



## Your Guide to Getting Quality Health Care

Learn about the programs and services offered at Molina Healthcare!

The spring 2022 version of Molina’s Guide to **Getting Quality Health Care** (the Guide) is now available. You can find the Guide on our website at [Molinahealthcare.com/MHMMarketplacePublications](https://Molinahealthcare.com/MHMMarketplacePublications). You can view or print a copy.

The 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
- We want to hear how we’re doing. We collect information on services such as shots, well-check exams and diabetes care
- We help you take better care of yourself and your family. Some of the ways we do this is by:

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



- Mailing or calling to remind you and your child to get well-check exams and shots
- Telling you about special services
- Helping you learn about any ongoing health problems

## **Population health management**

- Molina 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
- Work with network doctors to make sure you get safe health care
- Review new studies 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:

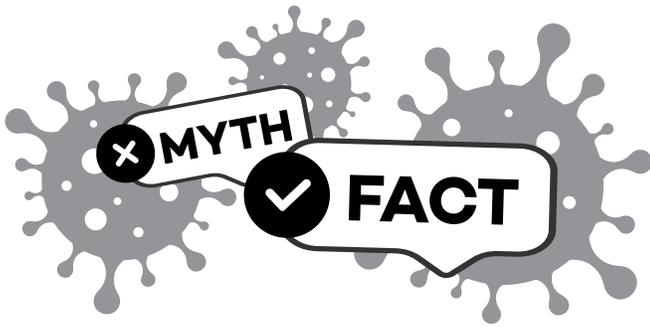
- Guide you in how to get health care after hours or during an emergency
- Help you find answers to drug benefit questions
- Give you details about mental health, behavioral health and substance use services
- Give you tips on how to get a second opinion from another doctor
- Show you how to get care outside the Molina 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/TDD 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 **(888) 560-4087** (TTY/TDD: 711). You can call Monday through Friday, 8 a.m. to 6 p.m. You may also ask us to mail you a copy of the materials.





# COVID-19 Vaccine Myths Busted!

## ✗ MYTH

**The ingredients in COVID-19 vaccines are dangerous.**

## ✓ FACT

Nearly all the ingredients in COVID-19 vaccines are also ingredients in many foods – fats, sugars, and salts. COVID-19 vaccines do NOT contain ingredients like preservatives, tissues, antibiotics, food proteins, medicines, latex, or metals.

## ✗ MYTH

**The natural immunity I get from being sick with COVID-19 is better than the immunity I get from COVID-19 vaccination.**

## ✓ FACT

Getting a COVID-19 vaccination is a safer and more dependable way to build immunity to COVID-19 than getting sick with COVID-19. Getting sick with COVID-19 can cause severe illness or death, and we can't predict who will have mild or severe illness. If you get sick, you can spread COVID-19 to others. You can also continue to have long-term health issues after COVID-19 infection.

## ✗ MYTH

**COVID-19 vaccines cause variants.**

## ✓ FACT

COVID-19 vaccines do not create or cause variants of the virus. Instead, COVID-19 vaccines can help prevent new variants from emerging.

New variants of a virus happen because the virus that causes COVID-19 constantly changes through a natural ongoing process of mutation (change). As the virus spreads, it has more opportunities to change. High vaccination coverage in a population reduces the spread of the virus and helps prevent new variants from emerging.

**✘ MYTH**

**The mRNA vaccine is not considered a vaccine.**

**✔ FACT**

mRNA vaccines, such as Pfizer-BioNTech and Moderna, work differently than other types of vaccines, but they still trigger an immune response inside your body. This type of vaccine is new, but research and development on it has been underway for decades.

The mRNA vaccines do not contain any live virus. Instead, they work by teaching our cells to make a harmless piece of a “spike protein,” which is found on the surface of the virus that causes COVID-19.

**✘ MYTH**

**COVID-19 vaccines contain microchips.**

**✔ FACT**

COVID-19 vaccines do not contain microchips. Vaccines are developed to fight against disease and are not administered to track your movement.

Vaccines work by stimulating your immune system to produce antibodies, exactly like it would if you were exposed to the disease. After getting vaccinated, you develop immunity to that disease, without having to get the disease first.

Learn more about the ingredients in the COVID-19 vaccinations authorized for use in the United States.

**✘ MYTH**

**Receiving a COVID-19 vaccine can make you magnetic.**

**✔ FACT**

Receiving a COVID-19 vaccine will not make you magnetic, including at the site of vaccination (usually your arm). COVID-19 vaccines do not contain ingredients that can produce an electromagnetic field at the site of your injection. All COVID-19 vaccines are free from metals.

**✘ MYTH**

**COVID-19 vaccines can change your DNA.**

**✔ FACT**

COVID-19 vaccines do not change or interact with your DNA in any way.

The genetic material delivered by mRNA vaccines (Pfizer & Moderna) never enters the nucleus of your cells, which is where your DNA is kept.

Viral vector COVID-19 vaccines (Johnson & Johnson) deliver genetic material to the cell nucleus to allow our cells to build protection against COVID-19. However, the vaccine does not have the ability to mix its genetic material into our DNA, so it cannot change our DNA.

**✘ MYTH**

**A COVID-19 vaccine can make you sick with COVID-19.**

**✔ FACT**

Because none of the approved COVID-19 vaccines in the United States contain the live virus that causes COVID-19, the vaccine cannot make you sick with COVID-19.

COVID-19 vaccines teach our immune systems how to recognize and fight the virus that causes COVID-19. Sometimes this process can cause symptoms (fever, chills, muscle pain, etc.). These symptoms are normal and are signs that the body is building protection against the virus that causes COVID-19.

**✘ MYTH**

**The COVID-19 vaccine for children is not safe.**

**✔ FACT**

The COVID-19 vaccine for children between the ages of 5 to 11 years has undergone thorough testing by both FDA and CDC. COVID-19 vaccines have and will continue to undergo the most intensive safety monitoring in U.S. history.

**✘ MYTH**

**It is safer for my child to build immunity by getting infected with COVID-19 than to build immunity by getting the vaccine.**

**✔ FACT**

Getting children ages 5 years and older vaccinated against COVID-19 is the best way to protect them from COVID-19. Children's risk of COVID-19 infection is similar to adults. When children get COVID-19, they may be sick for several days and miss school and other opportunities for learning and play with others. Children who are not vaccinated and get COVID-19 may also be at risk for prolonged post-COVID-19 conditions, hospitalization, multisystem inflammatory syndrome (MIS-C), or death.

**✘ MYTH**

**COVID-19 vaccines cause fertility and other reproductive issues.**

**✔ FACT**

There is no evidence that any of the COVID-19 vaccines cause fertility problems in women or men. In fact, COVID-19 vaccination is recommended for people who are pregnant, trying to get pregnant now, or might become pregnant in the future, as well as their partners.

For more COVID-19 Vaccine Facts visit <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/facts.html>

# My Health Perks

Molina has launched its new wellness program called My Health Perks. Through My Health Perks, you and every adult covered on your health plan are eligible to earn a **\$50 gift card**.

My Health Perks is Molina Healthcare's Health & Wellness member engagement program that provides access to wellness programs, healthy information and a **\$50 wellness incentive program**.

## My Health Perks Eligibility:

The program is voluntary and available to all Subscribers at no cost. The program is additionally available to Dependents 18 years and older at no cost.

## Earn a \$50 Gift Card:

- Complete the two steps below to help us better understand your health needs and earn a \$50 gift card
  - 1. Tell us about your health – Log into your My Molina Portal and visit the My Wellness page** to complete the My Health Perks Molina Wellness Assessment
  - 2. Complete your annual physical** – Visit your Primary Care Provider (PCP) for your annual Wellness Examination
- **Claim your reward:** We will notify you via email once you've completed your online wellness assessment and your Annual Wellness Exam claims have been received. This may take several weeks to be processed.
- You can track the status of your PCP claim anytime on MyMolina.com. Visit the My Health records page and click on claims history.
- You will be notified via email when it's time to select your digital or physical \$50 gift card.

- Enjoy your reward card at participating retailers.

## Other My Health Perks Program Features

- My Health Perks provides access to a suite of wellness programs and information:
  - Interactive programs to help manage Asthma, Heart Disease, Depression, Diabetes, High Blood Pressure & High Cholesterol
  - Health education programs and information, to support a healthy lifestyle



# Tobacco and your Health - Tips from the American Cancer Society

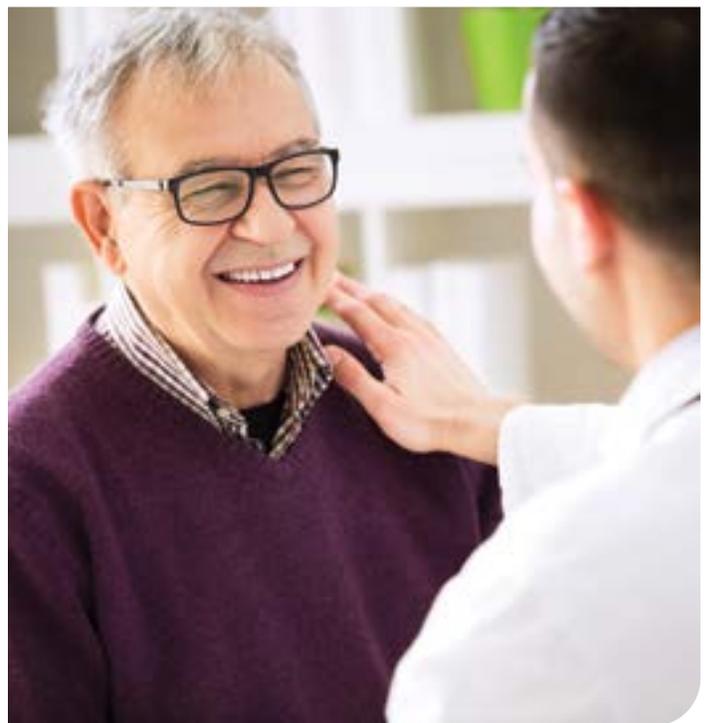
There is no safe way to use tobacco. All types of tobacco products contain chemicals that can be harmful to your health. Tobacco smoke is made up of thousands of chemicals that are known to cause heart disease, lung disease and cancer. Breathing even a small amount of tobacco smoke can be harmful. The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

## 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

Even consuming second-hand smoke can 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 (NRT), if you are eligible and your provider decides it is right for you
  - NRT works by replacing some of the nicotine you used to get from cigarettes, so you don't feel as uncomfortable after quitting

- Some medications are available by prescription like inhalers, nasal spray and non-nicotine medicines (Zyban and Chantix)
- Other treatments are available over the counter (OTC) like nicotine replacement patches, chewing gums and lozenges



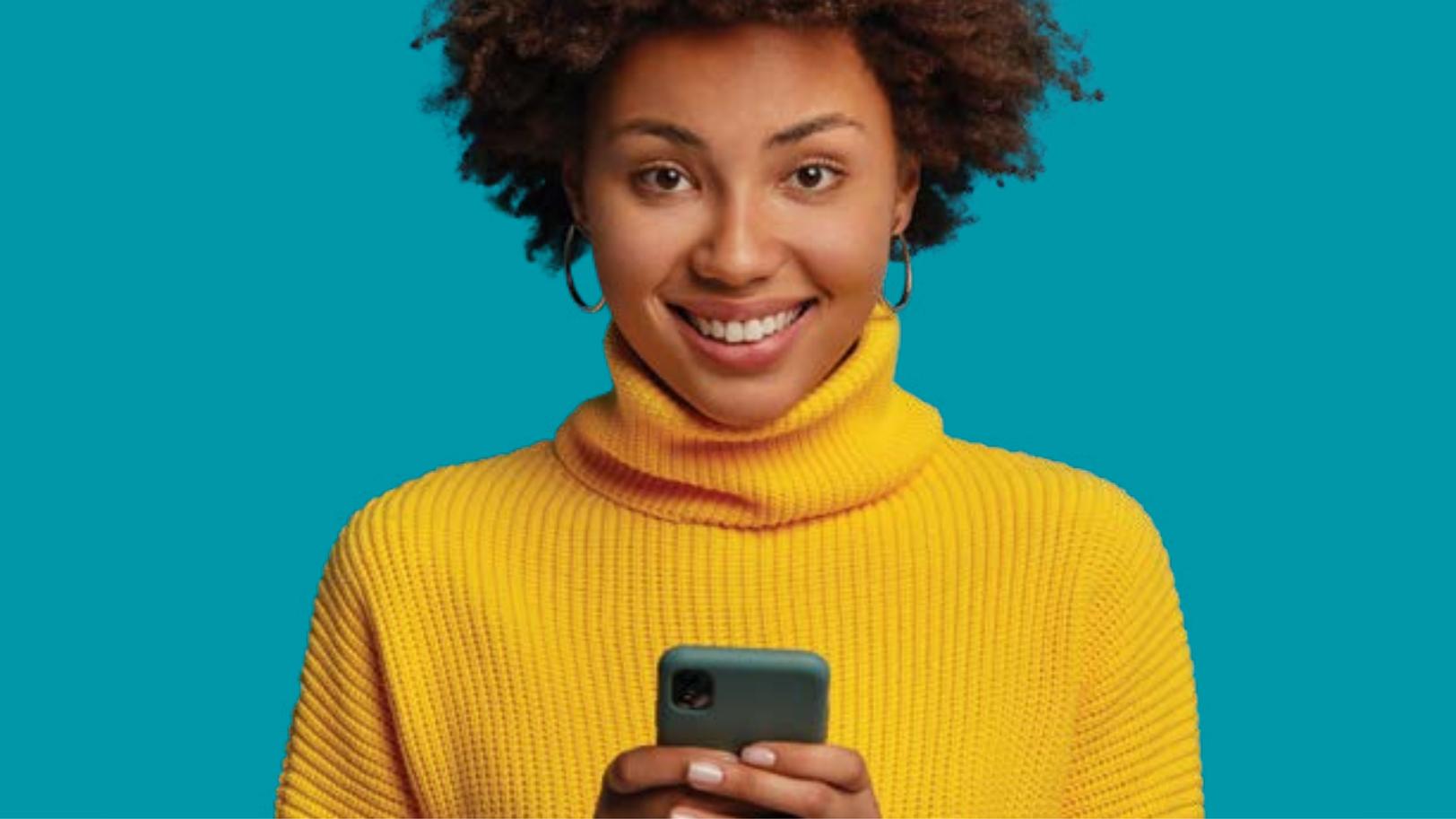
## How can you enroll in our Stop Smoking Program?

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](http://www.smokefree.gov)
- American Cancer Society – [www.cancer.org](http://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) Monday-Friday, 9:00 am-9:00 pm EST. to learn about our Stop Smoking Program.



## 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 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](http://www.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, Suite 600  
Troy, MI 48098-4504

**Or you can contact:**

**Online:** [www.michigan.gov/fraud](http://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](http://www.molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/fraud.aspx)

**Or scan QR code below**





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 Healthcare of Michigan is on Facebook!**

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

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