

myhealthmylife

For Senior Whole Health members

Summer 2023



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Our holiday food drive

Senior Whole Health employees donated 1,585 food items to local food pantries in Fall River, New Bedford and Randolph. We're so proud of these guys and honored to help out!



Food for the World

Food for the World is the largest food pantry in the county serving more than 500 people per day and 2,775 families on a weekly basis. Senior Whole Health provides grocery bags to the food pantry to help package food for Lawrence residents.

Join us on Wednesdays from 8:30 a.m. to 11 a.m. at 516 Essex Street, Lawrence, MA 01841. You'll get the chance to learn about our benefits and check out our mobile health center.



Flu clinics

We want to make sure you can get your flu shot every year to help you stay healthy and well during flu season. That's why we offered flu clinics on our Molina mobile help center. These shots were available to members and non-members. We've hosted over 30 clinics.

Don't lose your Senior Whole Health coverage!

All Senior Whole Health members will need to renew their MassHealth (Medicaid) coverage in the coming months. MassHealth will be sending your renewal form in a blue envelope. Additional important notices or request for information may arrive in white envelopes.

Read all your mail. MassHealth will be sending your renewal form in a blue envelope. Additional important notices or request for information may arrive in white envelopes.

Respond to MassHealth before the deadline. Your notice will have a deadline. Make sure you fill out and send all needed information to MassHealth by the deadline.

How to Renew

Once a member receives a blue envelope in the mail, they have a number of ways they can submit their renewal.

Online: Renewing online is faster! Login to [Mass.gov/mashealthlogin](https://www.mass.gov/mashealthlogin).

Phone: Call the MassHealth Customer Service Center at (800) 841-2900 (TTY: 711).

Mail: Complete the form you received in the mail. Send the completed form to:

Commonwealth of Massachusetts
Health Insurance Processing Center
PO Box 4405
Taunton, MA 02780

In-Person: Visit your local MassHealth office. Bring the documents you need to report your income and fill out a form in person. Find the address at [Mass.gov/service- details/mashealth-enrollment-centers-mecs](https://www.mass.gov/service-details/mashealth-enrollment-centers-mecs).

Fax: You can fax your MassHealth Health Plan Enrollment Form to (857) 323-8300.

If you need help, email SWHMARedetermination@MolinaHealthcare.com or call (888) 794-7268 (TTY: 711) 7 days a week, 8 a.m. to 8 p.m., local time.

Items you will need to renew:

- Social Security numbers
- Birthdates
- Information about each person living in your household or listed on your tax return, including:
 - Employer and income information for everyone in your family. For example: information from pay stubs, W-2 forms, or wage and tax statements.
 - Policy numbers for any current health insurance.

We're here to help!



For more information, visit [Swhma.com/keepmyhealthplan](https://www.swhma.com/keepmyhealthplan) or scan the QR code.

Reminder:

Now is a great time to update your contact information! Make any needed changes to your mailing address, phone number and email in the MyMolina.com portal or in the Molina Mobile phone app. You do not want to miss important communication about your health benefits.

Need a ride? Schedule with the Modivcare App.

We cover non-emergency rides to and from your medical appointments. You can now schedule a ride directly from your smartphone or tablet using the new Modivcare app.

You can:

- Book and change rides
- See the driver's location in real-time
- Manage scheduled rides
- Text or call the driver enroute
- Talk to a live customer service agent

The Modivcare App:

- Helps make booking a ride easy
- Let's you schedule future trips
- Let's you change or cancel a ride

If you need help, please call Member Services (888) 794-7268 (TTY: 711) 7 days a week, 8 a.m. to 8 p.m., local time.

You can download the Modivcare App on Google Play® or the Apple App Store®. You can book and manage your trips by entering your email address.

We care about you

You can count on us! We're happy to be your partner in your health journey. We hope you enjoyed the scarf and gloves we recently sent you in the mail. Just a small thank you for being a valued member!

We look forward to covering your health care for many years to come.

Your health and safety are our #1 priority!



Breakfast at Tripp Towers

We're proud to sponsor breakfast for the residents of Tripp Towers in New Bedford, MA. We partnered with Coastline Elderly Services to offer breakfast three days a week. These nutritious meals of fruits, whole grains and beneficial proteins help keep you healthy. We're proud to help meet your daily needs!



Your opinions matter to us

We want to hear from you! Every year we send out a survey called Consumer Assessment of Healthcare and Provider Services (CAHPS). This survey tells us about your experiences with Molina Healthcare and your providers. The results tell us how we can do better.

These surveys are sent randomly to a sample of members. If you receive a survey, please complete it and send it back! We want to hear what you think. We thank you for being a valued member.

Transition of Care

Transition of Care (TOC) is when you're discharged from a hospital, rehab center or other inpatient setting. Your health care team works together to make sure you're safe and get what you need at home. This includes:

- A TOC nurse calls you within a week to check in and help coordinate your care
- Your TOC nurse helps schedule any follow-up appointments you need and/or transportation to and from
- Your TOC nurse tells your primary care provider (PCP) that you have been discharged
- Your TOC nurse tells your nurse care manager about your transition to home

How can you help?

- Be sure to schedule a follow-up visit with your PCP or provider within 30 days.
- Update your contact information with your providers and team so that we can reach you to coordinate your care.
- Updating your contact information with Senior Whole Health. You can do this on the My Molina mobile app, My Senior Whole Health member portal or by calling Member Services. You can find more details on how to download the app or register for the portal at MolinaHealthcare.com/members/ma/en-us/mem/Medicare/updatecontact.aspx.

If you need help coordinating your care or have questions before our call, please call Member Services at (888) 794-7268 (TTY: 711). Just ask for the TOC nurse.

Getting care quickly

Getting care for urgent problems and for routine appointments is very important for your physical health and peace of mind. We're here to make sure you can get the right kind of care when and where you need it.

We offer benefits to help you get the care you need quickly. We cover:

- Transportation to and from your doctor's appointments. To schedule, please call Member Services at least 3 days in advance of your appointment at (888) 794-7268 (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time.
- A 24/7 Nurse Advice Line to answer questions. You can call this line about your health anytime, day or night. Call (888) 275-8750 (TTY: 711), option 3.
- Telehealth visits. Member Services can help you with schedule a telehealth appointment with your doctor. To find out more, call (888) 794-7268 (TTY: 711) 7 days a week, 8 a.m. to 8 p.m., local time.

There are also things you can do to make getting care easier. You can:

- Ask your caregivers to help you schedule doctor appointments.
- Schedule a follow-up visit with your doctor before you leave your current appointment.
- Keep a list of close by urgent care centers and emergency rooms on your refrigerator or nightstand.

Getting to know your PCP

Talking with your primary care provider (PCP) is very important. You want to be sure you can have open and honest communication about your health. You want to feel respected, understood, involved with your care and empowered to ask questions.

Here are some things you can do to have a good relationship with your PCP:

- Bring your caregiver to your appointments. They can help advocate for you.
- Schedule an interpreter to help you communicate with your doctor. To schedule, please call Member Services at (888) 794-7268 (TTY: 711) 7 days a week, 8 a.m. to 8 p.m., local time.
- Before your appointments, think about questions you want to ask your doctor. Write them down and bring them to your appointment.
- Don't be afraid to speak up if you feel like your doctor doesn't understand you or if you don't understand them.
- Ask questions like, "Can you explain that in more detail?"
- Tell your PCP what type of care you want. You are an equal partner in your own care.
- You can ask your doctor about how the care you receive from them is related to the care you get from any specialists you see. It's important for your PCP to know all aspects of your health care.
- You may want to request a doctor that understands your cultural background. This makes sure your cultural needs are met.
- Ask about the best way to contact your doctor when you have questions.

We want your voice to be heard.

Join our Member Advisory Committee!

Your opinion matters to us and we want to hear what you think about your experience with Senior Whole Health (SWH) and your providers. We're forming a Member Advisory Committee (MAC) and you're invited to join!

Do you have an idea that will make SWH work better for you?

Now is your chance to help improve the experience for yourself and other members. You'll be engaging directly with SWH and other members in your area. We may even ask your opinion on things we're looking to create for the future!

What are the requirements to join?	What will meetings look like?
We're looking for members and/or caregivers who would like to participate in the committee.	The meetings will take place every 3 months (quarterly) to talk about what it's like to be a SWH member and what SWH can do better.
You'll be asked to provide any feedback that you think can improve your experience.	The meetings will last one hour and will be held virtually using computer/telephone.
You'll be asked to have internet access and be able to perform basic technical functions. Don't worry! We'll be able to guide you to access the meeting.	If the meetings move to an in-person format, SWH will offer transportation to the meeting location.
	Meeting topics will include health management programs, benefit education, and enhancing the member experience.

Interested in joining MAC or want to learn more?

Please call Member Services at (888) 794-7268 (TTY: 711). We look forward to creating better health care experiences together!





Senior Whole Health
BY MOLINA HEALTHCARE



1075 Main Street
Suite 400
Waltham, MA 02451

IMPORTANT PLAN INFORMATION



English: 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 (888) 794-7268 (TTY: 711). Someone who speaks English can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al (888) 794-7268 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

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. H2224_23_2986_MASNPmbrNwsLtr_C