

Molina Member Stories

Medicaid

“Just in time to save her life” – Beth* was 57 years old with a full life that included caring for her adult daughter with special needs. She’d never had health insurance, until Medicaid expansion made it possible to enroll in a Molina Healthcare plan. With her new coverage, Beth got her first mammogram in 15 years—and found she had Stage 2 breast cancer. Beth’s Molina Care Manager helped her learn all about the disease and her options for treatment. Beth had a double mastectomy, and her Care Manager got her family the support they needed through a very difficult time. Now Beth is in full recovery with no complications or signs of infection. She continues to see her primary Care physician, practices preventive care and has the energy to focus on caring for her daughter.

Medicaid Pre-Release Program– Mr. W* is a 23 year old male diagnosed with Anxiety, ADHD, Mood Disorder, PTSD, Schizophrenia, Substance Use Disorder, Trauma Related Joint Disorder and Thyroid disorder. His Molina care manager (CM) completed his draft transition plan that was submitted to Belmont Correctional Institution (BECI). Mr. W participated in the videoconference with his assigned Molina CM who explained the transition program, Molina’s healthcare benefits and reviewed his draft transition plan.

Mr. W was released on 1/10/2016 from (BECI). His Molina CM contacted him for follow up post release and discussed the member’s desire to find a Dentist and Primary Care Physician. Mr. W reported that he was eager to see a dentist because he had lost many of his teeth from using methamphetamines. Mr. W reported that he was able to attend his scheduled Dentist and PCP appointments and plans to continue to work with his Dentist to receive dentures. Mr. W reported that he is also engaged in Behavioral Health services at Talbert House.

Mr. W is currently staying at a halfway house where he will have to reside for six months. He plans to relocate to Montgomery County to explore independent housing options and plans to work with his Molina CM to assist him with finding a new place to live. Mr. W reports that he would like to enroll in college and begin taking courses since he feels he is good at working with computers.

March 2017 Update

Mr. W continues to reside at the Talbert House where he participates in a rehabilitation program and expects to remain there for three more weeks. He stated that he is able to be released from Talbert House early due to good behavior time, participating in

programs and volunteering. He also reported that he still wants to relocate to Dayton, Ohio as planned.

Mr. W reported to his Molina CM that he is working with the staff at the Talbert House to assist him with the college application process. Mr. W reported that continues to receive treatment and case management services from his Behavioral Health provider. He was also able to attend his scheduled dentist appointment to begin the process for obtaining dentures. Mr. W reported that he is “excited that he is going to be able smile again”. His Molina CM reports that Mr. W continues to express gratitude to her for supporting him and that his “Mother thanks her too”.

MyCare

Molina HealthCare of Ohio Goes Extra Mile for MyCare Member (story appeared in ODM employee newsletter) - Ohio Medicaid is proud to recognize when one of our managed health care plans goes above and beyond to help an individual. Such was the case when Molina care manager Cheryl Greenfield was unable to contact 81-year-old MyCare member Lillian* and sent community connector Regina Sauber to her home. There she found Lillian without water, electricity, and phone service. She was down to \$4 and had only four bags of ramen noodles in her kitchen cupboard.

Lillian told Regina she had been going to bed for two months praying someone would help her out of her dilemma because she had no family that could assist her.

While Regina was at Lillian’s home, the Hamilton County Health Department arrived to investigate a report of an electrical cord stretched between Lillian’s house and that of her neighbor. The Health Department was ready to condemn her house but agreed to allow Molina time to help Lillian.

For two weeks, Regina and Cheryl contacted countless resources on behalf of Lillian. They connected Lillian to Adult Protective Services and the Council on Aging of Southwestern Ohio, and initiated Meals on Wheels for her.

They also helped Lillian apply for metropolitan housing but in the meantime, Lillian was soon to be homeless as the condemnation was going forward. A neighbor agreed to let Lillian and her cat move into his house. Regina arranged for storage units for Lillian’s belongings and helped her move next door.

Lillian was thankful for the Molina team assistance during this difficult time in her life. “Helping people like Lillian remain independent is at the heart of the MyCare Ohio program and the Molina mission,” said Ami Cole, president of Molina Healthcare of Ohio. “We are grateful for the opportunity to improve our members’ quality of life, and

we look forward to assisting more individuals with these important services through MyCare.”

Molina continues to seek permanent housing for Lillian while she stays with her neighbors, who have invited her to stay indefinitely.

Kim Mobley, LSW, of ODM’s Bureau of Health Research and Quality Improvement, concludes, “Lillian’s story is a great illustration of how care management services can be the critical link in helping to assure ongoing health and welfare needs are met for MyCare beneficiaries.”

Members Evacuated from a Nursing Facility Closed by the State of Ohio/CMS - On 7/29/2016 Molina was notified by the Ohio Department of Medicaid that we needed to evacuate all Molina members that lived in a particular nursing facility because they had no air conditioning in addition to other violations. Molina had 57 members in this facility, all of which had various degrees of behavior health conditions along with substance use and other chronic conditions.

Molina staff members began the process of contacting the guardians for these members to advise them of the situation and get their consent to relocate them to other facilities. Because of some members’ severe and persistent mental illness they were very hard to place. We worked with multiple providers until we were able to find one that would accept them. One by one other facilities were located for the members and preparations were made to transport them. Their lives had been disrupted during the few weeks before this as they had been moved within the building multiple times to get them in a part of the building where there was air conditioning. Conditions were unsanitary and the members weren’t able to be monitored as they had been in the areas where they were located originally. One Molina member related that she had lived there for 22 years. Four members had to be hospitalized during the ordeal. Another two gentlemen did not have shoes as they appeared to have been lost during the frequent moves. Two members wanted to move to the same facility because they had been roommates for many years. Two other members wanted to move closer to their family members.

Some positive things came out of the experience. We were able buy new shoes for the two members who lost theirs. We relocated the two roommates together in a new nursing facility. We were able to move two members closer to their family members. We made contact with one member’s son who did not know his father was in this facility and had been trying to locate him for over two months. He said he was going to see his father immediately in his new location. And as for the lady who had lived there for 22 years? She requested to be the “last one out of the building.” At the deadline the state had given for all residents to be evacuated from the building, this

Molina member was the last one to leave. Since all the members were relocated we heard from one of the member's guardians that the member had been through a transfer once before and this move was so much smoother and organized than his previous experience. In addition, the guardian related that the member is so happy in his new location that he even went on an outing to the Ohio State Fair the day after he transferred.

Member transitions from a nursing facility to home - A 90 year old female with diabetes, congestive heart failure, peripheral vascular disease, hypertension and osteoarthritis was anxious to move back into the community. She had an apartment available, but it had not been lived in for three years. The case manager assisted her in getting help to clean out the apartment and get it ready for her to move in. The home evaluation indicated the need for DME such as a walker, shower bar, lift chair, and a new bed. She also was going to need transportation to appointments, a home health aide, weekly skilled nurse visits and home delivered meals which were all arranged. The case manager had been trying to engage the family (she has five children), but this member had inadequate family support. The case manager also interfaced with Home Choice and the nursing facility discharge planner. The nursing facility once they were made aware of these preparations including the apartment and the Home Choice support were on board for a home evaluation and were positive about the transition. The home evaluation went very well and the member was able to show how well she could maneuver in her apartment and impressed everyone. With great teamwork the member was delighted to return home before Christmas.

Coordinated care makes staying home a reality (Reprinted from the Council on Aging, annual report 2016)

From the moment you meet Pauline you know she is a tough woman. She has seen a lot in her 90 years. She grew up in a home with a dirt floor and an outhouse and left school in the sixth grade. Later, she worked in a shoe factory making two cents per pair.

But Pauline still finds time for firsts. It wasn't until 2016 that she finally got to see "The Nutcracker" at Cincinnati's Aronoff Center, and vote in an election. Pauline has lived in her current home for 49 years. It is the only home she has ever owned. She raised three children and now has seven grandchildren and three great-grandchildren. Her mind is as strong as ever, but her body needs extra help.

Because of health problems, Pauline receives long-term care services through MyCare Ohio, a managed care plan for Ohioans who receive Medicare and Medicaid benefits. Her health plan, Molina Healthcare, provided a new easy access shower, lift chair, emergency response system and home-delivered meals. Pauline also has a waiver service coordinator, Stephanie, through Council on Aging. Stephanie visits Pauline regularly to ensure services are fulfilled and her needs are met. Molina and Aetna Better Health of Ohio, the two health



plans serving MyCare Ohio members in our region, have contracted with COA to assess members' care needs and manage or coordinate their long-term care services. In 2016, COA provided care coordination services to more than 4,500 MyCare Ohio members in southwestern Ohio. "I can't describe how valuable this help is to me," said Pauline. "It is everything." Debbie, Pauline's daughter and caregiver, added, "She could not have stayed at home without Council on Aging. When the partnership with Molina began, it was all a Godsend. It has been a reprieve for me, because the financial and physical toll was draining all of us. Home is where she wants to be." Now Pauline spends her time going to church and enjoying laughs with her daughter at the kitchen table and on the front porch swing. A large map sits behind the kitchen table, adorned with pins marking spots where her grandson has served in the U.S. Coast Guard. It is a daily reminder of the love of family. When asked about what her daughter Debbie's sacrifices have meant to her, Pauline quickly responds with, "Debbie is my heart. A good heart."

Molina MyCare Member Videos -- Please enjoy these videos of our members discussing their individual experience with the Ohio MyCare program:

Carol: <https://www.youtube.com/watch?v=AN3CEdeclwM&feature=youtu.be>

Ruth: <https://www.youtube.com/watch?v=bZdXQkNhX4g&feature=youtu.be>