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Long Beach, CA 90802

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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

Molina Medicare Plans

Molina Healthcare now offers Medicare products for our members. Call us today for information on where products are offered and to see if you qualify.



1-866-403-8293
www.MolinaMedicare.com



Prenatal Care for a Healthy Pregnancy

YOUR BABY'S HEALTH BEGINS LONG BEFORE IT IS BORN...

See your doctor for prenatal care. Prenatal care includes the care a pregnant woman gives to herself and receives from her doctor before giving birth. Prenatal care can help reduce the risk of preterm birth and pregnancy related health problems.

You should see your doctor:

- As soon as possible during the first three months of your pregnancy
- Or within six weeks of becoming a Molina member

Keeping all your appointments with you doctor is the most important thing you can do to have a healthy pregnancy.

Molina Healthcare's Motherhood Matters Motherhood Matterssm is a program for pregnant women. This program will help women get the education and services they need for a healthy pregnancy. You will be mailed a workbook, a video, and other resources. It is offered in six languages. You will be able to talk with a health educator about any questions you may have during the pregnancy. Also, you will learn ways to stay healthy during and after your pregnancy. You will receive gifts each trimester after completing a risk assessment over the phone.

AFTER YOU HAVE THE BABY...

- Be sure to schedule your postpartum check-up with the doctor who delivered your baby between 3 and 8 weeks after delivery.



- If you had a C-section, please be aware that the two week incision check-up is not considered a postpartum check-up.
- The postpartum period begins after the birth of the baby. During this period mothers go through many emotional and physical changes. They must also learn to adjust to being a new mother. Your doctor is a good source of support during this period.

For more information please contact us at 1-800 526-8196, ext. 126528, Monday-Friday, 9:00 am-5:30 pm.

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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. Choose your state in the drop down box. You can get information on our website about:

- Finding a Molina Healthcare's doctor or hospitals using our on-line Provider Directory
- Your benefits, including copayments and other charges (if they apply)
- FAQs (frequently asked questions and answers)
- Drug formulary (approved drugs that doctors can prescribe)
- What to do if you get a bill or a claim
- How to get routine care, hospital, specialty, and emergency services
- How to get care after normal office hours
- Preventive health guidelines and immunization schedules
- 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 make an appeal
- 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, Monday-Friday 7:00am to 7:00pm. For the hearing impaired call toll-free at 1-800-479-3310.

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 preexisting health conditions, race, color, religion, age, national origin, disability, or sex.

About Our Members: Protecting Your Privacy

Your privacy is important to us. We take confidentiality very seriously. Molina Healthcare wants to let you know how your health information is shared or used.

Your Protected Health Information

PHI stands for these words: Protected Health Information. PHI means health information that includes your name, member number, or other things that can be used to identify you, and that is used or shared by Molina Healthcare.

Why Does Molina Healthcare Use or Share Our Members' PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care to run our health plan
- To use or share PHI for other purposes as required or permitted by law

When Does Molina Healthcare Need Your Written Authorization Approval to Use or Share Your PHI?

Molina Healthcare needs your written approval to use or share your PHI for purposes not listed above.

What Are Your Privacy Rights?

- To look at your PHI
- To get a copy of your PHI or to make changes to your PHI
- To ask us to not use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

How Does Molina Healthcare Protect Your PHI?

Molina Healthcare has many ways to protect PHI across our health plan. This includes PHI in written word, PHI in spoken word, or PHI in a computer. Below are some ways Molina Healthcare protects PHI:

- Molina Healthcare has policies and rules to protect PHI.
- Only Molina Healthcare staff with a need to know PHI may use PHI.
- Molina Healthcare staff is trained on how to protect and secure PHI.
- Molina Healthcare staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Healthcare secures PHI in our computers. PHI in our computers is kept private by using firewalls and passwords.

What Can You Do if You Feel Your Privacy Rights Have Not Been Protected?

- Call or write Molina Healthcare and file a complaint.
- File a complaint with the U.S. Department of Health and Human Services.

The above is only a summary. Our Notice of Privacy Practices has more information about how we use and share our members' PHI. Our Notice of Privacy is on our website at www.molinahealthcare.com. You also may get a copy of our Notice of Privacy Practices by calling our Member Services Department at 1-888-665-4621 Monday through Friday 7:00 a.m. to 7:00p.m. If you are hearing impaired, call our dedicated TTY line at 1-800-479-3310.

When you travel away from your hometown, Molina Healthcare pays for emergency care for you.

You may go to a local emergency room (ER) or an urgent care clinic. Tell them you are a Molina Healthcare member. Show them your Molina Healthcare ID card. But don't forget, routine care is not covered when you travel away from home.

If you have any questions call Molina Healthcare toll-free at 1-888-665-4621 Monday – Friday 7:00 am to 7:00 pm. For the hearing impaired call toll-free at 1-800-479-3310. You can also call Molina's Nurse Advice Line at 1-888-275-8750, 24 hours a day for help with your health questions.

Rights & Responsibilities *(Continued)*

- Members have the responsibility to follow the care plans and instructions for care that they have agreed on with their doctor(s).
- Members have the responsibility to build and keep a strong patient-doctor relationship.
- Members have the responsibility to cooperate with their doctor and staff. This includes being on time for their visits or calling their doctor if they need to cancel or reschedule an appointment.
- Members have the responsibility to present their MHC and State card when receiving medical care and report any fraud or wrongdoing to MHC or the proper authorities.
- Members have a responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
- **Healthy Families Members also** have a responsibility to keep current in their premium payment to the Healthy Families Administrator. Be aware of services requiring co-payment. Maintain a record of the co-payments made during the calendar year.
- **Healthy Families Members also** have a responsibility to inform the Member Services Department of any change of address or any changes to entitlement that could affect continuing eligibility.

Preventive Health Visits

Why see your doctor when you are well?

Take time to see your PCP for a health check-up (physical exam). You do not need to wait. You have this health benefit and it can help keep you and your family well. If problems are found during the exam, they can be found early when they are easier to treat.

Remember you benefit from these check-ups!

- Get to know your doctor and share important information about yourself.
- Get education about your health.
- Learn about any medical, dental and other problems early.
- Get treatment for problems before they become serious.
- Ask questions about your health or the health of your child.

Regular check-ups for children are called Well Child Exams. During this exam your child's doctor will:

- Ask questions about your child's health history.
- Give your child a physical exam.
- Give any shots or other tests needed:
- Immunizations (shots).
- Blood lead tests – ages 12 months, 24 months and ages 3 - 6 years.
- Other lab tests.

You will be able to:

- Share important information about your child with your child's doctor.



- Get information to keep your child healthy and safe.
- Ask questions.
- Get support with parenting concerns.

Check-ups (physical exams) for Adults

- You will get a physical examination, health education, answers to your questions, and any needed tests.

Make the most of each visit. Plan ahead using the following tips:

- Write down your questions. Bring the list with you to the visit.
- Be prepared for possible waits. Bring a book to read and snacks while you wait.
- Arrive early to fill out paper work.
- Bring extra diapers for your child.
- Write down anything your doctor tells you to do.
- Take notes, repeat back what you think you are to do, or ask your doctor to write down what you are to do.
- Don't be afraid to ask if something is not clear.

Give your Child the Right Drug for the Right Bug!



Your child has a fever, aches, a sore throat, and is very tired. Your doctor has told you that your child has an upper respiratory infection, the flu, or a bad cold. These illnesses are caused by a virus. Your doctor also said that your child does not need an antibiotic. Antibiotics do not cure upper respiratory infection, colds and the flu. Your child should not take medicines that they do not need. Antibiotics taken when not needed may not work when they are needed in the future.

So, what can you do to make your child feel better and fight off the virus that is making them sick?

- Make sure that your child gets plenty of rest.
- Give extra water, juices and soups.
- Popsicles, juice bars and herbal teas help make sore throats feel better.

- Keep your child away from cigarette smoke.
- Your doctor can tell you what medicines to give your child for aches, pains, and other discomforts.
- Read how to give the medicine and do what it says

And remember to give lots of tender loving care.

Talk to your doctor if you have questions about how to help your child feel better. You can also call Molina's Nurse Advice Line at **1-888-275-8750** 24 hours a day for help with your health questions.

A shot can prevent the flu! Ask your doctor if you or your child should have a flu shot this fall.

Rights & Responsibilities

MEMBER RIGHTS

- Members have the right to be treated with respect and recognition of their dignity by everyone who works with MHC.
- Members have the right to receive information about MHC, our providers, our doctors, our services and member's right's and responsibilities.
- Members have the right to choose their primary care physician (PCP) from MHC's network.
- Members have the right to be informed about their health. If members are ill, members have the right to be told about treatment options regardless of cost or benefit coverage. Members have the right to have all questions about their health answered.
- Members have the right to help make decisions about their health care. Members have the right to refuse medical treatment.
- Members have the right to privacy. MHC keeps their medical records private in accordance with State and Federal laws.
- Members have the right to see their medical record. Members also have the right to ask for corrections to their medical record and receive a copy of it in compliance with State and Federal requirements.
- Members have the right to complain about MHC or their care by calling, faxing, e-mailing or writing to MHC's Member Services Department.
- Members have the right to appeal MHC's decisions. Members have the right to have someone speak for them during the grievance.
- Members have the right to disenroll from MHC.
- Members have the right to ask for a second opinion about their health condition.
- Members have the right to ask for an external independent review of experimental or investigational therapies.
- Members have the right to decide in advance how they want to be cared for in case they have a life-threatening illness or injury.
- Members have the right to receive interpreter services at no cost to help them talk with their doctor or MHC if they prefer to speak a language other than English.
- Members have the right to not be asked to bring a friend or family member with them to act as their interpreter.
- Members have the right to receive information

- about MHC, their providers, or their health in their preferred language. Members also have the right to request and receive materials in other formats such as larger size print and Braille. Members have the right to request information in printed form translated into their preferred language.
- Members have the right to receive a copy of MHC's drug formulary on request.
- Members have the right to access minor consent services.
- Members have the freedom to exercise these rights without negatively affecting how they are treated by MHC, its providers or the Department of Health Care Services.
- Members have a right to make recommendations regarding the organization's member rights and responsibilities policies.
- Members have the right to be free from controls or isolation used to pressure, punish or seek revenge.
- Members have the right to file a grievance or complaint if they believe their linguistic needs were not met by the plan.
- **Medi-Cal Members also** have the right to request a State Fair Hearing by calling 1-800-952-5253. Members also have the right to receive information on the reason for which an expedited State Fair Hearing is possible.
- **Medi-Cal Members also** have the right to receive family planning services, treatment for any sexually transmitted disease, emergency care services, from Federally Qualified Health Centers and/or Indian Health Services without receiving prior approval and authorization from MHC.

MEMBER RESPONSIBILITIES

- Members have the responsibility to be familiar with and ask questions about their health benefits. If Members have a question about their benefits, they may call MHC's Member Services Department at **1-888-665-4621**.
- Members have the responsibility to provide information to their doctor or MHC that is needed to care for them.
- Members have the responsibility to be active in decisions about their health care.

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