

Caregiver's Toolkit

Created to provide support for you
- the Caregiver



Your Extended Family.

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Contact Information

The name of the person receiving care is:

Name: _____

Address: _____

City: _____

State: _____ Zip Code: _____

Phone Number: _____

Email Address: _____

The name of the caregiver is:

Name: _____

Address: _____

City: _____

State: _____ Zip Code: _____

Phone Number: _____

Email Address: _____

Molina Dual Options MI Health Link Medicare-Medicaid Plan Contacts Nurse Advice Line

Toll Free: (844) 489-2541

TTY/TDD: 711

24 hours a day, 7 days a week

Member Services

Toll Free: (855) 735-5604, TTY/TDD: 711

Monday - Friday, 8 a.m. to 8 p.m. EST

Health Management Department

(866) 891-2320, TTY/TDD: 711

Monday - Friday, 9 a.m. to 9 p.m. EST

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Your Extended Family.

Dear Caregiver,

We know supporting a friend or relative with their health needs can be a big job. Molina Dual Options MI Health Link Medicare-Medicaid Plan appreciates all you do to maintain your friend or relative's health, and we want to support you in your role as a caregiver.

Taking care of someone who needs help with medical care, finances, and living activities can be a lot to take on. Simple tasks such as walking, bathing, and dressing can be complex. Often times these individuals have conditions that require constant monitoring and lifestyle changes. We've put together this toolkit which contains tools and resources to help make life easier for you. The resources in the toolkit can help you:

- Find local resources and support services that are available to you, such as the 24/7 Molina Dual Options Nurse Advice Line or Molina Dual Options Health Management Programs
- Store key contact information all in one place
- Record important medical information together such as surgical history, medical conditions, and medications
- Organize doctor's notes, maintain a daily routine, and stay on top of important medical screenings

This is just a preview of the resources available in the Caregiver's Toolkit. Our goal is to empower you to continue to provide the best care possible for your friend or relative.

Sincerely,

Molina Dual Options

How to use your toolkit

Our goal is to support you in your role as a caregiver. This toolkit has been put together to help you keep the most important information all in one place so it's available right when you need it. As a result you can provide the best care to your friend or relative.

Your toolkit is organized into four sections, filled with useful worksheets, tips and resources that can help make life easier.

Section 1 – Care for the Caregiver (Page 7)

- Tips to Care for Yourself (Page 9)
- Stress and Depression (Page 11)
- Daily Guidance (Page 15)
- Financial Tools (Page 18)
- Support Services (Page 19)

Section 2 – Contact Information (Page 23)

- Emergency Contacts (Page 25)
- Hospitals (Page 25)
- Doctors (Page 25)
- Pharmacies (Page 25)
- Personal Contacts (Page 26)

Section 3 – Medical History (Page 27)

- Surgical History (Page 29)
- Medical Conditions (Page 30)
- Medication List (Page 31)
- Medication Allergies (Page 32)
- Common Supplies Needed (Page 33)
- Home Safety Checklist (Page 34)

Section 4 – Things to Remember (Page 35)

- Determining Your Friend or Relative's Needs (Page 37)
- Doctor's Notes (Page 38-41)
- Second Opinions (Page 42-43)
- Daily Routine (Page 44-46)
- Important Screenings (Page 47)

Section 1 - Care for the Caregiver

Providing care for a friend or relative can feel like a full-time job; often requiring you to put other people's needs before your own. We know it's not easy but it's important to make time to care for you. We've put together some tools to help you stay healthy and happy.

We know you are happiest when you are healthy. The following section will provide tools and resources to support you in your role as a caregiver.



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Benefits of Taking Care of You

- Control your weight
- Reduce the risk of certain diseases
- Build strength and confidence
- Relieve stress
- Improve sleep
- Build your immune system
- Improve relationships

Here are some tips to help **take care of you...**

1. Visit your doctor every year to make sure you are up to date on your own screenings

- Get your flu shot every fall
- Make sure you have a healthy weight
- Receive preventive screenings at the appropriate time such as a diabetes screening
- Talk to your doctor about recommendations for a healthier lifestyle

2. Drink more water-- this can improve energy levels, skin, and digestion

- Add lemon, cucumbers or your favorite berry to improve the flavor
- Use a reusable water container to reach your daily goal of water intake

3. Improve your diet

- Find quick healthy recipes online
- Eat a well-balanced diet of fruit, vegetables, whole grains and protein
- Use the slow cooker
- Prepare food in advance and store in the fridge or freezer
- Track the food you eat in a food diary

4. Make time for yourself

- Set aside time in your daily schedule to enjoy your hobbies
- Write down three things you are thankful for before bed to improve your outlook on life
- Attend social events

5. Get enough sleep

- Remove distractions from the bedroom such as the television or social media
- Take a quick nap to help recharge yourself

6. Exercise Regularly

- Enjoy a brisk walk in the park or around the neighborhood
- Stretch before bed to help relieve tension and stress
- Take the stairs instead of the elevator

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Stress and Depression

Although providing care for your friend or relative can be rewarding, it can also present many unexpected challenges. Often times, family caregivers feel like they do not have the training needed to take care of their friend or relative. The responsibility of caring for another person can cause emotional, physical, and mental stress for you. In fact, caregivers are at greater risk for developing chronic conditions themselves, and it is important for you to take the necessary steps to prevent caregiver stress.



Understanding Caregiver Stress

Everyone responds to stress differently and a lot of people are not aware of the signs and symptoms of stress. We've listed some of the most common signs of stress to help you manage any symptoms that you may experience.

Common signs and symptoms:

- Anxiety
- Depression
- Irritability
- Decreased energy
- Feeling helpless
- Being distracted/Inability to focus
- Becoming resentful
- Feeling angry
- Difficulty sleeping
- Drinking, smoking, or eating more
- Poor health

Stress relieving tips:

1. Stay organized – Keep track of your day-to-day schedule in order to avoid missing events and appointments
2. Talk about it – Reach out to family, friends or your religious support group to share your feelings
3. Stay healthy – Maintain an exercise routine and healthy diet
4. Write it down – Write important questions and concerns to address with the doctor
5. Get support – Find local support groups or talk to a professional to share your feelings
6. Recruit help – Talk to your family to see if they can help provide care
7. Set personal goals – Achieving goals can help increase personal satisfaction
8. Find the silver lining – Remember, you are making a difference in your friend or relative's life

Depression

Feeling sad, angry and overwhelmed are common feelings that people have every day, but if those feelings continue for at least two weeks it may be a sign you are suffering from depression. Depression is a common mood disorder that caregivers are often diagnosed with because of constant high levels of stress. If you feel that you may be depressed it is best to consult a medical professional for help with managing your symptoms.

Below we've listed the most common signs of depression to help keep you healthy and happy.

Common Symptoms:

- Constant feeling of sadness or anxiety
- Being irritable or easily angered
- Loss of interest in hobbies and activities
- Decrease in energy
- Sleep problems
- Aches and pains
- Thoughts of suicide
- Changes in appetite, weight, and health

If you feel you may have depression take action:

- Conduct research online to learn about depression and treatment options
- Determine the cause of your depression
- Make lifestyle changes (such as exercising more)
- Consult a professional
- Know you're not alone, depression is a common mood disorder and it can be managed

For help finding a behavioral health specialist:

You may contact your local Community Mental Health agency. See the Community Resources insert provided.



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Daily Guidance

Figuring out how to manage your friend or relative's needs and your own at the same time can be hard. Here are some tips to help simplify your day-to-day activities such as communicating with your friend or relative and medical staff.



Communication Tips

As a caregiver you are often faced with difficult situations and conversations. Clear, open, and honest communication is important to make sure everyone is getting the information they need. Here are some tips to help with effective communication.

Communicating with your friend or relative:

1. Have patience

- Your friend or relative may not be as alert as they once were
- It may take them longer to complete tasks, give them enough time to finish something without rushing them
- Try to put yourself in their shoes

2. Communicate clearly

- Be honest
- Sit face to face
- Speak slowly, clearly and loudly (if needed)
- Listen

3. Simplify tasks as much as possible

- Remove excess wardrobe choices
- Focus on one thing at a time

4. Keep a routine

- A daily routine can help reduce confusion and anxiety
- If something isn't working, try a new routine

5. Remove distractions

- Turn off the television while getting dressed or during conversations

ABC's of Talking with Medical Staff:

- Ask Questions: Make sure you understand instructions and diagnoses
- Be Truthful: Do not hide information from medical staff
- Coordinate Care: Keeping medical papers together can lead to better care for your friend or relative

Relationship Building Tips

Being a caregiver can put you and your friend or relative in closer quarters than ever before. It is important to find ways to have fun and enjoy your time together. Here are some examples of activities to share with your friend or relative:

- Listen to music
- Walk in the park
- Sit outside
- Watch a movie
- Enjoy your favorite meal
- Listen to their stories
- Garden
- Play board games
- Do a puzzle
- Learn how to knit
- Watch a sporting event
- Invite other family and friends over
- Celebrate birthdays
- Look at old pictures
- Read a book or the newspaper
- Cook together

Goals:



Financial Tips

Being a caregiver can come with more responsibility than just taking care of your friend or relative's health. Many times a caregiver is also put in charge of someone else's finances. Here are a few things to help you stay on top of financial duties.

Be Informed:

- If everything is not in one place, start by reviewing their most recent tax return
- Locate insurance and benefit claims
- Determine if your friend or relative has a trust, will, or power of attorney

Be Organized:

- Make a list of your friend or relative's expenses and assets
- Consider consulting an elder care attorney or financial planner to help prioritize responsibilities and avoid costly mistakes
- Document everything you do on behalf of your friend or relative to avoid possible misunderstandings with other family members in the future

Think of the Future:

- If you will be required to make financial decisions for your already-ill friend or relative, consider becoming their guardian
- If your friend or relative is still well enough, ask them to create a living trust or power of attorney before it's needed



Molina Dual Options Support Services

We are here to help! Molina Dual Options has many services available to help you provide care for your friend or relative. In the following section we have listed resources available to Molina Dual Options members as well as services that your friend or relative may qualify for to help manage their health conditions.



Molina Dual Options Member Support Services

Care Coordinator

Our staff will help coordinate your friend or relative's care

As a Molina Dual Options member, your friend or relative will have a Molina Dual Options Care Coordinator assigned to help manage their health care needs. Do you know who their Care Coordinator is? If not, please call Molina Dual Options at (855) 735-5604, Monday - Friday, 8 a.m. to 8 p.m. EST. The Care Coordinator will be your single point of contact at Molina Dual Options for questions and information. The Care Coordinator will also arrange services and programs that will help with your friend or relative's health issues. The programs are offered at no cost to them.

Our Care Coordinator can help you:

- Arrange for services with a Primary Care Provider (PCP), caregivers and any other identified provider
- Get services that your friend or relative is eligible to receive
- Set up appointments, tests and health screenings
- Arrange for transportation
- Identify any gaps in care or health care needs
- Access resources to help your friend or relative with special health care needs and assist you with day-to-day stress
- Coordinate moving from one setting to another. This includes when your friend or relative is being discharged from the hospital
- Assess eligibility for long-term care support and services
- Connect with community resources
- Find services from additional resources, including community and social services programs like physical therapy or "Meals on Wheels"

Who do I contact for more information?

Please call the Health Management Department at (866) 891-2320, TTY/TDD: 711, Monday - Friday, 9 a.m. to 9 p.m. EST. Our staff can give you more information. They can also let you know if your friend or relative is currently enrolled in any programs. You can also ask for a referral or ask that your friend or relative be removed from a program.

Transportation

Contact Molina Dual Options Member Services to get your friend or relative to and from plan-approved health care locations.

(855) 735-5604 (English and Spanish), TTY/TDD: 711
Monday - Friday, 8 a.m. to 8 p.m. EST



Health Management Programs

If the person you provide care to is living with a chronic condition, Molina Dual Options offers no-cost programs that can help.

Call our Health Management Department at (866) 891-2320, TTY/TDD: 711. Our staff can let you know what programs they are currently enrolled in and answer your questions.

Available Programs:

Breathe with Ease® Asthma Program

Living with Diabetes® Program

Living with Chronic Obstructive Pulmonary Disease (COPD) Program

Heart Healthy Living® Program

24-Hour Nurse Advice Line

Members can call Molina Dual Options' Nurse Advice Line 24 hours a day, 365 days a year. Our nurses are ready to answer your medical questions. You can talk to a nurse for health care advice in your language. They will help them get the care they need.

English: (844) 489-2541

Deaf or Hard of Hearing: 711

Medication Therapy Management

What is Medication Therapy Management?

Medication Therapy Management (MTM) is a program offered by pharmacists to help you understand how your friend or relative's medicines work and how they can help them. Pharmacists share any suggestions discussed during the medication review with your friend or relative's doctor(s). Molina Dual Options is happy to give this service at no cost for members that qualify.

How Can I See If I Qualify and Schedule an Appointment?

Call (855) 735-5604, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m. EST to check if they qualify and learn more.

Respite Care for MMP Members

Members may receive respite care services on a short-term, intermittent basis to relieve their family or other primary caregiver(s) from daily stress and care demands during times when they are providing unpaid care.

Relief needs of hourly or shift staff workers should be accommodated by staffing substitutions, plan adjustments, or location changes and not by respite care.

Respite is not intended to be provided on a continuous, long-term basis where it is a part of daily services that would enable an unpaid caregiver to work elsewhere full time.

Respite is limited to 14 overnight stays per 365 days unless Molina Dual Options approves additional time. Please call (855) 735-5604, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m. EST for more information.



Section 2 - Important Contact Information

The next section is useful for keeping your friend or relative's important contact information together in one place, so it's available when you need it most.



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Emergency Phone Numbers



Police Department: _____

Fire Department: _____



Emergency Contact 1: _____

Phone: _____

Relationship: _____



Emergency Contact 2: _____

Phone: _____

Relationship: _____



Preferred Hospital: _____

Address: _____

Phone: _____



Primary Care Doctor: _____

Address: _____

Phone: _____



Specialty Doctor: _____

Address: _____

Phone: _____



Preferred Pharmacy: _____

Address: _____

Phone: _____



Other Contact: _____

Address: _____

Phone: _____



Other Contact: _____

Address: _____

Phone: _____



Other Contact: _____

Address: _____

Phone: _____



Medical Contact: _____

Address: _____

Phone: _____



Medical Contact: _____

Address: _____

Phone: _____



Medical Contact: _____

Address: _____

Phone: _____

Section 3 - Medical History

The next section contains tools to help you organize all your friend or relative's medical information.



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Medical History

Surgical History

We know it can be difficult to keep track of your friend or relative's past medical procedures. The following section has been created to help keep everything in one place.

- List surgery information
 - Keep list updated
 - Bring to all appointments
- No Prior Surgery or Operations

Operation/Procedure	Hospital	Attending Doctor	Date
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Medical History

The next section has been created to help you communicate with your friend or relative's provider about any medical conditions they have experienced or if there is a family history of any of these medical conditions.

Check any conditions the person you care for or their family has had:

Condition	Personal History	Family History
Acid reflux (heartburn)		
Alcoholism / other addiction		
Allergies		
Alzheimer's disease		
Anxiety		
Arthritis		
Back pain		
Blood disorder		
Cancer - What type?		
Chest pains		
Chronic lung disease		
Chronic pain		
Dementia		
Depression		
Diabetes		
Hearing problems		
High cholesterol		
High blood pressure		
Irritable bowel syndrome		
Kidney (renal) failure		
Migraines		
Osteoporosis		
Parkinson's disease		
Sleep problems		
Stroke		
Thyroid problem		
Vision Problems		

Medication List

Prescription Medicine: It is important to maintain a current list of all prescription medications including the dosage and the reason for taking the medicine. If you have any questions about the medication, contact the doctor who wrote the prescription or the pharmacist.

Medication Name	Doctor who wrote the prescription	Dose (such as 1 mg)	How often (such as twice a day or in the morning and bedtime)	Reason for taking this medication

Medicine and Allergies

Allergies: Record any medication your friend or relative may be allergic to.

Medication Name	Describe the reaction, such as difficulty breathing

Over-the-counter medicine or herbal remedies: List all the medicines, herbal remedies or supplies you need to care for your friend or relative (such as eye drops, creams, ointments, aspirin, Tylenol, vitamins, antacids, cold medicine, etc.). **These items are things your friend or relative uses without a doctor's prescription.**

Medication Name	Dose	How often	Reason for taking this medication

Common Supplies Needed

Being a caregiver can bring many unexpected events; use this list as a guide to help prepare for the surprises along the way.

Antibiotic ointment
Antihistamine cream
Antacids
Aspirin
Bandages
Calamine lotion
Cotton swabs
Dental-repair kit
Eye drops
Eyeglass-repair kit
Gauze pads
Hand sanitizer
Hydrogen peroxide
Latex-free gloves
Medical Tape
Pill box
Pill cutter
Rub-on painkiller
Sheets and blankets
Sunscreen
Thermometer
Throat lozenges
Tweezers



Home Safety Checklist

General

- Consider a medical alert system
- Always designate someone to check on your friend or relative
- Remove electrical cords from traffic areas
- Wipe up spills quickly
- Make sure each room has enough light
- Install phone where it can be reached from the floor
- Check smoke detectors on a regular basis for proper function

Bathroom Safety

- Leave a nightlight on
- Install railings near tub, shower and toilet
- Use only nonslip rugs
- Put nonslip surface in shower or tub
- Consider a shower/tub seat

Bedrooms

- Bedside table for glasses and lamp
- Clear pathway to restroom
- Sturdy chair to help with dressing

Kitchen

- Store items where they can be reached without the use of a stool
- Sitting area for food preparation
- Use a timer during meal preparation

Stairs and inclines

- Remove clutter
- Install a handrail
- Keep area well lit
- No loose carpeting or rugs

Section 4 - Things to Remember

The next section was created to help you remember important daily activities, doctor's notes, and important health screenings.



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Determining your friend or relative's needs...

The needs of your friend or relative can change yearly, monthly, and even daily. This worksheet will help you understand what types of support your friend or relative needs.

Activities of Daily Living			
Needs			
	No Help	Some Help	A Lot of Help
Bathing			
Dressing			
Toileting			
Meal preparation			
Getting out of bed			
Getting out of chair			
Walking			
Using the phone			
Personal shopping			
Transportation			
Managing finances			
Housework			

Notes or Comments:

Doctor's Notes

Keep track of important notes and instructions for care after each visit with a doctor

Doctor:	Date:
Test Ordered/Results:	
Instructions:	
Doctor:	Date:
Test Ordered/Results:	
Instructions:	
Doctor:	Date:
Test Ordered/Results:	
Instructions:	
Doctor:	Date:
Test Ordered/Results:	
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Instructions:	
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Instructions:	
Doctor:	Date:
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Instructions:	

Second Opinions

Doctor Name:	
Date:	
Test Ordered/Results:	
Instructions:	
Doctor Name:	
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Test Ordered/Results:	
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Doctor Name:	
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Test Ordered/Results:	
Instructions:	
Doctor Name:	
Date:	
Test Ordered/Results:	
Instructions:	

Daily Routine

Keep track of the daily routine for the person receiving care in order to remember daily activities such as exercise, meals, medication, and nap times.

Morning	Notes
Noon	Notes
Afternoon	Notes
Evening	Notes
Overnight	Notes

Daily Routine

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Noon	Notes
Afternoon	Notes
Evening	Notes
Overnight	Notes

Daily Routine

Keep track of the daily routine for the person receiving care in order to remember daily activities such as exercise, meals, medication, and nap times.

Morning	Notes
Noon	Notes
Afternoon	Notes
Evening	Notes
Overnight	Notes

Important Screenings

Remember to discuss the following exams with your friend or relative's doctor to make sure they are receiving the necessary tests at the right time.

Screenings and Exams:

- Well-Visit (Annual)
- Blood Pressure (Annual)
- Weight Assessment (Every 1 – 3 Years)
- Bone Density Test (Every 1 – 3 Years)
- Cholesterol (Every 5 Years)
- Colorectal Cancer (Every 5 – 10 Years, beginning at age 50 and continuing until age 75, based on provider recommendations)
- Diabetes (Every 3 Years for age 45 and older)
- Eye Exams (Every 2 years by an ophthalmologist or optometrist)
- Functional Status Assessment (Every 1 – 3 Years)
- Mammograms (Every 2 years for women 50 years of age and continuing until age 74. The decision to begin breast cancer screening before age 50 should be decided by your friend or relative and their provider.)
- Medication Review (Every 1 – 3 Years)
- Pap Smear and Pelvic Exams (For women between the ages of 21 and 65 years old every three years for Pap test who are sexually active and have a cervix. For women between the ages of 30 and 65 years old who want to lengthen the screening time, a Pap test every 5 years when combined with HPV testing.)
- Physical Exam (Every 1 – 3 Years)
- Prostate Exam (Every 4 Years)

If you are unsure how often they should receive these tests, please consult their physician.

Immunizations:

- Flu shot – Recommended annually
- Pneumonia Vaccine (2 Doses) – Recommended once after age 65 or earlier if your friend or relative has certain health conditions



Molina Dual Options MI Health Link Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 735-5604, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST. The call is free.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Member Handbook.



Your Extended Family.



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 (855) 735-5604; TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST.

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 (562) 499-0610.

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.

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-735-5604 (TTY: 711).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-735-5604 (TTY: 711).

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-735-5604 (TTY : 711)。

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-735-5604 (TTY: 711).

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-735-5604 (ATS : 711).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-735-5604 (TTY: 711).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-735-5604 (TTY: 711).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-735-5604 (TTY: 711) 번으로 전화해 주십시오.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-735-5604 (телетайп: 711).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-735-5604 (رقم هاتف الصم والبكم: 711).

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