

Molina Healthcare Health & Family



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Check out the Molina website. You can go "on-line" free at most public libraries, www.molinahealthcare.com. "Click" on the member button and drag your mouse down to your state. You can get a lot of information on our website about:

Formulary (drugs that do not need approval)

FAQ (frequently asked questions and answers)

Your benefit information

Rights and responsibilities and the privacy of your information

Quality Improvement, Health Education and Disease Management Programs information

Preventive Health Guidelines and Immunization schedule, and much, much more.

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

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All information has been written and reviewed by doctors, nurses, health educators, and registered dietitians. All material in this newsletter 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.



 **MOLINA**SM
HEALTHCARE

Teenagers – Are you up to date?

Shots are not just for babies! People ages 11 to 19 also need shots. Getting immunized is one of the best things you can do to guard your health. Ask your doctor. Check to make sure you have had all the shots you need.

Some shots come in two or more doses. You may have gotten the first shot as a baby. The next dose may not be due until age 11 or older. Sometimes shots are follow-up shots called "booster" shots. You are not fully protected if you do not get them.

Shots will protect you from many diseases. Look at the list below.

HEPATITIS B (Hep-B)

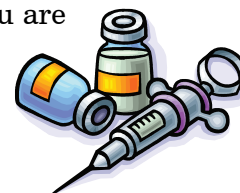
- ▶ **Hepatitis B** is a serious disease that attacks the liver. Hep-B is spread mainly through sex and by sharing needles. Hep B can be spread if unclean needles are used for body piercing or to make tattoos.

You should start shots for Hep-B by ages 11 to 12. You need three shots of Hepatitis B vaccine.

VARICELLA (Chickenpox)

- ▶ Chickenpox causes a fever and rash. Chickenpox is usually mild. Sometimes chickenpox can be more serious, especially in older children.

You should get the shot if you have not had chickenpox. You will need one shot if you are 12 years of age or younger. Teens 13 and older need two shots.

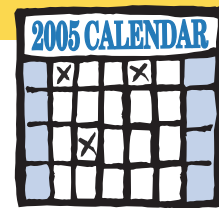


MEASLES-MUMPS-RUBELLA (MMR)

- ▶ **Measles** is easily spread and lasts one to two weeks. It causes high fever, cough, runny nose, sore eyes and rash. Serious cases cause infection of the brain, hearing loss, or death.
- ▶ **Mumps** is easily spread and lasts for several days. It can cause fever, headache, swollen or painful glands under the jaw. Mumps can also cause a mild swelling of the brain and spinal cord, and hearing loss.
- ▶ **Rubella** (German measles) is easily spread. It causes mild fever, swollen glands in the neck, a rash, and soreness or swelling in the joints. This swelling lasts for one to two weeks although the rash goes away in about three days.

You may have had one MMR (measles, mumps, and rubella) shot as a baby. MMR shots come in two doses. You need to get the second shot by ages 11 to 12.

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Teenagers – Are you up to date?

TETANUS-DIPHTHERIA (Td) Boosters

- ▶ **Tetanus** (lockjaw) is a serious disease caused by bacteria in dirt. You can get tetanus if dirt with the bacteria gets into a cut or wound. In the United States, tetanus kills three out of every 10 people who get the disease.
- ▶ **Diphtheria** is easily spread. It can cause paralysis (unable to move parts of the body). About one in every 10 people who get diphtheria dies from the disease.

You need a Td booster shot between ages 11 and 16. Adults need booster shots every 10 years.

FLU (Influenza)

You may need a flu shot each year in the fall. If you have asthma or diabetes or another chronic health problem, you need the flu shot. Ask your doctor to be sure.

There are other immunizations such as the ones for pneumonia (PPV) and Hepatitis A series. Check with your doctor to see what you need.

Tell your doctor if you are going out of the country. Always ask your doctor about your needs, especially if you have a chronic illness.

Get a medical exam. All teenagers need health exams, not just those who play sports. Health check-ups can help you stay healthy! Bring your immunization card with you. Your school will need this record.

Shots help keep you healthy!

Molina Healthcare Wants to Give You Good Care!



Molina Healthcare works with your doctors and hospitals to give you good health care. We make decisions about your care based on what you need. We also look at your benefits. We do not reward doctors, employees, or other people to deny you care, or give you less care. We do not pay for over-use or under-use of tests or treatments. Call us if you ever have a concern about your health care. You may call our Member Service team (See the phone number printed on the front page of this newsletter).

You have the right to ask why care was not approved, if Molina Healthcare denies your service or claim. You also have a right to appeal. If your service or claim is denied, you will get a letter from Molina telling you about this decision and your appeal rights. You can read about these rights and how to file an appeal in your Member Handbook. You can also find out how to file an appeal on our website at www.molinahealthcare.com. Molina Healthcare Member Service can help you file an appeal.

If you are not happy with the decision of your appeal, you can ask for an "independent review." This means doctors outside Molina Healthcare review all the facts in your case and make a decision. We will accept the decision these doctors make. Would you like to ask for a review of an appeal? Call Member Service and ask them to set this up for you.

Molina Healthcare Looks at New Technology

We also look at new services and new uses for benefits you have now. We review all the studies done to see if services should be added to your benefit package. Molina Healthcare reviews the type of services listed below at least once each year.

- ▶ **Medical services**
- ▶ **Medicines**
- ▶ **Equipment**



Preventive Health Testing



As a family doctor who sees Molina Healthcare of Utah Medicaid patients, I have a lot of chances to see the good results of preventive health testing. I have had many patients whose health was improved by getting

regular diabetes testing, blood pressure checks, childhood shots, mammograms, PAP smears and other testing. Several months ago I saw a child who developed whooping cough because they had not gotten all of their childhood shots. I recently had a patient who had a diabetic eye exam where some changes were noticed. Early treatment prevented blindness in this patient. Another patient of mine recently had a mammogram and her breast cancer was found very early. This allowed her to get early treatment and a much greater chance of beating her cancer.

These services are covered as part of the Medicaid benefit. I strongly recommend that all Molina patients talk to their doctor or other healthcare provider and ask about preventive tests that are right for them.

Gary Call, M.D.

Are You Going to Have a Baby?

Please call Molina Member Services at **1-888-483-0760**. Please tell us:

1. **The name of your doctor**
2. **The hospital where you are planning to have your baby**
3. **Your due date.**

Breast Cancer and Cervical Cancer... The Good News

What could be good news about something like cancer? There are tests to find these cancers early and early detection can save lives. Below is some general information about these tests, but it is important to remember that every woman and her risks are different. For this reason, it is important to talk to your doctor about these tests.

The pap test screens for cervical cancer. Every woman should have a pap test after becoming sexually active or by age 21, whichever comes

first. You should get a pap test every year. To help you remember to get the test, schedule it during an important day, like your child's birthday or your anniversary.

Beginning at age 40, women should also get a mammogram every year. Some tips for getting the most out your mammogram:

- ▶ Get your mammogram at the same place each year; if you must change make sure you have your records sent to the new location.



- ▶ Avoid wearing lotion or deodorant the day of your exam.

Don't delay, call your doctor today!

Why see your doctor when you are well?

Take time to see your primary doctor for a health check-up (medical exam). Many people do not have the money or health benefit to see doctors for health check-ups. They wait until they are very sick to go see a doctor. You do not need to wait. You have this health benefit and it can help keep you and your children well. If problems are found during the exam, they can be cared for early. During the year Molina Healthcare will send you cards or letters to remind you to call your doctor and schedule a health check-up. Keep in mind that you benefit from these check-ups!

- ✓ Get to know your doctor and share about yourself
- ✓ Get education about your health
- ✓ Get treatment for problems before they become serious
- ✓ Ask questions about your health or the health of your child

Check-ups for children as they grow are called Well Child Exams

During this exam your child's doctor will:

- ✓ Ask questions about your child's health history
- ✓ Give your child a medical exam
- ✓ Give any shots or other tests needed

You will be able to:

- ✓ Share needed information about your child with your child's doctor
- ✓ Get information to keep your child healthy and safe
- ✓ Ask questions
- ✓ Get support as a parent

Check-ups (medical exams) for Adults

You will get an exam, health education, answers to your questions, and any needed tests.

Make the most of each visit. You can plan ahead by taking these steps.

- ✓ Write down your questions. Bring the list with you to the visit.
- ✓ Prepare for likely waits. Bring a book to read and snacks while you wait.
- ✓ Arrive early to fill out paperwork
- ✓ Bring extra diapers for your child
- ✓ Write down anything your doctor tells you to do
- ✓ Take notes, repeat back what you think you are to do, or ask your doctor to write down what you are to do.
- ✓ Don't be afraid to ask if something is not clear

Visit our website at www.molinahealthcare.com for more on preventive health for your family.



Rights and Responsibilities

As a member of Molina Healthcare, you have the right to:

1. Get medical care regardless of your race, color, national origin, disability (mental or physical), sex, religion or age. If you feel you have been treated unfairly or discriminated against for any reason, you may contact Medicaid Constituent Services at **1-877-291-5583**, or the Federal Office for Civil Rights at **1-303-844-2024**.
2. Get information about Molina Healthcare, our services, our doctors or other health care providers.
3. Have privacy and be treated with respect.
4. Discuss your treatment options with your doctor, no matter what the cost or benefit coverage.
5. Help make decisions about your health care, including the right to refuse care.
6. Get medical care according to Molina's access and quality standards.
7. Be free from restraint or seclusion if it is used to discipline, retaliate, or for convenience.

8. Make a complaint about Molina or the care you were given.
9. Appeal a decision you do not agree with made by Molina.
10. Use your rights without Molina treating you badly.
11. Get a copy of your medical record, and if appropriate, to ask that it be amended or corrected.
12. Receive a copy of the Members' Rights and Responsibilities at least yearly.
13. Suggest changes to this policy.

As a member of Molina Healthcare you have the responsibility to:

1. Read your Membership and Service Guide. If you have any questions, call Member Services at **1-888-483-0760**.
2. Use only Molina Healthcare hospitals and doctors.
3. Choose a doctor (PCP) before you go to get care.
4. Get a referral from your PCP before seeing a specialist or getting other types of medical care.
5. Keep your appointment and be on time. If you are going to be late, call your Doctor.



6. Tell Molina and your doctors everything they need to know to care for you, including information about all the medications you are taking.
7. Follow the plan and instructions for care that you agree to with your doctor.
8. Know your health problems and help to set goals with your doctor about your treatment as much as possible.
9. Respect the property, comfort, and privacy of other members, your doctor and his or her staff.
10. Tell Molina and your Medicaid Eligibility Worker (case worker) of any changes in your name, address, phone number, if you become pregnant, marital status (marriage, divorce) and insurance.



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Midvale, UT 84047-4171



Your Hospital Stay With Your Newborn

All mothers and their newborns can stay in the hospital for 48 hours after a normal delivery. They can stay 96 hours after a cesarean section. **MHU** strongly encourages new mothers to stay in the hospital for the full time they are allowed. This will help make sure that mother and baby get off to a healthy start.

A mother can choose to leave early if she wants to. However, she should only do so under the care of her doctor. It is very important to follow all instructions given by the doctor. It is also important to have an early follow up visit with the doctor. Please call our Member Services department at **1-888-483-0760** if you have any questions about this, or need the help of our OB Case Management nurse.

Wanted: Your Advice!

We are needing to fill 4 vacated positions on our Member Advisory Council. If you would like to serve, you will be representing the interests of 52,000 other members. You will make recommendations about Molina's benefits, policies, and communications.

The group does not approve care. The group does not talk about any patient information. The group will meet two or three times a year in the evening (light supper will be served). If you are interested in becoming a member of the council, please call Mary Ann at **1-801-858-0430** or send an e-mail to:

maryanng@molinahealthcare.com for more information.