

Fall 2020 Health and Wellness Newsletter



COVID-19 Update

Lean on Molina

During this challenging time, Molina Healthcare continues to prioritize the wellbeing and safety of our members, community partners, providers and staff. We are striving to reduce barriers to care and respond to the emerging needs in our community.

Support for Molina Members

- We are actively reaching out to more members each day to provide resources and support during the pandemic. More than 80,000 members have been reached thus far.
- We are connecting our members with vital resources including food, housing, and basic needs through mail, molinahealthcare.com online resources, and outreach calls.

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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.

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- We are outreaching to COVID-19 high risk members to help ensure they obtain needed services.
- Molina is distributing masks and gloves to high risk members who need these items for chemotherapy, dialysis and other weekly appointments.
- Molina is reviewing daily lab results to outreach to COVID-19 positive members to ensure they have the supports they need.

Providing Members with Resources & Information

- Molina developed a Coronavirus Chatbot tool for individuals seeking information about COVID-19 risk factors and recommended next steps. Our Chatbot is publicly available on our website, Member Portal, and the Molina Mobile App. As of early July, the Chatbot tool has been utilized more than 435,000 times.
- We are routinely updating our COVID-19 member resources, which can be viewed at molinahealthcare.com.
- It is important to continue seeing your provider for medical, dental and behavioral health services including well-child exams and immunizations. We are working with providers to keep you healthy and to follow safety guideline precautions.

Support for our Community

- Molina has donated over \$168,000 to Michigan Nonprofit Organizations to help support pandemic shortages. These funds support organizations that are helping the most vulnerable populations while Michigan remains in a state of emergency. Some of the organizations that have received funding support include:



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- o Access of West Michigan (Kent County, Grand Rapids)
- o Carriage Town Ministries (Genesee County, Flint)
- o Catholic Charities of West Michigan (Kent County)
- o Cherry Health FQHC (Kent County, Grand Rapids)
- o Detroit Rescue Mission Ministries (Wayne County, Detroit)
- o Food Bank of Eastern Michigan (Genesee County, Flint)
- o Forgotten Harvest (Wayne and Oakland County)
- o Genesee County Community Action Resource Dept. (Genesee County)
- o Gleaners Community Food Bank (Wayne County, Detroit)
- o Grace Centers of Hope (Oakland County, Pontiac)
- o Ministry with Community (Kalamazoo County, Kalamazoo)
- o Neighborhood Service Organization (Detroit)
- o Open Doors Kalamazoo (Kalamazoo County, Kalamazoo)
- o Salvation Army Eastern Michigan Division (Wayne County, Detroit)
- o Salvation Army KROC (Kent County, Grand Rapids)
- o SECOM (Kent County, Grand Rapids)
- o Shelter of Flint (Genesee County, Flint)

COVID-19: Working Hard to Stay Healthy

As we all navigate the COVID-19 pandemic, it's important to do everything we can to stay healthy. It's critical to take the necessary precautions, know common symptoms, and understand when it is time to visit a healthcare provider.

Precautions

Use everyday precautions in effort to keep you and your family safe by following the tips below:

- Wear a mask
- Keep at least 6 ft. between yourself and others
- Avoid crowds
- Frequently wash your hands with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer that is at least 60% alcohol-based.
- Avoid close contact with anyone who has a fever and a cough
- If you are sick with a respiratory illness, practice cough etiquette: maintain your distance, cover your coughs and sneezes with tissues or clothing, and wash your hands
- If you have a fever, are coughing and have difficulty breathing, seek medical care and share any travel history with your doctor
- Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks

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Symptoms

- There is a lot of variability in patient symptoms from COVID-19. The Centers for Disease Control (CDC) is now warning that as many as 25% of people infected with the Coronavirus may not show symptoms.
- COVID-19 has been reported to cause symptoms including:
 - Fever
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Chills and repeated shaking with chills
 - Muscle pain or body aches and headaches
 - Congestion or runny nose
 - Nausea or vomiting and diarrhea
 - Sore throat and new loss of taste or smell
 - Persistent pain or pressure in the chest
 - New confusion or inability to wake up
 - Bluish lips or face are also emergency warning signs and are reasons to seek medical assistance without delay

Check your symptoms using the CDC's symptom checker

- The virus is mainly spread when the respiratory droplets from an infected person's coughs or sneezes land on the mouth and nose of people nearby and may be inhaled into the lungs. The CDC believes people are most contagious when they are the sickest. According to current estimates, it takes 2 to 14 days for symptoms to appear.

When to Seek Medical Care

The CDC is advising you to call your health care provider for medical advice if you have been in close contact with someone with COVID-19 or if you live in a community where there is ongoing spread of COVID-19 and you develop a fever and symptoms.

Tell the health care worker about your recent travels or contacts, and the professional will decide if you need to be tested for COVID-19.

The guidelines that clinicians are using to decide who to test are being re-evaluated daily. These decisions are currently being made in consultation with the local health departments under guidance of the Michigan Department of Health and Human Services (MDHHS) and the CDC. As there is no cure for COVID-19, people who have a mild illness may be able to isolate from others and care for themselves at home.

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- The MDHHS has launched a statewide Coronavirus Hotline. Call 1-888-535-6136 to speak with health officials from 8 a.m. to 5 p.m. seven days a week.
- Find a free testing site in Michigan by visiting Michigan.gov/CoronavirusTest
- MDHHS will also answer questions by email by contacting COVID19@michigan.gov from 8 a.m. to 5 p.m. seven days a week.

Telehealth

Molina expanded access to telehealth to make it easier for you to connect with health care providers from the comfort and safety of your home. To access telehealth services:

- Talk to your health care provider about telehealth: Telehealth has expanded in response to COVID-19 to allow faster support and to reduce exposure to the virus. Your local medical provider may be able to provide telehealth video-conferencing. Please call your Primary Care Physician to see if their office has telehealth capabilities.

You Can Use Telehealth services for:

- Cold and flu symptoms
- Sore throat
- Allergies



- Respiratory infection
- Sinus problems
- Skin problems

Molina is also pleased to offer Teladoc to all members for virtual care. Teladoc is a great option to connect with a board-certified physician 24/7, when your Primary Care Physician (PCP) isn't available.

Set up your account today!

1. Choose from one of three ways:

- Online: Go to Teladoc.com/Molina
- Mobile app: Download the app on Android or Apple devices or visit Teladoc.com/mobile to download the app.
- Call Teladoc at 1-800-Teladoc (1-800-835-2362) for help registering your account over the phone.

2. Provide your medical history.

Your health records are 100% secure and private. Teladoc provides this information only to their doctors, so they can treat you effectively.

3. Now you're ready for an online or telephone visit any time.

With your account set up, you can ask for a virtual visit whenever you need care. Just click "Request a Consult."

Annual Health Risk Assessment (HRA)

Molina wants you to stay healthy! One way to do that is by completing an Annual Health Risk Assessment (HRA). A HRA is a health questionnaire that evaluates health risks and quality of life. As a bonus, by simply visiting your Primary Care Physician (PCP) and completing your HRA, you may qualify for a reduction in your health savings contribution. To get started, you can complete your HRA with your PCP or with a Molina representative.

Primary Care Physician

Please visit your PCP, complete your HRA on an annual basis and send it 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.

Molina Representative

You can lean on Molina! For your convenience, Molina is adding a new way to complete your HRA. You can now complete your HRA with a Molina representative over the phone by calling 866-449-6828 ext. 155505.

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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. Once you receive this notice, you will have to send a monthly payment in the requested amount in order to receive the incentive. You will make these payments through your MI Health Account. Please make timely payments to the MI Health account. Even if you have an outstanding amount, you will not lose your healthcare coverage.

Not all Members will receive a bill. If you do, you may contact Michigan Enrolls at (800) 975-7630, Monday - Friday, 8 a.m. to 7 p.m., EST to answer any questions you may have. You may also call Molina Member Services at (888) 898-7969, Monday - Friday, 8 a.m. to 5 p.m., EST.

Staying Up to Date on Vaccines

Did your child(ren) miss shots during the stay-at-home order? Children in Michigan received 21.5% fewer vaccines during January – April 2020 compared to 2018 and 2019. We want your children to be protected. We want you to get caught up. If your child(ren) were already behind, or have vaccines due, please schedule an appointment with your child's doctor.

[Vaccines are safe](#) and protect us from many diseases. It is easy to think these diseases are long gone. But whooping cough and measles are just two vaccine preventable diseases out in the community. Parts of Michigan had a [measles outbreak](#) as recently as last year. Timely vaccines keep us safe from these outbreaks.

While protecting ourselves from COVID-19, we need to [prevent outbreaks of other diseases](#). We especially need to be protected against influenza (flu) this fall so we don't have both COVID-19 and the flu going around at the same time. We understand you may be nervous about going into the doctor's office but please call your doctor's office to make an appointment. Feel free to ask about the precautions they are taking to keep their patients and staff safe.



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

Stay healthy this flu season! Get your flu shot today!

Prevent the flu!

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 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

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Keep a Healthy Smile

The first step to a healthy smile is to visit your dentist regularly. Visit the dentist twice a year even if you are not having a problem. Regular dental care can find dental problems early when they are easier to treat and can avoid dental issues in the future. A dentist can:

- Find problems with your teeth and gums before they cause you pain or are costly to treat
- Prevent some problems from happening in the first place
- Spot warning signs of medical conditions in the mouth unrelated to your teeth
- Establish a place to go if you have a dental emergency

Some simple tips to keep your healthy smile:

- Visit your dentist every six months
- Make sure to brush at least twice a day
- Floss daily
- Avoid all tobacco products
- Eat a healthy and well-balanced diet
- Avoid drinking sugary beverages such as soda, sweet tea or coffee and energy drinks

Good oral health is important to your overall health and wellness. Keeping up with dental appointments twice a year can help avoid issues down the road. Make and keep your appointment today!



Dental Coverage during Pregnancy for Medicaid

All members have dental coverage during pregnancy. Molina's dental benefit includes cleanings, fillings and other preventive services at no cost to you. It is important that pregnant women get proper dental care during pregnancy for the health of the mother and baby. Traditionally, your dental coverage will last for three months after your expected due date and Molina will provide trips to the dentist as needed. However as a result of COVID-19 restricting the ability of members to access dental services, the dental benefit is extended for pregnant women. This extension will apply to women who were in post-partum, delivered or still pregnant in March, April, May, June, and July 2020. These members will have the dental benefit extended until December 31, 2020, or until they are three months post-partum, whichever comes later. You can find a Molina dental provider by visiting [MolinaHealthcare.com](https://www.molinahealthcare.com). If you have questions, please call the M.O.M. Program at 888-898-7969 (TTY:711), Monday – Friday from 8 a.m. to 5 p.m., EST.

Healthy Kids Dental

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 [HealthyKidsDental.org](https://www.healthykidsdental.org).

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Healthy Michigan Plan

If you are in the Healthy Michigan Plan, you have dental benefits. Dental services are available for adults 19-64 years of age by a participating Molina dental provider. Preventive services are provided at no cost. You can call the Molina Healthcare Molina Dental line for help with finding a dentist at (888) 898-7969 (TTY:711), Monday – Friday from 8 a.m. to 5 p.m., EST.

Other Help to Find a Dentist

Medicaid non-pregnant members visit <http://www.michigan.gov/oralhealth> for help with finding a dentist.

Appointment Guidelines

Molina Healthcare wants to make sure that you are getting needed care in a reasonable amount of time. If applicable, your doctor/dentist’s office should make an appointment in this time frame:

Type of Medical Care/Appointment	Length of Time
After Hours Care (Emergency Services)	<ul style="list-style-type: none"> Immediately – 24 hours/day, 7 days a week
Urgent Care	<ul style="list-style-type: none"> Within 48 hours
Routine Primary Care	<ul style="list-style-type: none"> Within 30 business days of the request
Preventive Care Appointment	<ul style="list-style-type: none"> Within 30 business days of the request
Non-Urgent Symptomatic Care	<ul style="list-style-type: none"> Within 7 business days of the request
Specialty Care	<ul style="list-style-type: none"> Within 6 weeks of the request
Acute Specialty Care	<ul style="list-style-type: none"> Within 5 business days of the request
Behavioral Health*	<ul style="list-style-type: none"> Immediately for life threatening emergency
	<ul style="list-style-type: none"> Routine care within 10 business days of the request
	<ul style="list-style-type: none"> Non - LifeThreatening emergency within 6 hours of request
	<ul style="list-style-type: none"> Urgent Care within 48 hours of request

*Behavioral Health is limited to Covered Services

Type of Dental Care/Appointment	Length of Time
Emergency Dental Services	<ul style="list-style-type: none"> Immediately – 24 hours/day, 7 days a week
Urgent Care	<ul style="list-style-type: none"> Within 48 hours
Routine Care	<ul style="list-style-type: none"> Within 21 business days of the request
Preventive Care	<ul style="list-style-type: none"> Within 6 weeks of the request
Initial Appointment	<ul style="list-style-type: none"> Within 8 weeks of the request

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Before your visit:

1. If you need an interpreter, let the provider's office know at least three business days before the appointment.
2. Write down your main concerns and bring them with you.
3. Bring a list of your medications (prescribed, over-the counter, vitamins).
4. Be sure to keep your appointment. If you cannot, please call your provider's office to let them know and reschedule.

At your appointment:

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

You're Not Alone- Mental Health Matters

Everyone knows that taking care of your physical health is important. Taking care of your mental health is just as important as your physical health. The National Alliance on Mental Illness (NAMI) reports that one in four adults in the United States lives with a mental health issue. Many behavioral health issues are treatable. Admitting that you might need help is nothing to be ashamed of. If you are struggling or worried about yourself, please treat this like a physical condition and see a medical provider. At times, even everyday problems such as social isolation and stress may become overwhelming for some people.

Here are some tips for self-care:

- Eat healthy
- Get enough sleep
- Exercise regularly
- Avoid drugs and alcohol
- Keep your regular medical check-ups
- Practice good hygiene – it can improve the way you view yourself
- See friends or consider joining a support group to make friends

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- Do something you enjoy - gardening, painting, reading or watching a favorite TV show
- Find ways to relax, like meditation, yoga, or taking a walk

If you think you may need help, talk to your health care provider. Your provider may advise medicine, counseling or both to help you manage your condition. Talking with someone is the first step!

Please read below for more information if you are ever hospitalized.

Molina is here to help you with your healthcare needs if you are hospitalized

At times a hospital stay may be necessary. After you leave the hospital, it is important to follow through on the next step to recovery. Molina is here to help you follow your discharge plan. We can contact your provider to help you coordinate your services after being hospitalized. Keeping your appointments can help you avoid emergency visits and additional hospital visits.

Why follow-up care is so important

You may need extra support after leaving the hospital. Please follow-up with your provider to make sure your condition continues to stabilize and improve. If possible, your appointment should be within seven days after being discharged. Taking prescribed medications and attending outpatient therapy is critical for your well-being. You may even be able to keep your visit from home. Ask your provider if telehealth services are available to provide your health care. Talking with your provider is important for ongoing self-care and adjusting your medication. These visits help your transition back to home, work or school and help you to continue the progress you made during your hospital stay.

Prepare for your visit by:

- Making a list of any symptoms and concerns
- Telling your provider if you are having trouble eating, sleeping or other symptoms
- Keeping a list of your current medicine
- Asking about medications and how to use them
- Asking about how your medicine may interact
- Asking what tests are needed and when

Don't delay - Make and keep follow-up appointments.

Please call Molina if you need help

- Nurse Advice Line - Nurses can answer health questions or concerns. This service does not replace the care you get from a doctor. This service is available at no cost to you. Call (888) 275-8750 (TTY: 711). This service is open 24 hours a day, 7 days a week.
- Member Services - Member Services can help with plan benefits and services. Member Services can help you choose or change your primary care doctor. Please call Member Services at (888) 898-7969 (TTY: 711), Monday – Friday, 8 a.m. to 5 p.m., EST.
- Rides – Rides to follow-up care are available. Schedule your ride at least three business days before the visit. Please call Member Services at (888) 898-7969 (TTY: 711), Monday – Friday, 8 a.m. to 5 p.m., EST.

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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.

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.

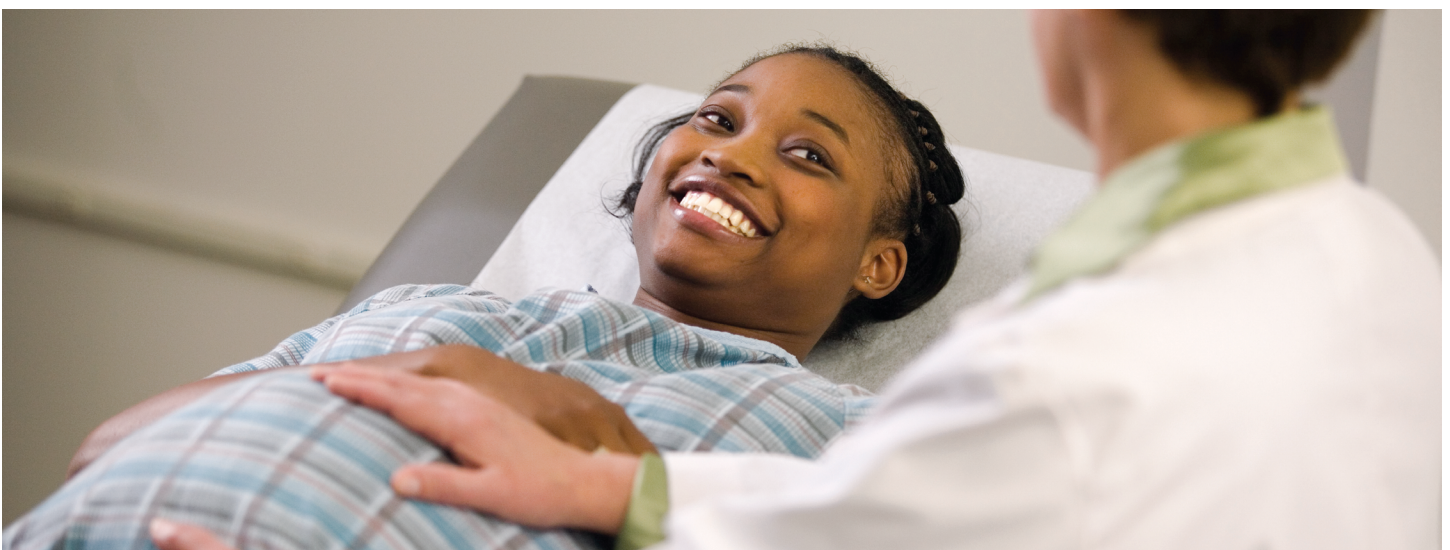
Your OB-GYN provider's office may have a group of health care providers that will see you during your pregnancy. Don't be surprised if you see a different care provider at one or more of your visits. This is common in many provider offices and clinics. **Your providers are committed to making sure you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

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.molinahc.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.molinahc.com) or use the Molina Mobile App.



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

Molina Mobile App

CHECK OUT OUR NEW APP!



Download Molina Mobile



Apple



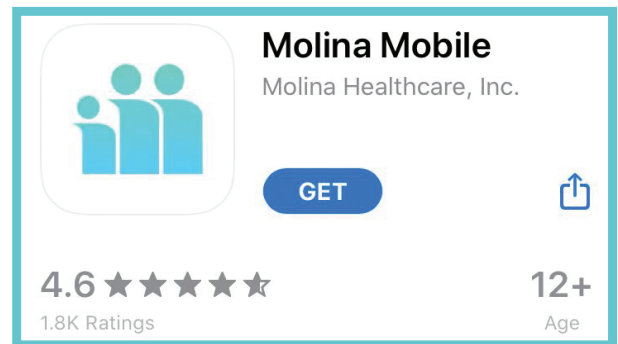
Android

Steps to download the new Molina Mobile App:

- 1 Download the QR reader through the Apple App Store or Google Play Store
- 2 Scan the correct code above for your device with the QR Reader, it will direct you to the app
- 3 Download the Molina Mobile App
- 4 Open to begin using our new app

Access all the same features as on MyMolina, plus:

- Improved virtual ID cards with sharing and printing options
- Improved bill pay for Marketplace Members
- Urgent Care Finder
- Pharmacy Finder
- Symptom Checker
- Favorite Doctor Option
- Face ID Recognition



Questions?



Call Members Services at
(888) 898-7969 (TTY:711)

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

Molina Board of Directors: Election Results

Congratulations to Marissa Morgan and Joanne Smith who have been elected to the Molina Healthcare of Michigan Board of Directors as member representatives. They were elected by member ballot; receiving the top two majority of the election count. Molina appreciates Marissa's and Joanne's three-year commitment to participate in our quarterly Board of Director meetings.

Thank you to our other nominees, Cheryl Major and Leslie Herrick for participating in the election and their willingness to serve.

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:

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/overview/quality/Pages/fraud.aspx>.

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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.



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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



Your Extended Family.

**Non-Discrimination Notification
Molina Healthcare of Michigan
Medicaid**

Molina Healthcare of Michigan (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (888) 898-7969.

Hearing Impaired: MI Relay (800) 649-3777 or 711.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (248) 925-1765.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.



PO Box 298
Monroe, WI 53566-0298



Questions about Your Health?

Call Our 24-Hour Nurse
Advice Line!

English and other languages:

(888) 275-8750

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

Your health is our priority!

TTY/TDD users should dial **711**.

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

