



Antibiotics Are Not Always the Answer

What Are Antibiotics?

Antibiotics are powerful medicines that help cure illnesses like strep throat, urinary tract infections, and some ear and sinus infections. ***They will not cure chest colds, bronchitis, or flu.***

What if you are not sure you need an antibiotic?

Ask your doctor. He or she knows if you or your child needs an antibiotic. Then follow your doctor's advice.

What happens if you take antibiotics when you don't need them?

If you or your children take an antibiotic when it's not needed, it loses its ability to fight infections. This means the next time you or your children really need the antibiotic, it might not work.

Antibiotics do not work for:

- Colds;
- Bronchitis; or
- Flu.

Antibiotics do work for:

- Strep Throat;
- Urinary Tract Infections; or
- Some Sinus Infections.

If you do not get an antibiotic for your illness:

- Get extra sleep;
- Drink extra fluids; and
- Ask your doctor or pharmacist about over-the-counter cold and cough medicine.

If you do get an antibiotic for your illness:

- Take the antibiotic exactly as the doctor has told you to;
- Always take the medicine until it is gone; and
- Never share prescription medicine with other family members or friends.

If you have questions about your illness, talk to your doctor.

(Source: Antibiotics Are Not Always The Answer campaign, NM Department of Health)

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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 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 1-800-580-2811. Your member handbook is also a good resource. You can find it on our website.

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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.

Anti-Fraud Program

Health care costs keep going up every year. Health care fraud, waste, and abuse are to blame for some of these costs. This makes it hard to fund programs like Medicaid. But it is not all about money. These crimes can also cause quality of care issues.

The role of the Molina Healthcare Anti-Fraud Program is to detect, prevent, investigate, and report suspect fraud, waste and abuse. State and federal laws require Molina Healthcare to report suspect fraud, waste and abuse.

You may report fraud, waste, and abuse in writing or by telephone.

Anti-Fraud Program Manager
Molina Healthcare of New Mexico
P.O. Box 3887
Albuquerque, New Mexico 87190-9859
Toll free Compliance/Anti-Fraud Program Hotline: 1-800-827-2973
Local in Albuquerque: 1-505-348-0255
Toll free Fax: 1-866-472-4580
Email: mhnm.compliance@MolinaHealthcare.com

Following is a list of the agencies Molina Healthcare works with. You may also report suspect fraud, waste, and abuse to them.

- **New Mexico Medical Assistance Division.** They look into matters involving fraud, waste and abuse.
New Mexico Medical Assistance Division
Quality Assurance Bureau
P.O. Box 2348
Santa Fe, New Mexico 87504-2348
NMMedicaidFraud@state.nm.us
Toll free: 1-888-997-2583
Local in Santa Fe: 1-505-827-3100
- **Medicaid Fraud Control Unit.** They are a criminal law enforcement department. They review suspect provider fraud, waste and abuse.
New Mexico Medicaid Fraud Control Unit
111 Lomas NW, Suite 300
Albuquerque, New Mexico 87102
Toll Free: 1-800-678-1508
Local in Albuquerque: 1-505-222-9000
- **Human Services Department Office of Inspector General.** They have an Investigations Bureau. They look into suspect member fraud, waste and abuse.
New Mexico Human Services Department
Office of Inspector General
Local in Albuquerque: 1-505-827-8141
Toll-free: 1-800-228-4802
HSDOIGFraud@state.nm.us

High Blood Pressure: What You Don't Know Can Hurt You

One in five people in the U.S. has high blood pressure. High blood pressure is a common medical condition. Most people with high blood pressure do not know they have it. The risk of getting high blood pressure gets higher as you get older. High blood pressure is a risk factor for:

- Cardiovascular disease
- Coronary heart disease
- Heart failure
- Stroke

People with high blood pressure often have no symptoms. This is why it is called a “silent killer.”¹

High blood pressure goals based on national guidelines are:

- 140/90 if you have high blood pressure
- 130/80 if you have diabetes and high blood pressure

Blood pressure seems to be higher at the end of the year near the holidays. It is important to keep your blood pressure under control. During the holidays, eat healthy and keep stress levels down. Take walks often and do not forget to take your blood pressure medicine!

Agency for Healthcare Research and Quality: Fact Sheet Closing the Quality Gap: A Critical Analysis of Hypertension Care Strategies AHRQ Pub No. 04-P018 April 2004 www.ahrq.gov

Molina cares about your health.

You should not go to the Emergency Room if you can get care at the doctor's office or an Urgent Care Center.

The State of New Mexico regulation says if you go to the Emergency Room and it is not a true emergency you may have to pay the bill.

You will not have to pay for a bill from an Urgent Care Center.

Call the MHNM Statewide Nurse Advice Line toll free at **1-888-275-8750**. For Spanish Nurse Advice Line call toll free **1-866-648-3537**. For **UNM SCI members**, call toll

Get your blood pressure checked at your next doctor's visit. Sometimes your blood pressure may be high because you are nervous. You can ask your doctor's office to check it again before you leave your appointment.

Treat yourself with a gift of health this holiday season. Get your blood pressure checked before the end of the year. Molina Healthcare pays for your blood pressure checks at your doctor's appointment.

Molina Healthcare has programs that can help you control high blood pressure. These include:

- **Disease Management Program** for Members with high blood pressure. If you are interested call the Health Improvement Hotline at 1-505-342-4660, extension 182618 or toll free at 1-800-377-9594, extension 182618.
- **Quit For Life™** quit smoking program. If you are interested call toll free (866) QUIT4LIFE or 1-866-784-8454.
- **CalorieKing** program to help you lose weight and eat better. If you are interested call toll free 1-800-526-8196, extension 127532 for your online membership.



free **1-877-725-2552**. The Nurse Advice Line is offered twenty-four (24) hours a day, seven (7) days a week. The nurse will ask questions and tell you who to call or where to go for care. They can tell you where the Urgent Care Centers are in your area.

Get a Gift Card for Being Healthy

Molina Healthcare wants you to take care of yourself. This means getting regular check ups with your doctor.

You can get a gift card for these check ups:

- Well child for newborn to 2 years old;
- All needed shots by age 2;
- Well child for 3 to 10 years old;
- All needed shots by age 10;
- Teen well care;
- Yearly dental exam;
- All needed shots by age 20 years old;

- Pap exam every year or as often as your doctor suggests and
- Mammogram every year for women 40 years and older.

Get these visits done by the end of the year to get your gift card. Your doctor can fax proof from your chart. Proof can be copies of shot records, exam results or notes from your chart. Fax copies to 1-505-798-7315.

You must be a current Salud or SCI Member to get a gift card.

For questions call our Health Improvement Hotline toll free at 1-800-377-9594, extension 182618.

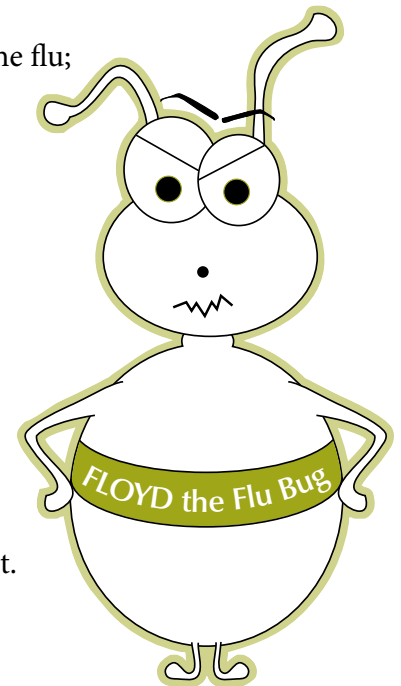
Flu Season is Here!

Anyone who wants to lower their risk of getting the flu should get the flu vaccine. However, there are certain people who are at high risk for flu complications and are strongly encouraged 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 and
- 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.



We Care About Your Health – Our 2009 HEDIS and CAHPS Results

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 called CAHPS. CAHPS stands for the Consumer Assessment of Healthcare Providers and Systems. 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 doctor and the services that Molina Healthcare offers.

This year, Molina 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:

- Member Services staff getting you information that you need;
- Help make it easier for you to see a specialist;
- Help make it easier and faster for you to get other routine appointments; and
- Help ensure that doctors spend enough time with you.

You also told us that we've improved on:

Making sure doctors talk to you with respect for what you have to say.

HEDIS is also a tool that helps us improve care. HEDIS stands for Healthcare Effectiveness and Data Information Set. HEDIS scores tell us how many members get services that they need. There are scores for shots, well-child exams, annual cervical and mammogram screenings, diabetes care, and prenatal and after-delivery care. These scores help you compare one health plan to another plan.

Our HEDIS scores improved in many ways. More of our Members with diabetes are getting the care they need. More mothers are visiting the doctor before and after they have their babies. Children aged three to six are visiting their doctors for well visits more. But we've also found that fewer female Members are having the annual cervical screenings that they need, and fewer members with asthma are taking the medicine they need to control symptoms rather than just stop an attack.

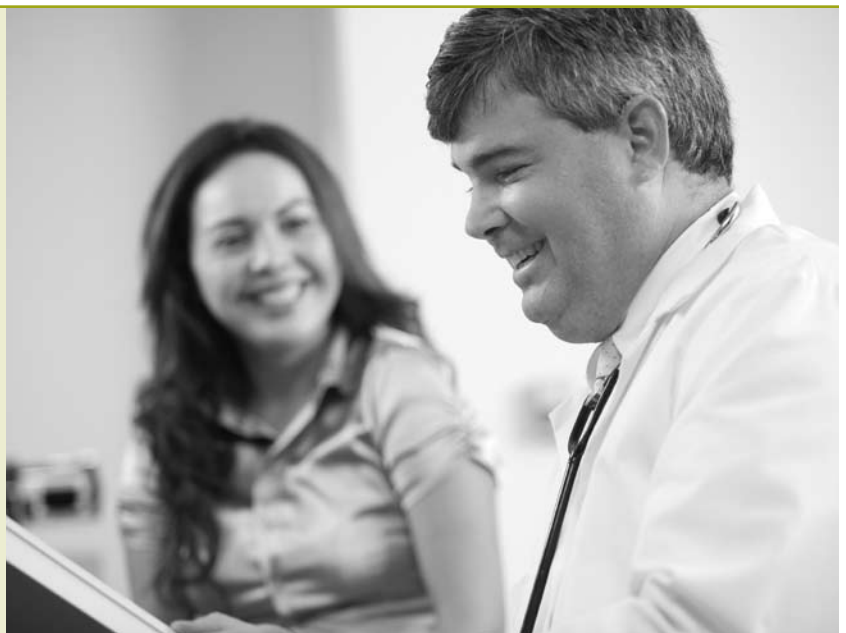
Molina Healthcare uses all of this feedback to make improvements. We thank you for your input. To learn more or to request a copy of our Quality Improvement plan, call the Health Improvement Hotline at 1-505-342-4660, extension 182618 or toll free 1-800-377-9594, extension 182618.

Attention!

**New address and phone number
for the Fair Hearings Bureau**

**Fair Hearings Bureau
37 Plaza La Prensa
P.O. Box 2348
Santa Fe, NM 87507**

Toll Free: **1-800-432-6217 Option (6)**
Main Number: **1-505-476-6213**
FAX: **1-505-476-6215**





8801 Horizon Blvd NE
Albuquerque, NM 87113

3084Rev0909



Questions about your health?

Call Our Nurse Advice Line!

1-888-275-8750 English

1-866-648-3537 Spanish

1-877-725-2552 UNM SCI

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