



## How Happy are You with Our Services?

Each year Molina asks members to tell us how we are doing. We use what they tell us to make our programs better. This past year we called some of our members to respond to our questions. This is what you had to say.

### **How were you treated by the Care Manager who has been working with you?**

We were happy to learn that over 95% of our members said that they were treated with respect. They also felt that the Care Manager spent enough time with them. They said that we listened when they talked. Also, over 90% of our members said that they got answers to all their questions. Customer service means a lot to Molina. We want you to be happy with the care that we give you.

### **Has the program helped you?**

Almost 60% of our members said that their condition had improved since they have been in the program. Three out of every 4 members said that the program helped them with their condition. Members need to work with their doctor to manage their conditions. This may mean taking drugs, changing their diet or being more active. Molina's programs try to help our members make changes in their lives. This will help control their condition. It will also help them avoid bad side effects.

### **Are the materials that we send to you useful and easy to read?**

Almost all members said that the materials are useful and easy to read. However, many members did not answer this question. We think that they may not be getting the mail we send to them. We need to do better. We are asking our staff to update our members' addresses when they talk to them. We are also going to ask the post office to return mail to us if they cannot deliver it. This will alert us to try to get a new address from your doctor. You can help too. If you move please let us know. You can tell your Care Manager or call our Member Services.

### **Would you recommend this program to someone else?**

We were very happy to hear that over 94% of the members would recommend the program to someone else. This tells us that you find these services helpful. We want to continue to improve the services we give to our members. Please do not wait for us to call you if you have a problem. You can call our Member Services department, 1-888-665-4621 at any time if you have a question.

**Thank you for helping us become the best health plan that we can be.**

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- This newsletter is part of a disease management program. If you do not want to get this or be part of any disease management program please let us know. Call us at 1-866-891-2320.
- **Need Help to Quit Smoking?**  
Molina members can take part in a quit smoking Program. It is free to Molina members. Call our Health Education Team at 1-800-526-8196 ext. 127532.
- **Need Help Losing Weight?**  
Molina members can enroll in a weight loss program. It is free to you. To join, call our Health Education Team at 1-800-526-8196 ext. 127532.
- **Do you speak a language other than English?**  
You have a right to an interpreter (including sign language). There is no cost to you. Please call our Member Services department, 1-888-665-4621 (TTY/TDD 1-800-479-3310), Monday – Friday, 7:00 am – 7:00pm for more information.
- All material in this newsletter is for information only. This does not replace your doctor's advice.
- To get this information in other languages and accessible formats (Braille, Audio and Large Font) please call member services at 1-888-665-4621.

## Working With the Provider to Control Asthma

Do you feel that you and your healthcare provider are working together in your asthma care? Your provider needs to learn a lot of information from you to give you the best treatment plan. It is important for you to see your provider as often as instructed, not just when you are sick. This way your healthcare provider can make sure that the treatment plan is working.

There are different types of asthma medicine. By following up with the provider, he or she will know how well the prescribed asthma medicines work for you. You may need to visit your provider more often at the beginning of your treatment. Visits may be set for every one to six months. Ask your provider when you should come back for a follow-up asthma visit.

### At these visits, tell your provider:

- How often you use the medicine
- Whether you do not take the prescribed medicine
- What medicines are being used including home remedies (such as teas or herbs) or anything being used other than what your healthcare provider has ordered
- About any changes in your asthma symptoms

- How often you miss work or school or cannot exercise because of asthma
- How often you wake up at night because of asthma
- If you have been to the Emergency Room or Urgent Care Center
- At these visits, also ask your provider any questions you may have

### Make the most of every visit with these tips:

- Bring all of your asthma medicines to each visit
- Bring a list of your other medications to each visit
- Write down the day, time and what you were doing when asthma symptoms began. Bring this information to each provider visit
- Bring a spacer to each visit if you have one
- Bring a peak flow meter to each visit if you have one

By giving and getting information, you and your healthcare provider can work together to control your asthma. If you need help finding a healthcare provider, please contact Molina Healthcare at the phone number listed on the back of your ID card.



## Tips to Prevent Further COPD Damage

Chronic Obstructive Pulmonary Disease, or COPD, is a disease that damages your lungs. It makes breathing very hard. COPD gets worse over time. You can't undo the damage to your lungs. But there are steps you can take to prevent more damage.

**Here are some steps you can take that may help prevent your COPD from getting worse. They can also help make you feel better.**

- Quit smoking now. Smoking irritates your lungs and airways. This makes it hard to breathe. It is never too late to quit. If you quit, you will find it easier to breathe. You will also prevent more damage to your lungs. If you quit now, it will improve your quality of life.
- Stay away from places and things that can irritate your lungs. This includes indoor and outdoor air pollution, secondhand smoke, smog, pollen, mold, dust mites, pet hair, cleaning supplies, cold dry air, hot humid air, or high altitudes.
- Get a flu shot. Healthcare providers suggest that all people with COPD get one. This is because people with COPD are at risk for developing complications from the flu, like pneumonia. The flu shot can help protect you. If you get the flu it can make your COPD worse. The flu shot can help protect you from this too.
- Stay away from people who are sick with a cold, flu, cough, or upper respiratory tract infection. Even if you catch a mild cold, it can make your COPD symptoms worse. Wash your hands often. Do not touch your face with your hands during the cold or flu season.
- Exercise. It will give you energy and build muscle strength. It can also help reduce shortness of breath. Exercise can improve your quality of life. Don't forget to talk to your healthcare provider before you start an exercise plan.
- Eat well. A healthy diet will help keep your lung muscles strong. It will also give you energy and help you fight off infections.
- Stay hydrated! Make sure you drink enough water and fluids. This will help keep mucus watery and easy to drain. This will make it easier to breathe. If you have a heart problem, talk to your healthcare provider about how much fluid you can drink.
- Get a spirometry test. This test tells your doctor how much air your lungs can hold by simply breathing in and out. It is easy to do while you are at your doctor's office.
- Stick to your treatment plan. It will make you feel better, and you will be less likely to become depressed. Take your medicine exactly as your provider tells you to take it.



While COPD won't go away, there are things you can do to prevent more damage. If you take these steps, you will feel better. It will also help you manage your COPD. Talk to your provider if you have questions. You can also call Molina Healthcare's Nurse Advice Line for help.

Call: 1-888-275-8750 (English)  
1-866-648-3537 (Spanish)

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



## Taking Your Medicine: Important Tips You Should Know

Medicine is taken to help you manage or treat a condition or illness. Medicine can become dangerous if it is not taken correctly or if it reacts with another medicine. Here are a few tips to make sure you are up-to-date with the medicine you are taking.

### Tip #1: Knowing about your medicine

Create a list of the medications you take. Make sure to update this list any time your provider makes changes to your medicine. It is important to review your list of medicines with your provider, so bring this list with you to each visit with your provider. The list should include the following:

- **Name:** What is the name of the medicine?
- **Amount:** How much do you take?
- **When:** When do you take the medicine?
- **Purpose:** Why are you taking the medicine? What is it supposed to do?

Include any other non-prescription medicines, over-the-counter medicines, herbs, and vitamin supplements on your list. These may interact with the prescription medicines, so it's important for your provider to know everything you are taking. Make notes of any side effects that you have from your medicine and make sure to discuss with your provider.

### Tip #2: Taking your medicine

In order for your medicine to do its job, you must take it as your provider prescribed. It may be hard to remember to take it sometimes when you go about your day. Here are some tips to help you keep on track with taking your medications:

- Take it at the same time everyday
- Take it together with other daily events, like brushing your teeth
- Use a pill box
- Ask someone close to you to help remind you
- Make yourself a reminder note and place it somewhere so you will see it everyday

Always take your medicine the way your provider told you to take it. Taking too much or skipping doses can be dangerous. Do not stop taking your medicine unless your provider tells you to stop taking it.

### Tip #3: Medicine safety

- Use the same pharmacy to pick up all of your medicines.
- Do not share medicines.
- Do not use medicine that has expired.
- Let your provider know if you have any allergies to medicines.
- Keep your medicine out of reach from pets and children.
- Keep your medicine away from direct sunlight, heat, and damp areas.



## Asthma Warning Signs

Asthma attacks rarely occur without warning. Know the warning signs and how to react to them. This may help you avoid an asthma attack. Warning signs are not the same for everyone. **Some common warning signs that occur before an asthma attack are:**

- Early warning signs:
  - Chronic cough, especially at night
  - Tiredness or weakness
  - Itchy, scratchy or sore throat
  - Restlessness
- Signs that an asthma attack is about to happen:
  - Chest tightness or pain
  - Shortness of breath

Follow your asthma action plan as soon as you have any of these warning signs. If you do not have an asthma action plan, call your provider's office.





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## Questions about your health?

Call Our Nurse Advice Line!

1-888-275-8750

**OPEN 24 HOURS!**

Your family's health is our priority!

For the hearing impaired please call

TTY(English): 1-866-735-2929

TTY(Spanish): 1-866-833-4703