

# Molina Healthcare Member Newsletter Summer 2024



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Thank you for being a Molina Healthcare (Molina) member. This is your member newsletter. It has some great information about how to get and stay healthy! You can find more information on our website, such as:

- Your Member Handbook – tells you about your covered benefits, services and much more
- The Provider Directory – lists all the providers and pharmacies we work with
- Our Notice of Privacy Practices
- Your member rights and responsibilities
- Any limits on your coverage
- Copays and charges, if any
- Information on what to do if you get a bill for a claim



If you ever have questions or need information, please call Member Services at **(800) 424-5891 (TTY/TDD: 711)** Monday-Friday from 8 a.m. to 6 p.m. or visit our website at [MolinaHealthcare.com](https://www.MolinaHealthcare.com). Please keep this information handy!

# Getting care in your language

We want to make sure you understand the programs, health care and resources available to you. That's why we communicate in the language of your choice.

## Did you know we can help you get interpretation services?

- We make sure providers and staff have the training and tools to work with members who speak languages other than English.
- We offer verbal, sign and written language services, and qualified interpreters at no cost!
- We'll also read documents to you out loud, if you need it.

Our provider directories and Provider Online Directory list the languages providers and their staff speak. These directories will tell you if a provider's office offers interpreter services. These tools are available on our website.



If you have other cultural needs or need help finding a provider that speaks your language, call Member Services at (800) 424-5891 (TTY/TDD: 711). We can also help you find a provider that can accommodate physical disabilities. We can check to see that a network provider can meet your needs.

We'll keep improving the services we offer you and work to meet your needs!

## Integrated health care services

Molina is an integrated health plan. This means we offer both physical and behavioral health services. We're here to address your **whole health**. We have network providers who offer physical and behavioral health services in the same office. We want you to get care and services through an integrated provider. This will ensure your needs are met without any delays. If you need help finding an integrated provider, please call Member Services.

We work hard to improve your health and quality of life. We do this is by combining behavioral and physical health and giving you **whole person care**. This means we focus on all parts of your health.

Here are some ways we give you **whole person care**:

- We have value-based contracts. This means we reward your providers when their services meet all of your needs.
- We give you extra support from care managers. Our care managers are licensed clinicians and registered nurses who use whole person care. We also work with our utilization management team and your providers to meet your behavioral and physical health needs.
- We use tools to see if you have unmet health needs. Then we find providers that can give you this care. The goal is to have one team and one treatment plan all working from the same medical record.

### For example:

Diabetes can increase the risk of having major depression. Depression can affect your ability to stick to treatment. Treatment and medicine for depression can make diabetes worse. We can't just treat one condition. With whole person care, we find treatment that improves diabetes and depression.

# How to find a doctor or provider

We work with different doctors and providers. As a Molina member, you can choose the providers you see from the list of providers we work with. This is called “in-network.”

Our list of the providers is called the provider directory. This lists all of the providers, hospitals, urgent care centers and pharmacies that work with Molina.

You’ll need to see providers who work with Molina. If you have any questions, call Member Services at (800) 424-5891 (TTY/TDD: 711).

## How to get care from out-of-network providers:

Molina Healthcare is a managed care plan. You should use the providers in our network. To see if a provider is in our network, you can call Member Services at (800) 424-5891 (TTY/TDD: 711) You can call Monday-Friday 8 a.m. to 6 p.m. MST.

You can seek out-of-network services in the following situations:

- Emergency care
- Family planning services
- When you are coming from another health plan
- When there are no providers close to you

If you cannot get the care you need from a specialist in our network, you can see a specialist outside of our network. You can ask your PCP to submit an authorization to see an out-of-network provider.

An out-of-network provider can also ask for a prior authorization to treat you. If this request is approved, you can see the out-of-network provider.

If you go to a non-contracted provider, please call Member Services at (800) 424-5891 (TTY/TDD: 711). We can help you find an in-network provider.

## Getting help using our provider network:

We can help you get the care you need and use our provider network. If you have certain illnesses or use services regularly, a care manager may call you. He or she will help meet your needs. They can help you find a provider in our network, if needed. You can also get help by calling Member Services at (800) 424-5891 (TTY/TDD: 711). We’ll have a care manager call you back right away or regularly.

## How to get a provider directory:

To get a provider directory at no cost:

- Go to our website at [MolinaHealthcare.com](https://MolinaHealthcare.com) and use the [Find a Doctor or Pharmacy tool](#).
- Call us at (800) 424-5891 (TTY/TDD: 711) and ask us to mail you a printed copy at no cost





## Make sure you get your flu shot!

Flu season is coming. Make sure you and your loved ones get flu shots right away! Flu shots are covered for you at no cost.

### Can you prevent the flu?

You can help prevent the flu by getting the flu shot every year. It's best to get the shot as soon as it's available.

The U.S. Centers for Disease Control and Prevention (CDC) recommends that everyone at least six months old get a flu shot. It's very important for people who are at a higher risk of problems from the flu, including:

- Young children
- Adults and children who have long-term health problems or a weaker immune system
- Women who are pregnant during the flu season

The flu vaccine is also important for health care workers and anyone who lives or works with a person who is at a higher risk of problems from the flu.

The vaccine usually prevents most cases of the flu. Even if you get the flu after you've had the vaccine, your symptoms may be less severe and you'll have fewer problems from the flu. Remember, you cannot get the flu from the flu vaccine.

Have you already seen your PCP recently and don't want to make another appointment? That's okay! Many grocery stores, pharmacies, schools and workplaces offer flu shots.



## Non-emergency medical transportation

Do you need a ride to a medical appointment?

Molina partners with MTM/Veyo to provide you with NON-emergency medical transportation services. Please call MTM/Veyo at least 3 business days before your appointment and have the following information ready:

- Your AHCCCS ID number
- Your appointment date and time
- Your medical provider's name and address
- Your pick-up address
- The type of vehicle you need (standard/ambulatory, wheelchair, stretcher)
- Are additional passengers traveling with you? One additional passenger is permitted.



**To book your ride, call MTM/Veyo at (833) 474-5060 Monday-Friday between 8 a.m. - 6 p.m.**

If you have questions, call Molina Member Services at (800) 424-5891. View the [list of covered transportation services](#) prior to booking your ride.

### **Please note:**

- Be ready 30 minutes before your scheduled pickup time.
- Urgent trips will be handled same day and are subject to a 1-hour service window from the time of your reservation.
  - Urgent trips include:
    - Discharges
    - Dialysis
    - Urgent care
    - Cancer treatment
    - Pre/post-surgery

- Surgery
  - Wound care
  - Same-day mental health - Member Services will call in to request these trips.
  - Same-day pain management visits when your provider confirms you cannot wait to be seen within the normal 72-hour reservation notice.
  - Same day doctor visits when you are sick and your physician confirms you cannot wait to be seen within the normal 72-hour reservation notice.
- Members under 18 years of age must be accompanied by an adult at least 21 years or older.
  - You are required to provide all necessary child-safety/booster seats and durable medical equipment (wheelchair, scooters, canes, etc.).
  - Reservations can be made for trips occurring in the current or following month
  - For a return ride when you are not sure how long your appointment will last:
    - Call MTM/Veyo at (833) 474-5060.
    - MTM/Veyo has up to 60 minutes from the time of your call to pick you up

## Behavioral Health Crisis Line

The Behavioral Health Crisis Line in your county can help you with a behavioral health crisis. You can call 24/7. The crisis line is confidential and open to anyone who needs help. It isn't just for Medicaid members. Trained crisis intervention specialists are here to help you over the phone.

Some signs of a behavioral health crisis are:

- Thinking about or being afraid you might hurt yourself or someone else
- Feeling hopeless
- Not wanting to do things you usually enjoy
- Not wanting to be with your friends or family
- Mood swings, anxiety or getting angry easily

For a life-threatening emergency, call 911 right away.

### Arizona Statewide Crisis Line:

- (844) 534-4673 (HOPE)

### For young people:

- **Teen Lifeline:** (602) 248-TEEN (8336) (call or text)

### For Veterans:

- **Veterans Crisis Line:** 988 (press 1)
- **Be Connected:** (866) 4AZ-VETS (429-8387)



### Other Arizona Crisis Lines:

- Gila River and Ak-Chin Indian Communities: (800) 259-3449
- Salt River Pima Maricopa Indian Community: (855) 331-6432
- Tohono O'Odham Nation Crisis Line: (844) 423-8759



## 988 Suicide and Crisis Lifeline

The National Suicide Prevention Lifeline is a network of local crisis centers who offer 24/7 help. They offer emotional support to people in a suicide crisis or emotional distress. Call to talk to someone who can help. If you have thoughts about harming yourself or someone else, get help right away by calling 911.

### Call:



- **\* 988 Suicide and Crisis Lifeline: 988** (text or chat) Start a chat: <https://988lifeline.org/chat/>
- **The National Substance Use and Disorder Issues Referral and Treatment Hotline:** (800) 662-HELP (4357)



## Arizona Opioid Assistance & Referral Line

The Arizona Opioid Assistance & Referral (OAR) Line can help you or someone you know dealing with opioids, pain or opioid use disorder. This OAR line is confidential and open 24/7 at no cost. You can call (888) 688-4222 to talk to a medical expert at the Poison and Drug Information Centers in Arizona.



## Resources to help you quit tobacco

We want to help you get healthier! There are no-cost programs that can help you stop smoking.

- **ASHLine, the Arizona Smokers' Helpline** offers phone and online resources 24/7. Call (800) 556-6222 (TTY/TDD: 711) or visit [ashline.org](http://ashline.org) to get help.
  - When you call ASHLine, you'll get:
    - o A coach to talk to you about quitting tobacco
    - o Access to online resources
    - o Text message coaching right from your phone
  - **The Arizona Department of Health Services (ADHS)** offers programs to help you quit smoking. If you'd like to sign up, please call (800) 556-6222 (TTY/TDD: 711).
    - o Tobacco Free Arizona is an ADHS website. It has information about Tobacco Free Arizona and tools to help you quit tobacco. Visit [azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/index.php](http://azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/index.php) to learn more.
  - **Medicines to help you quit.** You can get medicines to help you quit tobacco. They are covered for you at no cost. Your primary care provider (PCP) can prescribe these medicines to you.

Here's what to do:

- o You must talk to your PCP first. They will find the right medicine for you.
- o Your PCP will prescribe the medicine they want you to use.
- o To get your medicine covered, you must have a prescription from your PCP.
- o You can get a 12-week supply of medicine over a six-month period. The six-month period starts on the date the first prescription is filled.

If you have any questions, please call Member Services.





## Medicare Part D (for members getting Medicaid and Medicare)

AHCCCS doesn't pay for cost-sharing, coinsurance, deductibles, or copays for medicines covered under Medicare Part D. AHCCCS may cover medicines not covered under Medicare Part D, if medically necessary. If you have any questions about your Medicare Part D cost sharing, please contact Member Services at (800) 424-5891 (TTY/TDD: 711).

AHCCCS may cover some over-the-counter (OTC) medicines. Search the [Molina OTC drug list](#) on our website for a list of covered OTCs. You can also call Member Services at **(800) 424-5891 (TTY/TDD: 711)** to ask for a printed copy. For more information on OTCs, please visit [MolinaHealthcare.com](https://MolinaHealthcare.com)

## Community resources to help you and your family

Molina is committed to helping our members live healthier lives. That's why we've created a [Community Resource Guide](#). The community organizations in this guide provide you with information on programs, services and resources to help you with your health and well-being.

You can access our new Community Resource Guide at [MolinaHealthcare.com](https://MolinaHealthcare.com).

Would you like a printed copy of this guide? Just call Member Services and we'll mail a copy to your home.



### Did you recently move? Don't forget to update your address

Make sure we have your correct mailing address so we can send renewal information if needed. Log into [healtharizonaplus.gov](https://healtharizonaplus.gov) or call 1-855-HEAPLUS (432-7587). The fastest way to update your information is online at [healtharizonaplus.gov](https://healtharizonaplus.gov). You can also visit [healtharizonaplus.gov](https://healtharizonaplus.gov) to find a Community Assistor organization who can help you update your phone number and mailing address, and complete your Medicaid renewal.

# Staying safe in Arizona's heat

Frequent triple digit temperatures (which typically last from May through September in Arizona) and exposure to excessive heat can result in an increased risk for heat-related illness.

## Stay cool, stay hydrated, and stay informed

Anyone can get heat-related illness. Protect yourself and your loved ones by making sure you are drinking enough water and limiting your time spent in the heat. Don't forget to check on your neighbors and older adults during this time.

**Drink water.** Always carry water with you and drink even if you do not feel thirsty. Avoid alcohol which dehydrates the body. We recommend drinking at least two liters (eight or more cups) of water each day, even if you are mostly indoors. Outdoor workers, anyone who is outside in high temperatures, those engaging in physical activity, and people who have certain health conditions should increase their intake.

**Dress for the heat.** Wear lightweight, light-colored clothing, wear hats or use an umbrella, and always apply sunscreen to exposed skin.

**Never leave children, adults, or pets inside a parked vehicle.** A parked vehicle can reach dangerous temperatures in just minutes. Leaving the windows down or parking under shade is not enough to protect your loved ones.

**Be aware of hot concrete.** On a hot day, asphalt can be 40 to 60 degrees hotter than the temperature.

**Monitor those at high risk.** Check on friends, family, and neighbors for signs of heat exhaustion or heat stroke. Infants and young children require much more frequent observation. Respectfully check on elderly neighbors to ensure their air conditioning is working and in use.

**Slow down.** Avoid strenuous activity. If you must do strenuous activity, do it during the coolest part of the day, which is usually in the morning between 4 a.m. and 7 a.m.

**Take regular breaks when engaged in physical activity on warm days.** Take time out to find a cool place. If you recognize that you, or someone else, are showing symptoms of a heat-related illness, stop activity and find a cool place. Remember, have fun, but stay cool!

**Sign up for ADHS Excessive Heat Warnings.** [Sign up to get messages from ADHS](#) whenever there's an Excessive Heat Warning and to get tips on staying safe and cool.



# Molina wants to hear from you – Join our Member Advisory Committee!

We are currently looking for new members to join our Member Advisory Committee (MAC). Our MAC is a group of Molina members, their family members or caregivers that meets to discuss how we can improve care, discuss some of our work, and get feedback on member communications and materials. We meet monthly on Microsoft Teams, typically on the 4th Thursday of the month from 5:30-7 p.m. As a Molina member, you will receive \$50 payment for each meeting.

If you'd like to join, or have questions, please reach out to [MCCAZ-OIFA@MolinaHealthcare.com](mailto:MCCAZ-OIFA@MolinaHealthcare.com).

## Centers of Excellence

Molina's Centers of Excellence (COE) are programs that are designed to support our members who are dealing with unique health issues. They focus on things like:

- The correct level of care
- The correct type of care
- Clinical excellence
- Patient satisfaction

Molina looks for Centers of Excellence based on the following:

- A history of successful member outcomes.
- Adherence to evidence-based practices for the population they serve.

Molina encourages our members to consider using these providers if they have one of the following conditions.



Centers of Excellence	Providers	Contact Information
Adults with chronic pain	Recovia	(480) 712-4600
Children at risk of/with autism spectrum disorder (ASD)	Southwest Behavioral & Health Services	(602) 388-1700

If you would like help connecting with one of Molina's Centers of Excellence, please call Member Services at (800) 424-5891 (TTY/TDD: 711).

## What does it mean to be eligible for SED services?

Serious Emotional Disturbance (SED) is a term used in Arizona for children (0-18) who have a diagnosable mental, behavioral or emotional disorder which substantially interferes with or limits the child's role or functioning in family, school or community activities.

There is a standard process for receiving a Serious Emotional Disturbance determination. Please review the information on the following page to learn more about the eligibility process and benefits.

## What is a Serious Emotional Disturbance (SED)?

Serious Emotional Disturbance (SED) is a designation for children who have a mental, behavioral, or emotional disorder which substantially interferes with or limits the child's ability to function in family, school, or community activities. It may identify higher needs and help AHCCCS match services to the member's specific needs.

There is a standard process for determining SED eligibility.

## What are the criteria?

In order to receive an SED determination a child must:

- Be under age 18 years old,
- Have a qualifying diagnosis, and
- Have serious impairment due to the symptoms of their diagnosis, or be at risk of deterioration if adequate supports and services are not provided.



## What is the benefit of an SED designation?

Children with an SED designation qualify for all AHCCCS-covered behavioral and physical health services, as well as a higher level of care to include additional services based on their needs. These may include crisis intervention services, Traditional Healing Services, Auricular Acupuncture, or room and board when a Behavioral Health Residential Facility admission is medically necessary. Members with an SED designation may receive services through the Mental Health Block Grant even if they are not eligible for Medicaid coverage for example, over income covered under other insurance, or have no insurance coverage). A member has the right to discuss with their provider which services best fit their needs.

## What to expect during the designation process?

The parent/guardian, known as the Health Care Decision Maker (HCDM), may call their child's primary care provider (PCP), their established behavioral health provider, their health plan (AHCCCS or commercial/private insurer), or the child's school to request an SED eligibility determination. If the child is uninsured/underinsured, the HCDM can contact the local [AHCCCS Complete Care-Regional Behavioral Health Agreement](#) (ACC-RBHAs) and request an evaluation appointment. The HCDM and their child will meet with a qualified assessor within seven days of request. Once the packet is completed and consent is given, Solari Eligibility and Care Services reviews the packet and makes a decision. The SED designation process may take up to 60 days. Once the decision has been made, Solari notifies the HCDM, submitting provider, and AHCCCS. If the child is already covered by AHCCCS, they may stay with their existing health plan. If they do not have AHCCCS, their services will be covered by the ACC-RBHA in their area.

## Will an SED designation automatically become a Serious Mental Illness (SMI) determination when a child turns 18 years old?

An SED designation does not automatically become an SMI designation when a child turns 18 years old. A child is eligible to receive an [SMI evaluation](#) at age 17 years and 6 months of age. The SED and SMI determination processes are separate.

More information can be found in the [SED Determination FAQs](#) document.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.

For a list of health plan contacts, visit  
[www.azahcccs.gov/healthplans](http://www.azahcccs.gov/healthplans)

Office of Individual and Family Affairs 2024-2-15  
[www.azahcccs.gov/oifa](http://www.azahcccs.gov/oifa)