

SPRING 2023 Health and Wellness Newsletter



Guide to Getting Quality Health Care

Learn about the Molina Dual Options MI Health Link Medicaid-Medicare programs and services offered today!

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

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

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

(continued on page 2)

In This Issue

Your Guide to Getting Quality Health Care	1-3
Don't Lose Your Health Coverage!	4-5
Smoking Cessation	6
2022 Pinnacle Awards	7
Healthy Recipe.....	8
Molina Help Finder	9
Download My Molina Mobile App	10
Health Care Fraud, Waste and Abuse	10
Update Your Contact Information.....	11

All newsletters are also available at MolinaHealthcare.com/Duals.

To get this information in your preferred language and/or accessible format, please call Member Services **(855) 735-5604**, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., ET. The number is on the back of your Member ID card.



(continued from page 1)

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

Quality Improvement Program

- Molina Dual Options uses surveys and tools to review all of the services and care you receive each year.
- We collect information on services such as shots, well-check exams and diabetes care to improve our services.
- We help you take better care of yourself and your family by:
 - Mailing or calling to remind you to get well-check exams and shots.
 - Telling you about special services.
 - Helping you learn about any ongoing health issues.

Population Health Management

- Molina Dual Options has services to keep you healthy and take care of any health condition you may have.
- We have programs on care management, transitions of care, pregnancy and more. These programs:
 - Tell you how you can get extra help.

- Give you tips to stay healthy.
- Help you find and get services.
- Help coordinate your move from one setting to another.
- Connect you to community resources if you have an ongoing health condition.
- Tell you how to enroll and opt in or out of these programs.

This Guide gives you details about how we:

1. Protect you. We:

- Protect your privacy by keeping your Protected Health Information (PHI) private. PHI includes your name, address, phone number, race, ethnicity, social needs, social risks, sexual orientation, gender identity or anything that identifies you.
- Use and share your information only to provide benefits, carry out treatment, payment and health care operations.
- Work with network doctors to make sure you get safe health care.
- Review new advances to make sure new services are proven to be safe.

- Give you the steps to file a grievance (complaint) if you have problems with your care or our service.

2. Make choices about your health care. We:

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

3. Help you with health care actions. We:

- Guide you in how to get health care after hours or during an emergency.
- Help you find answers to drug benefit questions.
- Give you details about mental health, behavioral health and substance use services.
- Give you tips on how to get a second opinion from another doctor.
- Show you how to get care outside the Molina Dual Options network.
- Give you the steps to appeal a denied service or a claim when it's not paid.

- Tell you how to find information about network doctors in the Provider Online Directory.
- Help you learn how to fill out an Advance Directive to make health care decisions if you cannot speak for yourself.

4. Meet your communication needs. We:

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

You can print out the Guide and any other information you need from our website. To get the Guide in your preferred language or accessible format, call Member Services at **(855) 735-5604**, TTY: 711. You can call Monday - Friday, 8 a.m. to 8 p.m., ET. You may also ask us to mail you a copy of the materials.



Don't Lose Your Health Coverage!

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

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

What can I do right now?

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

What if I lose coverage?

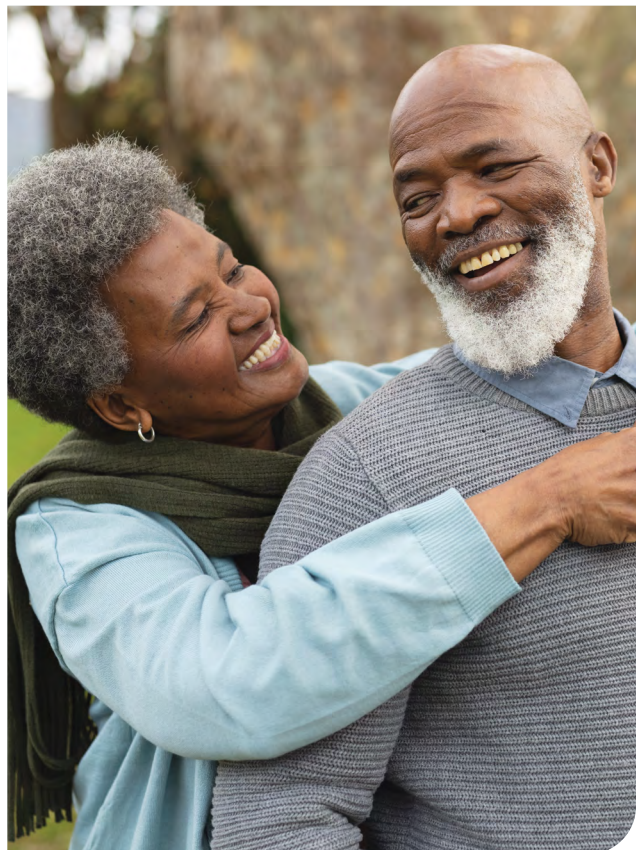
You will receive:

- Notice when your enrollment ends.
- Information on how to appeal.
- Information about options for purchasing other health care coverage.

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

How to Renew

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





Online: Log in to www.mibridges.michigan.gov.

By phone: Molina Dual Options has navigators available to help with the process. If you need help, call **(866) 916-0917**, TTY: 711. If you did not receive a redetermination packet, please contact your caseworker or your local MDHHS office.

Items you will need:

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

Renew now so we can keep taking care of you! Molina Dual Options has navigators available to help with the process. If you need help, email healthplanrenewals@MolinaHealthcare.com or call **(866) 916-0917**, TTY: 711. We're here to help!

Reminder:

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

For more information, visit www.MolinaHealthcare.com/keepmyhealthplan/MI or scan the QR code.

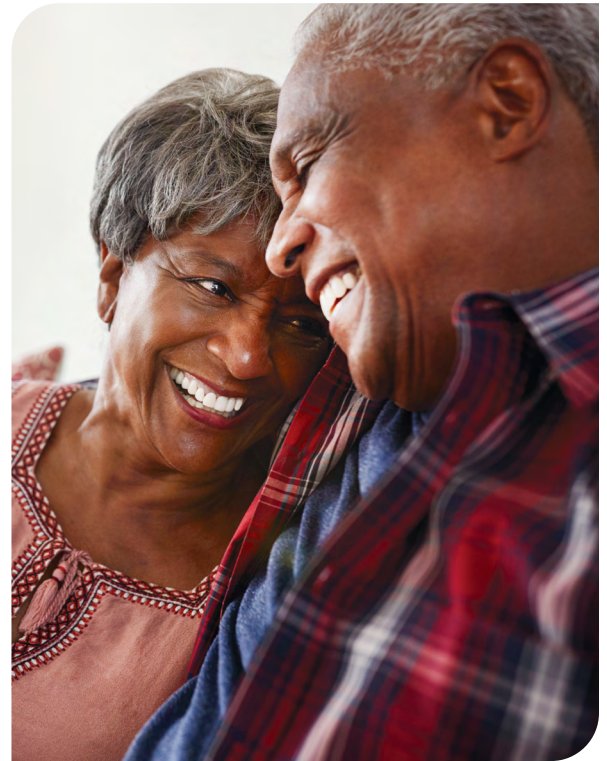


Smoking Cessation

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

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

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



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



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

There are other resources to help you quit smoking:

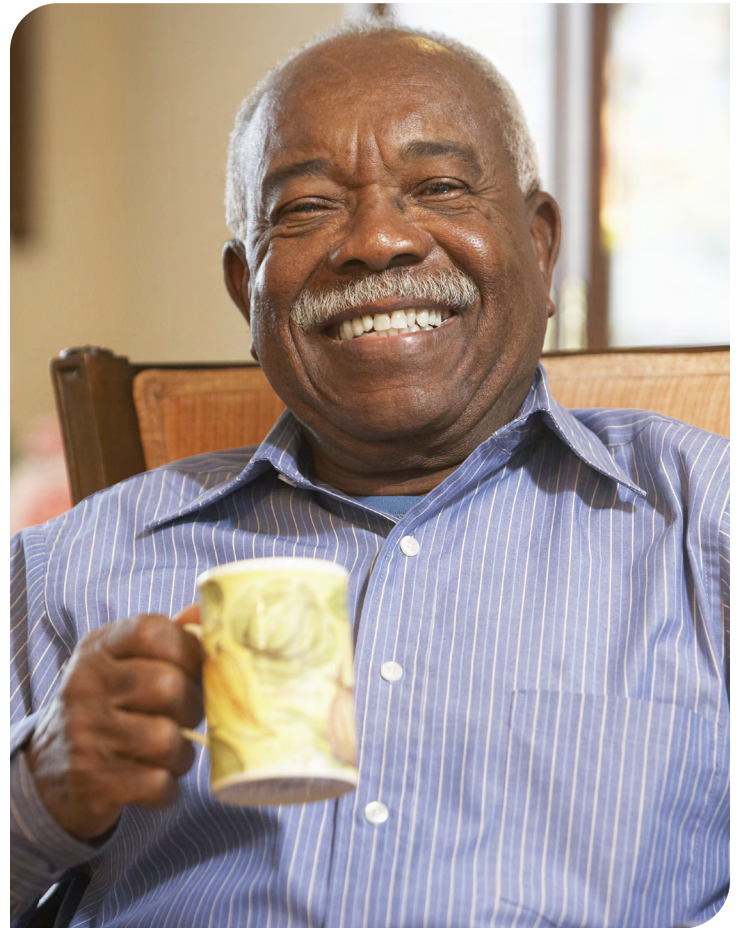
Smoke Free: www.smokefree.gov

American Cancer Society: www.cancer.org

2022 Pinnacle Awards

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

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



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

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

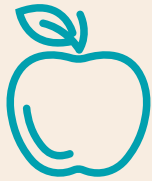
- **Clinical Service Improvement: Government Programs**
 - Hypertension Program
- **Business Operational Performance: Government Programs**
 - Transportation Grievance Reduction Initiative
- **Communication and Public Relations Campaign**
 - Update Your Contact Information
- **Immunizations**
 - One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

Healthy Recipe

Spinach & Feta Scrambled Egg Pitas

Ingredients

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



Directions

Step 1

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

Step 2

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

Tips

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





Molina Dual Options Help Finder

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

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

To learn more, please visit MolinaHelpFinder.com.

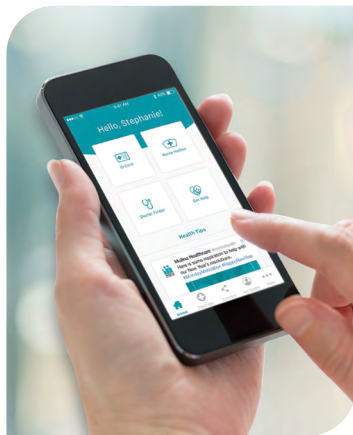
Download My Molina Mobile App Today!

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

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

Other Features:

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



Download My Molina



Health Care Fraud, Waste and Abuse

Molina Dual Options 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 Dual Options anonymously by:

Online:

www.MolinaHealthcare.alertline.com

Email:

MHMCompliance@MolinaHealthCare.com

Phone: (866) 606-3889

Fax: (248) 925-1797

Mail:

Molina Dual Options MI Health Link
Medicare-Medicaid Plan
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)

Mail:

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

For more information, please visit:

www.molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/fraud.aspx



Recent Changes to Contact Information?

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

Molina 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: 711, Monday - Friday, 8 a.m. to 8 p.m., ET. The call is free.

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location.



Your Extended Family.

18625 West Creek Drive
Tinley Park, IL 60477

Questions About Your Health?

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

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

Your health is our priority!



Molina Dual Options is on Facebook!

Get social with us and see how Molina Dual Options is impacting communities across Michigan– Like us on Facebook at

<https://www.facebook.com/MolinaHealthMI>

MolinaHealthcare.com/Duals