



## 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

## Questions to ask your Doctor

If you are like most people, going to the doctor can be a little intimidating sometimes.

There is so much you want to ask your doctor! It is easy to forget questions you have. Sometimes you don't think to ask the question until you are already home.

Write down the most important things you need to talk to your doctor about. And, write down the questions that will help you get the answers you need during your appointment.

### Here are some questions to get you started when you are at the doctor's office:

1. What is my main problem and what caused it?
2. What tests or medicines or treatments do you suggest?
3. How will the treatments help?
4. Will there be any side effects?
5. Should I avoid certain medicines, activities, or foods?
6. How soon before I can expect results?



## We Care About Your Health

### Improving Services to Molina Healthcare Members

Your health care is important to us. That's why we sometimes send you surveys. Other times we may call you and ask you what you think about us. We might ask you questions about problems getting in to see your doctor, what you thought of the new member materials when you first became a member, and if our staff was friendly to you when you called.



Another thing that we do is look at certain areas to make sure that you are receiving needed services. Some of the things that we look at are prenatal care and after delivery care, well child exams, and shots. We may also look at pap smears and mammograms. If you are a diabetic, we could look to make sure that you have an eye test or blood test that helps manage your diabetes.

Each year Molina Healthcare of Texas sets goals to improve our services. This is called a Quality Improvement (QI) plan. Our goal is to help you take better care of yourself and your family.

As part of the QI plan, Molina Healthcare helps you take care of your health and get the best service possible. **Some of the ways we do this might include:**

- reminders about getting well-child exams and immunizations
- asthma and diabetes education
- education on prenatal care and after-delivery exams
- reminders about getting Pap and mammogram screenings
- what to do when you want to file a complaint
- help finding the Molina Healthcare website
- telling you about special services for members.

To learn more or to request a copy of our QI plan, call Member Services. The phone number is listed on your ID card. You can also visit us on line at [www.molinahealthcare.com](http://www.molinahealthcare.com)

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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 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.

## OTC Cough and Cold Products for Kids

Many people use over-the-counter (OTC) products. Products for cough and cold are used a lot. The FDA strongly recommends that these should not be used for children under 2 years old. Serious and dangerous side effects could occur.

Many side effects can happen with cough and cold products. People can have fast heart beats, seizures, confusion or even death.

### OTC cough and cold products include these ingredients:

- decongestants (for unclogging a stuffy nose)
- expectorants (for loosening mucus so that it can be coughed up)
- antihistamines (for sneezing and runny nose)
- antitussives (for quieting coughs)

### Look at the label. It might say things like:

- cough suppressant
- expectorant
- antihistamine

There is no proof that these products work in children less than 2 years old. These products don't cure a cold, or make it go away faster.

A cold usually lasts about a week. It usually gets better by itself. Cold symptoms include sneezing, coughing, runny or stuffy nose, and sore throat. Children may also have a fever.

If you want help to make your child feel more comfortable, talk with your doctor. You can also call Molina's Nurse Advice Line at 1-888-275-8750, 1-866-648-3537 (Español) or 1-866-735-2922 or 711 (TTY).

### Other things that can help are:

- Drink plenty of fluids.
- Use saline nasal drops
- Gently suction mucus from the nose with a bulb syringe

Your doctor may also suggest acetaminophen or ibuprofen for a fever. If your child's cold symptoms do not improve, call your doctor. A cough that doesn't go away may mean your child has something else.

### Giving too much cough and cold medicine can be dangerous. OTC cough and cold products can be harmful if:

- More than the recommended amount is used
- They are given too often, or
- More than one product containing the same active ingredient is being used.

Many OTC cough and cold products have more than one ingredient. Giving more than one product could lead to an overdose. Call your doctor or our nurse advice line if you have questions.

## Molina Health Education and Disease Management

Do you have questions about quitting smoking, healthy eating or controlling your weight? Call the Quality Improvement Department at 877-665-4622 extension 203016 about these and other services we provide. You can also ask for information to be mailed to you.

### Find out if you are eligible to sign up for one of our disease management programs. Molina has programs to offer you:

- breathe with easesm asthma program. This program is for children and adults ages 2-56 with asthma. You

and /or your child will learn how to manage your asthma and work with your doctor.

- Healthy Living with Diabetessm program. This program is for adults age 18-75 with a diagnosis of diabetes. You will learn about diabetes self-care (meal planning, exercise tips, diabetes medicines and much more).
- motherhood matters pregnancy program is a simple program to follow and can really help you and your baby during your pregnancy. To find out more, just call Molina's motherhood matters Program at 877-665-4622 extension 203015.

## Make Your Home Safe for Children

To make your home a safer place for your family, follow these steps:

### Throughout Your Home

- Put in window guards to prevent falls.
- Keep cords from curtains, drapes, and blinds out of reach.
- Cover unused electrical outlets with child-proof plug protectors.
- Store plastic bags where your kids cannot get to them.
- Place household cleaners, toxic chemicals, and cosmetics out of reach.
- Put child-proof safety latches or locks on all cabinets and drawers.
- Place electrical cords out of reach.
- Set the hot water heater at no more than 120 degrees Fahrenheit.

### In Your Kitchen

- Turn pot handles toward the back of the stove when cooking.
- Keep matches, knives, and other sharp objects out of children's reach.

- Post the phone number for your doctor and the poison control center.

### In the Living or Family Room

- Cover sharp-edged furniture, such as coffee tables, with corner and edge bumpers.
- Place plants where children cannot reach them.

### In Your Child's Bedroom

- Use a crib with a tight-fitting mattress and slats no more than 2 3/8 inches apart.
- Remove toys, pillows, and stuffed animals from the crib when your baby is able to push up on hands and knees. Your baby could step on these items and climb out of the crib.

### In the Bathroom

- Make sure all medications have child-proof caps. Store medications in their original containers.
- Unplug appliances, such as hair dryers, when you're not using them. Keep them out of kids' reach.

## Avoiding Back Injuries

Back injuries are a main cause of health problems that last forever. What can I do to prevent hurting my back?

- Don't lift by bending over. Lift an object using your legs, not your back. Bend your knees and keep your back straight. Keep the object close to your body.
- Never twist your back while lifting something.
- Push heavy objects, don't pull them.
- Don't sit for a long length of time. Get up often to stretch.
- Don't walk on slick or uneven areas when carrying something.
- Don't overdo it. If something is too hard to lift or carry, it is too heavy. Get help.
- Exercise often; being inactive can make back pain more likely.

