



Molina Welcomes Seniors and People with Disabilities

As of June 1, 2011, Molina began receiving new senior and disabled members who were in fee-for-service Medi-Cal. The State Department of Health Care Services (DHCS) now requires these Medi-Cal members to join health plans. Molina wants our new members to know that they will continue to get high quality health care. Molina also offers many support services that they may not have had before.

As a new Molina member here are just some of the **free** support services that you can use:

Interpretation Services (including sign language) - You can have an interpreter go with you to your doctors' appointment.

Nurse Advice Line – You can call our nurses for help 24 hours a day, 7 days a week at (888) 275-8750 or for deaf or hard of hearing members TTY (866) 735-2929.

Transportation Services – Call Molina Member Services for help getting to your doctor's appointment at (888) 665-4621 or TTY (800) 479-3310.

Care Management – Our Care Management Team can assist you in finding a specialist, getting medical supplies and equipment and arranging care with state and county agencies.

Disease Management Programs – We offer programs for members with asthma, diabetes, and heart and lung diseases.

Wellness Programs – You can take part in programs to stop smoking, lose weight, and have a healthy pregnancy. Molina can also give you health education materials on many topics. You may also ask for these materials in other formats including large print, Braille or audio.

Molina's Member Services Department can give you more information on these programs. They can also answer any questions that you have about being a new Molina member. You can contact them at (888) 665-4621 or TTY at (800) 479-3310.

Welcome to the Molina family!

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Check Out the Molina Healthcare Website

Check out our website at www.MolinaHealthcare.com "Click" on the member button. Choose your state in the drop-down box. You can get information on our website about:

- Molina Healthcare's contracted doctors and hospitals
- Your benefits, including co-payments 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 Utilization Management 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 Member Services. Your member handbook is also a good resource. You can find it on our website.

Are You Prepared to Beat the Flu Bug?

Flu season is almost here. Don't get caught off guard. While you can't completely avoid getting sick, you can take simple steps to avoid getting the flu. Here are some tips that can help you stay healthy this flu season:

- Get the flu shot(vaccine)
- Practice good hygiene
- Boost your immune system
- Learn the facts about the flu

To learn more about these four tips, read below.

Get the Flu Shot

Your best defense against the flu is to get a flu shot. Getting the flu shot can greatly reduce your risk of getting the flu. The Centers for Disease Control and Prevention (CDC) recommends that all people six months of age and older should get an annual flu shot. 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 six months of age or younger. These children are too young to be vaccinated. Vaccinated adults reduce the risk of passing the virus to young children.
- Healthcare workers

Ask your provider if the flu shot is right for you.

Practice Good Hygiene

The flu virus can spread easily. Coughing and sneezing spreads infected droplets. You can get the flu if you inhale these droplets. You can also get the flu if you touch the droplets then touch your eyes, nose or mouth before washing your hands.

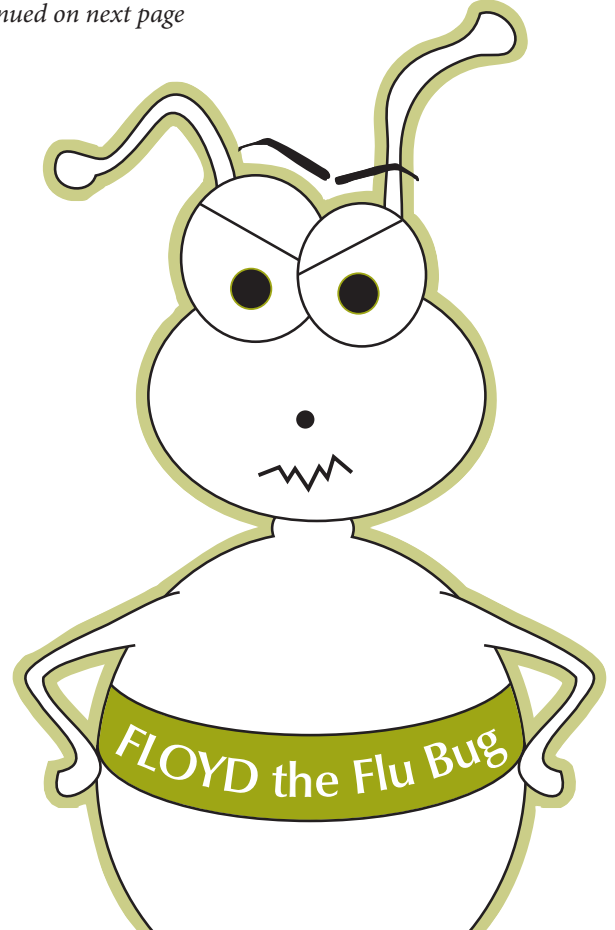
This is why it is important to wash your hands often. Make sure to use soap and warm water. Teach your children to wash their hands for at least 20 seconds. Make it fun. They can count to 20 or sing the happy birthday song while they wash. Keep hand sanitizer nearby for when soap and water are not available.

Boost Your Immune System

To stay healthy this flu season make sure to keep your immune system strong. You can do this by:

- Eating a healthy diet. Eat at least five servings of fruits and vegetables each day.
- Exercising often. Be active most days of the week. Aim for 30-60 minutes a day.
- Managing stress. Try to maintain a balance between work, family and personal life. Ask for support from friends and family when needed.
- Getting enough sleep. Adults need 7-9 hours of sleep a night. Children and teens need more. Visit www.sleepfoundation.org for more information.

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Flu Facts

Knowing the facts about the flu can help you stay healthy this flu season.

Myth: The flu vaccine (shot) can give you the flu.

Fact: You cannot get the flu from the flu vaccine (shot).

Myth: The flu is a mild illness.

Fact: The flu can make you very sick. A mild viral illness, such as a cold, can be confused with the flu. The flu is serious.

Myth: I got the flu vaccine (shot) last year. I don't need it again this year.

Fact: You need to get the flu vaccine (shot) every year. Flu virus strains often change from year to year. The flu vaccine (shot) is made to work against the predicted strains for that season.

Myth: The flu vaccine (shot) only works if I get it during October or November.

Fact: The flu vaccine (shot) protects you from the flu as long as the flu viruses are out there. Flu season can last as late as May. It is recommended that you get the flu vaccine (shot) as soon as it is available in the fall. It will last throughout the year.

Treating the Flu

If you get the flu, make sure to stay home and take good care of yourself. Eat well and drink fluids to stay hydrated. Popsicles are a good way to help children stay hydrated if they refuse all other liquids. 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 provider or call the Nurse Advice Line 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 illnesses usually caused by viruses like colds, the flu, or most coughs and sore throats.

Call Molina's 24-Hour Nurse Advice Line if you have questions about the flu or other health issues. Call (888) 275-8750 (TTY: (866) 735-2929). Nurses are there to take your call 24 hours a day, seven days a week.



Improving Services to Molina Healthcare Members

The Quality of Care You Receive is Important to Us

Molina wants you and your family to receive the best care possible. We have a Quality Improvement (QI) Program to measure how we do. Each year Molina Healthcare sets goals to improve our services. One goal is to help you take better care of yourself and your family. We measure how well we provide care by sending you surveys to fill out. We look at what you say and how we can improve.

The Quality Improvement Program:

- Reviews doctors to be sure you have access to a qualified health care team.
- Looks at and takes action when you have an issue with the quality of care you have received.
- Promotes safety in health care through education for you and our doctors.
- Publishes Preventive Health Guidelines to help you know what services you need and when.
- Surveys how happy members are with care. One type of survey is called CAHPS® (Consumer Assessment of Healthcare Providers and Systems). This tells us if you are happy with your care and your doctor. It also tells us what we can make better for you. You told us:

Where We Improved in CAHPS® 2011	Where You'd Like Us to Improve
<ul style="list-style-type: none">• Written materials or Internet provided needed information• Your doctor asked which treatment choice was best for you• Customer service staff gave information and help as needed• Pharmacy related issues were resolved in a timely manner	<ul style="list-style-type: none">• Your personal doctor listened carefully• 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



- Molina evaluates the quality of your healthcare through HEDIS® (Healthcare Effectiveness Data and Information Set). These scores tell us when you receive the type of care you need. The scores look at how often you receive care such as flu shots, immunizations (shots), eye tests, cholesterol tests, and pre-natal care if you are pregnant. Here are some areas we improved and other areas to improve:

What Improved in HEDIS® 2011	What Needs to Improve
<p>All Counties</p> <ul style="list-style-type: none"> • Treatment of Upper Respiratory Infection • Adolescent Immunizations (shots) <p>Riverside/San Bernardino</p> <ul style="list-style-type: none"> • LDL-C < 100mg/dL persons with Heart Disease <p>Sacramento</p> <ul style="list-style-type: none"> • Breast cancer screening • HbA1C Testing for Diabetics • LDL-C < 100mg/dL for Diabetics <p>San Diego</p> <ul style="list-style-type: none"> • Cervical Cancer Screening • LDL-C < 100mg/dL for Diabetics • Dilated retinal exams (eye exams) for Diabetics 	<p>All Counties</p> <ul style="list-style-type: none"> • Timeliness of prenatal and postpartum care • Medications for asthma • Controlling High Blood Pressure • Childhood Immunizations (shots) • HbA1c control • Well Child and Adolescent Care • Chlamydia Screening in Women

Check out our scores and annual HEDIS® rates. Please visit the Molina website at <http://www.MolinaHealthcare.com> (**About Molina→HEDIS® rates→California**)

Molina Healthcare’s **QI Program** has programs and information to help you stay healthy. These are:

- High blood pressure, asthma, cardiovascular disease and diabetes programs and studies.
- Information and programs on how to be healthy when you are having a baby, if you want to lose weight or quit smoking.
- Preventive Health Guidelines that tell you how often you and your family should see the doctor and what kind of tests, exams or shots you need at certain ages. Your child’s shots are very important and more children get their shots on time every year.
- Molina checks the care your doctor gives you. If you did not get your exam on time, your doctor’s office may call you or send you a postcard to remind you.
- Patient Safety Program - Molina Healthcare wants you and your family to be safe and healthy.

Some of the things we do are:

- Send you hints and information in newsletters - Health and Family, the Teen newsletter and special newsletters if you have diabetes, cardiovascular disease, COPD, or asthma.

- Send you “Ask Me Three!” that tells you what to ask when you see your doctor.
- Check that your doctor’s office is safe.
- Look at reports that check safety in hospitals, skilled nursing and surgery centers. These websites are open to the public:
 - ▷ Leapfrog Group (<http://www.leapfroggroup.org/>)
 - ▷ Calhospital.org (<http://www.calhospitalcompare.org/>)
 - ▷ The Joint Commission national patient safety goal ratings <http://www.jointcommission.org/>

To learn more or to ask for a copy of our QI Program, call **Molina Healthcare Member Services at (888) 665-4621, Monday through Friday, 7:00 a.m. to 7:00 p.m.** To talk to our **Health Education Department call (800) 526-8196, Ext. 127532.**

If you are deaf or hard of hearing, you may contact us through our dedicated TTY line toll free at (800) 479-3310 or by dialing 711 for the California Relay Service.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



Medication Tips to Help You Manage Your Health

Molina wants you to be healthy and safe when taking your medicines. Knowing how to manage your medicines can help you avoid side effects and unexpected doctor and emergency room visits. Here are a few tips to keep you on track!

Know your meds

- Know the name of the medicine and what it is supposed to do.
- Know what condition the medicine is supposed to treat.
- Know what possible side effects you may feel.
- Create a list of all your medicines. Take that list and your bottles of medicines with you to each doctor visit.

Talk with your doctor

- Tell your doctor about all medicines that you are taking, including over-the-counter medicines (for example, Tylenol), dietary supplements (for example, glucosamine), and vitamins.
- Inform your doctor first before you stop taking any medicine.
- If you have questions, make sure to ask your doctor.

Take your meds on time

- Always take your medicines as directed by your doctor.
- Take your medicine at the same time each day.
- If you have trouble remembering to take your medicine, try using a pill box and/or setting a watch alarm or post a note in a visible place.
- For your safety and convenience, choose the same pharmacy and doctor to get your medicines from.

Molina is here to help! We have resources to assist you:

- Nurse Advice Line:
 - ▷ English: (888) 275-8750
 - ▷ Spanish: (866) 648-3537
 - ▷ TTY: (866) 735-2929
- Molina Healthcare website (www.MolinaHealthcare.com)

Patient Safety Tips for You and Your Family:

Here are some ways you and your family can help to prevent medical errors and support safer health care services.

Patient Safety Tips for You and Your Family:

- ☑ Keep and bring a list of all your prescription and over-the-counter medications (including doses), as well as any allergies.
- ☑ Carry with you the Molina member card and the names and phone numbers of your pharmacies.
- ☑ Get the results of any test or procedures by asking when and how you will get the results, and what the results mean.
- ☑ Talk to your doctor about which hospital is best for your health needs.
- ☑ Make sure you understand what will happen if you need surgery.
- ☑ Learn about your condition and treatment plan by asking your doctor and nurse.

Interpreter Services

- Do you speak a language other than English (including sign language)?
- Do you have trouble speaking to your doctor in English?
- Do you need an interpreter?

Molina Healthcare offers interpreter services at no cost to you!

Telephone Interpreters	Call Member Services at (888) 665-4621
Face to Face Interpreters (they can meet you at your doctor's office for your visits)	Call Member Services at (888) 665-4621
TTY Services	Call (800) 479-3310
Sign Language Interpreters	Call Member Services at (888) 665-4621

Please do not use a family member, minor or friend to interpret for you. Communication between you and your doctor is very important. If your doctor knows your problems, he or she can help you. We want to make sure you get quality care. All members have access to interpreter services.





200 Oceangate, Suite 100
Long Beach, CA 90802

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Questions about your health?

Call Our Nurse Advice Line!

English: (888) 275-8750

Spanish: (866) 648-3537

OPEN 24 HOURS!

Your family's health is our priority!

For the hearing impaired please call

TTY (English): (866) 735-2929

TTY (Spanish): (866) 833-4703