



Congratulations to Molina Healthcare for being ranked #1 in 2010 by Hispanic Business Magazine!

In July 2010, Hispanic Business, Inc. named Molina Healthcare (Molina) the #1 Hispanic-owned business. “We are excited to announce a change at the top of the list this year,” said Jesus Chavarria of HispanicBusiness. To be #1, HispanicBusiness looked at Molina’s size, if the leaders owned more than half the company and if they lived and worked in the United States.

It is nice to know that you are part of a family that excels in satisfying our Members and giving you five star health care service. We are proud to announce we were ranked the largest Hispanic-owned business in the United States.

It all started thirty years ago in a small clinic in Long Beach, California. Dr. C. David Molina founded our company and believed that every person deserves access to quality doctors, nurses and hospitals. Dr. Molina also believed that every patient should be treated like family. We are committed to meeting the diverse needs of our Members.

We want to thank you, our Members, for helping us succeed. We value your satisfaction. We want to continue to give you quality service. Thanks for being a Molina Healthcare Member!



In This Issue

Ranked #1 by Hispanic Business	pg 1
The Flu	pg 2
Traditional Medicine	pg 3
Don't be a "No Show"	pg 3
Rewards for Healthy Choices	pg 3
Don't Forget to Recertify!	pg 4
motherhood matters sm	pg 4
Consumer Advisory Boards	pg 4
Spark a Healthier New You!	pg 5
Caring for Your Needs	pg 5
Anti-Fraud Program	pg 6
New Mexico Medicaid Benefits	pg 6
Taking Care of You	pg 7
UNM State Coverage Insurance	pg 7
Nurse Advice Line	pg 8

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; and
- How to access Case Management and Care Coordination services.

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.

Molina Healthcare services are funded in part under contract with the State of New Mexico.

The Flu

Flu season is here which usually means more of us are suffering from stuffy noses, fever, aches and pains. No one likes to be sick.

The flu is caused by the influenza (flu) virus, a germ that can lead to pneumonia or other dangerous infections. The flu viruses that go around each year are called seasonal flu. But once in a while, a new flu virus may develop or appear such as the 2009 H1N1. You can use many of the same basic steps to help avoid the different flu viruses. How do you know if you have the flu?

What Are the Symptoms?

Flu symptoms include:

- A fever between 102 and 104° F that lasts three (3) days;
- Muscle aches and pains;
- Feeling very tired;
- Headache; and
- Chest discomfort.

Other symptoms include a cough, stuffy nose, sore throat, and sneezing.

What can I do for myself if I get the flu?

Stay home and take good care of yourself when you are sick. Eat well and drink fluids to stay hydrated. Try drinking water and making yourself soup. Popsicles are another way to help children stay hydrated. 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 doctor 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 things usually caused by viruses like colds, the flu, or most coughs and sore throats.

Should I get the flu shot?

Getting the flu shot can reduce your risk of getting the flu. The Centers for Disease Control and Prevention (CDC) generally recommend that all people six (6) months of age and older should get an annual flu shot. However, 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 (6) months of age or younger. The children are too young to be vaccinated so we need to reduce the risk of passing the virus to them; and
- Healthcare workers.

Some people think the flu shot gives you the flu. This is not true. Please talk with your doctor to see if the flu shot is right for you.

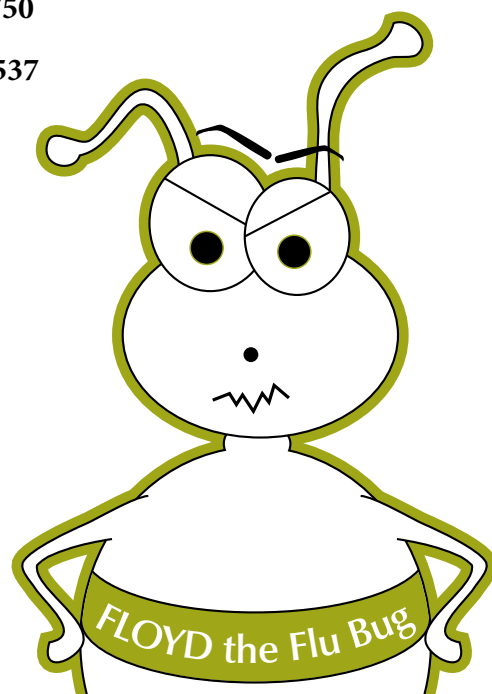
Remember, whenever you are ill or have questions about the flu, you may call Molina Healthcare's Nurse Advice Line at any time twenty-four (24) hours a day, seven (7) days a week to get more information or ask questions. The phone number is on the back of your member card.

English: 1-888-275-8750

Spanish: 1-866-648-3537

TTY: 1-866-735-2929

**UNM SCI Members
call 1-877-725-2552**



Traditional Medicine Can Keep You Healthy

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) wants to give you quality care. We also value the rich culture of New Mexico. We are proud to be the first Salud health plan to offer culturally-specific benefits for our Native American Members.

The Traditional Medicine benefit helps Members use traditional healing services. We honor the Native American culture. Ceremony is used to be well and stay well. We value Member privacy when using this benefit and made the process easy. The Traditional Medicine benefit can be used one (1) time per year. Native American Members may use a healer of his/her choice.

Molina Healthcare encourages Members to work with their Primary Care Practitioner (PCP) or doctor for their medical needs. This includes using traditional healing services. Working together will be good for your health and wellness. Your doctor should know about any herbs or treatment suggested by a traditional healer. This will ensure other medications you are taking do not cause harm.

For more information contact your Tribal Liaison toll free at 1-800-377-9594 extension 180302.

Please don't be a "No-Show" for an appointment or a ride

Doctors and other practitioners in New Mexico are very busy. Getting calls from patients who cannot make their appointments opens up time for others. If you cannot make it to your doctor's appointment, you must call to cancel your appointment at least 24-hours in advance. This will help everyone – you, another patient and the doctor.

You must also call to cancel your transportation or ride to your appointment at least 24-hours in advance. For Molina Salud Members, please call Integrated

Transportation Management (ITM) to cancel your ride to your appointment. ITM's phone number is toll free 1-888-593-2052.

So, remember, at least 24 hours in advance:

- Call your doctor's office to cancel your appointment; and
- If you are a Salud Member, call ITM to cancel your ride to your appointment.

If we can lower the number of "no-shows," there would be better access to services for more people.

Rewards for Healthy Choices on the Web

Molina Healthcare offers Walmart gift cards to our Members to stay healthy*. We call this the Rewards for Healthy Choices program. You may qualify for a gift card for childhood shots, well child exams, well teen check-ups and shots, yearly child dental exam, Pap exam and mammogram. We also offer an infant car seat to pregnant mothers signed up for the motherhood matters program. We also give a toddler car seat for getting your baby's shots for the first year of life.

We make it easy for you to receive or download your Rewards for Health Choices coupons for your gift card(s).

To get your gift cards:

- You must be a Molina Healthcare Member at the time of service;
- Services must be completed in 2010; and
- Medical records / supporting documentation must be sent with coupon(s).

*Go to www.MolinaHealthcare.com to download your coupon. * This program is not available to Medicare Members. SCI members may qualify for certain adult exam rewards.*

Don't forget to recertify!

It is important to recertify your Medicaid Benefits once a year. You need to do this so you can keep your Molina Healthcare plan. It is very easy!

When it's time to recertify, you will get a letter from the New Mexico Human Services Department. This letter tells you what to do to keep getting your benefits. Please read it carefully.

You will be able to recertify by mail, fax or telephone.

Look for the letter from New Mexico Human Services Department. If you have questions

please call Molina Healthcare's Member Services Department toll free at 1-800-580-2811 or 1-505-342-4681 in Albuquerque. You can also call your Income Support Division (ISD) Case Worker.

Please let your Case Worker know if you have moved and have a new address or telephone number. You can also call us to give us your new mailing address and telephone number. Don't risk losing your benefits and services.

motherhood matterssm Program

Pregnancy is an important time in your life. If you are pregnant or think you might be, please call us and let us know. Molina Healthcare offers the motherhood matterssm program for pregnant women. Through the program you will get the support you need to have a healthy pregnancy. For more information or to enroll in the program, please call us toll free at (800) 580-2811 or in Albuquerque 1-505-342-4681. Call now to enroll. Your Baby's good health begins when you are pregnant.



Molina Healthcare of New Mexico, Inc. (Molina Healthcare) invites Members to get involved in our Consumer Advisory Boards

Do you want to share your ideas with Molina Healthcare? Do you want to meet with other Molina Healthcare Members and share your questions and concerns? Please join us at one of our Consumer Advisory Board meetings. Molina Healthcare likes to hear how to make things better for our Members.

Our Consumer Advisory Board meetings take place once every three (3) months in different parts of the state.

For more information, call us toll free at 1-800-580-2811 or 1-505-342-4681 in Albuquerque.

Spark A New Healthier You!

Do you want to be healthier this year? At Molina Healthcare, we know how tough it is to eat well, lose weight, or to maintain a regular exercise plan. We may have just the answer for you: **SparkPeople.com** - FREE online website that can help with your health and weight loss goals. SparkPeople has tons of information about health, diet, and fitness. It gives you all the tools you need to kick start your way to a more healthy you such as:

- A free online diet plan. It lets you track what you eat and how active you are;
- A free recipe library to find healthy meals to cook for you and your family;
- The website also tells you how many calories, fats, and carbohydrates you should eat each day. This is based on your own body and how active you are;
- You can also make a fitness plan for each day of the week. The website gives you simple and short work outs that will work each part of the body;
- You can talk to other Members through message boards

and blogs to support you and ask others for advice. And, you can read about their success stories; and

- You can join or even start a SparkTeam - a group of people who share common interests. For example, you can join a team for people who like to quilt, play soccer, or for those who are in their 30's.

SparkPeople also has special sites for pregnant women and teens! If you are pregnant, use **babyfit.com**. This site has great tools for moms-to-be. And if you are a teen, join **SparkTeens.com**.

It is easy to sign up on the internet and you can do it at any time. Go to **SparkPeople.com**, **SparkTeens.com**, or **Babyfit.com** now. Users will need to create a name and password for themselves and follow the sign-up instructions. Here is a tutorial website for those who need some help: http://www.sparkpeople.com/resource/motivation_articles.asp?id=1182 Good Luck with your health and fitness goals!

Care Coordination and Case Management: Caring for Your Physical, Mental and Social Needs

As a Member of Molina Healthcare of New Mexico, Inc. (Molina Healthcare) you can get the services of a qualified care coordination or case management professional to help answer questions you may have about your health care.

Care Coordination and Complex Medical Case Management is a free benefit for Members with chronic, complex health problems or special needs. Care Coordinators and Case Managers are nurses, social workers and other trained staff. They are trained in different areas. They are there to help you with your care and to get you the care you may need. They can help with social issues, mental health issues, and a variety of other health care issues. They know of agencies that can help you if a service is not covered. These professionals are here to support you. They will treat you with respect. The goal is to help our Members. They promote values such as:

- Support your right to make your own choices;
- Give you services that help meet your cultural needs;
- Not force other values on you;
- Support your independence;
- Help you plan your support systems; and
- Give you help when you need it.

If you have special health care needs, you may qualify for these services. You do not have to go through your Primary Care Practitioner (PCP) to get these services. Our staff will work closely with your PCP to find out what your needs are. If you are having a hard time getting the care you need, you can ask for care coordination. Making the choice for better health is in your hands. We are here to help.

Call Member Services toll free at 1-800-580-2811 or 1-505-342-4681 in Albuquerque for more information.

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 of New Mexico, Inc. (Molina Healthcare) Anti-Fraud Program is to detect, prevent, investigate, and report. 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

Changes in the New Mexico Medicaid Benefit Package

There have been changes to the Salud! benefits. The Human Services Department is no longer covering bariatric services including weight loss surgery. This is no longer a Medicaid benefit.

There are also changes to Adult Vision benefits. Adult benefits have been reduced. You can have one (1) exam, one (1) pair of lenses or one (1) pair of contact lenses within a thirty-six (36) month period.

These changes started on May14, 2010.

Taking care of you - Our Quality Performance

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) tries to improve all of the services we provide by reviewing what we do and hearing from our Members.

How are we doing?

We are proud to report that in 2010, we maintained our “Excellent” rating by the National Committee for Quality Assurance (NCQA). This rating is a measure of an excellent health plan.

Best Practice Care

We make sure our Members get the best possible care including important tests and screenings. We take part in a yearly review by NCQA called Healthcare Effectiveness and Data Information Set (HEDIS). Here are examples of how we scored on HEDIS in 2010:

- 74.34% of our Molina Healthcare children under two (2) years old got their shots. To score better, we will send out reminders to get their shots on time;
- 59.38% of our children went to six (6) or more doctor visits with their Primary Care Practitioner (PCP). We met our goal but hope to improve by sending out reminders to get all six (6) well-child exams done;
- 85.10% of Members had their blood sugar A1C checked regularly. We met our goal but hope to improve by sending out reminders to diabetic Members about getting their blood sugar A1C checked; and
- 86.20% of our Members with asthma said they preferred medicine ordered for them. We want our Members to learn how to use asthma medication the right way. We also want practitioners to also prescribe medication correctly.

Customer Satisfaction

Here is how our Members scored us in 2009:

- Our Members liked their health plan;
- Our Member Service Department was helpful;
- Our staff treated our Members with courtesy and respect; and
- Our Members liked their health care and their Primary Care Practitioner (PCP) or Specialist.

Our Members told us that we could improve on the following:

- Making it easier to see a Specialist;
- Improve access to needed care, tests or treatment;
- Making it easier to access urgent care and routine care when it's needed;
- Encourage our practitioner's to communicate better; and
- Encourage practitioners to provide more health promotion and education.

We listen to our Members' comments and suggestions. We want you to be satisfied with the care we give you. Thank you for letting us take care of you and your family.

To learn more or to request a copy of our QI plan, call Molina Healthcare Member Services or you can visit us online at HYPERLINK “<http://www.molinahealthcare.com>”www.molinahealthcare.com.

ATTENTION University of New Mexico (UNM) State Coverage Insurance (SCI) Members!

Please note that the financial assistance department has moved to 1131 University NE, Suite D in Albuquerque. The new location is a few suites down from Satellite Coffee. UNM SCI Members needing assistance can no longer be seen at the office located on Bradbury.



8801 Horizon Blvd NE
Albuquerque, NM 87113

6862DM0710



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: 1-866-735-2929 English
TTY: 1-866-833-4703 Spanish



Make smart choices for your health.

Do you know when to visit an Urgent Care Center? Urgent Care Centers treat medical problems that cannot wait until your next doctors visit, but are not life threatening. Most urgent care centers see you on a walk-in basis. Many are open evenings and weekends. Waiting time is shorter than in the emergency room (ER). Call the Nurse Advice Line if you have any questions about whether the condition is an emergency or not. **The Nurse Advice Line is available twenty-four (24) hours a day, seven (7) days a week. Call them toll free at 1-888-275-8750 or TTY 1-866-735-2929. UNM SCI Members call toll free 1-877-725-2552.** *Enclosed in this newsletter is a list of the Urgent Care Centers throughout New Mexico.*

ALBUQUERQUE LOCATIONS

ABQ Health Partners

5150 Journal Center Blvd. NE
(505) 262-7000

7:45 a.m. – 7:00 p.m. Monday - Friday
8:00 a.m. – 6:00 p.m. Saturday & Sunday

9101 Montgomery Blvd. NE
(505) 275-4288

11:00 p.m. – 7:00 p.m. Monday - Friday
8:00 a.m. – 6:00 p.m. Saturday & Sunday

1721 Rio Rancho Dr. SE
(505) 727-3500

8:00 a.m. – 7:00 p.m. Monday - Friday
8:00 a.m. – 7:00 p.m. Saturday & Sunday

200 Rio Bravo Blvd. SE
(505) 873-6401

11:00 p.m. – 7:00 p.m. Monday - Friday

Concentra Urgent Care

801 Encino Pl. NE, Ste E12
(505) 842-5151

8:00 a.m. – 5:00 p.m. Monday - Friday

5700 Harper Dr. NE, Ste 110
(505) 823-9166

8:00 a.m. – 5:00 p.m. Monday - Friday

3811 Commons Ave. NE
(505) 345-9599

8:00 a.m. – 5:00 p.m. Monday - Friday

MD Urgent Care

7920 Carmel NE, Ste 1

10:00 a.m. – 8:00 p.m. Monday – Friday
12:00 p.m. – 5:00 p.m. Saturday & Sunday

ARTESIA LOCATIONS

Yucca Health Center

606 N 13th St
(575) 748-1266

7:00 a.m. – 7:00 p.m. Monday - Friday
9:00 a.m. – 6:00 p.m. Saturday

BELEN AND BOSQUE FARMS LOCATIONS

Dr. Roland K. Sanchez

703 Christopher Rd
(505) 864-7781

8:00 a.m. – 12:00 p.m. Saturday

Southwest Medical Clinic

2230 Bosque Farms Blvd
(505) 869-0300

9:00 a.m. – 8:00 p.m. Monday - Friday
10:00 a.m. – 4:00 p.m. Saturday

CARLSBAD LOCATIONS

Caverns Family & Urgent Care

1016 W Pierce St
(575) 628-3808

8:00 a.m. – 9:00 p.m. Monday - Friday
9:00 a.m. – 3:00 p.m. Saturday

Pecos Valley Express Care

2330 W Pierce St
(575) 234-9692

12:00 p.m. – 8:00 p.m. Monday, Tuesday & Friday, 9:00 a.m. – 1:00 p.m. Saturday

DEMING LOCATIONS

Silver Health Walk-In Clinic

1511 S Lime St.
(575) 544-4422

11:00 a.m. – 7:00 p.m. Monday - Friday
9:00 a.m. – 5:00 p.m. Saturday

ESPANOLA LOCATIONS

CompCare New Mexico, Inc.

706 La Joya St., Ste C
(505) 367-3547

9:00 a.m. – 7:00 p.m. Monday - Thursday
9:00 a.m. – 6:00 p.m. Friday

Valley First Care

528 N Butler Ave
(505) 566-1915

8:00 a.m. – 9:00 p.m. Monday - Saturday

Continued on back...

FARMINGTON LOCATIONS

San Juan Regional Medical Center

Urgent Care

4820 E Main St

(505) 609-6495

9:00 a.m. – 9:00 p.m. Sunday – Saturday

Reliance Medical Group

3451 N Butler Ave.

(505) 324-1255

8:00 a.m. – 9:00 p.m. Monday - Saturday

LAS CRUCES LOCATIONS

Concentra Urgent Care

2170 E Lohman Ave.

(575) 524-8888

8:00 a.m. – 5:00 p.m. Monday – Friday

Covenant Clinics, LLC

3961 Lohman Ave., Ste 33

(575) 556-0200

8:00 a.m. – 8:00 p.m. Sunday – Saturday

New Urgent Care Center Property

Management, LLC

540 Walton Ave., Ste C

(575) 525-2700

12:00 p.m. – 9:00 p.m. Monday - Saturday

12:00 p.m. – 8:00 p.m. Sunday

SANTA FE LOCATIONS

Concentra Urgent Care

720 St Michaels Dr., Ste C

(505) 438-9402

8:00 a.m. – 5:00 p.m. Monday – Friday

Urgent Care Santa Fe

2801 W Rodeo Rd., Ste B13

(505) 474-0120

5:00 p.m. – 10:00 p.m. Monday – Friday

10:00 a.m. - 10:00 p.m. Saturday & Sunday

SILVER CITY LOCATIONS

Silver Health Care Walk-In Clinic

1600 32nd St

(575) 388-5953

8:00 a.m. – 8:00 p.m. Monday – Friday

9:00 a.m. - 5:00 p.m. Saturday

After Hour & Walk-In Clinics

ALBUQUERQUE LOCATIONS

After Hour Pediatrics

9201 Montgomery Blvd NE, Ste 201

(505) 298-2505

8:00 a.m. – 11:00 p.m. Monday – Friday

9210 Golf Course Rd NW

(505) 899-3933

8:00 a.m. – 9:00 p.m. Monday – Friday

UNM Rapid Care+

2600 College Blvd NE, Ste 2140

(505) 272-4010

8:00 a.m. – 5:00 p.m. Tuesday – Friday

ANTHONY LOCATIONS

Upper Valley Pediatric Night Clinic

929 S Main St., Ste B

(915) 866-4577

6:00 p.m. – 10:00 p.m. Sunday - Saturday

CARLSBAD LOCATIONS

Pecos Valley Express Care

2330 W Pierce St

(575) 234-9692

12:00 p.m. – 8:00 p.m. Monday - Friday

9:00 a.m. – 1:00 p.m. Saturday

CLOVIS LOCATIONS

X-Press Care

2021 W 21st St

(505) 935-7777

9:00 a.m. – 6:00 p.m. Monday – Friday

LAS CRUCES LOCATIONS

Peds After Hour Clinic - RGMG

2801 E Missouri Ave

(575) 521-0630

4:00 p.m. – 8:00 p.m. Monday - Friday

12:00 p.m. – 4:00 p.m. Saturday & Sunday

Rio Grande Medical Group

4351 E Lohman, Ste 301

(575) 532-8900

8:00 a.m. – 8:00 p.m. Monday – Friday

8:00 a.m. - 12:00 p.m. Saturday

Walk-In & Urgent Care Clinic

2435 S Telshor Blvd

(575) 522-7798

8:00 a.m. – 8:00 p.m. Monday – Saturday

Foothill Medical Center

3530 Foothills, Ste N

(575) 532-6054

8:00 a.m. – 8:00 p.m. Sunday – Saturday

ROSWELL LOCATIONS

Roswell Regional Family Care

2335 N Main St

(575) 627-7000

9:00 a.m. – 6:00 p.m. Monday – Friday

10:00 a.m. – 5:00 p.m. Saturday

SANTA FE LOCATIONS

Adobe Family Medicine

2019 Galisteo, Ste J-1

(505) 820-0446

12:00 p.m. – 8:00 p.m. Monday – Friday

9:00 a.m. – 5:00 p.m. Saturday

Camino Entrada Health Center

2590 Camino Entrada

(505) 913-3300

2:00 p.m. – 9:00 p.m. Monday – Friday