



## 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 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
- People who live with or care for children less than 6 months of age
- Healthcare workers
- People aged 25-64 years who have medical conditions that put them at higher risk for influenza related complications.

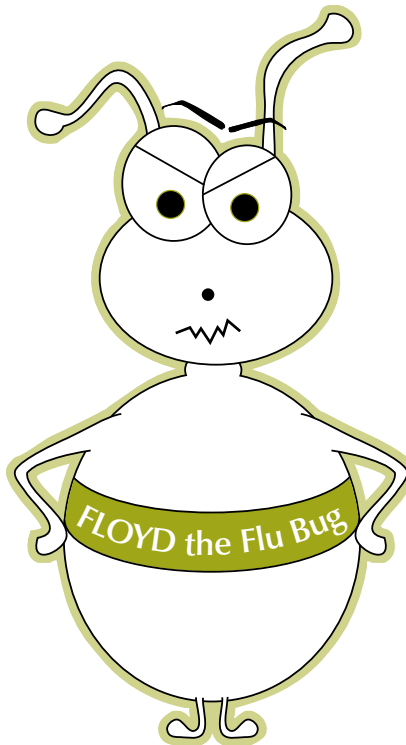
This year you may need to get more than one vaccine. Talk to your provider about what vaccines you may need.

Due to recent onset of Novel H1N1 flu cases, a new vaccine is under development. The following high risk groups are recommended to receive the Novel H1N1 flu vaccine as soon as it is available:

- Pregnant women
- People who live with or care for infants less than 6 months of age
- Children 6 months - 18 years of age
- People aged 25 - 64 years who have medical conditions that put them at higher risk for influenza-related complications
- Healthcare workers

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.



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### Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at [www.MolinaHealthcare.com](http://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 healthcare providers and hospitals
- Your benefits
- What to do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- 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 file a grievance 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 1-800-875-0679. Your member handbook is also a good resource. You can find it on our website.

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## Cancer Screening Guidelines

Although cancer can be a scary topic, it is very important to discuss. By being aware, you can make healthy lifestyle choices to help stay cancer-free, as well as avoid other critical health conditions. For people aged 20 or older having periodic health exams, a cancer-related check up should include health counseling, and depending on a person's age and gender, might include exams for cancers of the thyroid, mouth, skin, lymph nodes, testes and ovaries. Early detection is the key to winning the battle against cancer and the earlier cancer is detected, the more likely it is that you will have a positive outcome.

### Breast Cancer

- Yearly mammograms starting at age 40, if you have a family history of breast cancer talk to your physician to see if you should start earlier.
- At age 20 you should begin monthly self breast exams.

### Colon and Rectal Cancer

At age 50 for both men and women you should begin using one of the screening tests below:

- Flexible sigmoidoscopy every 5 years
- Colonoscopy every 10 years
- Fecal occult blood test every year

### Cervical Cancer

- All women should begin cervical cancer screening within 3 years of becoming sexually active and no later than 21 years old.
- Screening should be yearly with the regular Pap test or every 2 years using the newer liquid-based Pap test.
- Women/Girls under the age of 21 should be sure to receive their Gardasil injection/vaccination.

### Uterine Cancer

- Women at high risk based on family history should receive annual screenings via endometrial biopsy beginning at age 35.

### Prostate Cancer

- At age 50 men should begin the discussions with their physicians regarding prostate-specific antigen blood testing and digital rectal exams being performed yearly.





## Improving Services to Molina Healthcare Members

Your health care is important to us. That's why we sometimes send you surveys. Your feedback is very important to us. We want to know how we are doing and how we can serve you better.

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.

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

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

### You also told us that we've improved on:

- Making sure you got urgent care as soon as needed
- Making sure healthcare providers talk to you with respect for what you have to say
- Making sure healthcare providers explained things in a way that was easy to understand

Another way we measure how well we are providing 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.

Our HEDIS scores improved in many ways. More mothers are visiting the healthcare provider after they have their babies. More women are having the Pap screenings that they need. Through HEDIS scores we have found that fewer members age 12 – 21 are getting a wellness visit.

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](http://www.MolinaHealthcare.com).



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## Important Pharmacy Information

### Reminder:

Beginning October 1, 2009 you will get your pharmacy benefits from MO HealthNet Fee-For-Service by using your MO HealthNet ID card. Your benefits are not changing. This is just a change in how your benefits are handled. If you have any questions, please call MO HealthNet Participant Services at 1-800-392-2161 or 1-573-751-6527.

