

MOLINA HEALTHCARE

UPDATE

Sonia G Morales O., Ph.D.
Community Engagement Specialist, King County
WCOMO Meeting - September 18, 2020

Molina continue working developing expanded services and new ways to effectively support our community and our members during this global pandemic.

Molina has reinvested the 2020 Molina Fund dollars

More than \$1 million – to provide time sensitive support for COVID-19 relief.

Molina's COVID-19 Community Response Plan includes:

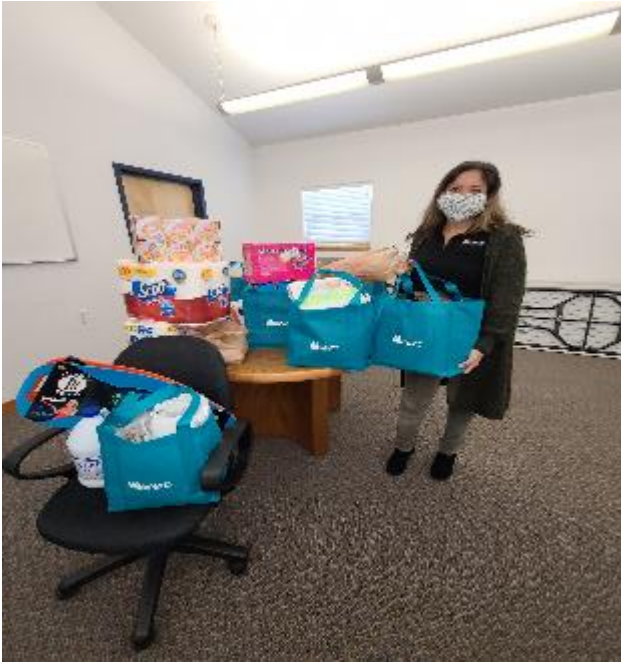
1. Donating personal protective equipment (PPE)
2. Increasing access to telehealth and behavioral health services
3. Addressing food insecurity by donating to food banks in all of Washington's 39 counties.

1. Personal protective equipment (PPE) Supply

- Small PPE donation and Big PPE delivered to Community Health Centers, Behavioral Health and local Organizations around the State of Washington.



Beside PPE, Molina has provided home supplies, water, milk, and more kid-sized face masks, coloring and activity books, and child-friendly materials to help reduce anxiety and stress.



2. Increasing access to telehealth and behavioral Health Services

From May, Molina are consolidating all of our Virtual Urgent Care services under one platform, TeleDoc.

Members who have used Virtual Care before should not notice a difference, as they can continue the following links to access service.

- * Molina VUCwebpage: Wavirtualcare.molinahealthcare.com
 - a. Our existing Medicaid VUC number (844-870-6821)
 - b. Visit: Teladoc.com/mobile
 - c. Call Teladoc at (844) 870-6821
 - d. Provider Online Directory (POD) Button

- Members will continue to get visit summaries and prescription information, if prescribed.
- Primary Care Provider of member will receive visit summaries, initially via fax.

Please help us spread the word on the availability of our Virtual Urgent Care service!

3. Addressing food insecurity by donating to food banks in all of Washington's 39 counties



Molina – Facebook page

Norma Soto, (Greater Columbia-Community Engagement Specialist) welcomes everyone to the new Molina Healthcare of **Washington Facebook** page, where current information on COVID-19, as well as information about community events and efforts, can be found. Lean on Molina, and learn how to stay safe and healthy.

Visit our Facebook page in [English](#) and [Spanish](#) at:

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



Molina Healthcare of Washington sends out biggest thanks to the firefighters and first-responders battling the wildfires across the state and our thoughts are with all those affected. In addition to the damage and destruction brought by the fires, wildfire smoke can cause its own host of health concerns -- follow these tips to keep healthy.

[Spokane Regional Clean Air Agency](#) [Spokane Regional Health District](#)

Wildfire smoke can cause or worsen health effects such as:

- Asthma attack
- Chest pain
- Coughing
- Fast heartbeat
- Headaches
- Irritated sinuses
- Stinging eyes
- Trouble breathing

These groups are especially at-risk:

- Children & infants
- People over 65
- Pregnant women
- Those with pre-existing conditions such as:
 - Heart Disease
 - Respiratory illnesses
 - Diabetes
 - COVID-19

Stay Safe During Wildfire Season



COVID-19 Molina Member Information

What is COVID-19?

COVID-19 is a new strain of virus (coronavirus), which began in Wuhan City, China. The name COVID-19, is short for “coronavirus disease 2019.”

What are the symptoms of COVID-19? Common signs of infection include fever, cough, and lung symptoms such as shortness of breath and breathing difficulties. In more severe cases, this virus can cause infection in the lungs (pneumonia), severe lung problems (acute respiratory distress syndrome), kidney failure, and even death.

How is COVID-19 spread? It is thought to be spread by little fluid droplets from an infected person’s lungs to others through:

- The air by coughing and sneezing
- Close personal contact such as touching or shaking hands

Protecting Yourself

Although there are no vaccines available to protect against this virus, you may be able to reduce your risk of infection by:

- Washing your hands often
- Avoiding touching your eyes, nose, or mouth with unwashed hands
- Avoiding close contact with people who are sick

If you have cold-like symptoms, contact your employer to see if they want you to remain at home while you are sick. See additional information at: www.molinahealthcare.com/wacovid19.





Molina Resources : Does Molina cover testing for COVID-19? Yes. As long as you meet the guidelines for testing and have a doctor’s order, this testing can be done in any laboratory location. For now, you will not be charged a co-pay or co-pay or cost share for this testing in you meet theses rules.[sarrs-wacovid19](http://www.molinahealthcare.com/wacovid19).

Program Materials: Flyer

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).

How do I get my rewards?

- 1) Complete your (or your child's) services on time.
- 2) Ask your provider to fill out an incentive form to get gift card rewards for each service you or your child gets. These forms are on our website at MolinaHealthcare.com/WA-Medicaid-Wellness. Make sure to fill in your email address.
- 3) Ask your provider to fax the incentive form to Molina at (800) 461-3234 or email it to MHW_QI_Interventions@MolinaHealthcare.com, or mail it back to us in the prepaid envelope that may have been provided to you.
- 4) You will get an email from Molina when your Amazon.com Gift Card is ready.
- 5) Follow instructions in the email to redeem your gift card.

Important Information:

- Each Apple Health member can get up to \$200 in total rewards every 12 months.
- Each reward can be received no more than once a year. For example, a Diabetes A1C test can be completed every 3-6 months, but you can receive only one \$25 reward each year.
- All incentive forms for services done this year must be submitted by January 31 of next year.
- Please allow 4-8 weeks to receive your Amazon.com Gift Card.

Questions?

Please call Member Services at (800) 869-7165, TTY: 711

In order to redeem your Amazon.com Gift Card, you must have an account with Amazon.com. Your Amazon.com account is governed by Amazon.com's Conditions of Use and Privacy Notice.

Molina Healthcare of Washington (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-869-7165 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-869-7165 (TTY: 711). 注意 如果您使用繁體中文，您可以免費獲得語言援助服務請致電 1-800-869-7165 (TTY: 711)。



2019 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 2018. 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

HCA 19-057 EN (9/19) English

Keeping women and mothers healthy

- Women get important health 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

Molina Community Engagement Team

CE Onboarding

Region

Thursday, April 16, 2020 2:28 PM



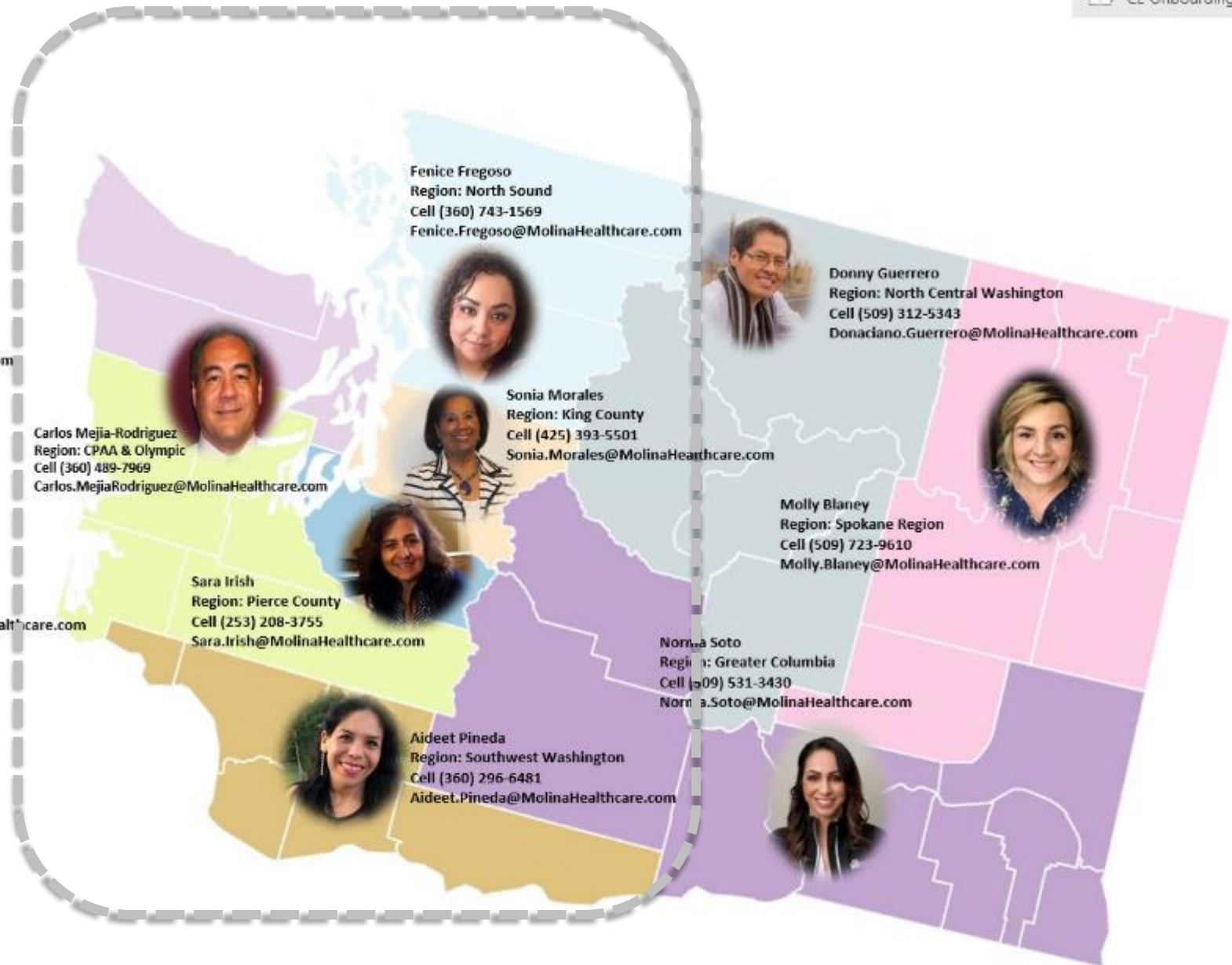
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Thank you!

Questions?

PLEASE Contact your local CE Specialist