



Fight Back Against Cancer-Get Tested

Early detection is key to winning the battle against cancer. Cancer tests help find cancer early and some even stop cancer before it starts. If you are 20 years and older, your yearly health checkups may include tests for cancers of the thyroid, mouth, skin, lymph nodes, testes, and ovaries. These tests depend on your age and gender. The American Cancer Society (www.cancer.org) recommends the following cancer checkups.

Colon Cancer - Women and men

At age 50 years, both men and women should talk with their healthcare provider about the following test options.

Tests that find polyps and cancer

- Flexible sigmoidoscopy every 5 years
- Colonoscopy every 10 years
- Double-contrast barium enema every 5 years, or
- CT colonography every 5 years

Tests that primarily find cancer

- Fecal occult blood test every year
- Fecal immunochemical test every year or
- Stool DNA test

Breast Cancer - Women

- Yearly mammograms starting at age 40, talk with your healthcare provider if you have a family history of breast cancer
- Clinical breast exam every 3 years starting at age 20 and every year starting at age 40
- Breast self-exam is an option starting at age 20

Cervical Cancer - Women

- Pap tests should begin about 3 years after becoming sexually active, but no later than 21 years old
- Screening should be once a year with the regular Pap test or every 2 years using the newer liquid-based Pap test

Uterine (Endometrial) Cancer - Women

At the time of menopause, talk with your healthcare provider about the risks and symptoms of uterine cancer. Report any unexpected bleeding or spotting to your healthcare provider. Women at high risk may need to consider having a yearly endometrial biopsy. Talk with your healthcare provider about your family history.

Prostate Cancer - Men

Starting at age 50, talk with your healthcare provider about the pros and cons of prostate cancer testing. Talk with your provider at age 45, if you are African American or have a father or brother who had prostate cancer before age 65.

In This Issue

Cancer-Get Tested	pg 1
Beat the Flu Bug	pg 2
Advance Directives	pg 2
Take Care Clinics	pg 3
RSV-Is Your Child at Risk	pg 4
Website Tools	pg 5
Stop Health Care Fraud	pg 5
Time to Tune Up Your Health	pg 6
We Care About Your Health	pg 7
Dr. Cleo's Healthy Recipe	pg 8
Take Care Clinics	insert

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 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 (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 (shot) 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 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 Member Services. Your Member Handbook is also a good resource. You can find it on our website.

MHD Approved 9/7/11

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

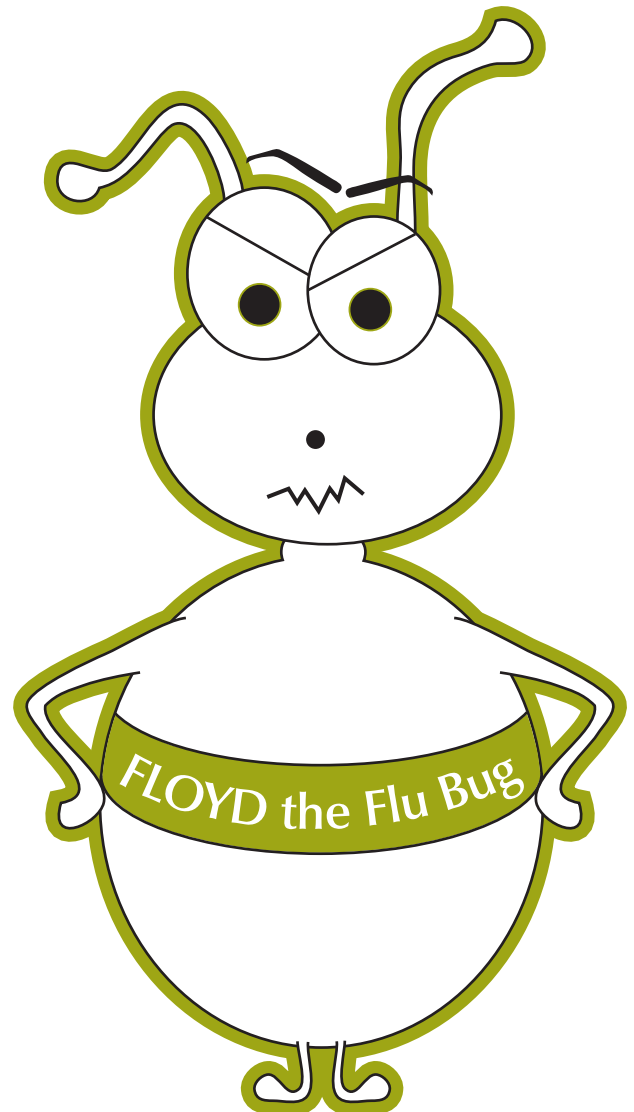
The flu virus can spread easily. Coughing and sneezing spreads infected droplets. You can get the flu if you inhale these droplets. You can also get the flu if you touch the droplets then touch your eyes, nose or mouth before washing your hands.

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.



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 1-888-275-8750 (TTY: 1-866-735-2929). Nurses are there to take your call 24 hours a day, seven days a week.

Have a Voice with an Advance Directive

You have the right to accept or refuse any medical care. A time may come when you are too sick to talk to your health-care provider, family or friends. You may not be able to tell anyone what health care you want. With an advance directive, the law allows you to do two things when this happens. An advance directive allows you to leave written directions about your medical treatment decisions or ask someone to decide your care for you. The two most common types of advance directives are a living will and a durable power of attorney for health care.

To learn more about advance directives or get forms directly, please visit www.caringinfo.org. Click on 'Download Your State Specific Advance Directive.' Advance directives are also available by contacting the Missouri Bar at 1-573-635-4128 or 326 Monroe, Jefferson City, MO 65101.

If you do not have an advance health care directive, your primary care provider (PCP) may not know what health care you want. Talk to your PCP or call Molina at 1-800-875-0679 for information on an advance health care directive. Your PCP must keep a written and signed copy of what care you want. An advance directive becomes part of your medical record.

If there is a problem with things not being done the way they should with an advance directive, you may file a complaint with the Missouri Department of Health and Senior Services at 1-573-751-6400 or write them at P.O. Box 570, Jefferson City, Missouri 65102.



RSV - Is Your Child at Risk?

(RSV) Respiratory Syncytial Virus is a very contagious virus that usually infects children from October to April. RSV can be very serious. RSV infection is a common cause of pneumonia and bronchiolitis (swelling of the airways) in children less than one year of age.

RSV symptoms may include coughing, sneezing, runny nose, fever, decreased appetite, and possible wheezing. Infants may have irritability, decreased activity and breathing difficulties.

Prevent the Spread of RSV

RSV is spread through contact with droplets from coughing, sneezing or talking. You can help stop your child from getting RSV and other viruses, like the flu. Follow these steps:

- Keep it covered. Cough or sneeze into your sleeve or use a tissue.
- Wash your hands often and correctly (with soap and water for 15-20 seconds).
- Ask others to wash their hands before touching your child.
- Avoid people who have cold-like symptoms.
- Clean toys and potentially contaminated surfaces often with soap and water.
- Keep your child away from tobacco smoke, which increases risk of severe RSV symptoms.
- Get an annual flu shot for you and your baby beginning at six months of age.

When possible, limit a high-risk child's exposure to childcare centers and large crowds during peak RSV season. Also, talk to your child's healthcare provider about other ways to protect children at high risk.

What to Do if Your Child has RSV Symptoms

- Make sure your child gets plenty of rest and fluids.
- Treat symptoms such as fever with over-the-counter medications.
- Wash your hands often to lessen the chance of infecting others.
- Call your healthcare provider or Molina's 24-Hour Nurse Advice Line at 1-888-275-8750 if you have questions about your child's symptoms or care. Registered nurses are available to answer your health care questions and help you decide when and where to go for care.

Call your healthcare provider right away if your child has any of the following symptoms: difficult or fast breathing, excessive wheezing, gray or blue skin color around the mouth or fingertips, high fever, thick nasal discharge (yellow, green or gray), worsening cough, or extreme tiredness. If your healthcare provider is unavailable, you can also go to an urgent care center. If you have an emergency, call 911 or go to the closest hospital.

Talk with Your Child's Healthcare Provider about RSV

Your child should have regular* well checkups with a healthcare provider. During this checkup, ask your child's healthcare provider to review your child's medical history and risk factors for RSV. RSV infects almost all children in the first few years of life, however most children will not need to be vaccinated. For some babies and young children, RSV can be very dangerous. RSV can lead to hospitalization and sometimes even death.

Use the list below as a starting point to talk with your child's healthcare provider about RSV.

Child's Date of Birth _____

Child born before due date? Yes No

If yes, how many weeks before due date was your child born? _____ weeks

Your child could be at an increased risk for a severe RSV infection if he or she:

- Was born too early (before 36 weeks of pregnancy)
- Has a heart problem or a chronic lung condition
- Has a weak immune system

Questions to ask:

- Is my child at risk for a severe RSV infection?
- How can I prevent the spread of RSV?
- What are RSV symptoms?
- What can I do to prevent a severe RSV infection if my child is at high risk?

* Well-child checkups should occur within a few days to two weeks after birth and at 1, 2-3, 4-5, 6-8, 9-11, 12-14, 15-17, 18-23, and 24 months. After age two, children should have yearly well-child checkups.

New Website Tools to Keep You Healthy!

Molina Healthcare of Missouri's website has been improved to help you and your family stay healthy!

Visit www.MolinaHealthcare.com to find this new information and more!

- Dental benefits and tips for healthy teeth and gums
- Immunizations (shots) you and your children need
- Preventive health checkups for children, teens and adults
- How to voice a grievance or appeal a medical decision
- Fit and Healthy resources - a family guide and handouts to help make smart food choices and be active
- Text4Baby nationwide program - offers weekly, educational text messages timed to due date or baby's date of birth
- Printable flyers and brochures on a range of health topics. Topics include asthma, breast and cervical cancer, dental health, diabetes, high blood pressure, immunizations, nutrition, physical activity, postpartum depression, sexually transmitted diseases, smoking cessation, stress management, and well-child checkups.
- Preparing an advance directive
- Answers to frequently asked questions. Questions include:

- What if I need a dentist or vision care?
- What if I need transportation to my appointment?
- What if I need help changing my primary care provider?

To request printed copies of information posted on the website, please call Member Services at 1-800-875-0679.

Help Stop Health Care Fraud and Abuse

Health care fraud and abuse take money away from a health care program, which leaves less money for real medical care. Committing fraud or abuse is against the law.

Fraud is a dishonest act done on purpose. Examples of member fraud are letting someone else use your MO HealthNet Managed Care health plan card(s) or red card or white MO HealthNet card, or getting prescriptions with the intent of abusing or selling drugs. An example of provider fraud is billing for services not provided.

Abuse is an act that does not follow good practices. An example of member abuse is going to the emergency room for a condition that is not an emergency. An example of provider abuse is prescribing a more expensive item than is necessary.

Here are some ways you can help stop fraud and abuse:

- Do not give your Molina ID card or ID number to anyone other than a healthcare provider, clinic or hospital and only when receiving care
- Check your mail for medical bills for services that you did not receive
- Never lend your social security card to anyone
- Never change or add information on a prescription

You should report instances of fraud and abuse to Molina Healthcare at 1-866-916-3229 or MO HealthNet Division, Participant Services at 1-800-392-2161. For more information about Fraud and Abuse, visit www.MolinaHealthcare.com, review your Member Handbook or call 1-800-875-0679.



Time to Tune Up Your Health

Did you know that your Molina Healthcare of Missouri benefits include preventive health services at no cost to you? Take time to tune up so you're as healthy as you can be. The best thing you can do for your health and your family is to visit your healthcare provider for regular health checkups. Yearly checkups are important for children, teens and adults. Children less than two years of age need checkups more often. For a schedule of recommended checkups and immunizations (shots) for all ages, visit www.MolinaHealthcare.com, review your Member Handbook or call Member Services at 1-800-875-0679.

Regular checkups and tests can help find health problems before they start. They also can help find problems early. This may make it easier to treat or manage the problem. Checkups include a physical exam, a medical history, health education, and any needed lab work, tests and immunizations (shots).



Preventive Health Guidelines and Benefits

The checkups below are also important and offered at no cost to you.

Dental Checkup - Children, teens (under 21 years of age) and pregnant women

- Dental cleaning and checkup- every six months

Immunizations (Shots) - Children, teens and adults

- It is important for babies and young children to get all their shots. Teens and adults also need to stay up to date on shots. For a schedule of recommended shots, visit www.MolinaHealthcare.com.

Breast and Cervical Cancer Screenings - Women

- Women should talk with their healthcare provider about when and how often breast and cervical cancer screenings should occur.

Chlamydia Screening - All sexually active women

*Testing and treatment of all sexually transmitted diseases is also offered to members at no cost.

Prenatal and Postpartum Care - Pregnant women

All pregnant women should receive timely prenatal visits in the first trimester and throughout pregnancy. **First Trimester:** Get prenatal care as soon as you know you are pregnant.

Second Trimester: Monthly. **Third Trimester:** Every two weeks. **Postpartum:** Three to eight weeks after delivery.

Diabetes Tests - Diabetic adults

- Dilated eye exam- once a year
- A1c blood test- two to four times a year
- Blood lipid test- at least once a year
- Kidney function test- once a year

These checkups are recommended to keep you healthy. It is also important to talk with your healthcare provider about other checkups you or your child may need.

Visit www.MolinaHealthcare.com or call 1-800-875-0679 for more information on preventive health guidelines, immunizations (shots) and staying healthy. Transportation to these checkups may be available for some members. To arrange transportation, please call 1-866-642-9305 three days in advance.

We Care About Your Health

Thank You for Your Feedback

Molina Healthcare of Missouri wants you and your family to be healthy and receive the best health care possible. Each year we ask many of our members for their opinion of Molina through a member survey, called CAHPS (Consumer Assessment of Healthcare Provider and Systems). This survey tells us if you are happy with the care you receive and your healthcare provider. It also tells us how we can serve you better.

Molina recently received results from the CAHPS survey. We are happy to report that your overall satisfaction with Molina is higher than last year. We continue to work to improve our services based on your feedback. Here are some areas you told us you'd like us to improve and what we've already done to better meet your needs.

- **Customer service staff getting you the information you need**

We trained customer service staff again about Molina processes to better respond to your questions when you call us. We have also improved our communications to members and our member website to make it easier for you to get information about Molina and your health care needs.

- **Help make it easier for you to see a specialist**

We have added healthcare providers including specialists to our provider network.

- **Help ensure that providers ask which treatment choice is best for you**

We continue to help providers understand the needs of our members including the need to discuss treatment options with you.

Another way we measure how we are doing is through HEDIS[®] (Healthcare Effectiveness Data and Information Set). These are scores that tell us how many of our members got their recommended preventive health services. These services include dental checkups, shots, well-child checkups, Pap and mammogram screenings, diabetes care, and prenatal and after-delivery care. Our HEDIS scores continue to improve, but we want to make sure that all of our members get the recommended preventive care.

As part of our Quality Improvement plan, Molina helps you to take care of your health and get the best health care services possible.

Some of the ways we help you include:

- Sending you reminders for:
 - Flu Vaccine
 - Prenatal Care
 - Postpartum Care
 - Well-child Care
 - Diabetes Care
 - Breast and Cervical Cancer Screenings
- Hosting health screenings for members in the community
- Case managers working with pregnant members to promote prenatal care and support services
- Disease management programs helping members manage chronic illnesses, such as diabetes and asthma
- Posting information on our website about how to access preventive health services and the type of preventive health services needed

For more information on preventive services or to request a copy of our Quality Improvement plan, please call Member Services at 1-800-875-0679 or visit www.MolinaHealthcare.com.



Quest Lab Announcement

Molina Healthcare has chosen Quest Diagnostics as our preferred laboratory provider. As of July 1, 2011, you can use Quest Diagnostics for lab work. Quest Diagnostics has several locations in Missouri. You can make an appointment online to shorten your wait time. To learn more, please visit our website at www.MolinaHealthcare.com or call Member Services at 1-800-875-0679.

Dr. Cleo's Cool Kids Kabobs Healthy Recipe

1 Package of pretzel sticks

1 Bunch of grapes

8 oz. Low-fat cheese

Wash grapes and pat dry. Cut low-fat cheese into 1-inch cubes. Put cheese and grapes on the pretzel sticks to make snack kabobs.

Makes 4 servings.

200 calories 5 grams fat Per serving



Next Time You Get Sick You Have an Easier Option than Going to the Emergency Room

Did you know that if you get sick on the weekend or in the evening you can go to a Take Care Clinic? You can also go to these clinics if you have an immediate medical problem and are unable to see your primary care provider. Going to the Emergency Room (ER) is not a good option for non-emergency medical problems. Going to the ER for things like an upset stomach, fever or sore throat can mean long waits and stress. Luckily, you have an easier and better option.

Take Care ClinicsSM at select Walgreens understand that some 'non-emergency' medical problems can't wait. Take Care Clinics are open seven days a week, including nights and weekends. Walk-ins are accepted. You can get the care you need, when and where you need it. And best of all, as a Molina Healthcare of Missouri member, services are offered at no cost to you. Family Nurse Practitioners are there to diagnose and treat many common, non-emergency medical problems. They can see Molina members 18 months of age and older. They can treat: strep throat, bronchitis, ear infections, urinary tract infections, skin conditions, minor injuries, common infections, and more. They can also write and fill prescriptions when needed.

Take Care Clinic Nurse Practitioners will take the time to listen and answer questions. They will give the individual care you and your family need. They will even follow-up with a phone call to answer your questions and see how you are feeling. To learn more about Take Care Clinics, visit www.TakeCareHealth.com. If you are experiencing a life-threatening emergency or serious injury, go directly to an ER or call 911.

You can also call **Molina's 24-Hour Nurse Advice Line at 1-888-275-8750** if you have questions about your symptoms or care. Registered nurses are available to help you decide when and where to go for care.

Patient care services are provided by Take Care Health Missouri, P.C., an independently owned professional corporation whose licensed healthcare professionals are not employed by or agents of Walgreen Co., or its subsidiaries, including Take Care Health SystemsSM, LLC.



Take Care Clinic Locations in Missouri, Metro East, IL and Kansas City, KS:

Missouri-

Arnold	3937 Vogel Rd.
Belton	1400 E. North Ave.
Blue Springs	1701 N.W. State Route 7
Brentwood	2401 S. Brentwood Blvd.
Bridgeton	12345 St. Charles Rock Rd.
Chesterfield	917 Chesterfield Pkwy E.
Ellisville	16105 Manchester Rd.
Fenton	1001 Bowles Ave.
Ferguson	190 N. Florissant Rd.
Florissant	500 Howdershell Rd.
High Ridge	1000 Crossroads Place
Independence	3915 S. Noland Rd.
Kansas City	3845 Broadway St.
Kansas City	401 N.E. Barry Rd.
Kansas City	7500 Wornall Rd.
Kansas City	2630 N.E. Vivion Rd.
Kirkwood	441 N. Kirkwood
Lee's Summit	1801 E. Langsford Rd.
Liberty	1191 W. Kansas Ave.
Manchester	13992 Manchester Rd.
Maryland Heights	12509 Dorsett Rd.
O'Fallon	2920 Highway K
O'Fallon	920 N. Main St.
Parkville	6365 Lewis Dr.
Raytown	9300 E. Gregory Blvd.
St. Charles	2310 S. Old Highway 94
St. Louis	12098 Lusher Rd.

St. Louis	6071 Telegraph Rd.
St. Louis	8571 Watson Rd.
St. Louis	3631 Gravois Ave.
St. Louis	3920 Hampton Ave.
St. Louis	7199 Natural Bridge
Washington	890 Washington Corners
Wentzville	1993 Wentzville Pkwy

Metro East, Illinois-

Alton	1650 Washington Ave.
Fairview Heights	6505 N. Illinois
Glen Carbon	2 Cottonwood Rd.
Granite City	3732 Nameoki

Kansas City, Kansas-

Lenexa	15100 W. 87th
Olathe	545 E Santa Fe St.
Olathe	13450 S. Blackbob Rd.
Overland Park	7500 Metcalf
Overland Park	8450 151st Street
Shawnee	11021 Shawnee Mission Pkwy

