



Spark a New Healthier You!

Do you want to be healthier this year? At Molina Healthcare, we know how tough it is to eat well, lose weight, or to maintain a regular exercise plan. If you have been looking for a program to support a healthier you, we have just the answer for you: **SparkPeople.com!** **SparkPeople.com** is a **FREE** online website that can help you reach all of your health and weight loss goals! SparkPeople has tons of information about health, diet, and fitness. It gives you all the tools you need to kick start your way to a more healthy you.

With all the great things SparkPeople has to offer, why not join today? All you need to sign up is a computer with internet access. Go to **SparkPeople.com**, **SparkTeens.com**, or **Babyfit.com** now. Users will need to create a name and password for themselves and follow the sign-up instructions. Here is a tutorial website for those who need some help: http://www.sparkpeople.com/resource/motivation_articles.asp?id=1182

If you do not have access to a computer, you can contact our Health Education Department at 1-800-526-8196, Ext. 127532 (Monday through Friday, 8:30 a.m. - 5:30 p.m.) about a weight control program.

Good Luck with your health and fitness goals!



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Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at www.MolinaHealthcare.com. You can use the Internet for free at most public libraries. "Click" on the member button and drag your mouse down to your state. You can get information on our website about:

- Molina Healthcare's contracted doctors and hospitals
- Your benefits, including copayments and other charges (if they apply)
- What to do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- Drug formulary (approved drugs that doctors can prescribe)
- How to contact UM staff about a UM issue or question
- How to get primary care, hospital, specialty, and emergency services
- How to get care after normal office hours
- Preventive health guidelines and immunization schedule
- Your rights and responsibilities and the privacy of your information
- Restrictions on benefits or how to obtain care outside the Molina Healthcare service area
- Quality Improvement, Health Education, and Disease Management programs
- How to voice a complaint or appeal a medical decision
- How we decide about using new technology

You can ask for printed copies of anything posted on the website by calling 1-888-665-4621. Your member handbook is also a good resource. You can find it on our website.

Health & Family is developed by Molina Healthcare, Inc.

All rights reserved. All information has been written and reviewed by doctors, nurses, health educators, and registered dietitians. All material in this publication is for information only. This does not replace your doctor's advice.

Molina Healthcare does not discriminate in providing medical care on the basis of race, color, religion, age, national origin, disability, or sex.

The Flu

Flu season is here which usually means more of us are suffering from stuffy noses, fever, aches and pains. No one likes to be sick. Therefore it is important to take a few steps to make sure you stay healthy this flu season.

The flu is caused by the influenza (flu) virus, a germ that can lead to pneumonia or other dangerous infections. The flu viruses that go around each year are called seasonal flu. But once in a while, a new flu virus may develop or appear such as the 2009 H1N1. You can use many of the same basic steps to help avoid the different flu viruses. How do you know if you have the flu?

What Are the Symptoms?

Flu symptoms include:

- A fever between 102 and 104° F that lasts 3 days
- Muscle aches and pains
- Feeling very tired
- Headache
- Chest discomfort

Other symptoms include a cough, stuffy nose, sore throat, and sneezing.

What can I do for myself if I get the flu?

Stay home and take good care of yourself when you are sick. Eat well and drink fluids to stay hydrated. Try drinking water and making yourself soup. Popsicles are another way to help children stay hydrated. You should also get plenty of rest. Over-the-counter medicines may be used to reduce fever, aches and pains. If you have other medical conditions or take other medicines, ask your doctor or call a nurse before taking additional medicines.

Remember, the flu is a virus. That means antibiotics won't cure it. Antibiotics fight illness caused by bacteria. They don't work against things usually caused by viruses like colds, the flu, or most coughs and sore throats.

Should I get the flu shot?

Getting the flu shot can reduce your risk of getting the flu. The Centers for Disease Control and Prevention (CDC) generally recommend that all people 6 months of age and older should get an annual flu shot. However, certain

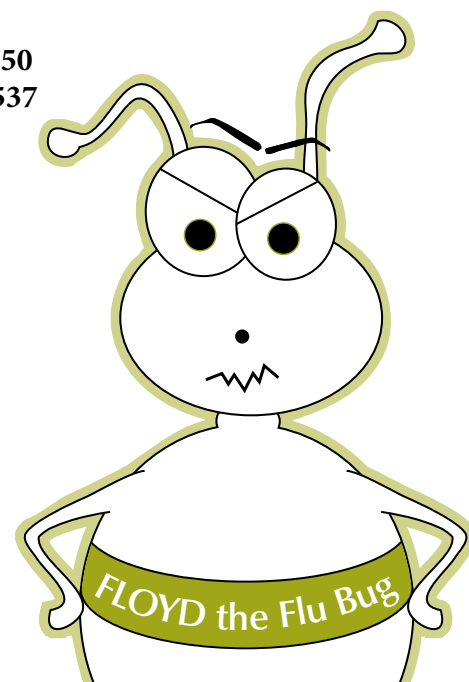
people have a higher risk for flu complications. These people include:

- Pregnant women
- People 65 years of age and older
- People of any age with certain chronic medical conditions such as asthma or diabetes
- People who live in nursing homes or other long term care facilities.
- People who care for those at high risk for complications from the flu
- People who have household contact with those at high risk for complications from the flu
- Day care workers of children 6 months of age or younger. The children are too young to be vaccinated so we need to reduce the risk of passing the virus to them.
- Healthcare workers

Some people think the flu shot gives you the flu. This is not true. Please talk with your doctor to see if the flu shot is right for you.

Remember, whenever you are ill or have questions about the flu, you may call Molina's Nurse Advice Line at any time 24 hours a day, 7 days a week to get more information or ask questions. The phone number is on the back of your member card.

English: 1-888-275-8750
Spanish: 1-866-648-3537
TTY: 1-866-735-2929



How To Help Your Overweight Child

Do you know that being overweight is the most common nutrition related disease of children? Over 30% of children in the US are overweight or obese. The rate of overweight in children has tripled since 1970. African-American and Hispanic children are at greatest risk. Children who are overweight usually become adults who are overweight or obese.

Being overweight can cause children to develop many harmful diseases. They are more than twice as likely to have high cholesterol, high blood pressure, and high insulin levels (hormone that controls blood sugar). They are also at risk for depression, low self esteem and do poorly in school. Be sure to ask your child's doctor if he/she is overweight.

There are four things that parents can do to keep their children healthy:

1. **GET ACTIVE.** Make sure you and your child get outside and play hard. Play for at least one hour a day, every day. This is a great way to bond with them.
2. **EAT HEALTHY.** Parents should keep track of what their children eat.
 - Make sure they eat a low sugar breakfast every morning.
 - Make junk food less available.
 - Do not supersize meals.
 - Give them at least 5 fruits and vegetables each day.
 - Avoid eating in front of the TV.
 - Have regular times and a place for all meals.
 - Try to sit down as a family to eat.

3. **DRINK SMART.** Limit sugar sweetened drinks such as juice and soda. Do you know that obesity in children has been directly linked to drinking soda? The best way to keep children from drinking soda is not to bring it into the home.
4. **LIMIT SCREEN TIME.** Children should spend less than 2 hours on TV, computer and video games a day. Do you know that ten billion dollars a year is spent on food ads to children? The less ads for junk food children see on TV, the less they will ask parents for unhealthy foods.

Being a parent is hard work. The fastest way children learn is by watching their parents. So, do your best to be a positive role model for them.



Molina Healthcare Drug Formulary Update

Did you know that Molina Healthcare has a list of drugs that it pays for? This is called a drug formulary. If you use a drug on the list, Molina Healthcare will pay for it.

To get a copy of the drugs we cover, call MEMBER SERVICES. The number is on the back of your card. Ask them to send you a copy of the formulary. You can also find out about drugs we cover online at www.MolinaHealthcare.com. Click on the MEMBERS tab and on the next screen you will pick your plan and state you live in. Next click on the DRUG FORMULARY tab to see if your drug is on the list. If your drug is not on the list ask your doctor to write for one that is.

Proper Positioning for Your Baby

You have a new baby! There are many things to learn about caring for your baby. Your doctor may have already told you to put your baby to sleep on his or her back. This is to reduce the chance of Sudden Infant Death Syndrome (SIDS).

The heads of newborn babies, especially premature babies, are soft and flexible. When not asleep, babies should not be left lying on their backs for long periods of time. This will reduce the chance of your baby getting flat spots on the back of their head. These flat spots are caused by pressure from lying in one position for a long time. It is crucial to allow your baby to have supervised time lying on their stomach when they are awake. This will also help make their neck muscles strong.

Here are some tips to allow your baby's head to take on its natural, round shape:

- Reduce the amount of time your baby is left in car seats, swings, carriers, strollers or other devices.
- Allow your baby to play on his/her stomach. Play with them, and talk to them while they are on their stomach to keep them alert.
- Change the direction of your baby when lying down. Your baby will turn their head towards activity.

- Change their sleeping direction in the crib every night. This will encourage the infant to roll his/her head to both sides.
- When feeding your child, change the arm in which the baby is held. This will cause him/her to turn their head both ways.

If you have any questions or concerns about your baby, be sure to talk with your baby's doctor.



Improving Services to Molina Healthcare Members

Your health care is important to us. That's why we sometimes send you surveys. We want you to fill it out because the survey tells us what you are happy with and how we can serve you better. Molina Healthcare wants to thank all of you who took the time to complete the survey.

One of these surveys, which we send every spring, is a member satisfaction survey called CAHPS which stands for the Consumer Assessment of Healthcare Providers and System.

This survey asks questions about how satisfied you are with your health care. It asks about the care you or your child receives from your healthcare provider and the services that Molina Healthcare offers. This year, Molina Healthcare has received the results of how you scored your doctor and our service.

You also told us that we've improved on:

- Personal doctors seemed informed about care from other doctors
- Customer service staff gave information and help as needed
- Customer service staff treated you with courtesy and respect

Here are some areas you told us you'd like us to improve on:

- Making it easier to get regular appointments as soon as needed
- Help ensure that healthcare providers spend enough time with you
- Making it easier for you to see a specialist

Another way we measure how well we provide and you get care is through HEDIS which stands for Health Plan Effectiveness Data Information Set. HEDIS scores tell us how many members get services that they need. There are scores for immunizations, well-child exams, Pap and mammogram screenings, diabetes care, and prenatal and after-delivery care.

Here are some services you need:

- Immunizations (shots) for children
- Mothers visiting their doctor after they have their babies
- Diabetic eye exams every year
- Diabetic lab test (A1C) result less than 7.0%

Molina Healthcare uses all of this feedback to make improvements. We thank you for your input. To learn more, visit our website at www.MolinaHealthcare.com.

Are you Pregnant?

Pregnancy is an important time in your life. If you are pregnant or think you might be, please call us and let us know. Molina Healthcare offers the motherhood matterssm program for pregnant women. Through the program you will get the support you need to have a healthy pregnancy. For more information or to enroll in the program, please call us toll-free at 1-877-665-4628. Call now to enroll. Your Baby's good health begins when you are pregnant.





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Questions about your health?

Call Our Nurse Advice Line!

1-888-275-8750 English

1-866-648-3537 Spanish

OPEN 24 HOURS!

Your family's health is our priority!

For the hearing impaired please call

TTY/866-735-2929 English

TTY/866-833-4703 Spanish