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# Spring 2024 Michigan Member Newsletter



**MolinaHealthcare.com**

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# Guide to Getting Quality Health Care

## Learn about the Molina programs and services offered today!

Molina Healthcare of Michigan 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 **[MolinaMarketplace.com](https://MolinaMarketplace.com)**.

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

### Quality Improvement Program

- Molina Marketplace 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 Marketplace 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:**

- a. Protect your privacy by keeping your Protected Healthcare 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.
- b. Use and share your information only to provide benefits, carry out treatment, payment and health care operations.
- c. Work with network doctors to make sure you get safe health care.
- d. Review new advances to make sure new services are proven to be safe.
- e. 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:**

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

### **3. Help you with health care actions. We:**

- a. Guide you in how to get health care after hours or during an emergency.
- b. Help you find answers to drug benefit questions.
- c. Give you details about mental health, behavioral health and substance use services.
- d. Give you tips on how to get a second opinion from another doctor.
- e. Show you how to get care outside the Molina Marketplace Network.
- f. Give you the steps to appeal a denied service or a claim when it's not paid.
- g. Tell you how to find information about network doctors in the Provider Online Directory.
- h. 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:**

- a. Offer you TTY/TDD services if you need help with hearing or speech.
- b. Offer language translation services if you need them.
- c. 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 (888) 560-4087 (TTY/TDD: 711). You can call Monday-Friday, 8 a.m. to 6 p.m. local time. You may also ask us to mail you a copy of the materials.



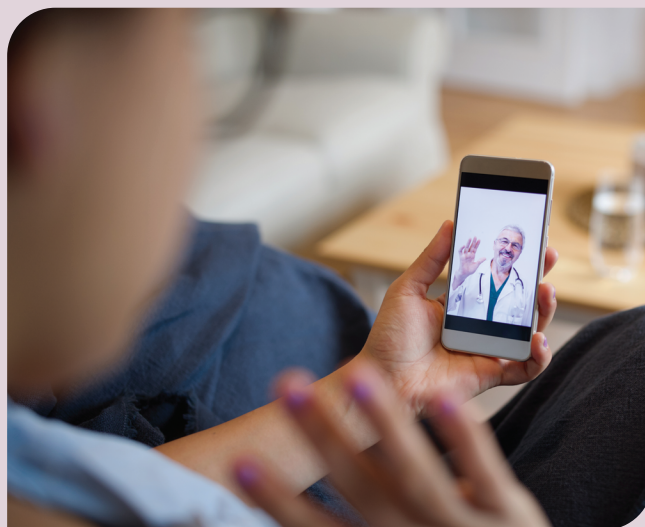
# Access to Telehealth is now available with most doctors!

You may now be able to reach your doctor virtually with telehealth.

There are so many benefits to using Telehealth such as:

- Providing health care wherever you are
- Providing faster support and diagnoses
- Reduces exposure to other illnesses

Talk to your provider for their virtual visit options and how to schedule a telehealth visit.



## Find a Doctor at Your Fingertips!

Use our Online Provider Directory to find a primary care provider (PCP) fast and at your fingertips! You can also locate a hospital, pharmacy, or specialist doctor for Medicaid, Marketplace or Medicare plans.

It's easy! To find a doctor close to your home use our "Find a Doctor or Pharmacy" online directory at **[MolinaProviderDirectory.com/MI](https://MolinaProviderDirectory.com/MI)**. When you visit our site:

1. Select your plan/program
2. Select your city & state
3. Use the search bar to locate doctors, pharmacies, hospitals, and more!



# Healthy meals give you more energy

## Greek Pasta Bake

### Ingredients

3-1/3 cups uncooked whole grain spiral or penne pasta

4 cups cubed cooked chicken breast

1 can (29 ounces) tomato sauce

1 can (14-1/2 ounces) no-salt-added diced tomatoes, drained

1 package (10 ounces) frozen chopped spinach, thawed and squeezed dry

2 cans (2-1/4 ounces each) sliced ripe olives, drained

1/4 cup thinly sliced red onion

1/4 cup chopped green pepper

1 teaspoon dried basil

1 teaspoon dried oregano

1 cup shredded mozzarella cheese

1/2 cup crumbled feta cheese

Optional: Chopped fresh oregano or fresh basil

### Directions

1. Preheat oven to 400°. Cook the pasta according to package directions; drain. In a large bowl, combine pasta, chicken, tomato sauce, tomatoes, spinach, olives, onion, green pepper, basil and oregano.
2. Transfer to a 13x9-in. baking dish coated with cooking spray. Sprinkle with cheeses. Bake, uncovered, until heated through and cheese is melted, about 25 minutes. If desired, garnish with oregano or basil.



# Questions about your health?

## Download My Molina Mobile App Today!

Get 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  
Mobile App**



Scan Here to Download



## Call our 24-hour Nurse Advice Line!

Health issues can happen any time, even on nights and weekends. As a Molina member, you can talk to a nurse right away! Our 24-hour Nurse Advice Line is a covered service that is available 24/7.

Speak to a nurse when you:

- Have a medical question any time of the day or night
- Think of a question after you visit your doctor
- Feel sick and aren't sure what to do
- Feel sick or hurt and don't know where to go for care



**Keep these phone numbers handy!**

**English: (888) 275-8750**  
**Spanish: (866) 648-3537**  
**TDD/TTY: 711**



## Molina Help Finder

We are part of your community and we work hard to make it healthier. Molina 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](https://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](https://MolinaHelpFinder.com).**

# 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:** [MolinaHealthcare.alertline.com](https://MolinaHealthcare.alertline.com)  
**Email:** [MHMCompliance@MolinaHealthcare.com](mailto:MHMCompliance@MolinaHealthcare.com)  
**Phone:** (866) 606-3889 Fax: (248) 925-1797



**Mail:** Molina Healthcare of Michigan  
Attention: Compliance Director  
880 West Long Lake Road  
Troy, MI 48098-4504



**Or you can contact**  
**Online:** [michigan.gov/fraud](https://michigan.gov/fraud)  
**Phone:** (855)-MI-FRAUD (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:**

[molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/Pages/fraud.aspx](https://molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/Pages/fraud.aspx).

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Usted tiene derecho a recibir esta información en un formato distinto, como audio, braille, o letra grande, debido a necesidades especiales; o en su idioma sin costo adicional.

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-560-4087 (TTY: 711).