put a humidifier in your room to make breathing easier



For more information about the flu, call our 24-hour Nurse Advice Line toll free at

(888) 275-8750 (English)

(866) 648-3537 (Spanish)

TTY/TDD: 711

Mental Health Matters

Let's be honest, the past year has been challenging. Life has looked a little different lately and at times hasn't been easy. We want you to know that feeling uneasy right now is normal. Many affected by the coronavirus, whether directly or indirectly, may experience fear, frustration, sadness or even social isolation.

Everyone reacts differently in stressful situations. You may have fear and worry about your own health or your loved ones who may have been exposed to COVID-19. Find ways to reduce stress to help yourself and the people you care about.

Learn the common signs of stress:

- Change in energy and interests
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of alcohol, tobacco, or other drugs
- Managing frustrations and the impact on interpersonal relationships

If you are experiencing stress:

- **Take breaks from watching, reading, or listening to news stories**, including those on social media. It's good to be informed, but hearing about the pandemic constantly can be upsetting.
- **Take care of your body**
 - Take deep breaths, stretch, or meditate
 - Try to eat healthy, well-balanced meals
 - Exercise regularly
 - Get plenty of sleep
 - Avoid excessive alcohol, tobacco, and substance use
 - Continue with routine preventive measures (such as vaccinations, cancer screenings, etc.) as recommended by your healthcare provider
 - Get vaccinated with a COVID-19 vaccine
- **Make time to unwind** — Try to do some other activities you enjoy
- **Connect with others** — Talk with people you trust about your concerns and how you are feeling
- **Connect with your community- or faith-based organizations** — While social distancing measures are in place, try connecting online, through social media, or by phone or mail

If you or a loved one is feeling overwhelmed, talk to your doctor or provider about treatment options. You can also get support 24/7 by calling the **Molina Nurse Advise Line at (888) 275-8750**.

Your primary care doctor is still your best option for treatment. If you can't get in to see your doctor, it's good to know you can get 24/7 online health care with Teladoc. With online visits, doctors can come to your home through the internet, mobile app or phone. To learn more, please visit [Teladoc.com/Molina](https://www.teladoc.com/Molina) or call 1-800-TELADOC (835-2362).

If you or a loved one is ever thinking about harming yourself or someone else, please call the National Suicide Prevention Lifeline at 1-800-273-8255 or 911.

Hepatitis C Testing Made Simple

What is Hepatitis C Virus (HCV)?

Hepatitis C (HCV) is a viral infection that causes inflammation of the liver. This virus is spread when blood from a person infected with the HCV enters the body of someone who is not infected. This can happen by:

Sharing Needles	Sexual Contact
Needle stick injuries	Exposure to blood containing HCV
Mother to Child transfer at birth	Sharing personal items such as razors, toothbrushes, or nail clippers that may have come into contact with blood containing HCV.
Blood transfusions	Tattoos or body piercings done using a contaminated needle

Getting Tested is Easy!

Most often, a person may not even know they have been infected. The Centers for Disease Control (CDC) recommends all adults, pregnant women and people with risk factors should be tested. Your doctor can test you for hepatitis C by giving you a simple blood test. The blood test is called an HCV antibody test. It takes only a few days for you to get your results.

What Does a Negative Result Mean?

A negative antibody test means that you are not currently infected with the hepatitis C virus. However, if you think you might have been exposed to hepatitis C in the last 6 months, you will need to be tested again.

My Test came back Positive, now what?

A positive antibody test means you have been infected with the hepatitis C virus at some point in time. Once people have been infected, they will always have antibodies in their blood. This is true if they have cleared the virus, have been cured, or still have the virus in their blood. A reactive antibody test does not always mean that you currently have hepatitis C and a follow-up test is needed.

Your provider will confirm your result with an additional test. This test is called a Nucleic Acid Test (NAT) for HCV RNA test. Another name used for this test is a PCR test.

If the NAT for HVC RNA test is:

Negative – you were infected with hepatitis C virus, but the virus is no longer in your body because you were cured or cleared the virus naturally.

Positive – you now have the virus in your blood. Your doctor can prescribe a medication that when taken for 8 to 12 weeks can cure you. This medication is available to you at no cost.

To get tested simply talk to your health care provider. You can help end the spread of this disease. Need help finding a doctor or need transportation to the doctor? Just call Member Services at (888) 898-7969, TTY:711, Monday- Friday, 8 a.m. to 5 p.m. EST. For more information from Michigan Department of Health and Human Services on Hepatitis C, please visit Michigan.gov/WeTreatHepC.

Health Care Fraud, Waste and Abuse

Molina Healthcare 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:

Online: www.MolinaHealthcare.alertline.com

Email: MHMCompliance@MolinaHealthCare.com

Phone: 1-866-606-3889

Fax: 1-248-925-1797

By 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

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

By 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 <http://www.molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/Pages/fraud.aspx>.

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:

https://www.molinahealthcare.com/members/mi/en-US/mem/hipaa/pages/privacy_full.aspx.

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 included in this newsletter and on our website at [MolinaHealthcare.com](https://www.molinahealthcare.com). You may also ask for a copy of our Notice of Privacy Practices by calling Member Services at (888) 898-7969, Monday - Friday, 8 a.m. to 5 p.m., EST.



NOTICE OF PRIVACY PRACTICES

MOLINA HEALTHCARE OF MICHIGAN

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Molina Healthcare of Michigan (“**Molina Healthcare**”, “**Molina**”, “**we**” or “**our**”) uses and shares protected health information about you to provide your health benefits. We use and share your information to carry out treatment, payment and health care operations. We also use and share your information for other reasons as allowed and required by law. We have the duty to keep your health information private and to follow the terms of this Notice. The effective date of this Notice is September 23, 2013.

PHI stands for these words, protected health information. PHI means health information that includes your name, Member number or other identifiers, and is used or shared by Molina.

Why does Molina use or share your PHI?

We use or share your PHI to provide you with health care benefits. Your PHI is used or shared for treatment, payment, and health care operations.

For Treatment

Molina may use or share your PHI to give you, or arrange for, your medical care. This treatment also includes referrals between your doctors or other health care providers. For example, we may share information about your health condition with a specialist. This helps the specialist talk about your treatment with your doctor.

For Payment

Molina may use or share PHI to make decisions on payment. This may include claims, approvals for treatment, and decisions about medical need. Your name, your condition, your treatment, and supplies given may be written on the bill. For example, we may let a doctor know that you have our benefits. We would also tell the doctor the amount of the bill that we would pay.

For Health Care Operations

Molina may use or share PHI about you to run our health plan. For example, we may use information from your claim to let you know about a health program that could help you. We may also use or share your PHI to solve Member concerns. Your PHI may also be used to see that claims are paid right.

Health care operations involve many daily business needs. It includes but is not limited to, the following:

- Improving quality;
- Actions in health programs to help Members with certain conditions (such as asthma);
- Conducting or arranging for medical review;
- Legal services, including fraud and abuse detection and prosecution programs;
- Actions to help us obey laws;
- Address Member needs, including solving complaints and grievances.

We will share your PHI with other companies (“**business associates**”) that perform different kinds of activities for our health plan. We may also use your PHI to give you reminders about your appointments. We may use your PHI to give you information about other treatment, or other health-related benefits and services.

When can Molina use or share your PHI without getting written authorization (approval) from you?

The law allows or requires Molina to use and share your PHI for several other purposes including the following:

Required by law

We will use or share information about you as required by law. We will share your PHI when required by the Secretary of the Department of Health and Human Services (HHS). This may be for a court case, other legal review, or when required for law enforcement purposes.

Public Health

Your PHI may be used or shared for public health activities. This may include helping public health agencies to prevent or control disease.

Health Care Oversight

Your PHI may be used or shared with government agencies. They may need your PHI for audits.

Research

Your PHI may be used or shared for research in certain cases.

Legal or Administrative Proceedings

Your PHI may be used or shared for legal proceedings, such as in response to a court order.

Law Enforcement

Your PHI may be used or shared with police to help find a suspect, witness or missing person.

Health and Safety

Your PHI may be shared to prevent a serious threat to public health or safety.

Government Functions

Your PHI may be shared with the government for special functions. An example would be to protect the President.

Victims of Abuse, Neglect or Domestic Violence

Your PHI may be shared with legal authorities if we believe that a person is a victim of abuse or neglect.

Workers Compensation

Your PHI may be used or shared to obey Workers Compensation laws.

Other Disclosures

Your PHI may be shared with funeral directors or coroners to help them do their jobs.

When does Molina need your written authorization (approval) to use or share your PHI?

Molina needs your written approval to use or share your PHI for a purpose other than those listed in this Notice. Molina needs your authorization before we disclose your PHI for the following: (1) most uses and disclosures of psychotherapy notes; (2) uses and disclosures for marketing purposes; and (3) uses and disclosures that involve the sale of PHI. You may cancel a written approval that you have given us. Your cancellation will not apply to actions already taken by us because of the approval you already gave to us.

What are your health information rights?

You have the right to:

- **Request Restrictions on PHI Uses or Disclosures (Sharing of Your PHI)**

You may ask us not to share your PHI to carry out treatment, payment or health care operations. You may also ask us not to share your PHI with family, friends or other persons you name who are involved in your health care. However, we are not required to agree to your request. You will need to make your request in writing. You may use Molina's form to make your request.

- **Request Confidential Communications of PHI**

You may ask Molina to give you your PHI in a certain way or at a certain place to help keep your PHI private. We will follow reasonable requests, if you tell us how sharing all or a part of that PHI could put your life at risk. You will need to make your request in writing. You may use Molina's form to make your request.

- **Review and Copy Your PHI**

You have a right to review and get a copy of your PHI held by us. This may include records used in making coverage, claims and other decisions as a Molina Member. You will need to make your request in writing. You may use Molina's form to make your request. We may charge you a reasonable fee for copying and mailing the records. In certain cases we may deny the request. *Important Note: We do not have complete copies of your medical records. If you want to look at, get a copy of, or change your medical records, please contact your doctor or clinic.*

- **Amend Your PHI**

You may ask that we amend (change) your PHI. This involves only those records kept by us about you as a Member. You will need to make your request in writing. You may use Molina's form to make your request. You may file a letter disagreeing with us if we deny the request.

- **Receive an Accounting of PHI Disclosures (Sharing of Your PHI)**

You may ask that we give you a list of certain parties that we shared your PHI with during the six years prior to the date of your request. The list will not include PHI shared as follows:

- for treatment, payment or health care operations;
- to persons about their own PHI;
- sharing done with your authorization;
- incident to a use or disclosure otherwise permitted or required under applicable law;
- PHI released in the interest of national security or for intelligence purposes; or
- as part of a limited data set in accordance with applicable law.

We will charge a reasonable fee for each list if you ask for this list more than once in a 12-month period. You will need to make your request in writing. You may use Molina's form to make your request.

You may make any of the requests listed above, or may get a paper copy of this Notice. Please call our Member Services Department at 1 (888) 898-7969.

What can you do if your rights have not been protected?

You may complain to Molina and to the Department of Health and Human Services if you believe your privacy rights have been violated. We will not do anything against you for filing a complaint. Your care and benefits will not change in any way.

You may file a complaint with us at:

Molina Healthcare of Michigan
Attention: Compliance Director
880 West Long Lake Road, Suite 600
Troy, MI 48098-4504
Phone: (888) 898-7969

You may file a complaint with the Secretary of the U.S. Department of Health and Human Services at:

Office for Civil Rights
U.S. Department of Health & Human Services
233 N. Michigan Ave., Suite 240
Chicago, IL 60601
(800) 368-1019; (800) 537-7697 (TDD);
(312) 886-1807 (FAX)

What are the duties of Molina?

Molina is required to:

- Keep your PHI private;
- Give you written information such as this on our duties and privacy practices about your PHI;
- Provide you with a notice in the event of any breach of your unsecured PHI;
- Not use or disclose your genetic information for underwriting purposes;
- Follow the terms of this Notice.

This Notice is Subject to Change

Molina reserves the right to change its information practices and terms of this Notice at any time. If we do, the new terms and practices will then apply to all PHI we keep. If we make any material changes, Molina will post the revised Notice on our web site and send the revised Notice, or information about the material change and how to obtain the revised Notice, in our next annual mailing to our members then covered by Molina.

Contact Information

If you have any questions, please contact the following office:

Molina Healthcare of Michigan
Attention: Compliance Director
880 West Long Lake Road, Suite 600
Troy, MI 48098-4504
Phone: (888) 898-7969

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).

كل رفاوتت ٲيوغلا ءءءاسملا تامءء نإف؁ ءغلا ركءا ءءءت ءنك اذا: ءظوالم
مكبلو مصلا ءءاه مقر 1-888-898-7969 مقر ل صءا. ناءملا ب: 711).



PO Box 298
Monroe, WI 53566-0298

MolinaHealthcare.com