



Well-Child Check-up

Taking your child to the doctor for a stomach ache, an ear infection, or a fever is only one type of visit. Another type of visit that is important for your child is a well-child check-up. Many parents view this visit as a time for scheduled vaccinations. It is also a chance to see how much your child has grown in the past few months. It also allows you to start building a reliable and trusting relationship with your child's doctor.

A well-child check-up is a medical exam for your child. It is usually done once a year by a doctor or a nurse practitioner. The goal of the well child check-up is to check if your child's needs are being met at certain ages and stages. It is a good way to keep up with your child's shots. It is also a time for you to ask questions. You can talk about any concerns you may have about your child's growth, behavior, and health. Having regular well-child check-ups and talking to the doctor about the issues that matter most to you are very important. This will help the doctor get to know you and your child.

For more information please call Health Education at 1-877-665-4622, Ext. 203080



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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 1-877-665-4622. Your member handbook is also a good resource. You can find it on our website.

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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.

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. Therefore it is important to take a few steps to make sure you stay healthy this flu season.

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 3 days
- Muscle aches and pains
- Feeling very tired
- Headache
- 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 a nurse 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 6 months of age and older should get an annual flu shot. However, certain

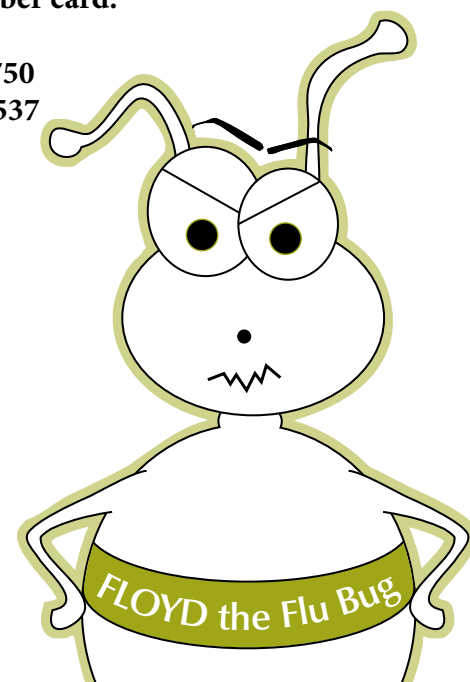
people have a higher risk for flu complications. These people include:

- 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 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.
- 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's Nurse Advice Line at any time 24 hours a day, 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



www.MolinaHealthcare.com

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

Your health care is important to us. That is why we send you surveys. Your answers to these surveys are very important to us. They will help us see where we need to improve. It will also help us see how we can serve you better.

One of these surveys is called the CAHPS survey. CAHPS stands for the **C**onsumer **A**ssessment of **H**ealthcare **P**roviders and **S**ystems. This survey asks questions about how happy you are with your health care. This year, Molina has received the results of how you scored your doctor and our service.

Here are some areas you told us you would like us to improve on:

- Customer service
- Better communication between doctor and member

You also told us that we have improved on:

- Providing you with the care you need.
- Satisfaction with specialist

Another tool we use to help us improve your care is HEDIS. HEDIS stands for **H**ealthplan **E**ffectiveness **D**ata **I**nformation **S**et. HEDIS scores tell us how many members get services that they need. There are scores for shots, well-child exams, Pap tests and mammograms. There are also scores for diabetes care, and prenatal and after-delivery care. These scores help you compare one health plan to another plan.

Our HEDIS scores improved in:

- Members with Diabetes receiving cholesterol screenings
- More mothers are visiting the doctor before they have their babies.
- Our members with asthma are receiving and using the medication they need
- Children are receiving their vaccines
- Those who suffer from depression are receiving the care they need

Our HEDIS scores showed we need improvement in:

- Female members receiving Pap tests and mammograms.
- Diabetes members receiving eye exams to check for

diabetic eye disease.

- Follow-ups to ADHD medication.
- Chlamydia screenings
- Members having better control of their high blood pressure.

Molina 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 our Member Services Department at **1-866-449-6849**.



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. If you have been looking for a program to support a healthier you, we have just the answer for you: **SparkPeople.com!**

SparkPeople.com is a **FREE** online website that can help you reach all of 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.

As we introduce SparkPeople.com, we also say good bye to old weight loss websites like CalorieKing. In the past, Molina Healthcare told members to use CalorieKing to help with diet and weight loss. But now, we would like to suggest SparkPeople to our members. It is even better than CalorieKing. It has more to offer. And, it is **FREE!**

So what is it that makes SparkPeople so great? Here are just a few of the many things SparkPeople has to offer:

- A free online diet plan. It lets you track what you eat and how active you are. This can help you lose weight.
- A free recipe library. Here you can 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 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 will also find support in other users. You can talk to other members through message boards and blogs. You can ask others for advice. And, you can read about their success stories.
- You can also join a SparkTeam. A SparkTeam is 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. You can even start your own SparkTeam.

And if all of that wasn't enough, 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 has great tools for teenagers 13-17 years old.

With all the great things SparkPeople has to offer, why not join today? All you need to sign up is a computer with internet access. It is easy to sign up, 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!



Attention Deficit Hyperactivity Disorder (ADHD)

ADHD is a common childhood illness that can be treated. It is a condition of the brain that makes it hard for children to control how they behave and pay attention. ADHD is not caused by bad parenting, vaccines, or too much sugar. No single cause has been found. There has been a link between watching too much TV at a young age and attention problems when the child gets older. ADHD can be treated in different ways. Some treatments are behavioral therapy and medications. It is important to know that many children are easily distracted. They also have trouble finishing what they started. Even if a child's behavior seems like

ADHD, it might not actually be ADHD. Other situations can cause children to behave in the same way. Other situations like:

- A death or divorce in the family
- Sudden changes
- Undetected seizures
- An ear infection that causes short-term hearing problems
- Problems with school work can be caused by a learning disability, anxiety or depression

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motherhood matterssm

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 1-866-891-2320. Call now to enroll. Your Baby's good health begins when you are pregnant.



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Questions about your health?

Call Our Nurse Advice Line!

1-888-275-8750 English

1-866-648-3537 Spanish

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