



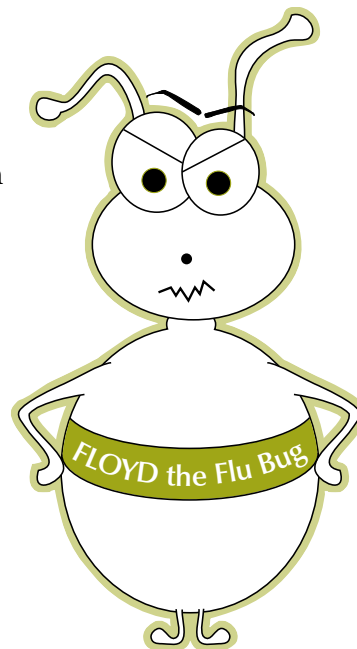
Flu Season is Here!

Anyone who wants to lower their risk from getting the flu should get the flu vaccine. However, there are certain people who are at high risk for flu complications and are highly recommended to get the flu vaccine. They are:

- Children aged 6 months through 18 years of age
- Pregnant women
- People 50 years of age and older
- People of any age with certain chronic conditions, such as asthma or diabetes
- People who live in nursing homes and other long term care facilities.
- People who live with or 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
- Out-of-home caregivers of children less than 6 months of age
- Healthcare workers

This year you may need to get more than one vaccine. Talk to your provider about what vaccines you may need. Here are also some other tips to help prevent you from getting the flu bug!

1. **Wash your hands often.** That's right, washing your hands with soap in warm water for 15-20 seconds kills flu germs.
2. **Don't touch your face.** Touching your face with your hands is one of the most common ways to get the flu. It is easy to transfer germs to your eyes or mouth.
3. **Keep it covered.** Use a tissue when you cough or sneeze.
4. **Stay home.** If you feel sick, you probably are. Listen to your body. Stay home and rest.
5. **Don't share stuff.** Sharing things like cups, utensils, phones, keyboards and other objects can spread flu germs.



In This Issue

Flu Season is Here!	pg 1
Emergency Care	pg 2
Interpreter Services	pg 2
CAHPS and HEDIS	pg 3
Online Directory Survey	pg 3
Therapeutic Formulas	pg 4

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.

Emergency Care

Emergency care is for sudden problems that need care right away. It is care if your life is at risk. It is part of your benefits. If you need Emergency care, call 911 or go to a hospital close to your home. You do not need approval.

When you are away from home, Molina Healthcare (Molina) pays for emergency care for you. You may go to an emergency room (ER) or an urgent care clinic. Tell them you are a Molina member. Show your Molina ID card. But do not forget, routine care outside of the Molina service area is not a covered benefit. Any services sought outside of the Molina network must have prior authorization from Molina. Don't forget to contact our Nurse Advice Line or Member Services if you need care while you are away from home.

You can also call our Nurse Advice Line. Trained nurses can help you at any time of the day, 7 days a week.

If you have questions, call Molina at 1-888-665-4621 Monday - Friday from 7:00 AM to 7:00 PM.

- If you are a MediCal member, press # 1
- If you are a Healthy Families member, press # 2
- If you are an AIM member, press # 3
- If you want the Nurse Advice Line, press # 6 or call 1-888-275-8750, 24 hours a day

For those who are deaf or hard of hearing call toll-free at 1-800-479-3310

Molina Healthcare Interpreter Services

- Do you speak a language other than English?
- Do you have a hard time speaking to your doctor in English?
- Do you need an interpreter?

Molina Healthcare offers free interpreter services to you.

Type of Interpreter Services	How to Request Services
Telephonic Interpreter Services Interpreter Services for your doctor's visit	Call Member Services at 1-888-665-4621 Please let your doctor know that you need an interpreter. He or she will work with Molina to set up this service for you.
Deaf and Hard of Hearing Services	How to Request Services
TTY/TDD Services Sign Language Interpreter Services for your doctor's visit	Call Member Services at 1-800-479-3310 Please let your doctor know that you need an interpreter. He or she will work with Molina to set up this service for you.

Using a family member or friend to interpret for you is not the best choice. They may not know medical terms. Using a trained interpreter will make sure your doctor knows the right information. Molina wants you to get the best healthcare. Please use our trained interpreters for your next doctor visit. Your information will be kept private with the interpreter. All Molina Members may request interpreter services.

CAHPS:

Each year Molina Healthcare (Molina) asks our members what they think about their doctors, medical services and care. This survey is called CAHPS®, (The Consumer Assessment of Healthcare Providers and Systems). We use a survey company. We only know that the survey was sent to 2700 members to complete. We know 600 members answered the 2009 survey. In 2009 our CAHPS scores improved for:

- How you rate your doctor/nurse
- How you rate the specialist you saw the most
- How well your doctors talk to you
- How you rate your healthplan (Molina)
- Customer Service – you were treated well and with respect

We want to find ways to make your “medical home” at Molina a great experience. We want to hear what you have to say. Please call our Member Services staff at 1-888-665-4621 (TTY/TDD 1-800-479-3310) to share any issues you may have. We like to hear the good things too.

HEDIS:

Each year Molina reviews the care your doctor gives you using a survey called HEDIS® (Healthcare Effectiveness and Date Information Set). During the year we want you to get check ups and care from your doctor. We also remind your doctors to call you for care that you may need.

You should see your doctor one time a year for **your yearly wellness exam (check up)**. Children need to get their immunizations (shots) on time. Women under the direction of their doctor should have mammograms (breast exams). Diabetics need yearly eye exams and lab tests. This survey lets us know about the care you receive from your doctor. Examples of other types of care that are measured include:

- The dates of prenatal and postpartum care
- High blood pressure control
- Correct medicine (drugs) for asthma

Our rates for care improve every year. Please take time for you and your family and see your doctor when you are well.

If you have questions about our yearly CAHPS and HEDIS surveys, please call Member Services at 1-888-665-4621 (TTY/TDD 1-800-479-3310).

Molina Healthcare Provider Online Directory Survey

Molina’s website has an interactive Provider Directory where you can search for hospitals and doctors. If you have access to the Internet, please log onto www.MolinaHealthcare.com. Let us know what you think of the directory. We would appreciate your feedback.



Therapeutic Formulas

Therapeutic Formulas are special formulas for babies/children who have food allergies and/or poor health and who are not able to eat regular food.

This type of formula is covered by Molina Healthcare when it is needed to prevent sickness and promote normal growth.

Your doctor must give your baby/child an exam to make sure that the special formula is needed. You cannot get this formula from the Women, Infants and Children Supplemental Nutrition Program (WIC). Your doctor will send a request for the formula to Molina Healthcare doctors to review.

Molina Healthcare doctors have a list of approved special formulas and the supplies needed to give them.

If your baby needs a special formula in a true emergency, your doctor may order the special formula and the supplies needed to give it before a request is approved by Molina Healthcare.