

Spring 2021 Health and Wellness Newsletter



Schedule Your Yearly Checkup Today!

Guide to Accessing Quality Health Care

Learn about the programs and services we offer today!

Attention Molina Healthcare Member! The Spring 2021 Guide to Accessing Quality Health Care is now available. You can find the **Guide** on our website. Go to MolinaHealthcare.com/MHM MedicaidPublications to view or print the **Guide**.

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

- **Quality Improvement Program:** Molina uses surveys and tools to review all of the services and care you receive each year from Molina. Molina wants to hear how we are doing. Molina collects information on services that include: shots, well-check exams, and

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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.

diabetes care. Molina also helps you take better care of yourself and your family. Some of the ways Molina does this include: (1) mailing or calling you to make sure you and your child get needed well-check exams and shots, (2) telling you about special services, and (3) helping you learn about ongoing health problems. You can view Molina's latest survey and tool results at MolinaHealthcare.com/MHM MedicaidPublications.

- **Population Health Management:** Molina has services to keep you healthy and take care of any health condition. We have programs focused on Case Management, Transitions of Care, care before and after birth, and others. These programs include information on how you can receive extra help, tips to stay healthy, find and access eligible services, coordinate moving from one setting to another, and connect you to community resources if you have an ongoing health condition. You will also find out about how you can enroll and opt in or opt out of these programs.

This **Guide** gives you details about how we:

Protect you:

- Protect your privacy
- Work with Molina in-network doctors to make sure you get safe health care
- Review new studies to make sure the new services are proven to be safe
- Provide you with the steps to file a grievance (complaint) if you have problems with your medical care or Molina's service

Make choices about your health care:

- Look at new services offered as part of the benefits we cover
- Tell you about your rights and responsibilities when you are enrolled in a Molina health plan



Assist you with health care actions:

- Guide you in the process to help you get health care after hours or during an emergency
- Help you find answers to drug benefit questions
- Give you details about the services Molina offers for mental health, behavioral health, and substance use
- Give you tips on how to get a second opinion about your health care from another doctor
- Show you how to get care out of the Molina network
- Provide you with the steps to appeal a denied service for a claim when it is not paid
- Tell you how to find information about Molina in-network doctors in the Provider Online Directory
- Help you learn how to fill out an Advance Directive to help you make health care decisions if you cannot speak for yourself

Meet your communication needs:

- Offer you TTY services if you need help with hearing or speech
- Offer language translation services if you need them
- Tell you how to access online tools, such as: Health Risk Assessment (Health Appraisal), Self-Management Tools, and Calculators

You can print out the **Guide** and any other information you need from the Molina website. To get the **Guide** in your preferred language or accessible format, call Member Services. You may also ask to have a hard copy of the materials mailed to you. Call Member Services at (888) 898-7969, TTY: 711, Monday through Friday, 8:00 a.m. - 5:00 p.m, EST.

Molina Responds to COVID-19

Supporting YOU!

At Molina, we are working hard to keep you and your family safe and healthy during the COVID-19 pandemic. Molina is covering the cost of any out of pocket medical expenses related to COVID-19, including office visits, urgent care, and ER visits associated with testing and treatment of COVID-19.

As a member, you have these great resources to help you stay healthy!

- **Access to Prescriptions:** Molina and our pharmacy partner CVS Pharmacy have increased access to prescriptions by providing free home delivery and early refills on medications.
- **Access to Telehealth:** Molina expanded free access to telehealth for all members. This makes it easier to connect with health care providers from the comfort and safety of home.
- **Access to Teladoc:** We expanded the Teladoc service to all Molina Members.

- **Access to Information:** We created a COVID-19 and COVID-19 Vaccine member resource page that can be viewed on our website. It houses important information such as testing sites, vaccination sites, and information on the COVID-19 virus and vaccinations. To learn more, visit <https://www.molinahealthcare.com/members/mi/en-US/mem/Coronavirus.aspx>
- **24-Hour Nurse Advice Line:** You have 24/7 access to our Nurse Advice Line if you have questions.
- **Molina Mobile App:** Manage your health care 24/7 with the app. You can easily access your ID card or use the locate a doctor.



Download the Molina Mobile App today on your smartphone using the QR code here!

Supporting your Community!

Molina Healthcare of Michigan has donated more than \$168,000 to Michigan nonprofit organizations to help ease pandemic shortages. These funds go to organizations that directly support our members. In addition, Molina has donated more than \$76k to the provider offices that care for our Molina members. These funds are being used to support COVID-19 testing, care, and treatment.

Molina has been hard at work making sure our community has the supplies needed during COVID-19 through donations including:

- 5,000 healthy hygiene kits
- Over 7,650 meals
- 2,900 diapers and pull ups to new parents
- 4,600 winter warmth items including: winter coats, boots, socks, and blankets
- Over 13,000 backpacks and totes filled with fun activities for children and seniors dealing with isolation

Molina also supported our local health care heroes, by donating over 6,500 masks, hand sanitizers, gloves, and other supplies to more than 20 FQHCs, hospitals, and providers. We do this, so they can keep doing their critical work safely, keeping you and your family healthy!

COVID-19 Vaccine

Did you know, beginning April 5th , all Molina members 16 and older can receive the COVID-19 Vaccine?

Your health is important. The COVID-19 vaccine works with your immune system so it will be ready to fight the virus if you are exposed. Getting vaccinated may also protect people around you, particularly people at increased risk for severe illness from COVID-19. Wearing masks and social distancing help reduce your chance of being exposed to the virus or spreading it to others, but these measures are not enough. Stopping the pandemic requires using all the tools we have available.

Remember, the COVID-19 Vaccine is NO COST to you!

To Make an Appointment:

Visit www.michigan.gov/covidvaccine for information on where to make an appointment at available health care providers and local health agencies. If you need help scheduling your vaccine appointment, please call 2-1-1 or the COVID Hotline at (888) 535-6136. Vaccine availability may vary by county.

For Members in Wayne, Oakland, and Macomb Counties:

There is still time to register for the **FEMA/State of Michigan Ford Field COVID-19 Vaccine Clinic!**

There are three options to register for a vaccine:

- Go to <https://clinic.meijer.com/register/CL2021>
- Text “EndCOVID” to 75049
- Residents who do not have access to internet or need assistance, please call the MDHHS COVID-19 Hotline at (888) 535-6136 (press 1). The hotline is available Monday-Friday from 8 a.m. - 5 p.m. and Saturday-Sunday, 8 a.m. - 1 p.m.

After completing the registration process you will receive an invitation by “voice” or “text” when it is your turn to schedule the appointment. Vaccine appointments will be scheduled a few days before the actual appointment. Please note, you will be called in the order of vaccine eligibility. The call center WILL have long wait times, so please only call if you do not have text or web access.



Annual Health Risk Assessment (HRA)

Did you know you could be eligible for a reduction in your health savings contribution? Visit your Primary Care Provider (PCP) and complete your Health Risk Assessment (HRA) on an annual basis and send it to Molina. Your PCP must complete the HRA form with you. Return your HRA to Molina Healthcare of Michigan. Once we receive your HRA form, we will determine which incentive you qualify for. Visit your PCP at least 2 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.

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 (MDHHS). Once you receive this notice, you will have to send a monthly payment in the requested amount in order to receive the incentive. 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 to answer any questions you may have. Please call our Member Services Department at (888) 898-7969, TTY: 711, Monday - Friday, 8 a.m. to 5 p.m., EST.

What Can Adults Do to Maintain Good Oral Health? Tips from Centers for Disease Control and Prevention

You can keep your teeth for your lifetime. Here are some things you can do to maintain a healthy mouth and strong teeth.

- Drink fluoridated water and brush with fluoride toothpaste.
- Practice good oral hygiene. Brush teeth thoroughly twice a day and floss daily between the teeth to remove dental plaque.
- Visit your dentist at least once a year, even if you have no natural teeth or have dentures.
- Do not use any tobacco products. If you smoke, quit.
- Limit alcoholic drinks.
- If you have diabetes, work to maintain control of the disease. This will decrease risk for other complications, including gum disease. Treating gum disease may help lower your blood sugar level.
- If your medication causes dry mouth, ask your doctor for a different medication that may not cause this condition. If dry mouth cannot be avoided, drink plenty of water, chew sugarless gum, and avoid tobacco products and alcohol.
- See your doctor or a dentist if you have sudden changes in taste and smell.
- When acting as a caregiver, help older individuals brush and floss their teeth if they are not able to perform these activities independently.



Tips for Children’s Dental Health Month from the Centers for Disease Control and Prevention

Did you know that the best time to start teaching your kids about dental health is before they turn one? Imprinting good habits early can lead to better checkups forever.

Here’s what you can do at each stage of your child’s life to keep their teeth healthy.

For Babies

- Wipe their gums twice a day with a soft, clean cloth. You can do this in the morning, after their first feeding and right before bedtime to get rid of any bacteria or sugar that causes cavities.
- When teeth come in, brush twice a day with a soft grade, children’s sized toothbrush. You only need water, no toothpaste yet.
- Find a dentist and schedule a visit by your baby’s first birthday!



For Children

- Help children age two and older brush their teeth twice a day with a fluoride toothpaste— as long as your dentist approves of fluoride toothpaste for them. If your child is under six, be sure to supervise their brushing!
- Ask your child’s dentist to apply dental sealers when needed, to keep cavities away!

Above all, make brushing fun for your kids! Pick out a toothbrush with them, sing a silly brushing song, praise a job well done, make brushing a sweet together time for you both.

For more information, visit the source of this data at

<https://www.cdc.gov/oralhealth/basics/childrens-oral-health/index.html>

Help to Find a Dentist

Did you know with 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. Preventative 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, Monday – Friday, 8 a.m. to 5 p.m. EST. If you are hearing impaired, please call Molina Healthcare by dialing our TTY line at 711. You may also visit MolinaHealthcare.com.

Colon Cancer – Reduce Your Risk

Colon cancer is the third most common cancer in both men and women.

Tests can detect:

- Colon polyps before they become cancerous
- Cancers in their early-stage

Who Should be Tested?

The American Cancer Society (ACS) suggest testing for:

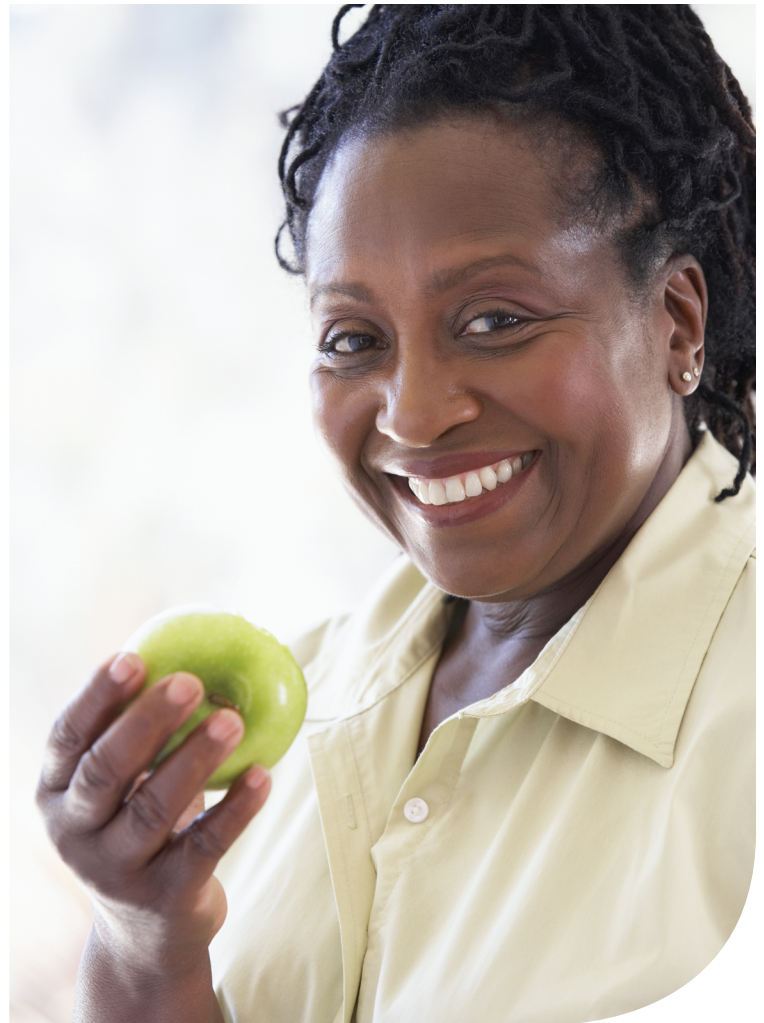
- All adults 50 years of age and older
- People with a family history of colon cancer
- People with a personal history of colon polyps, chronic inflammatory bowel disease or colon cancer

What are the Tests?

The ACS suggests the following tests:

- Fecal immunochemical test (FIT – preferred) or fecal occult blood test (FOBT)*, detects blood in the stool – Yearly

- FIT-DNA Test – combines the FIT test with a test that detects altered DNA in the stool. - Every 3 Years
- Flexible sigmoidoscopy** checks to polyps or cancer inside the rectum and lower third of the colon – Every 5 Years
- Computed tomography (CT) colonography, also called a virtual colonoscopy, uses X-rays and computers to produce images of the entire colon – Every 5 Years
- Colonoscopy - checks for polyps or cancer inside the rectum and the entire colon. The doctor can find and remove most polyps and some cancers during the test. – Every 10 Years
 - If there is anything unusual in any of the other tests the doctor will schedule a colonoscopy as a follow-up test.



Being tested is the best action you can take to prevent colon cancer. Call your health care provider and make an appointment today.

How can you reduce your risk?

- Get tested.
- Stay active. The ACS suggests at least 30 minutes of exercise five or more days a week.
- Keep a healthy body weight. Ask your provider what your weight should be.
- Eat healthy foods.
- Limit you intake of high-fat foods and alcohol.

*For FOBT, use the take-home multiple sample method.

**Using either FIT or FOBT yearly, plus flexible sigmoidoscopy every five years is better (but not required) over either of these options alone.

The Facts About High Blood Pressure – Tips from the American Heart Association

What is High Blood Pressure?

High blood pressure (also referred to as HBP, or hypertension) is when your blood pressure, the force of blood flowing through your blood vessels, is consistently too high.

If you have high blood pressure, you are not alone

- Nearly half of American adults have high blood pressure. (Many don't even know they have it.)
- The best way to know if you have high blood pressure it is to have your blood pressure checked by your doctor.

Know your Numbers

Blood Pressure Category	Systolic mm Hg (Upper Number)		Diastolic mm Hg (Lower Number)
Normal	Less than 120	and	Less than 80
Elevated	120–129	and	Less than 80
High Blood Pressure (Hypertension) Stage 1	130–139	or	80–89
High Blood Pressure (Hypertension) Stage 2	140 or Higher	or	90 or Higher
Hypertensive Crisis (Consult your doctor immediately)	Higher than 180	and/or	Higher than 120

High Blood Pressure is a “Silent Killer”

- Most of the time there are no obvious symptoms.
- Certain physical traits and lifestyle choices can put you at a greater risk for high blood pressure.
 - Risk factors related to who you are: age, race, gender and family history. Lifestyle choices: diet, weight, exercise, alcohol consumption, and smoking
- When left untreated, the damage that high blood pressure does to your circulatory system is a significant contributing factor to heart attack, stroke and other health threats.

Preventing and Managing High Blood Pressure

- Create healthy lifestyle choices such as having a proper diet, exercising, and not smoking
- With proper treatment and management, you can control your blood pressure to help you live a long and healthy life. Make sure to talk to your doctor about medication options.

Tobacco and your Health- Tips from the American Cancer Society

There is no safe way to use tobacco. All types of tobacco products contain chemicals that can be harmful to your health. Tobacco smoke is made up of thousands of chemicals that are known to cause heart disease, lung disease and cancer. Breathing even a small amount of tobacco smoke can be harmful. E-cigarettes and vaping do not contain tobacco, but they contain nicotine and harmful chemicals. The longer someone uses a tobacco product, the more risk they have of being harmed.

Cancer Risk

People who smoke cigarettes, cigars, and pipes have a higher risk of certain cancers. Using smokeless tobacco, such as chew, spit, or dip, can also cause cancer. Some cancers caused by using tobacco include:

- Lung
- Mouth, Larynx, Throat, and Esophagus
- Cervix
- Kidney, Liver, Bladder, Pancreas, Stomach, Colon, and Rectum
- Leukemia

Second-hand smoke can also increase the risk for lung cancer and lung and heart disease.

Are you ready to quit smoking?

We are ready to help! Molina Healthcare has a Stop Smoking Program. This program is at no cost to members.

The program includes:

- One-on-one counseling.
- Health education materials.
- Nicotine replacement therapy, if you are eligible and your provider decides it is right for you.



How can you enroll in our Stop Smoking Program?

Please call the Michigan QuitLine at 800-QUIT-NOW (800) 784-8669 to get more information.

What are other resources to help you quit smoking?

- Smokefree.gov – www.smokefree.gov
- American Cancer Society – www.cancer.org
- National Cancer Institute Quitline – (877) 448-7848

When you quit smoking, you greatly reduce your risk of suffering from smoking related diseases. If you are pregnant, smoking can harm you and your baby. Call our Health Education Department today at (866) 891-2320 (TTY: 711) to learn about our Stop Smoking Program.

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 by:

Online: www.MolinaHealthcare.alertline.com

Email: MHMCompliance@MolinaHealthCare.com

Phone: (866) 606-3889

Fax: (248) 925-1797

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)

Mail:

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

For more information, please visit:

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

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Member Services. The number is on the back of your Member ID card. (English)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicios para Miembros. El número de teléfono está al reverso de su tarjeta de identificación del miembro.

كل رفاوتنت ڤيوغلا ءءعاسملا تامدخ نإف ،ةغلا ركذا ثءءتت تنك اءا :ءظوحلم
مكبلو مصلا فءاه مقر(1-888-898-7969 مقرب لصءا .ناءملا ب: 711).



PO Box 298
Monroe, WI 53566-0298



Questions about Your Health?

**Do Not Forget to Get Your
Yearly Check-Up!**

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

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