

FALL/WINTER 2021 MEMBER NEWSLETTER IDAHO MEDICAID PLUS





Message from leadership

Dear Member:

Thank you for being a part of the Molina Healthcare family! No matter how the world may change, one thing stays the same, our highest priority is the good health of our members and all people who contribute to our mission. As we continue to grow, we aim to make sure people can lean on Molina. You can count on this pledge from me and from the Molina Healthcare of Idaho team.

In this newsletter you can read about one Molina employee's path to better health, you can see how members rated their health care this year and find out more about Idaho's Medicare Medicaid Coordinated Plan (MMCP) for people who qualify for both Medicare and Medicaid. We also hope you enjoy stories about the ways Molina gives back to the community, and how we use your feedback.

Sincerely,

Marnie

Marnie Packard

Vice President, Molina Healthcare of Idaho

Molina Healthcare of Idaho (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 (844) 809-8445 (TTY/TDD: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (844) 809-8445 (TTY/TDD: 711). 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 (844) 809-8445 (TTY/TDD: 711).

We're proud to support the communities we serve.

At Molina Healthcare, you're a really big deal.

The COVID-19 pandemic has created many changes, but one thing is the same, we still strive to support the communities we serve. At Molina Healthcare of Idaho, we're grateful for each chance to give back and fulfill Molina's goal to serve others. Here are two events we did this past year:

Fall drive-through health fair. Molina Healthcare of Idaho partnered with local health leaders for a drive-through Health Fair at the Idaho Ford Center in Nampa. From the comfort of their cars, about 150 people received flu shots and got information from local health care providers and social service workers. "We are grateful to our community partners for working with Molina to give back to the community," said Marnie Packard, Vice President, Molina Healthcare of Idaho. "Special thanks to the Idaho College of Osteopathic Medicine, the Idaho Healthcare Continuum of Care Alliance, Saint Alphonsus Home Health, Brighter Future Health, Red Rock Pharmacy, the Southwest Area Agency on Aging and others, for making this event a success."

Idaho Gives.

Last Spring, the MolinaCares Accord, in cooperation with Molina Healthcare of Idaho took part in Idaho Gives, a program to raise money and awareness for Idaho nonprofits. We donated \$7,000 to the Idaho Suicide Prevention Hotline, Jesse Tree of Idaho, and LINC Idaho. As the pandemic continues and the number of people living in the Treasure Valley grows, these groups say they are getting more requests for help and are thankful for local support.

At Molina, we're grateful to be able to share what we have with our neighbors and do our part to make life better for all of us.



Tools to control your health care.

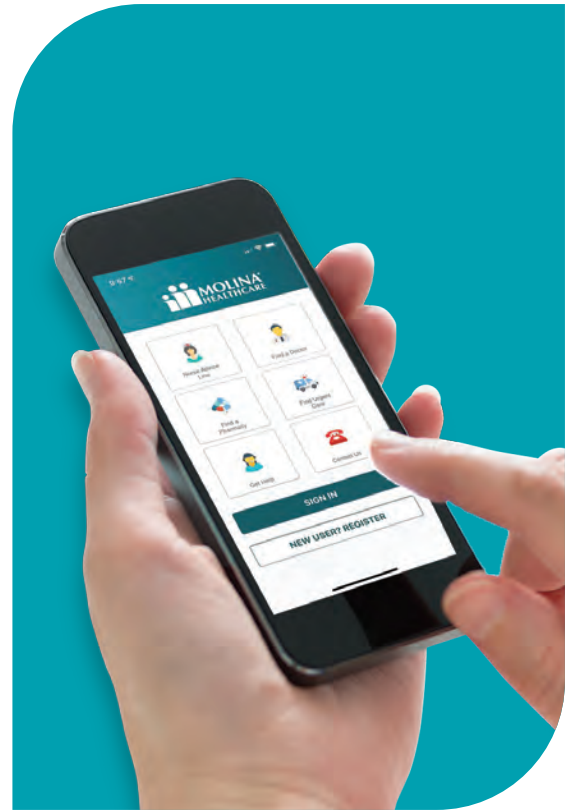
Molina Mobile and MyMolina.com

Whether you prefer a desktop portal or mobile app, Molina's got you covered 24/7.

Download Molina Mobile to:

- View, download and share your Molina ID card with your doctor
- Update contact info
- And more

Scan this barcode to download Molina Mobile:



**Prefer a desktop portal?
Visit MyMolina.com**

To sign up, just follow the instructions.

Molina Healthcare is here to make good health easy

That's why we offer you all these convenient ways to help you feel your best:

- 24-Hour Nurse Advice line: For answers to your medical questions, day and night
 - English: (888) 275-8750 Spanish: (866) 648-3537 (TTY/TDD 711)
- A large provider network to serve you close to home. Find a provider on [MolinaHealthcare.com](https://www.molinahealthcare.com).
- Health education tips: Just go to [MolinaHealthcare.com](https://www.molinahealthcare.com) for tips on maintaining your health

Molina cares. Every Molina member has a team of health advocates in their corner

Care Specialist

Your care specialist is a seasoned expert who reviews your health needs, coordinates care with doctors and therapists and checks your personal care plan to make sure you have the support you need to live your healthiest.

Community Connector

Your community connector works closely with community-based organizations such as shelters, churches, adult day programs, soup kitchens, and food banks. The community connector can meet with you face to face or on the phone to help you build a local support system.

Interdisciplinary Care Team (ICT)

Think of the ICT as a collection of coaches helping you make the best choices about complex care needs. The ICT brings leaders from clinical, behavioral health, case management and pharmacy management groups together to chart a care plan with your well-being at the heart of it.

Reach your care team at MHIDCaseManagement@MolinaHealthcare.com.

Talk to the team: Call Molina Member Services at (844) 809-8445 to be put in touch.



What is a Medicare Medicaid Coordinated Plan (MMCP) and why would you want one?

Just like the name implies, Medicare Medicaid Coordinated Plans are for people who qualify for both Medicare and Medicaid. MMCPs simplify your coverage.

The Idaho MMCP is a voluntary program that integrates your Medicare and Medicaid coverage into one plan. This makes it easier for you to get the most effective care. MMCPs provide:

- Most Medicaid, Medicare, and prescription benefits through a private carrier like Molina Healthcare
- Payment of your Medicare premium through Medicaid
- Access to the health plan's provider network
- A single insurance card for your Medicare and Medicaid services (Idaho Medicaid provides a separate Idaho Smiles dental card)



*Developmental disability services, medical transportation and dental are all available through Idaho Medicaid.

With an MMCP, you get a team of health professionals working together to keep you healthy.

Your care coordinator (nurse or social worker) works with you and your family, doctors, and caregivers. The team makes sure you get the care you need.

In addition to care coordination, a basic MMCP gives you:

- All medically necessary and preventive services covered under Medicare Part A
- Part B and Prescription Drug coverage under Part D
- Most services covered by Medicaid

Who qualifies for an MMCP?

MMCP is available for Idaho participants who are:

- Eligible for and enrolled in enhanced Medicaid and Medicare
- At least 21 years old
- Residents in the MMCP service area

Got questions about MMCPs, or want to enroll?

Lean on Molina for answers. Contact us at [MolinaHealthcare.com](https://www.molinahealthcare.com) or (844) 861-9231, TTY: 711 today.

One Molina Healthcare employee's journey to better health

By Dr. Mark Greenwood, Molina Healthcare of Idaho chief medical officer

About 10 years ago, I was forced to face reality. It came as I prepared to scrub for surgery and couldn't get my wedding ring off my finger. With the help of a little soap, the wedding ring came off...and a light went on. I realized I had a big problem, and it wasn't that my ring that had gotten smaller!

I decided to act and over the next year went from 207 lbs. to 152 lbs.—a total loss of 55 pounds, or one quarter of my body weight!

While you should check with your doctor before starting a new diet or exercise plan, I want to share some principles on weight loss and healthy lifestyle that I had to learn the hard way (mostly through trial and error). My hope is that others can learn them in an easier fashion and benefit from them.



1. It's the calories that matter. A calorie of donut is the same as a calorie of fish. Choose foods that give you the most bang for your buck.
2. Being thin is not the same as being healthy. You will generally not lose weight from exercise, but you will be healthier and feel better. The best option, of course, is to maintain a healthy weight and stay physically active.
3. Gimmicks and quick fixes don't work. The only thing that works is lifestyle change: eat less and move more.
4. Prioritize your health. If something is important to us, we spend our time and/or money on it. If you are not spending time, money, or effort on weight and health, make it a priority. Invest your time and money in your health and you.
5. It is never too late to change. You cannot change the past, but you can change the future. It will be hard, but you can do it. If I can do it, anybody can, because I am addicted to food and allergic to exercise!

My challenge to all of us is to focus more on adopting an attitude and lifestyle of health. Eat less, eat better, stop smoking, and exercise more. It will improve your life. It might prolong it. It may even save it!

Molina Healthcare can help you manage your weight. The My Health Weight Management Program is for members age 18 and older who are interested in losing weight (does not include members scheduled for bariatric surgery). A trained health educator works with members to develop a weight management plan to meet your needs and help with weight loss goals. If you would like more information about the program, call us (866) 472-9483.

Don't ignore it. Report it.

A guide for noticing the signs of abuse of the elderly and people with disabilities.

Signs of abuse and neglect

- Seems depressed or confused
- Loses weight for no apparent reason
- Has trouble sleeping
- Displays signs of trauma, like rocking back and forth
- Acts agitated or violent
- Becomes withdrawn
- Stops taking part in activities he or she enjoys
- Has unexplained bruises, burns, or scars
- Looks messy, with unwashed hair or dirty clothes
- Develops bed sores or other preventable conditions
- Flinches when people get close



How to help:

Ask questions

If you know people who are elderly or have disabilities, ask how they are doing! Did they get bathed that day? When was the last time someone checked on them? Are they comfortable where they are? Are they happy?

Take notice

Look at their surroundings. Do they look well groomed? Do you notice unexplained bruises? Is their caregiver around? Has their behavior changed? Taking notice of an elder/disabled person's surroundings will give you a better idea of what might be going on.

Report it

If you suspect abuse, neglect, or exploitation, report it! There are teams dedicated to helping to take care of our elderly and people with disabilities. It is easy, free, and does no harm to you or them.

Report abuse, neglect, and exploitation at medicaidcomplaints.dhw.idaho.gov

Adult Protective Services may be able to help by investigating allegations of abuse, neglect, or exploitation. To make a report, contact your local Area Agency on Aging office.

AAA I - (800) 786-5536

AAA II - (800) 877-3206

AAA III - (844) 850-2883

AAA IV - (800) 574-8656

AAA V - (800) 526-8129

AAA VI - (800) 632-4813



We asked and you answered

This spring we asked our members to fill out a survey about their experiences with Molina and with our network doctors and providers. The survey is called CAHPS®, which stands for the Consumer Assessment of Healthcare Providers and Systems. This survey helps us know what we do well and what we can do better.

What we learned

What you rated us on	Estimated Star Rating 5 = highest quality*
Rating of health plan	★★★
Rating of health care	★★★★★
Rating of main doctor	★★★★★
Rating of specialist	★★★★★
Getting needed care	★★★★★
Getting care quickly	★★★★★
Coordination of care	★★★★★
Flu shots adults 18-64	★★★★★
Smoking advice	★★★

*The National Committee for Quality Assurance (NCQA) compares health plan performance.

What we'll do

We will use your feedback to make the services that matter most to you better.

What we promise

We are dedicated to your satisfaction. With your feedback, you help us give it.



How long should it take to get an appointment with your doctor?

When you don't feel good and want to see your doctor, you don't want to wait too long for an appointment. The grid below shows you how long it should take to get an appointment. It depends on the type of care you need. Such as, you should be able to see your primary care doctor (your main doctor) for preventive care within 42 days of asking for an appointment. For an urgent primary care appointment, you should get an appointment within 24 hours of asking for it.

Type of visit	You should be able to see your provider within
Preventive primary care visit	42 days
Routine or regular primary care visit	30 days
Urgent primary care visit	24 hours
Emergency care	24 hours a day, 7 days a week
Doctor's office after-hours care	Available by telephone 24 hours a day, 7 days a week
Office wait time for a scheduled appointment	45 minutes
Specialist appointments for routine care	30 days
Regular behavioral health care visit	7 days
Urgent behavioral health care visit	48 hours
Provider's office 24-hour behavioral health care hotline	Care during and after business hours is available by telephone 24 hours a day, 7 days a week

If you have questions or have trouble getting in to see a doctor, please call Member Services (844) 809-8445.

Important notices:

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

To get this information in your preferred language and/or accessible format, please call Member Services. The number is on your Molina Member ID card.

Do you want a copy of your member handbook? Call (844) 809-8445 or visit our website at [MolinaMemberHandbook.com/IMPlus](https://www.MolinaMemberHandbook.com/IMPlus). Your Member Handbook explains how to:

- Change providers, disenroll and all you need to know about your Member Rights and Responsibilities
- Register a complaint
- Appeal a decision about your benefits
- Get help if you speak a language other than English
- Obtain mental health services
- Get information on providers who contract with Molina
- Access the provider directory
- Get emergency, after-hours and out-of-area care
- Access case management services
- Get details about how Molina pays providers
- Report health care fraud, waste or abuse
- Register Advance Directives for care, which puts your health care choices into writing for your provider and family

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

Do you know when to use emergency or urgent care services? Call (844) 809-8445. Find an Urgent Care Center [MolinaHealthcare.com](https://www.MolinaHealthcare.com).

Are you having problems with your medical care or our services? You can file a grievance or appeal. Please call (844) 809-8445 or follow instructions [MolinaHealthcare.com](https://www.MolinaHealthcare.com).