

# Molina's myhealthmylife

A newsletter just for Senior Whole Health members

Spring 2024



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# We're here to help!

## Member Services

(888) 794-7268 (TTY: 711)

Monday-Friday, 8 a.m. to 8 p.m. local time

Please use this number and hours of operation any time Member Services is mentioned in this newsletter. This phone number can also be found on your member ID card.



## “Why I Serve”

**Claire Easter,**  
**Nurse Care Manager, Senior Whole Health**

My interest in nursing came from tragedy – witnessing hospice care when I lost both my nephew and brother. In addition to being a hospice nurse, I've been a pediatric nurse, visiting nurse and now nurse care manager throughout my career. However, I knew that working with older adults was my calling from the moment I worked as a licensed practical nurse in a nursing home.

At Senior Whole Health, I am able to care for our Massachusetts seniors day after day. I love engaging with my members, listening to their stories and hearing what they have to say and how they feel. I want to give them everything they need, so this dialogue helps me figure out how we can best serve them – whether that's providing transportation to and from medical appointments, referring them to behavioral health services or providing them with food and personal care support.

One thing that sets this health plan apart is our commitment to the community. We have a mobile RV that visits areas throughout Massachusetts, offering blood pressure screenings and health education. We also offer and participate in volunteer opportunities to support local organizations that serve individuals in need. I'm particularly proud of the telethon we did for Greater Boston Food Bank at a local TV station. We, as a team, made personal contributions towards food security in the commonwealth.

From the day patients enter our care, strong relationships are formed between patients and nurses. Our members truly become a part of our families. It is an honor to provide patients with the care they need to be comfortable and healthy in this stage of life – and that is **why I serve**.



# Senior Whole Health makes \$500,000 local investment

Senior Whole Health (SWH) invested \$500,000 in groups supporting place-based support (PBS) for Massachusetts seniors living in low-cost housing. The investment will enhance health care for seniors in greater Boston.

## What is PBS?

The PBS model works with seniors where they live. This makes it simpler for them to get care and other help. PBS has on-site coordinators who help seniors reach providers, health plans and local groups.

## What does this mean?

Our PBS program involves:

- Benefits for New Bedford Housing Authority residents:
  - Coastline will offer residents of Tripp Towers and Boa Vista breakfast three days per week.
  - Child and Family Services will give on-site crisis care support for Tripp Towers, Boa Vista and New Bedford Hotel Apartments.
  - The Greater Boston Food Bank will allow residents to use a mobile market with fresh food and pantry staples.
- Funding on-site coordinators to help residents with their health care needs.
- Embedding health teams within low-cost senior housing sites.
- Supplying file of life magnets. This will make residents' health info close by for rescue workers tending to health crises.
- Buying shared items like a fridge, large-format TV, projection unit and more to support social events and lower feelings of loneliness.

## From SWH Plan President Bill Graham

“Improving health outcomes for older adults in Massachusetts goes beyond providing traditional medical services. By financially supporting place-based supports, we are helping community organizations meet seniors where they are to actively address concerns around food insecurity and social isolation.”



# Member support focus workgroups

We've been working with partners to teach members about keeping healthy blood pressure levels. Our clinical, quality and sales team members teach attendees about blood pressure and answer questions during these sessions. We talk about things like:

- What is blood pressure?
- How to take and read your blood pressure the right way.
- What are healthy blood pressure readings?
- Why you should take your blood pressure daily.
- How to keep a log of your blood pressure readings.
- The value of sharing your log with your doctor.
- How high blood pressure is treated.
- Tips on how to keep a healthy blood pressure.

We want to give you the tools and support to keep your blood pressure levels healthy. We'll be hosting more of these sessions soon. We welcome you and your caregivers to join. If you want to come, please call Member Services.



## Medicine safety

Safety is vital after you're released from a hospital or rehab setting. It's common for some medicines to be changed or stopped during or after these stays. Please ask your pharmacist or doctor to do a medicine reconciliation if you have been released from an inpatient setting. This helps keep you safe.

### What is medicine reconciliation?

It's when your pharmacist or doctor reviews your medicines.

You can speak with a SWH nurse if you have questions. Please call Member Services for help connecting with a nurse.



# We want to hear from you!

## Join our Member Advisory Committee (MAC)!

In 2023, we hosted four MAC meetings. We want to thank all our members, caregivers and member representatives who took the time to join. You have all given valued feedback that will be used to make plan improvements.

### One of our members shared with us:

“The advisory board gave me a chance to meet, via Zoom, department heads and other executives, experts in the subjects on the agenda. We got a chance to ask the “hard” questions, and we got the answers. (If not then and there, we got phone calls to keep us updated.) The real difference with these meetings is that the Senior Whole Health staff in attendance all have listening ears, and our ideas and complaints are always followed up with phone calls. Satisfaction guaranteed!”

### Want your voice to be heard?

We are always looking for new participants. We want to know what you think. This meeting is a chance to improve SWH for yourself and others.

These meetings:

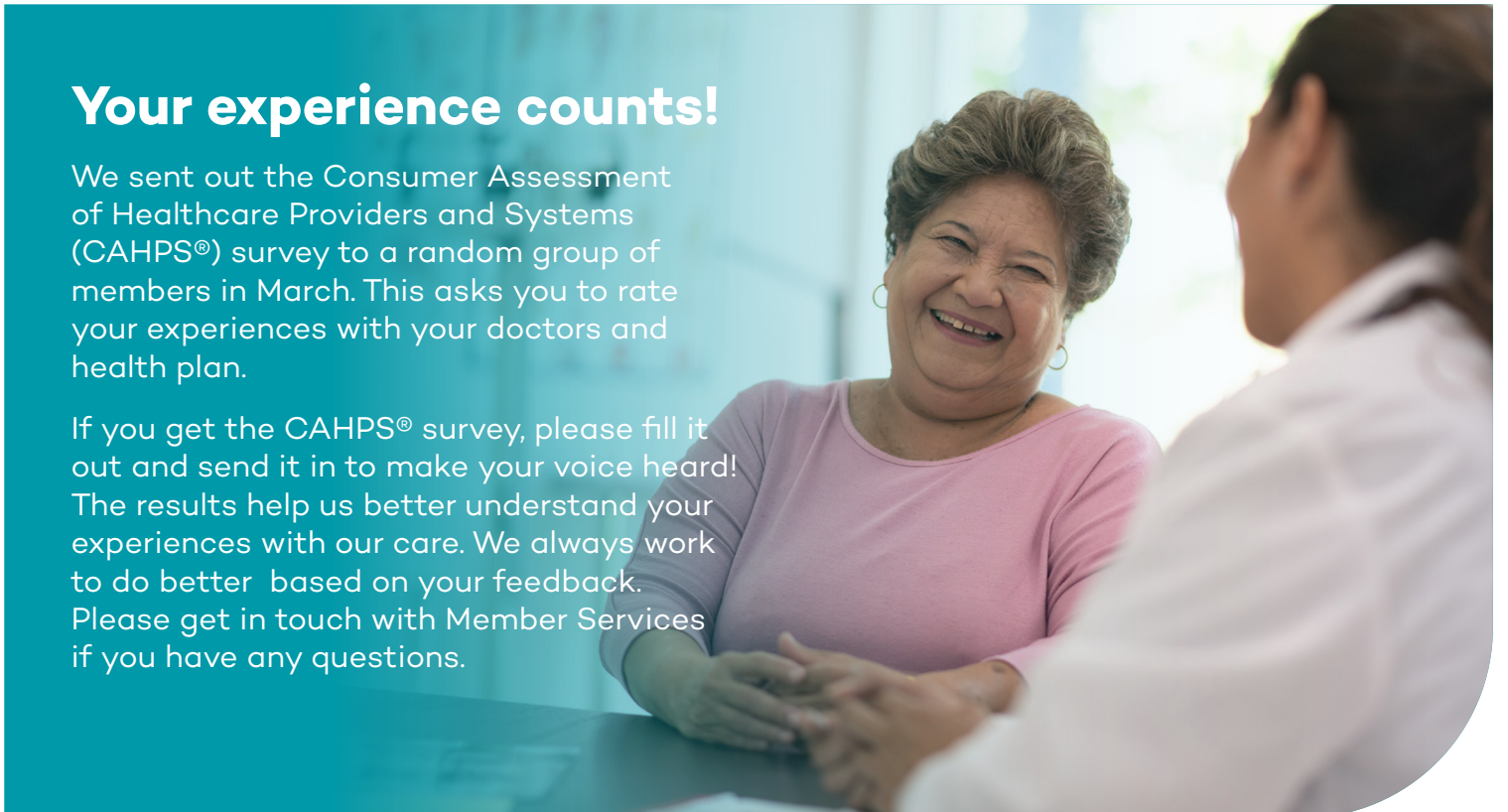
- Focus on what it is like to be a member
- Take place four times a year (every three months)
- Last one hour
- Are virtual:
  - Take part through a personal device
  - We offer rides to and from the meeting place if they move to an in-person format
- Can be translated and interpreted
- Cover topics like health programs, benefits and the member experience

Please call Member Services if you would like to join or learn more!

## Your experience counts!

We sent out the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to a random group of members in March. This asks you to rate your experiences with your doctors and health plan.

If you get the CAHPS® survey, please fill it out and send it in to make your voice heard! The results help us better understand your experiences with our care. We always work to do better based on your feedback. Please get in touch with Member Services if you have any questions.





## Your 2024 plan changes

Here are some of your plan updates for this year. This information was pulled from the 2024 plan materials mailed to you at the end of 2023. Visit **SWHMA.com** to find digital versions of these plan materials.

### New rewards on your Healthy You card

We know you want to reach your best health, and we want to help! Our 2024 incentive

program is here for you to earn rewards for taking part in healthy actions.

Healthy actions are preventive and wellness visits with your doctor. Actions described below that are done between January 1 and December 31 of this year are eligible for rewards. You can only earn one reward per each finished action.

*Continued on next page*

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| Healthy action           | What is it?   | Who's eligible?                               |
|--------------------------|---|---|
| Annual wellness visit    | Yearly health exam with your doctor.  | All members                                   |
| Flu shot                 | Yearly vaccine to lower your chances of getting the flu.  | All members                                   |
| Blood pressure screening | Test that measures your blood pressure against the walls of your blood vessels. Your doctor must do it. | Members under 85 who have high blood pressure |
| Breast cancer screening  | X-ray of the breast to check for breast cancer.   | Members who are women ages 75 or under        |
| Osteoporosis care        | Noninvasive bone density screenings to check the strength of your bones after a break.                  | Members who are women ages 67-85              |
| Colon cancer screening   | Tests to check for signs of colon cancer.   | Members who are ages 50-75                    |
| A1c test                 | Blood test to check your blood sugar levels.  | Members under 75 who have diabetes            |
| Eye exam                 | A yearly exam with your eye doctor is performed to check the health of your eyes.                       | Members under 75 who have diabetes            |
| Kidney health evaluation | Your doctor does urine and blood tests to check the health of your kidneys.                             | Members under 85 who have diabetes            |

**Please note:** Your Healthy You card **no longer** covers vision costs. Please **do not** use your Healthy You card for **any** vision purchases.

### Claim your reward(s):

- **By mail:** You will get a form sent to you that you can fill out and send back to us. No postage is needed.
- **By phone:** Call the Health and Wellness Line at **(833) 671-0428 (TTY: 711)** Monday-Friday, 8 a.m.-5 p.m. local time. You can also call if you need help or have reward questions.

### About your rewards

Rewards are loaded onto your Healthy You card. Rewards must be used to buy healthy food items at participating stores. Check your rewards total and find stores near you at **MyBenefitsCenter.com**.

It takes about two weeks to add rewards to your Healthy You card once we get proof that you have finished an eligible action.

Your rewards will stay on your Healthy You card if you are a member. Incentive dollars roll over for renewing members.

If you're leaving SWH, you can choose to get any leftover incentive rewards in the form of a CVS gift card.

Our rewards program can change without notice based on the guidance of the Centers for Medicare & Medicaid Services (CMS) and the state.

## Changes to your extra Medicare benefits

Read pages 102, 104 and 109 of your 2024 Evidence of Coverage to learn more.

### Extra Medicare benefit

### Change for 2024



Non-medical transit

**All members of the plan are covered for up to 80 one-way trips per year.**

Rides to your drugstore, gym, salon, place of worship and grocery store are covered. Call **(844) 544-1391 (TTY: 711)** to schedule your ride **at least three business days in advance.**



Worldwide crisis coverage

Health emergencies are covered by **up to \$10,000 per year** for care outside the United States.

**Call Member Services if you would like to get more information on your non-medical ride benefit.**



# You can share your preferences with us

You can share your gender, pronouns, sexuality, race and primary language with us. You can do this through your **MyMolina.com** member portal. Sharing these preferences is a choice.

If you have not used the member portal, visit **MyMolina.com** and:

- Click **Create an Account**
- Enter your **member ID number** and **date of birth**
- Once you log in and reach the home page, scroll down to find **Helpful Links**
- From there, click **Communication Preferences**
  - This page will allow you to view and edit your details

If you'd like to share these details over the phone, please reach out to Member Services.

We thank you for your help!



## Language Assistance Services

Free aids and services, such as sign language interpreters and written information in alternative formats, are available to you. Call 1-888-794-7268 (TTY: 711).

English: The enclosed materials are important and should be translated immediately. We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-888-794-7268. Someone who speaks English can help you. This is a free service.

Spanish: Los materiales adjuntos son importantes y se deben traducir inmediatamente. Contamos con servicios de intérprete gratuitos para responder a cualquier pregunta que pueda tener acerca de nuestro plan de salud o medicamentos. Para obtener un intérprete, llámenos al 1-888-794-7268. Alguien que hable idioma puede ayudarle. Este es un servicio gratuito.

Cambodian: ឯកសារដែលភ្ជាប់មកជាមួយនេះគឺសំខាន់ណាស់ ហើយត្រូវបកប្រែឱ្យបានឆាប់រហ័ស។ យើងមានសេវាបកប្រែឱ្យបានឥតគិតថ្លៃ ដើម្បីឆ្លើយតបទៅនឹងសំណួរនានា ដដែលអ្នកមានសំណួរអំពីគម្រោងសុខភាពនិងឱសថរបស់យើង។ ដើម្បីទទួលបានសេវាបកប្រែឱ្យបានឥតគិតថ្លៃនោះ ត្រូវទូរស័ព្ទទៅលេខ 1-888-794-7268។ មនុស្សសំខាន់ៗដដែលនិយាយភាសាខ្មែរអាចជួយអ្នកបាន។

Chinese Mandarin: 所附材料非常重要，必须立即翻译。如果您对我们的健康计划或药品计划有任何问题，我们可以提供免费的口译服务回答您的问题。若要获得口译服务，请致电我们：1-888-794-7268。说语言的人士会帮助您。这是免费服务。我们可以为您提供免费帮助和服务，如手语翻译和其他格式的书面信息。

Haitian Creole: Dokiman ki anekse yo enpòtan e yo ta dwe tradui imedyatman. Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou ka genyen sou plan sante oswa medikaman nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-888-794-7268. Yon moun ki pale lang ka ede w. Sa a se yon sèvis gratis.

Laotian: ສິ່ງທີ່ແນວນາແມ່ນມີຄວາມສຳຄັນຫຼາຍ ແລະ ຄວນຈະຖືກແປທັນທີ. ພວກເຮົາມີການບໍລິການນາຍພາສາພຣີເພື່ອຕອບຄຳຖາມທີ່ທ່ານອາດຈະມີກ່ຽວກັບແຜນສຸຂະພາບ ຫຼື ການຢາຂອງພວກເຮົາ. ຖ້າຕ້ອງການນາຍແປພາສາ, ພຽງແຕ່ໂທຫາພວກເຮົາທີ່ 1-888-794-7268. ຄົນທີ່ເວົ້າພາສາ ສາມາດຊ່ວຍທ່ານໄດ້. ນີ້ແມ່ນການບໍລິການພຣີ.

Portugués: Os materiais em anexo são importantes e devem ser traduzidos imediatamente. Temos serviços de intérprete gratuitos para responder a quaisquer perguntas que possa ter sobre o nosso plano de saúde ou de medicamentos. Para obter um intérprete, contacte-nos através do número 1-888-794-7268. Alguém que fale idioma pode ajudá-lo. Este serviço é gratuito.

Russian: Прилагаемые материалы крайне важны и подлежат немедленному переводу. Если у вас возникли какие-либо вопросы о вашем плане медицинского обслуживания или плане с покрытием лекарственных препаратов, для вас предусмотрены бесплатные услуги переводчика. Чтобы воспользоваться услугами переводчика, просто позвоните нам по номеру 1-888-794-7268. Вам поможет сотрудник, владеющий Россия. Эта услуга предоставляется бесплатно.

Vietnamese: Các tài liệu đính kèm rất quan trọng và cần phải dịch ngay lập tức. Chúng tôi có các dịch vụ phiên dịch miễn phí để trả lời bất kỳ câu hỏi nào của quý vị về chương trình chăm sóc sức khỏe hoặc chương trình thuốc của chúng tôi. Để có phiên dịch viên, chỉ cần gọi cho chúng tôi theo số 1-888-794-7268. Một người nói ngôn ngữ có thể giúp quý vị. Đây là dịch vụ miễn phí.

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-888-794-7268。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggagamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-888-794-7268. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-888-794-7268. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-888-794-7268. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-888-794-7268 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-888-794-7268. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-888-794-7268 पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-888-794-7268. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

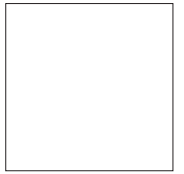
French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-888-794-7268. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-888-794-7268. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-888-794-7268にお電話ください。日本語を話す人が支援いたします。これは無料のサービスです。



**Senior Whole Health**  
BY MOLINA HEALTHCARE



1075 Main St.  
Suite 400  
Waltham, MA 02451

## Important health plan information



Senior Whole Health is a DSNP and HMO plan with a Medicare contract. DSNP plans have a contract with the state Medicaid program. Enrollment depends on contract renewal. Senior Whole Health 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.

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