




Molina Apple Health Medicaid 2020 - 2021

About Molina Healthcare



 Molina Healthcare was founded in 1980 in Long Beach, California with a mission: to provide quality health care to those who need it, no matter their circumstances.



Today, Molina health plans serve 3,331,000 members across the country through government-funded programs, solving issues related to social determinants of health, and disparities in access to care. From the beginning, we have also been committed to improving the health of the communities we serve.



Every day, we work to earn the trust our partners and members put in us, so they can lean on Molina.

Mission, Vision & Values

Mission

We improve the health and lives of our members by delivering high-quality health care.

Vision

We will distinguish ourselves as the low cost, most effective and reliable health plan delivering government-sponsored care.

Values

- Integrity Always
- Absolute Accountability
- Supportive Teamwork
- Honest and Open Communication
- Member and Community Focused

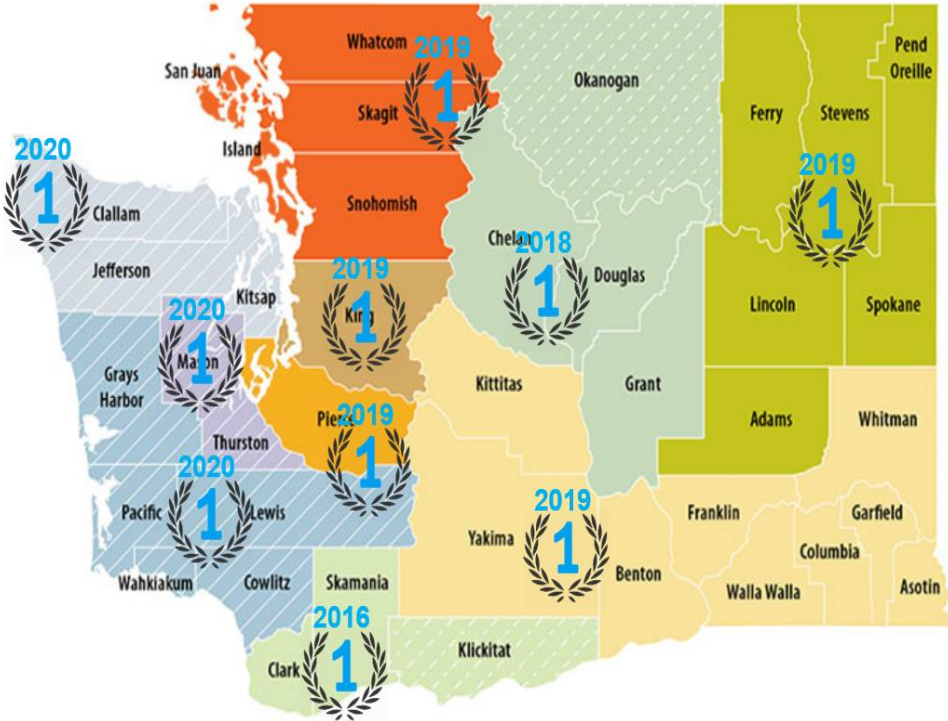
PUGET SOUND BUSINESS JOURNAL



2020 WASHINGTON'S
BEST WORKPLACES

Molina Healthcare Overview

- Serving Washington for 20 years with largest Medicaid membership in the state (**900,000 members**)
- Highest percentage of members choosing Molina over other plans (**57% of all new members in WA**)
- Longest standing Quality Distinctions “Commendable” and “Multicultural Care” - NCQA
- Statewide coverage with proven network adequacy



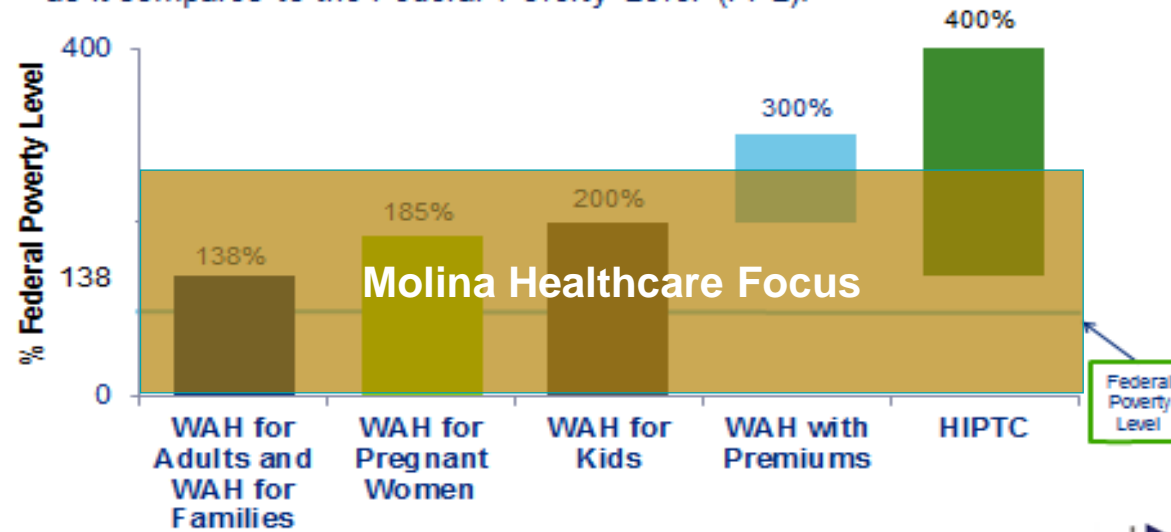
Who do we help?...



This is the population we understand and have served in WA for 20 years, we feel proud to be able to help

Free and Low-Cost Health Insurance Programs by Income Level

Eligibility for these programs is calculated using the household's income as it compares to the Federal Poverty Level (FPL).



Limited profit contracts



2020 Washington Apple Health Plan Report Card



This report card shows how Washington Apple Health plans compare to each other in key performance areas. You can use this report card to help guide your selection of a plan that works best for you.

Performance areas	Amerigroup Washington	Coordinated Care of Washington	Community Health Plan of Washington	Molina Healthcare of Washington	United Healthcare Community Plan	KEY: Performance compared to all Apple Health plans
Getting care	★☆☆	★★★	★★★	★★★★	★★★	Above average ★★★★★ Average ★★★ Below average ★★
Keeping kids healthy	★★★	★★★★	★★★	★★★	★★★	
Keeping women and mothers healthy	★★★	★★★	★★★	★★★★	★★★	
Preventing and managing illness	★★★	★★★	★★★	★★★	★★★	
Ensuring appropriate care	★★★	★★★★	★★★	★★★	★★★	
Satisfaction of care provided to children	★★★	★★★	★★★	★★★	★★★	
Satisfaction with plan for children	★★★	★★★	★★★	★★★	★★★	

These ratings were based on information collected from health plans in 2019. The information was reviewed for accuracy by independent auditors. Health plan performance scores were not adjusted for differences in their member populations or service regions.

Performance area definitions

Getting care

- Members have access to a doctor
- Members report they get the care they need, when they need it

Keeping kids healthy

- Children in the plan get regular checkups
- Children get important immunizations
- Children get the appropriate level of care when they are sick

Keeping women and mothers healthy

- Women get important health screenings, such as cervical cancer screenings
- New and expecting mothers get the care they need

Preventing and managing illness

- The plan helps its members keep long-lasting illness under control, such as asthma, high blood pressure or diabetes
- The plan helps prevent illnesses with screenings and appropriate care

Ensuring appropriate care

- Members receive the most appropriate care and treatment for their condition

Satisfaction with care provided to children

- Members report high ratings for doctors, specialists and overall health care

Satisfaction with plan for children

- Members report high ratings for the plan's customer service and the plan overall

HCA 19-057 (9/20)



Additional Member Support And Benefits

Case Management

Molina's Case Management program can help a member with:

- Accessing community resources
- Navigating health plan services
- Identifying gaps in care and barriers to meet health care needs
- Coordinating services with the member's health care team
- Supporting improved health outcomes through goal setting
- Providing education and resources to help manage chronic conditions



Health Homes

A special program to help members with high needs in managing and improving their health

- Referrals come from HCA
- Coordinates services for members with chronic and complex medical and social needs
- Helps reduce dependence on ED and prevents avoidable hospitalizations.

Health Management Programs

Smoking Cessation

- Unlimited telephonic outreach with trained Health Educator for first 6 months of quit process

Weight Management

- Unlimited telephonic outreach with trained Health Educator for first 6 months to achieve weight loss goals

Nutritional Consultation

- Telephonic outreach with Registered Dieticians for 3 months and referrals for additional care.

Sports Physicals

Molina fully covers, encourages, and pays member incentives for **Well Child Visits**.

Sports Physical code is included in the visit:

- Provider gets reimbursed
- Child can receive signed Sports Physical form



Virtual Urgent Care

- Members can talk or video chat with a provider 24/7 from their phone, tablet or computer
- No appointment needed
- Easy to register and access
- Wait time- usually about 5 minutes
- Continuity of care assured
- 12,000 Molina Virtual Urgent Care visits



wavirtualcare.molinahealthcare.com | (844) 870- 6821 | teladoc.com/mobile

Value Added Benefits

Safelink Assistance Program

Molina partners with SafeLink Wireless who offers:

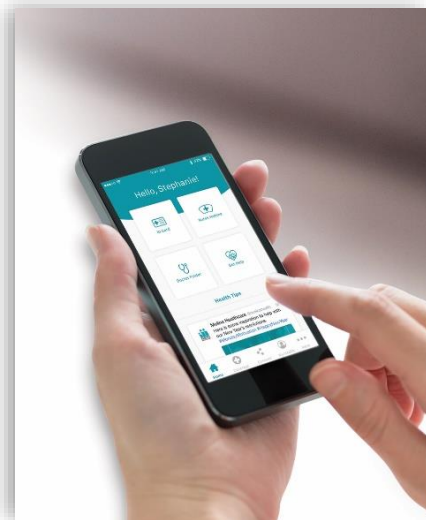
- New smart phone
- Unlimited text messages
- 350 minutes/month
- 3GB data/month
- No-cost calling to Molina Member Services
- More information at Safelink.com/ (877) 631-2550



Molina Mobile & MyMolina.com

Members can manage their health from their smartphone or online:

- Change your doctor
- View & save member ID card
- Connect to Virtual Urgent Care
- Make payments (QHP)
- Find a doctor or clinic near you
- Plus much more!



Amazon Prime



3 free months of Prime at no cost to Molina Medicaid members

- Free access to Movies, TV shows, Music, Digital books
- Fast / Free shipping to your door
- Deals and discounts just for Prime members
- Access to healthy products for the whole family

MolinaHealthcare.com/Amazon



Member Benefits

Breast Pumps

- Partner with AeroFlow Healthcare for breastfeeding devices.
- Double electric pumps are covered.
- Once prescribed, member calls AirFlow's lactation consultant to decide on device and delivery.

<https://aeroflowbreastpumps.com/>
(844) 867-9890



Diabetes – Glucose Monitors



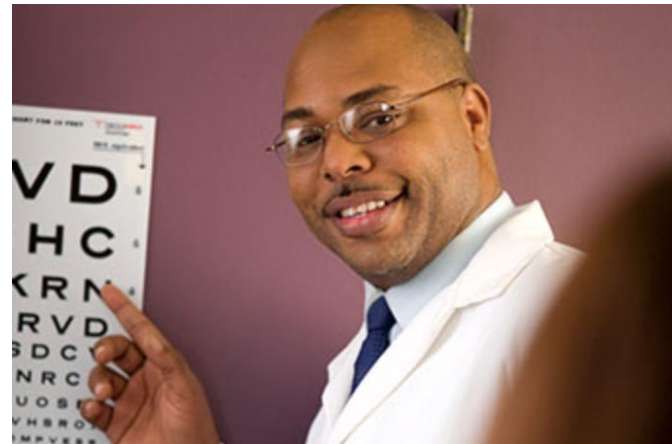
- CGM (Continuous Glucose Monitors) are now available at pharmacies (CVS Pharmacies, Safeway, Fred Meyers, etc.)
- Members can call Member Services to confirm timing of availability through Pharmacy.

Vision

Routine eye exams by a provider, ophthalmologist or optometrist covered

Partner with Vision Service Plan (VSP) to provide covered vision services.

To find a vision provider visit VSP.com or call (844) 246-0250.



Other Member Programs

Prenatal vitamins

- Fully covered through Pharmacy

Mail Order Pharmacy

- Call (800) 875-0867 or go to www.caremark.com

90 Day Refill

- No additional authorization required
- Exception for controlled substances

Smoking cessation





- State quit line: 1-866-QUIT-4-LIFE (866) 784-8454
- Go to www.quitnow.net

Amazon Gift Card Rewards Program



2020 Rewards Program – Amazon.com Gift Cards Only for Molina Healthcare Apple Health Members

Did you know? Molina Healthcare gives members **Amazon.com Gift Cards*** for getting important health screenings. See below for a list of reward-earning services for you and your family.

Well-Child Rewards

	Well-Child Checkups for 15 Month Olds	Get a \$50 Gift Card	Take your child in for 6 well-child visits in the first 15 months of life.
	2-Year-Old Child Immunizations	Get a \$50 Gift Card	Make sure your child gets all required immunizations (shots) before turning 2 years old.
	Well-Child Checkups 3 to 6 Years of Age	Get a \$50 Gift Card	Take your child in for a well-child checkup yearly at ages 3, 4, 5 and 6.
	Adolescent Well-Care Visits for Ages 12 to 21	Get a \$25 Gift Card	Make sure your teen/young adult gets one well-care visit each year during the ages of 12 – 21.


Maternity Rewards

	Prenatal Visit	Get a \$100 Gift Card	Visit your provider for prenatal care during the first 3 months of your pregnancy. If you are new to Molina and are more than 3 months into your pregnancy: see your provider within 42 days of joining Molina.
	Postpartum Visit	Get a \$50 Gift Card	Visit your provider for postpartum care between 7 and 84 days after you have your baby.

CANCER SCREENING REWARDS

	Breast Cancer Screening	Get a \$50 Gift Card	Get a mammogram (women, ages 50-74).
	Cervical Cancer Screening	Get a \$50 Gift Card	Have a cervical cancer screening (women, ages 21-64).

DIABETES SCREENING REWARDS

	Diabetes HbA1c Test	Get a \$25 Gift Card	Get your HbA1c test during the year with a result of less than 9 (diabetic members, ages 18-75).
	Diabetes Eye Exam	Get a \$50 Gift Card	Get your eye exam once a year (diabetic members, ages 18-75).

Amazon Gift Card Rewards Program



2020 Apple Health (Medicaid)
Member Form for Children and Adolescents
Molina Rewards Program - Amazon.com Gift Cards

Provider Instructions

1. Molina Healthcare gives members Amazon.com Gift Cards for getting important health screenings. Please fill out this form for screenings that the member has completed and return to Molina by fax at (800) 461-3234 or by email at MHW_QI_Interventions@MolinaHealthcare.com. The member can also mail this back to us in the prepaid envelope that may have been provided to them.
2. Please submit claims with appropriate codes after completing each service. If claims are not received, medical records may be requested. For immunizations, please send a copy of the immunization record along with this form.
3. To see a **HEDIS® Quick Reference Guide** on codes for each measure visit:
MolinaHealthcare.com/providers/wa/medicaid/forms/Pages/fuf.aspx

Member Information

Member's Name: _____	DOB (MM/DD/YYYY): _____
ProviderOne Medicaid ID Number: _____	Molina Member ID Number: _____
Cell Phone Number: _____	Other Phone: _____
Email Address (Required): _____	
<i>Email address must be included for the member to obtain their rewards.</i>	
<input type="checkbox"/> Check the box if member prefers to receive their rewards in the mail. Please provide a valid mailing address.	
Street Address: _____	
City: _____	State: _____ Zip Code: _____

Provider Information

Provider Name: _____	Clinic Location and City: _____
Provider Phone Number: _____	NPI: _____
Provider Signature: _____	Date (MM/DD/YYYY): _____

Rewards forms available at: MolinaHealthcare.com/WA-Medicaid-Wellness / MolinaHealthcare.com/providers/wa/medicaid/forms/Pages/fuf.aspx

Questions: (425) 424-1100 ext. 141428 | MHW_QI_Interventions@MolinaHealthcare.com

Supporting Members, Providers & Our Community Through COVID-19



Supporting Members Across the State

- Emergency meals for Medicaid and Medicare members
- No Marketplace or Medicare Out of Pocket expense for any COVID care through December 31st

Supporting Providers – Preserving Access to Care

- \$15 Million in direct payments to PCPs and Behavioral Health/SUD Providers
- PPE to protect frontline workers
- Financial and supply donations to increase access to care and services including telehealth

Supporting the Communities We Serve

- \$250,000 in donations of PPE items (masks, gloves, thermometers, sanitizing wipes) to more than 50 community partners
- \$100,000 in financial contributions to food banks in all 39 counties



Molina Community Engagement Team at Your Service

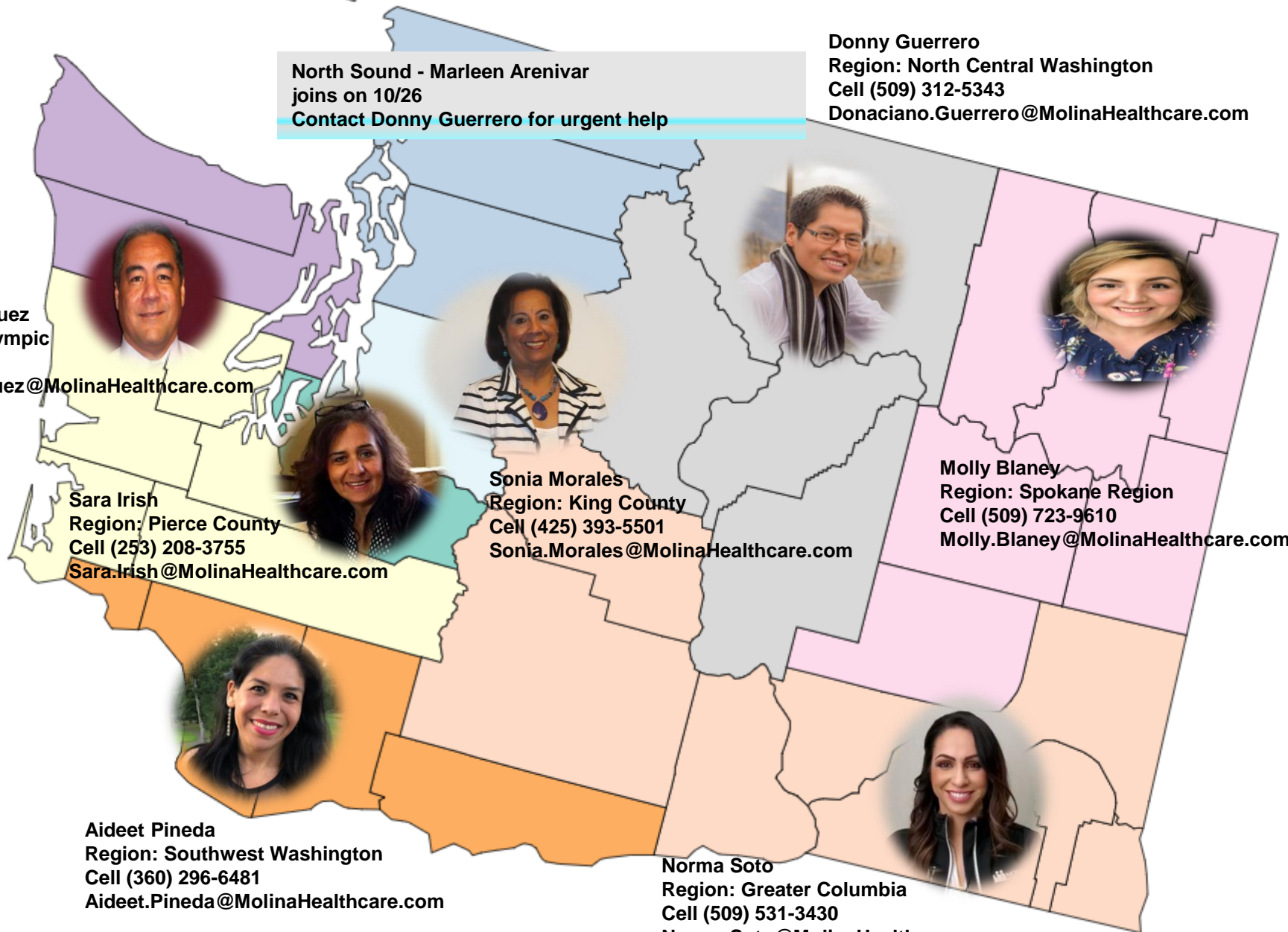
Twila Mallari
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Kay Bishop
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North Sound - Marleen Arenivar
joins on 10/26
Contact Donny Guerrero for urgent help

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Questions?

General: Molina Member Services (800) 869-7165

Complex/Recurring Issues: local Community Engagement Specialist