Important ID Card Reminders

We will not be sending you a new ID card or a Dental ID card like we usually do in 2014 unless you call and report yours lost or stolen. You will still be able to get care from your existing network providers using the ID cards that you currently have.

Remember: When you receive care, don’t forget to give your provider:

- Your Plan ID card
- Your Medicaid ID card (if you are enrolled in Medicaid)

These cards provide contact information for eligibility, claims, and prior authorization for you and your health care providers. Your cards identify who the provider should bill. Your cards also prevent you from being billed for a service that is covered by either Medicare or Medicaid.

Choose 90-day Refills for Your Prescription Medications

Would you like to spend less time managing your prescription refills?

Choosing 90-day refills for your prescriptions can help you save time and enjoy more peace of mind. You will not have to make monthly trips to the pharmacy. With a 3-month supply of medicine on hand, you’ll have what you need when you need it. People who choose 90-day refills also are more likely to stay on track with their medicines and avoid more serious health risks.

It is easy to receive 90-day refills. You can:

- Call your doctor and ask for a new 90-day prescription.
- Or, call CVS Caremark at (888) 277-4144 or TTY/TDD (800) 231-4403.

They are available Monday – Friday, 9 a.m. – 9 p.m. CT. This company manages your prescription benefits. They will work with you and your local pharmacy to obtain a 90-day prescription for your medicine.

Contents

Important ID Card Reminders .....................1
Choose 90-day Refills for Your Prescription Medications .....................1
Tips for Refilling Your Prescription .....................2
Prevent the Flu: Good Health Habits Can Help Stop Germs .....................2
Healthy Holiday Eating ..............................3
Coping With Holiday Stress and Depression .........................................3
Breast Cancer Screening and Prevention.....4
What is an HMO plan and how does it work? ..............................................4
Prior Authorizations and Referrals ...............5
Have Questions about Your Drug Coverage? ........................................ 5
Molina Medicare Member Services ............. 5

Molina Medicare Options HMO is a Health Plan with a Medicare Contract. Molina Medicare Options Plus HMO SNP is a Health Plan with a Medicare contract and a contract with the state Medicaid program. Enrollment in Molina Medicare Options or Molina Medicare Options Plus depends on contract renewal. The information is available for free in other languages. Please call our customer service number at (800) 665-3086, TTY/TTD: 711, 7 days a week, 8 a.m. – 8 p.m. local time. Esta información está disponible gratuitamente en otros idiomas. Por favor, comuníquese a nuestro número de teléfono para servicio al cliente al (800) 665-3086, TTY/TTD: 711, los 7 días de la semana, de 8:00 a.m. a 8:00 p.m., hora local.
Prevent the Flu: Good Health Habits Can Help Stop Germs

The single best way to prevent seasonal flu is to get a flu shot each year. Flu season usually starts in October. Follow good health habits. Cover your cough and wash your hands often. This can help stop the spread of germs and prevent illnesses like the flu.

1. Avoid close contact.
   Avoid close contact with people who are sick. This will help protect you from getting sick too.

2. Stay home when you are sick.
   If possible, stay home from work and school. Try not to run errands when you are sick. You will help stop others from catching your illness.

3. Cover your mouth and nose.
   Cover your mouth and nose with a tissue when you cough or sneeze. It may prevent those around you from getting sick.

4. Clean your hands.
   Wash your hands often with soap and water. This will help to protect you from germs. If soap and water are not available, use an alcohol-based hand rub (like hand sanitizer).

5. Avoid touching your eyes, nose or mouth.
   Germs often spread when a person touches something that has germs and then touches his or her eyes, nose or mouth.

6. Practice other good health habits.
   Clean and disinfect frequently touched surfaces at home, work or school, especially when someone is ill. Get plenty of sleep and be physically active. Manage your stress, drink plenty of fluids and eat healthy food.

Tips for Refilling Your Prescription

You can order prescription refills online, by phone, through the mail, or at your local network retail pharmacy. You need to request a refill before you run out of your medicine. However, if you ask for a refill too early, your order will be put on hold or denied.

When should you ask for a refill?

- If you order refills at a network retail pharmacy, you generally need to wait until a week before your prescription runs out to get your next refill.
- If you order refills through the CVS Caremark Mail Service Pharmacy Program, you generally will want to place your order at least 10 days before you need a refill.
Healthy Holiday Eating

The holidays are a special time to spend with friends and family. Often, food is a major focus of holiday gatherings. Common holiday foods can be high in fat, salt, and sugar. We want to remind you to consider your options and pick healthy foods. Try low fat fruit and vegetable recipes, like this one:

Green Bean and Mushroom Medley

Ingredients

| 1 1/2 lb. | green beans (fresh, cut into 1-inch lengths) |
| 2        | carrots (cut into thick strips)              |
| 3 tbsp.  | olive oil                                   |
| 1        | onion (sliced)                              |
| 1 lb.    | mushrooms (fresh, sliced)                   |
| 1 tsp.   | lemon pepper seasoning                      |
| 1/2 tbsp.| garlic salt                                 |
| 1/4 c.   | almonds (toasted, slivered)                 |

Instructions

1. Bring 1-inch of water to a boil. Add cut green beans and carrots to boiling water. Cover and cook until tender, but still firm. Drain water.

2. Add oil to heated pan. Sauté sliced onions and mushrooms until almost tender. Reduce heat, cover, and simmer 3 minutes. Stir in green beans, carrots, lemon pepper and garlic salt. Cover, and cook for 5 minutes over medium heat.

Coping with Holiday Stress and Depression

The holiday season can be a time full of happiness spent with friends and family. However, it can also be a time of worry and loneliness. Molina cares about you and wants you to enjoy the holidays. Please consider these tips:

- This season does not remove feeling sad or lonely. If you have these feelings, share with a family member or good friend. Remember, drinking too much can make you feel worse.

- Focus on the good things in your life. Don’t compare today with the past.

- Save time for yourself. Find time to relax. Let others share in making plans.

- Enjoy free activities. Try something new. Celebrate the holidays in a new way.

- Spend time with friends who support and care about you. Reach out and make new friends. Contact someone you haven’t heard from in a while.

- Volunteer some of your time to help others. Your gift of time spent caring for others less fortunate may bring you joy.
Breast Cancer Screening and Prevention

You can help prevent breast cancer and detect it early.

Get Yearly Exams
Your provider will examine your breasts during your yearly checkup. Your provider may also suggest that you get a mammogram.

Do Monthly Self-Exams
Talk to your provider to learn how to perform a self-exam. Doing monthly self-exams will help you get to know your body. That makes it easier to notice any changes in your breasts. Try to do your self-exam on the same day every month. This may help remind you to do your self-exam.

Exercise
Heavy women are more likely to develop breast cancer. Staying fit will help you keep a healthy weight.

Eat a Healthy Diet
Eating a healthy diet will help you to keep a healthy weight. Eat a diet low in fat and salt. Make sure to eat fruits, vegetables and whole grains.

Avoid Alcohol
Try to limit the amount of alcohol that you drink. Drinking large amounts of alcoholic beverages adds to your risk of breast cancer.

What is an HMO plan and how does it work?

A Health Maintenance Organization (HMO), like the Plan in which you are enrolled, is a managed care insurance option that focuses on reducing health care costs for Members. HMOs give Members access to health care professionals while limiting out-of-pocket costs that are usually associated with medical attention. By reducing these costs, HMOs encourage preventive health care to avoid future emergency medical needs.

- An HMO requires you to use doctors who contract with the Plan, and go to hospitals in the network, for your care. If you go outside the network for care, other than emergency care, urgent care, or renal dialysis, you must pay for your own care.

- An HMO also requires you to choose a primary care physician (PCP). This doctor will manage any care that you receive from specialists. Most often you will need a referral from your PCP to see a specialist, be admitted to the hospital, or receive home health care, or other covered benefits and services.
Prior Authorizations and Referrals

A quick guide to what these terms mean

• Prior authorization is advance approval by our Plan. It ensures that a health care service, treatment plan, prescription drug, or durable medical equipment is medically necessary. When prior authorization is required, you or your doctor must submit a prior authorization request.

• Referral is a special kind of pre-approval. You must get this from your primary care physician (e.g., your PCP) before seeing a specialist. Some referrals have to be in writing while others will accept a phone call from your PCP.

If you have questions or need help call the Member Services phone number on the back of your ID card.

Have Questions About Your Drug Coverage?

If you need assistance with any formulary-related issue, or simply have questions about drug coverage in general, please call our Pharmacy Call Center toll-free at (888) 665-1328, TTY/TDD 711, 7 days a week, 8 a.m. – 8 p.m., local time.

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<tr>
<th>Molina Medicare Member Services</th>
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<tbody>
<tr>
<td><strong>7 Days a Week, 8:00am-8:00pm, Local Time</strong></td>
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<tr>
<td>California (800) 665-0898 (TTY/TTD: 711)</td>
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<td>Florida (866) 553-9494 (TTY/TTD: 711)</td>
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<tr>
<td>Illinois (855) 966-5462 (TTY/TTD: 711)</td>
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<td>Michigan (800) 665-3072 (TTY/TTD: 711)</td>
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<td>New Mexico (866) 440-0127 (TTY/TTD: 711)</td>
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<td>Ohio (866) 472-4584 (TTY/TTD: 711)</td>
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<td>Texas (866) 440-0012 (TTY/TTD: 711)</td>
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<td>Utah (888) 665-1328 (TTY/TTD: 711)</td>
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<td>Washington (800) 665-1029 (TTY/TTD: 711)</td>
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<tr>
<td>Wisconsin (855) 315-5663 (TTY/TTD: 711)</td>
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Questions about your health?

Call Our Nurse Advice Line!
English: (888) 275-8750  
Spanish: (866) 648-3537

OPEN 24 HOURS!
Your family’s health is our priority!
For the hearing impaired please call

TTY (English): (866) 735-2929  
TTY (Spanish): (866) 833-4703  
or 711