

Molina Healthcare of WA.

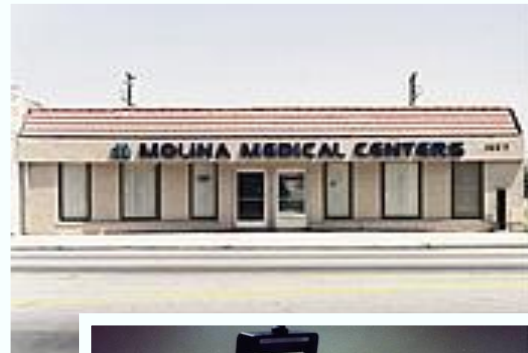
Rewards and Incentives



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Health Homes Coordinator /
Transitions of care

Molina's History



Founded in 1980 by Dr. C. David Molina

Single clinic

Commitment to provide quality healthcare to those most in need and least able to afford it

National company that touches over 3.5 million Medicaid beneficiaries

28 states, 2 commonwealths + Washington DC

Molina Mission and Values

Mission Statement

To provide quality health care to persons receiving government assistance.

Vision Statement

We envision a future where everyone receives quality health care. We strive to become the Plan of Choice (for members, communities, providers, and employees).

Rewards and Incentives

Agenda

- **Member Incentives Workflow**
- **Apple Health (Medicaid) One Sheet Incentive Form**
- **Review Incentive Forms**
- **PURL Card**
- **Questions and Answers**
- **Contacts**

Incentives Workflow

Process for member to receive the incentive

- Member has the service (mammogram, well child check etc..)
- Member completes the top part of the incentive and gives it to their provider
- Their provider completes the incentive form and faxes it in with medical records
 - Molina requires the medical records for proof for HEDIS
 - Fax number is on the incentive form
- Molina sends the member a PURL card for the amount of points a member earned
 - PURL = Personalized URL number
 - Molina goes through Merrill for the cards
 - Maximum allowed per year is \$200/ per member
- Member must go to a website and log in
 - Instructions and code is on the card
- Member selects the incentive they would like
 - Up to 12 pages of items to choose from including: baby care items (diapers too), books, car seats, exercise equipment, games, DVDs, crockpot, Etc.
 - **Note:** Members may or may not have all options depending on their incentive points.

***Patient must be a Molina member at time of encounter*

Member Incentives

Molina Healthcare Medicaid Health Incentives

To our Medicaid members: Make healthy choices and earn reward points you can redeem online for health related items – up to \$200 in total rewards per calendar year. See below for a list of reward-earning appointments.



Healthy 15-Month-Olds

Take your child in for 6 well child exams by the time they are 15 months old.



Healthy Two-Year-Olds

Make sure your child gets all required immunizations before they turn 2.



Well Child Check Ups, Ages 3, 4, 5 and 6

A yearly well child check-up is a physical exam that includes vision and hearing tests, BMI percentile measurement, nutrition and physical activity counseling and also include immunizations (shots) if they are due.



Well Child Check Ups, Ages 7, 8, 9, 10 and 11

A yearly well child check-up is a physical exam that includes vision and hearing tests, BMI percentile measurement, nutrition and physical activity counseling and also include immunizations (shots) if they are due.



Adolescent Well Care, Ages 12-21

A yearly adolescent well care exam that includes a complete physical exam, vision and hearing tests. The provider should also check blood pressure, height, weight and body mass index (BMI) percentile measurement, nutrition and physical activity counseling. Teens may need some shots or boosters.



Breast Cancer Members

Members who are 50 years to 74 years of age should get a mammogram every two years. Members who have had breast cancer or other breast problems, or have a family history of breast cancer, might need to get mammograms before age 50. They may also need to get them more often. Talk to your health care provider about when to start and how often you should have a mammogram.

To receive reward points in this program, get a mammogram at least once every two years.



Cervical Cancer Screening

Members 21 to 64 years old should schedule a cervical cancer screening and a Human Papillomavirus (HPV) test yearly or according to their doctor's instructions.



Prenatal Care

See your provider in the first three months of pregnancy or within 42 days of joining Molina.



Postpartum Care

Visit your provider for an exam 21-56 days after you've delivered your baby.



Staying Healthy with Diabetes

As a member of this program, you can team up with your health care provider to set and reach your diabetes management goals. Members who reduce their Hemoglobin A1C, and get their annual eye exams receive reward points.

*Health Incentives are subject to change without notice

MolinaHealthcare.com



Your Extended Family

MOH-2022-017-0708
 APPROVALS: 0000-014917
 MOH-0017-0017-1017

Questions?

Members, please call Member Services at (800) 869-7165 TTY/TDD: 711
 Providers, please call Molina's Wellness Quality Line at (800) 869-7175 Ext. 141428

01/17/2022/08/2017

Incentivos de Molina Healthcare para tu salud

Para nuestros beneficiarios: Gana puntos eligiendo opciones saludables y cámbialos por artículos relacionados con la salud – hasta un total de \$200 en premios por año calendario. A continuación, te presentamos una lista de las citas con las que puedes ganar puntos:



Bebé saludable de 15 meses

Hazle 6 exámenes de bienestar a tu bebé durante los primeros 15 meses.



Bebé saludable de 2 años

Asegúrate de que tu bebé tenga la vacunas necesarias antes de cumplir los 2 años.



Exámenes de bienestar para niños de 3, 4, 5 y 6 años

Un examen de bienestar es un chequeo físico que incluye los oídos y la vista. También, se colocan las vacunas necesarias. Estos ayudan a tus hijos a mantenerse saludables. Es importante hacerlos una vez al año.



Cuidado para adolescentes, de 12 a 21 años de edad

Este es un examen físico completo que puede incluir prueba de visión y audición. El doctor revisa la presión arterial, tamaño, peso e índice de masa corporal del adolescente. De ser necesario, se colocan vacunas o suplementos. Tus hijos deben ser examinados una vez al año.



Revisión preventiva del cáncer de mamas

Las mujeres entre 50 y 71 años de edad deben realizarse una mamografía cada dos años. Las que han tenido cáncer u otro problema en los senos, o tienen en su familia historial de cáncer de mamas deben revisarse antes de cumplir los 50, y tal vez con mayor frecuencia. Pregúntale a tu doctor cuándo y con qué frecuencia debes hacerte las mamografías.

Para ganar puntos con este programa debes hacerte una mamografía al menos cada dos años.



Cuidado prenatal

Visita tu médico en los primeros 3 meses de embarazo o en los 42 días de inicio con Molina como tu plan de salud.



Cuidado posparto

Hazte un chequeo con tu médico entre los días 21 - 56 después de haber dado a luz.



Mantén la diabetes bajo control

Con este programa puedes formar un equipo con tu doctor para alcanzar las metas de control de la diabetes que deseas. Los beneficiarios que reduzcan su hemoglobina A1C y se hagan su chequeo anual de la vista, ganan puntos.

*Los incentivos para la salud están sujetos a cambio sin previo aviso.

MolinaHealthcare.com



Your Extended Family

¿Preguntas?

Para Beneficiarios, Servicios al Beneficiario:
 (800) 869-7165 TTY/TDD: 711
 Para Proveedores, Línea de Bienestar de Calidad Molina:
 (888) 562-5442 Ext. 141428

2022MolIncent



Your Extended Family.

Rewards and Incentives

Review Packet Contents



PURL Card



Congrats!
You've earned
shopping rewards!



Need Help? Call Member Services
at (800) 869-7165 TTY 711

MolinaHealthcare.com

A \$40 Value

400 Points

For completing your <first pre-natal visit>
Visit <<http://molinahealthybabies.com>>
to choose your gift today. Keep going to your provider
visits to earn more rewards

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. English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-869-7165 (TTY: 711). Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-869-7165 (TTY: 711). Chinese 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)。

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MRC Part #17-2822

Approvals: MHW - 4/11/17 HCA - 11/19/14

Questions and Answers



Rewards and Incentives Questions



Q: The catalog is in points and the member rewards are in dollars. How can I figure out the Conversion?

A: The point value system which is exactly x10 for the dollar amount (e.g. Prenatal is \$80 which is 800 PURL points).

Rewards and Incentives Questions



Q: My provider and I have completed the Incentive form and faxed it to MOLINA, how long will it take for me to receive my PURL CARD in the mail?

A: Once the incentive form has been received and process, it will take 2 – 4 weeks for the PURL CARD to arrive.

Rewards and Incentives Questions



Q: How do patients see their points on the PURL catalog?

A: Our vendor will send the member a unique URL link with their point values to redeem. Patients will see their points as soon as they log in.

REVIEW PURL CATALOG

PURL Catalog



Rewards and Incentives Questions



Q: Can a Medicaid member who is not pregnant also have access to the smoking cessation program?

A: Molina uses our “Quit for Life” external source. Members can be referred by our case management team.

Rewards and Incentives Questions



Q: Some of these forms require additional document, What type of medical record needs to be faxed in?

A: Summary of the visit including the date of service. For instance, if the member completed the childhood immunizations, we would like to see records on what types of shots were administered.

If the member went in for diabetes check-up, we want to see their labs done for A1C or eye exam.

Rewards and Incentives Questions



Q: My Family Is all on MOLINA and they all have different Incentive points accumulated. Can I combine all our points together?

A: Unfortunately not.

One members incentive points may not be combined with another's members points.

- Regulations limit incentives to be paid out to with a maximum Limit of \$200 (in value) per year.
- Points do not Expire, so a member can save them for a later time.

Rewards and Incentives Questions

Q: I accumulated points from my first pregnancy, I am pregnant once more. Am I able to start accumulating points once again? or are their limits / or barriers?

A: yes, the mother is able to start accumulating points again for her current pregnancy, without restrictions.

***there is a limit of up to \$200 worth of gift rewards per calendar year, per member.*



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Questions and Concerns



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Molina Member Services Department

Member Services Line

1.800.294.8620

Virtual Care

wavirtualcare.molinahealthcare.com

Thank you

