

2 Molina Recognized in *U.S. News & World Report*

- 4 Recipe: Baked Chicken Nuggets
- 4 How to Pick Healthy Fast Food
- 5 Is It an Emergency?
- 5 Save Money with the Food Co-Op!
- 6 Do You Need a Flu Shot?

MOLINA'S NURSE ADVICE LINE IS HERE FOR YOU

Molina Healthcare's Nurse Advice Line has highly trained nurses. They can help you decide if you or your child should see a doctor right away. The nurses can also help you make an appointment if you need to see a doctor quickly.

Sometimes, you have questions but you do not think you need to see your doctor. You can call the Nurse Advice Line at **1-888-275-8750** and talk to a nurse. They will help you.

Please remember, if you think you have an emergency, call **9-1-1**. Or, go to the nearest emergency room.

Keep in Shape with Your Children

What's a healthy habit that will make you and your child feel and look better? Exercise!

Being active can prevent medical problems such as heart disease and diabetes. So, try to exercise most days of the week. Exercise 20 to 30 minutes at a time. Or break it up into shorter time periods that add up to 20 to 30 minutes daily.

Here are some activities you can do with your children to make exercise part of your daily routine:

- Listen to your favorite music and dance or jump rope to the beat.
- Follow an exercise program on television daily.
- Do household chores together to music. Sweep and mop the floor, vacuum the carpet, or wash the windows.

■ Count and see how long you and your child can stretch out and strengthen your muscles. Your child should not hold the stretch for more than 30 seconds.

■ Do sit-ups, pull-ups, push-ups, and jumping jacks. But be sure to warm your muscles up first with light activity or movement.

■ Lift light weights of 1 to 2 pounds. This is best for children age 11 and older.

■ Walk at a fast pace up and down an apartment hallway.

Always make sure your child won't get hurt when you exercise. For example, remove throw rugs or other tripping hazards when you work out at home.

Start slowly and build up your activity level gradually. Choose exercises that will make you sweat and breathe hard. But don't overdo it. You should be able to talk when you are exercising.

Remember to drink plenty of fluids before and after you exercise. And have fun keeping in shape! ●



Molina Healthcare of Utah Recognized in *U.S. News & World Report*

U.S. News & World Report magazine has ranked the top 25 Medicaid health plans in the United States. They looked at 4 categories: access to care, overall member satisfaction, prevention, and treatment. They also considered customer service. Molina Healthcare of Utah was ranked number 13 in the nation.

RANK	PLAN	SCORE	STATE	TYPE	NCQA
1	Blue Cross & Blue Shield of Rhode Island	92.0	RI	POS	Accredited
2	Kaiser Foundation Health Plan of Hawaii	90.4	HI	HMO	Accredited
3	United HealthCare of New England	90.2	RI	HMO	Accredited
4	BlueShield of Northeastern New York	90.2	NY	HMO	Accredited
5	UPMC Health Plan	89.9	PA	HMO	Accredited
6	Neighborhood Health Plan of Rhode Island	89.8	RI	HMO	Accredited
7	Capital District Physicians' Health Plan	89.3	NY	HMO	Accredited
8	Priority Health	88.2	MI	HMO	Accredited
9	Independent Health Association	87.9	NY	HMO	Accredited
10	Priority Health Care	87.8	VA	HMO	Accredited
10	HealthKeepers	87.8	VA	HMO	Accredited
10	Peninsula Health Care	87.8	VA	HMO	Accredited
11	Excellus BlueCross BlueShield	87.7	NY	HMO	Accredited
12	Medica	87.5	MN	HMO	Accredited
13	Molina Healthcare of Utah	87.4	UT	HMO	Accredited
14	Keystone Mercy Health Plan	87.0	PA	HMO	Accredited
15	Gateway Health Plan	86.6	PA	HMO	Accredited

Note: Plans with identical score have the same ranking. Other ties in plan scores are due to rounding. Source: National Committee for Quality Assurance.

For more information on this achievement, please see the October 10, 2005, edition of *U.S. News & World Report*. Or visit their website at www.usnews.com.



YOU CAN STAY SMOKE-FREE

Do you want to quit smoking? It takes many people 2 or 3 tries to succeed. But most people who quit for 3 months don't go back to smoking. Need some ideas for keeping yourself smoke-free?

- Busy your hands with a pencil, marble, or knitting needles.
 - Chew on a toothpick or sugarless gum. And keep healthy snacks handy, like popcorn or carrots.
 - Drink water or herbal tea.
- Avoid alcohol and caffeine.
- Stick around other nonsmokers, if you can. And ask smokers not to light up around you.
 - Stay away from places where you used to smoke.
 - Try joining a support group.
 - Be prepared. Some people get more colds and mouth sores when they quit smoking. But don't worry. This usually only happens for about a week or 2 after people quit.
 - Ask your doctor whether medicine, a nicotine patch, or gum might help you stay smoke-free.

You can receive help to quit smoking. Call Molina Healthcare Member Services to learn about stop-smoking programs.

ABOUT OUR MEMBERS:

We Keep Your Information Confidential

Psst. Can you keep a secret?
We can. In fact, we take confidentiality very seriously.

Molina Healthcare wants to let you know how your information is shared or used.

YOUR PROTECTED HEALTH INFORMATION

PHI stands for these words:

Protected Health Information.

PHI means health information that includes your name, member number, or other things that can be used to identify you, and that is used or shared by Molina.

WHY DOES MOLINA HEALTHCARE USE OR SHARE OUR MEMBERS' PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To use or share PHI for other purposes as required or permitted by law

WHEN DOES MOLINA HEALTHCARE NEED YOUR WRITTEN AUTHORIZATION (APPROVAL) TO USE OR SHARE YOUR PHI?

Molina Healthcare needs your written approval to use or share your PHI for purposes not listed above.

WHAT ARE YOUR PRIVACY RIGHTS?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI
- To ask us to not use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

HOW DOES MOLINA HEALTHCARE PROTECT YOUR PHI?

Molina Healthcare uses many ways to protect PHI across our health plan. This includes PHI in written word, spoken word, or PHI in a computer. Below are some ways Molina Healthcare protects PHI:

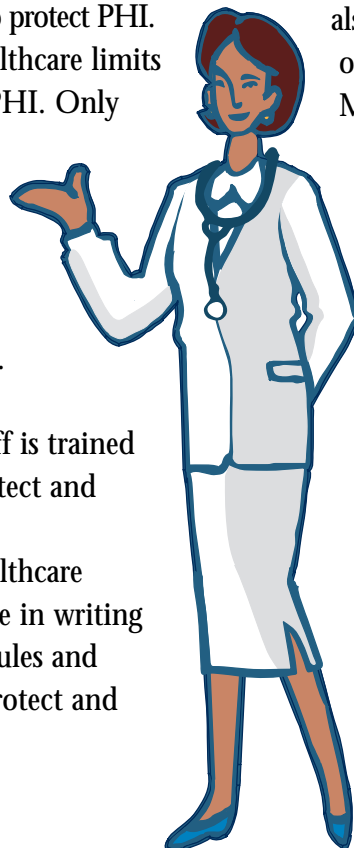
- Molina Healthcare has policies and rules to protect PHI.
- Molina Healthcare limits who may see PHI. Only Molina Healthcare staff with a need to know PHI may use and share PHI.
- Molina Healthcare staff is trained on how to protect and secure PHI.
- Molina Healthcare staff must agree in writing to follow the rules and policies that protect and secure PHI.

- Molina Healthcare secures PHI in our computers. PHI in our computers is kept private by using firewalls and passwords.

WHAT CAN YOU DO IF YOU FEEL YOUR PRIVACY RIGHTS HAVE NOT BEEN PROTECTED?

- Call or write Molina Healthcare and file a complaint.
- File a complaint with the U.S. Department of Health and Human Services.

The above is only a summary. Our Notice of Privacy Practices has more information about how we use and share our members' PHI. Our Notice of Privacy is on our website at www.molinahealthcare.com. You also may get a copy of our Notice of Privacy Practices by calling our Member Services Department. ●



FOR MORE INFORMATION, VISIT OUR WEBSITE! Go to www.molinahealthcare.com for more on how we keep your information private.

2005 HEDIS and CAHPS Quality Performance Results

Molina Healthcare of Utah has a Quality Improvement Plan that we work on every year. Part of that plan is to help members get preventive care. Each year we do a research project called HEDIS to see if our members are getting the preventive care they need.

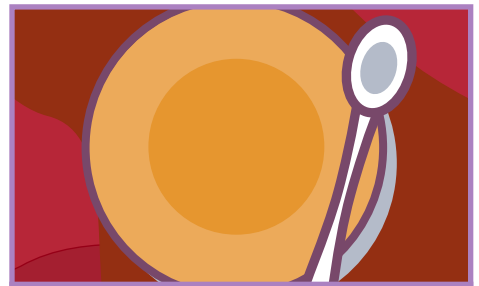
Molina's goal is to be better than 75% of other Medicaid health plans in the nation. We met our goal in these areas:

- Childhood immunization status
- Breast cancer screening
- Cervical cancer screening
- Prenatal/postpartum care
- Frequency of prenatal care
- Controlling high blood pressure
- Comprehensive diabetes care
- Appropriate medication for asthma
- Appropriate testing for pharyngitis
- Upper respiratory treatment
- Children's access to primary care

■ **Adult access to preventive care**
Another part of the Quality Improvement Program is a member satisfaction survey. This survey is called CAHPS. It asks about the care members received from Molina. Again, our goal is to be better than 75% of other Medicaid health plans in the nation. In 2005, Molina of Utah met our goal in these areas:

- Rating of all health care
- Rating of personal doctor or nurse
- Getting care quickly
- How well doctors communicate
- Courteous and helpful office staff. ●

FOR A COPY OF THE QUALITY PLAN AND UPDATED GUIDELINES on preventive health, asthma, diabetes, or chlamydia, please call **1-888-483-0760, ext. 170439**.



RECIPE: BAKED CHICKEN NUGGETS

- 1½ lb chicken thighs, boneless, skinless
- 1 C ready-to-eat cereal, cornflakes crumbs
- 1 t paprika
- ½ t Italian herb seasoning
- ¼ t garlic powder
- ¼ t onion powder

1. Cut thighs into bite-sized pieces.
2. Place cornflakes in plastic bag and crush by using a rolling pin.
3. Add remaining ingredients to crushed cornflakes. Close bag tightly and shake until blended.
4. Add a few chicken pieces at a time to crumb mixture. Shake to coat evenly.
5. Preheat oven to 400° F. Lightly grease a cooking sheet.
6. Place chicken pieces on cooking sheet so they are not touching.
7. Bake until golden brown, about 12 to 14 minutes.

Yield: 4 servings

Serving size: about 3 ounces each

Each serving provides:

calories: 175; total fat: 8 g; saturated fat: 2 g; cholesterol: 67 mg; sodium: 127 mg

Source: U.S. Department of Agriculture, Center for Nutrition Policy and Promotion

HOW TO PICK HEALTHY FAST FOOD

Is there such a thing as healthy fast food? You bet. Today, fast food menus offer many healthy choices. Here are some tips:

- 1 Avoid extra-large orders. A jumbo order of fries has 150 more calories than a regular order. And that's just the fries!
- 2 Don't use mayonnaise. Regular mayonnaise adds nearly 100 calories. It also has more than

10 grams of fat.

3 Don't add cheese. Cheese can add more than 100 calories and more than 10 grams of fat.

4 Order a salad instead of fries. A garden salad is a good pick. And choose low-fat or reduced-fat dressing. Regular dressings can add more than 100 calories and 11 grams of fat.

COMMUNITY FOOD CO-OP: Join and Save Money!

Join the Community Food Co-Op and buy fresh fruits and vegetables and 6 to 8 pounds of meats, grains, or beans for \$21.

How does the co-op work? You pay a \$5 membership. You order your groceries monthly. Then you pick up your food. You can help the co-op by volunteering for 2 hours

every month. Pay for your food with cash, check, a Horizon Card (food stamps), or a credit card.

People who live between Ogden and Provo can buy co-op food starting in January 2006.

For more information, please call **1-888-483-0760** and ask for Kathy, or call the Crossroads Urban Center at **801-364-7765**. ●



SHOULD YOU GO TO THE EMERGENCY ROOM?

If you are having an emergency, call 9-1-1 or go to the nearest emergency room. However, you should use the emergency room for emergencies only. An emergency is a medical condition, including active labor, that you think could lead to death or serious disability. If you have a minor problem, call or visit your doctor's office.

If you are not sure if you have an emergency, call your doctor. Or call Molina's 24-hour Nurse Advice Line at **1-888-275-8750**.

Look at the symptoms below. Place an "E" next to those that are true emergencies. Place a "D" next to those that can be handled in a doctor's office.

1. ___ Severe bleeding
2. ___ Gasping for breath
3. ___ A fever below 100 degrees Fahrenheit
4. ___ A sore muscle
5. ___ Sore throat
6. ___ Coughing up or throwing up blood
7. ___ Chest pain or pressure

Answers: 1. E; 2. E; 3. D; 4. D; 5. D; 6. E; 7. E.

NCQA PHYSICIAN RECOGNITION PROGRAMS

The National Committee for Quality Assurance (NCQA) is a group that helps make medical care better in the United States. They point out doctors who have been shown to give better medical care. NCQA has two programs to review doctors who care for patients who have diabetes or patients with heart problems or strokes. They also have a new program to recognize doctors who use computers to help their patients. These programs are called NCQA Physician

Recognition Programs. Doctors can volunteer to have NCQA review their care of patients with these problems. If the doctors give care that meets certain national quality standards, they receive a special award.

Molina Healthcare network physician **David Okubo, MD**, a pediatrician in West Jordan, has achieved the NCQA Diabetes Physician Recognition award. Molina will continue to let members know as more doctors receive these awards.

Keeping Patients Safe

Many Molina Network Hospitals are joining a national patient safety effort. A group called the Leapfrog Group is asking hospitals to volunteer to report on their work to improve patient safety. These Molina hospitals are reporting their efforts: Brigham City Community Hospital,

Lakeview Hospital, Mountain View Hospital, Ogden Regional Medical Center, St. Mark's Hospital, and Timpanogas Regional Hospital. Molina thanks these hospitals for their hard work in improving patient safety and their willingness to report their progress. ●

Who Needs a Flu Shot This Year?

Most people think flu shots are only for old people or sick kids. Did you know that doctors are now giving flu shots to babies who are from 6 months to 2 years old? Giving your baby a flu shot helps keep your baby well. It makes it less likely that you and your other children will get sick from the flu.

We expect there to be enough flu vaccine this year for everyone who needs it. We have asked your doctor to help you get the flu shot if you are in a group that needs it.

The government says the following people should get the shot:

■ Everyone older than age 65

■ People 2 to 64 years old who have a long-term sickness

■ Women who are pregnant

■ All kids from 6 months to 2 years of age

■ People who take care of sick children and adults

■ People in regular contact with children older than 6 months of age

■ People in nursing homes

■ Children older than 6 months of age who have to take aspirin every day

If you can't get the shots you need for your family at the doctor's office, look for a public health clinic in your area. Ask to get the shot there.

Call Molina Member Services if you need any help. ●

VACCINATIONS: MAKE SURE YOUR CHILDREN ARE PROTECTED

Vaccinations protect children from some serious diseases. For the most protection, children need to get the right shots on the right schedule.

Teens and older children may have gotten their first shots as a baby. The next dose may not be due until age 11 or older. Some shots are follow-up shots called "booster shots." Teenagers and older children are not fully protected if they do not get these shots.

Getting shots is one of the best things you can do to guard your child's health. Check with your child's doctor to make sure they have had all the shots they need.

552M-D

WWW.MOLINAHEALTHCARE.COM


MOLINASM
HEALTHCARE
7050 Union Park Center
Suite 200
Midvale, UT 84047-4171

Postmaster: Please deliver within November 28–December 2.

CHECK OUT THE MOLINA WEBSITE

Check out the Molina 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:

- formulary (drugs that do not need approval)
- FAQ (frequently asked questions and answers)
- your benefits
- rights and responsibilities and the privacy of your information
- restrictions on benefits outside Molina or the service area
- Molina's contracted doctors
- Quality Improvement, Health Education, and Disease Management programs
- preventive health guidelines and immunization schedule.

Members can request written materials of anything posted on the website by calling **1-888-483-0760**.

Health & Family is developed by Molina Healthcare, Inc. 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 pre-existing health conditions, race, color, religion, age, national origin, disability, or sex.



PSRT STD
U.S. POSTAGE
PAID
MOLINA
HEALTHCARE, INC.