

2012



HEALTH & WELLNESS CALENDAR

Information You Can Use from Molina Medicare

We Care About YOU!

It is our commitment to provide you with quality care and make sure your health care needs are met. We appreciate you for allowing us to help you take care of your health. All of us at Molina Medicare want to thank you for being a member.

Contact Molina Medicare Member Services:

If you have any questions, please contact Member Services. Member Services is available Monday to Sunday, 8 a.m. to 8 p.m., local time.

| | |
|------------|-----------------------|
| California | 1-800-665-0898 |
| Florida | 1-866-553-9494 |
| Michigan | 1-800-665-3072 |
| New Mexico | 1-866-440-0127 |
| Ohio | 1-866-472-4584 |
| Texas | 1-866-440-0012 |
| Utah | 1-888-665-1328 |
| Washington | 1-800-665-1029 |
| TTY/TDD | 1-800-346-4128 |

24 Hour Nurse Advice Line: 1-888-275-8750 (TTY/TDD: 1-866-735-2929); Spanish: 1-866-648-3537 (TTY/TDD: 1-866-833-4703)

24 hours a day/7 days a week

This information is available for free in other languages. Please contact our customer service number at **1-800-665-3086** for additional information.

*Este documento está disponible sin costo en otros idiomas. Para solicitar esta información, llame a nuestro departamento de servicio al cliente **1-800-665-3086**.*

Check Out the Molina Medicare Website

Check out our website at **www.molinamedicare.com**. Click on the member button. Choose your state in the drop-down box. You can get information on our website about:

- Molina Medicare'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
- Frequently asked questions and answers (FAQs)
- Drug formulary (approved drugs that doctors can prescribe)
- How to contact Utilization Management (UM) staff about a UM issue or question
- How to get primary care and 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 Medicare 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 Member Services. Your member handbook is also a good resource. You can find it on our website.

Find a Doctor

Molina Medicare has a provider directory where you can find information on a provider. The provider directory includes information such as:

- A current list of Molina Medicare providers
- Providers accepting new patients
- Languages spoken by the provider or staff

You can view the provider directory on the Molina Medicare website at **www.molinamedicare.com**. If you don't have access to the Internet, Member Services can help. They can send you a printed copy of the provider directory.

Your Rights as a Molina Medicare Member

Did you know that as a member of Molina Medicare you have certain rights and responsibilities? Knowing your rights and responsibilities will help you, your family, your provider, and Molina Medicare ensure that you get the covered services and care you need.

You have the following rights to:

- Be treated with dignity, respect, and fairness.
- The privacy of your medical records and personal health information.
- See plan providers, get covered services, and get your prescriptions filled within a reasonable period of time.
- Know your treatment options and participate in decisions about your health care.
- Use advance directives (such as a living will or a power of attorney).
- Make complaints.
- Get information about our plan, plan providers, drugs, health care coverage, network pharmacies, and costs.
- Receive information.
- Participate in making recommendations about the rights statement.

You also have the responsibility to:

- Get familiar with your coverage and the rules you must follow to get care as a member.
- Let us know if you have additional health insurance coverage.
- Notify providers when seeking care (unless it is an emergency) that you are enrolled in our plan, and you must present your plan enrollment card to the provider.
- Give your doctor and other providers the information they need to care for you, and follow the treatment plans and instructions that you and your doctors agree upon. Be sure to ask your doctors and other providers if you have any questions and have them explain your treatment in a way you can understand.
- Act in a way that supports the care given to other patients and helps the smooth running of your doctor's office, hospitals, and other offices.
- Pay your copayments/coinsurance for your covered services. You must pay for services that aren't covered.
- Let us know if you have any questions, concerns, problems, or suggestions.

This is only an outline of your rights and responsibilities. For more details, please look in your Member Handbook. You can also visit the Molina Medicare website at **www.molinamedicare.com** or call Member Services.

Information You
Can Use section
is continued on
page 3 in the back
of this calendar.



Putting Safety First

Molina Medicare wants you and your family to be safe and healthy. Through our Patient Safety Program we track members' complaints about safety problems in providers' offices and distribute information to providers and hospitals to help them improve safety.

An important part of this program is giving safety facts to our members so you can make better health care choices. We gather safety data from national hospital safety reports. We also provide information to our members on how to:

- Make your home safer
- Keep poisons and medicines out of the reach of children
- Avoid buying unsafe medicines
- Be safe while having fun outdoors
- Improve your health with exercise

Call Member Services for more information about our Patient Safety Program. You can also learn more at www.molinamedicare.com.





JANUARY

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---------------------|------------------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------|----------|
| | | | <p>Your opinion matters! If you receive a CAHPS survey about Molina Medicare in the mail, please complete it.</p> | | | |
| New Year's Day 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | Martin Luther King Day 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | Chinese New Year 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | <p>BE PREPARED Emergency care is for sudden or severe problems that need immediate attention. If you need emergency care, call 911 or go to the nearest hospital. You do not need prior approval. See page 5 at the back of this calendar for more details about your coverage.</p> | | | |

Have a Happy Heart Month

February is American Heart Month, and it's a good time for people with heart disease to lower their risk for complications associated with heart disease. Use these tips to keep your heart happy:

- **Exercise**, watch your weight, and eat a heart-healthy diet that's low in saturated and trans fats and rich in whole grains, fruits, and vegetables.
- **Talk with your doctor about your cholesterol level.** It's important to know your number and target level.
- **Get your blood pressure lower than 120/80 mm Hg.** Talk with your doctor to learn if medications may help you control your blood pressure.

When you get your heart health on track, the rest of your year will be looking up!





FEBRUARY

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|-----------------------|-----------------------|---------------------|--------------------|--------|----------|
| | | | | Groundhog Day 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | Valentine's Day 13 | 14 | 15 | 16 | 17 |
| 18 | Presidents' Day 19 | 20 | Ash Wednesday 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | | |



Molina Medicare's Heart-Healthy Living Cardiovascular program helps members with coronary artery disease, congestive heart failure, or high blood pressure manage their condition. To learn more about this and other disease management programs, call **1-866-891-2320** or turn to page 4 in the back of this calendar.



Keep Your Sunny Side Up

Good mental health is just as important as good physical health. Whatever happens in your life, make your mental health a priority. These ideas can keep your spirits up:

- **Stay in touch with family and friends.** Maintaining relationships is good for your mental health. You can also join a local church or community center.
- **Keep busy with mentally stimulating activities.** Consider volunteering or taking a class. Explore new interests.
- **Get a pet.** Pet owners get more exercise and have more social contact than those without a pet.
- **Take a walk.** Exercise is a natural antidepressant.
- **Practice optimism and good humor.** A positive attitude and laughter can boost your mood.

If these methods don't lift your mood, Molina Medicare is ready to assist you in finding the support or behavioral health services you need. There are services to help with stress, depression, confusion, substance use, and many other problems. These types of problems can be treated.



MARCH

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|-----------------------------------|--------|---------------------------|-----------|----------|--------|-------------------------|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Daylight saving time begins 11 | 12 | 13 | 14 | 15 | 16 | St. Patrick's Day 17 |
| 18 | 19 | First day of spring 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

**HELPING
HANDS**

Your primary care provider (PCP) can offer a brief screening and help guide you to behavioral health services. You can also find services by calling the Behavioral Health number on your Molina Medicare membership card. There are many types of services available.

Ease Allergies This Spring

It's spring, and the air is full of promise, new life—and pollen. For nearly 35 million Americans, airborne allergens bring watery eyes and stuffy noses. Don't let hay fever make you miserable. Try these simple tips and reap the benefits:

- Keep windows and doors shut. If possible, use air-conditioning to cool, clean, and dry indoor air.
- Avoid yard work if you can. Mowing stirs up pollen and molds.
- Bathe before bedtime to rinse pollen from your skin and hair.
- See your doctor if symptoms start interfering with your life. He or she may recommend treatments such as medications that can help control your symptoms or shots that build your pollen tolerance.





MOLINA
MEDICARE

APRIL

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|-------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------|-----------|
| | | | <p>Call us! Find your toll-free Member Services phone number on the first page of this calendar.</p> | | | |
| Palm Sunday 1 | 2 | 3 | 4 | 5 | Good Friday Passover begins at sundown 6 | 7 |
| Easter 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| Earth Day 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | <div style="display: flex; align-items: center;">  <p> Search for a provider using Molina Medicare's provider directory online at www.molinamedicare.com. Don't have Internet access? Call Member Services and ask for a printed copy of the directory. See a full description of the provider directory on page 2 of this calendar. </p> </div> | | | | |

Boost Your Bone Health

Your bones support and protect you throughout life. It's never too late to return the favor. These bone-strengthening tactics work at any age:

- **Eat foods rich in calcium.** Think low-fat dairy products and dark green leafy vegetables.
- **Get moving.** Choose weight-bearing activities such as walking, dancing, and lifting weights.
- **Consume alcohol only in moderation.** Heavy drinking leaves you vulnerable to bone loss, falls, and fractures.
- **Learn about vitamin D.** Your body makes this nutrient when your skin is exposed to sunlight. If you think you're not getting enough, ask your doctor about supplements.



| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------------------|--------------------|---------|-----------|----------|--------|---------------|
| | | | | | | Cinco de Mayo |
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Mother's Day 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | Memorial Day 28 | 29 | 30 | 31 | | |



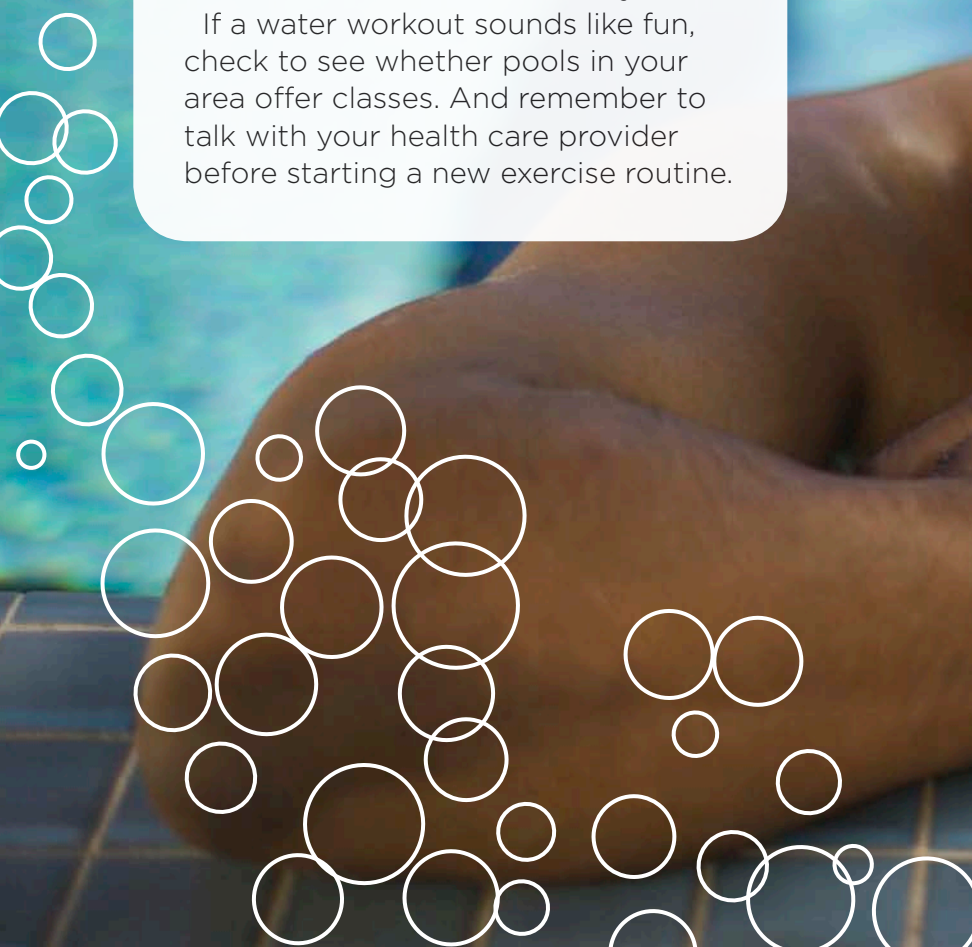
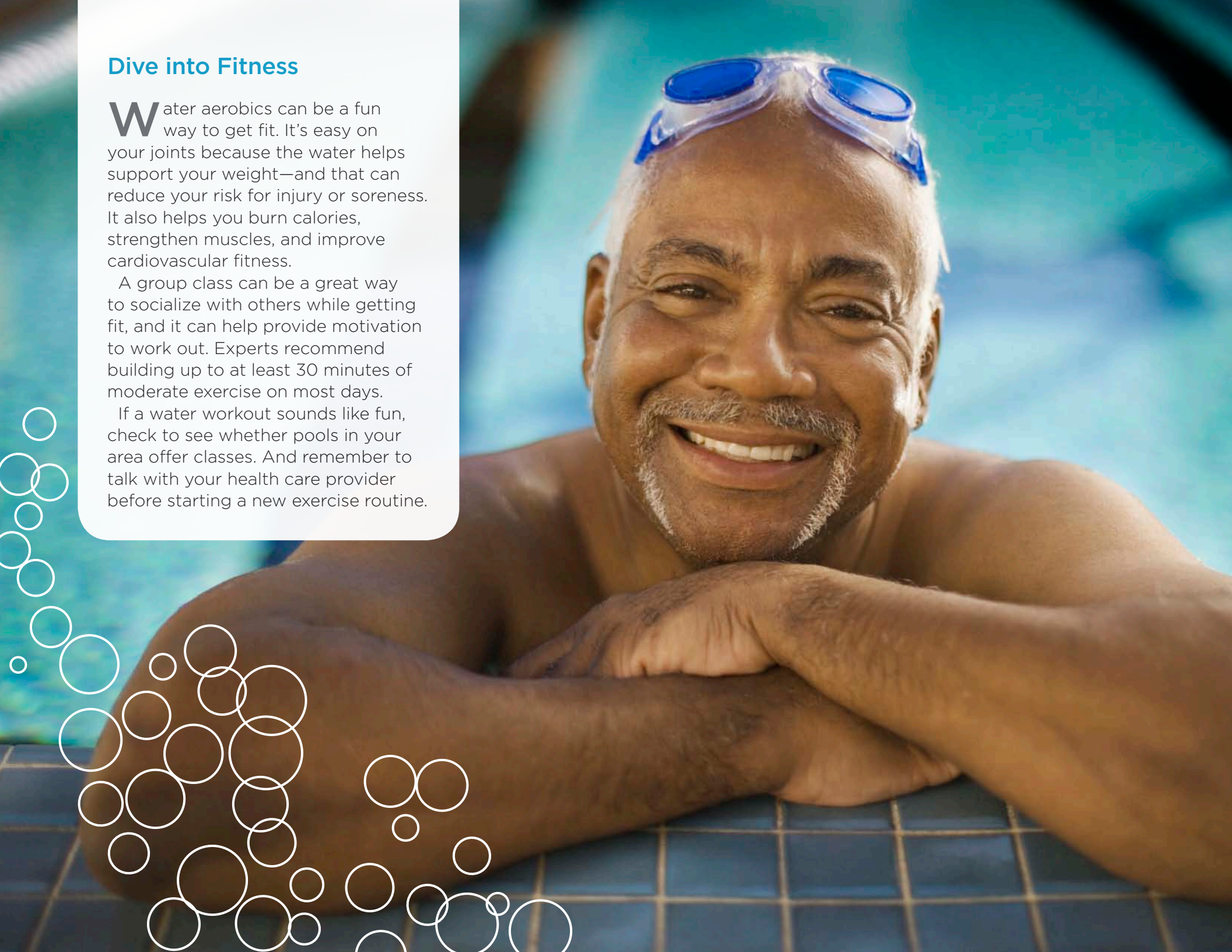
Osteoporosis is not just a problem for women. By age 65 or 70, men and women lose bone mass at about the same rate. If you're over age 65, talk with your doctor about a bone density test for osteoporosis.

Dive into Fitness

Water aerobics can be a fun way to get fit. It's easy on your joints because the water helps support your weight—and that can reduce your risk for injury or soreness. It also helps you burn calories, strengthen muscles, and improve cardiovascular fitness.

A group class can be a great way to socialize with others while getting fit, and it can help provide motivation to work out. Experts recommend building up to at least 30 minutes of moderate exercise on most days.

If a water workout sounds like fun, check to see whether pools in your area offer classes. And remember to talk with your health care provider before starting a new exercise routine.





JUNE

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
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| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | Flag Day | 15 | 16 |
| Father's Day 17 | 18 | 19 | First day of summer 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

**TAKE A
VACATION**

If you become ill or injured while away from home, Molina Medicare covers emergency care. Go to a nearby emergency room or urgent care clinic and show your Molina Medicare ID card. For more tips about your coverage, flip to page 6 at the back of this calendar.



Get Grilling Without the Hidden Health Risks

The heat of the grill infuses foods with deep, smoky flavor. But it also produces chemicals in meat that could contribute to prostate, colon, and pancreatic cancer.

Don't chuck your charcoal or pitch your propane just yet. Here are ways you can reduce risk without sacrificing taste:

- Choose lean cuts of meat. Fewer fat drippings mean less harmful smoke.
- Cook meat partway in the microwave first. The less time your steak is exposed to grill heat, the less time there is for cancer-causing compounds to form.
- Throw fruits and veggies on the grill instead. They're delicious and easy to prepare, and they make healthy additions to your meal—without the risk.



JULY

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-----------|-----------|
| | |  <p>Enjoy the sun safely by covering up with clothing and a hat. Always apply sunscreen with an SPF of 15 or higher 15 to 30 minutes before heading outdoors. Don't forget your lips! Use lip balm with an SPF of 15 or higher, too.</p> | | | | |
| Canada Day (Canada) 1 | 2 | 3 | Independence Day 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | Ramadan begins at sundown 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | <p>Health questions? Call Molina Medicare's Nurse Advice Line at 1-888-275-8750 (TTY 1-866-735-2929) 24 hours a day, 7 days a week.</p> | | | |

Fix Your Rx Routine

How many medications are in your monthly regimen? More than 10 percent of Americans have five or more prescriptions. Taking medications properly prevents dangerous errors and side effects. Follow these tips to make medication **SAFER**:

Speak up. Give your doctor a list of all the prescription and over-the-counter medications that you take, including supplements.

Ask questions. Find out what the drug is for, how to take it, and when it will work.

Find the facts. Understand the side effects and warnings.

Evaluate your choices. Select drugs based on benefits and risks.

Read the label and follow directions. Do this every time, even if you've used a medication before.





AUGUST

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
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| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |



Molina Medicare's Complex Case Management program is for members with difficult health problems. A nurse can help you learn about your conditions and how to manage them. For more information, call Member Services or turn to page 4 at the back of this calendar.

Cholesterol? Check!

Cholesterol serves useful purposes: It helps form cell membranes, it helps produce vitamin D, and it's a building block for certain hormones. But too much can be harmful.

If your cholesterol level is too high—200 mg/dl or more—work with your doctor to lower your cholesterol level and reduce other risk factors. These include being overweight and not being physically active.

A total cholesterol test measures LDL (“bad”) and HDL (“good”) cholesterol levels. A high LDL level (higher than 100 mg/dl) or a low level of HDL cholesterol (lower than 40 mg/dl) can increase your risk for heart disease.

Had a cholesterol check lately? Ask your doctor how often you should be tested.





SEPTEMBER

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
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| <p>Find a doctor online using Molina Medicare's provider directory at www.molinamedicare.com.</p> | | | | | | 1 |
| 2 | Labor Day 3 | 4 | 5 | 6 | 7 | 8 |
| Grandparents Day 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| Rosh Hashanah begins at sundown 16 | 17 | 18 | 19 | 20 | 21 | First day of fall 22 |
| 23 | 24 | Yom Kippur begins at sundown 25 | 26 | 27 | 28 | 29 |
| 30 | <div style="display: flex; align-items: center;"> <div style="background-color: #00A0C0; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin-right: 10px;"> OPEN 24/7 </div> <div> <p>If you have questions or need care when your primary care provider (PCP) is unavailable, call Molina Medicare's Nurse Advice Line at 1-888-275-8750 (TTY 1-866-735-2929). You can talk to a highly trained nurse 24 hours a day, 7 days a week.</p> </div> </div> | | | | | |

Get Smart About Screenings

We all know to think pink and get a mammogram during National Breast Cancer Awareness Month. But other screenings can catch diseases early, too, even though you may not hear about them as much. Here are basic guidelines for when you should get a few common tests:

- **Blood pressure check:** At least every two years, more often if you have high readings, heart disease, or diabetes
- **Cholesterol test:** Start at age 20; timing varies, so check with your doctor
- **Pap test for cervical cancer:** Beginning at age 21 or within three years of becoming sexually active, then every two years unless your doctor tells you otherwise
- **Bone density test for osteoporosis:** At least every two years after age 65





OCTOBER

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

FOR
WOMEN

Did you know you can get women's health care services from any provider who has a contract with Molina Medicare without a referral from your primary care provider (PCP)? This may include:

- Pap tests
- Breast exams
- Mammograms (X-rays of the breast)

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Columbus Day

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Halloween

31



Stop Flu Before It Starts

The top tactic in the war on flu? Try to avoid the fight entirely: Get a flu shot every year.

The following steps also help beat this bug, which affects 10 to 20 percent of Americans annually:

- Wash your hands often, for at least 20 seconds at a time. If soap and water aren't nearby, hand sanitizer will do in a pinch.
- Keep your hands off your eyes, nose, and mouth. You may have touched a contaminated surface, and the flu virus can survive anywhere from two to eight hours.
- Boost your immune system. Eat nutritious foods, exercise regularly, and get plenty of sleep.
- Avoid close contact with people who are sick. And stay home when you're under the weather.



NOVEMBER

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------------------------------|-------------------------------|-------------------|-----------|--------------------|--------|----------|
| | | | | | 1 | 2 |
| Daylight saving time ends 4 | 5 | Election Day 6 | 7 | 8 | 9 | 10 |
| 11 | Veterans Day (observed) 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | Thanksgiving 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | |



Protecting yourself with a flu shot is especially important for high-risk groups like adults ages 50 and older and people with health problems. To find flu clinics near you, enter your ZIP code into the Flu Vaccine Finder at www.flu.gov/whereyoulive.

Celebrate the Season Safely

Take steps to protect yourself and your loved ones against winter dangers. You can make a list, then check it twice—or just follow this simple advice:

- ❑ **Prevent fires.** Blazes kill 400 Americans every holiday season. Inspect lights for frayed wires and don't leave them on unattended.
- ❑ **Avoid auto accidents.** Appoint a designated driver before holiday celebrations.
- ❑ **Beware of unsafe toys.** Check labels for appropriate ages. Keep kids away from toys that are choking hazards.
- ❑ **Prevent shoveling injuries** if it snows where you live. Lift with your legs to avoid back injuries and take breaks to prevent overexertion, which could trigger a heart attack.





DECEMBER

Sunday

Monday

Tuesday

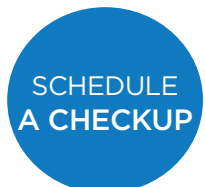
Wednesday

Thursday

Friday

Saturday

Call us! Find your toll-free Member Services phone number on the back of this calendar.

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
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| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | Pearl Harbor Remembrance Day 7 | First night of Hanukkah 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | First day of winter 21 | 22 |
| 23 | Christmas Eve 24 | Christmas 25 | First day of Kwanzaa 26 | 27 | 28 | 29 |
| 30 | New Year's Eve 31 |  | | <p>Need a New Year's resolution? Why not pledge to maintain your health? Make sure you schedule a checkup with your primary care provider (PCP) in the coming year. To learn more about routine care, see page 6 in the back of this calendar.</p> | | |



2013: PLANNING FOR NEXT YEAR

JANUARY

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| 27 | 28 | 29 | 30 | 31 | | |

FEBRUARY

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MARCH

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APRIL

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MAY

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JUNE

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JULY

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AUGUST

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SEPTEMBER

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| 29 | 30 | | | | | |

OCTOBER

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NOVEMBER

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| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
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DECEMBER

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| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |

IMPORTANT PHONE NUMBERS

emergency medical service: **911**

emergency contact:

name _____

address _____

city/state/ZIP _____

home phone _____

cell phone _____

nearest cross streets _____

nearest hospital _____

poison control center _____

suicide prevention _____

fire _____

police _____

gas company _____

plumber _____

nearest relative:

name _____

address _____

phone _____

helpful neighbor:

name _____

address _____

phone _____

health care providers:

name _____

phone _____

name _____

phone _____

name _____

phone _____

name _____

phone _____

name _____

phone _____

nearest 24-hour pharmacy:

other important information:

2013 HOLIDAYS

| | |
|------------------------------------|---------------------|
| New Year's Day | Tuesday, Jan. 1 |
| Inauguration Day | Sunday, Jan. 20 |
| Martin Luther King Day | Monday, Jan. 21 |
| Groundhog Day | Saturday, Feb. 2 |
| Chinese New Year | Sunday, Feb. 10 |
| Ash Wednesday | Wednesday, Feb. 13 |
| Valentine's Day | Thursday, Feb. 14 |
| Presidents' Day | Monday, Feb. 18 |
| Daylight saving time begins | Sunday, March 10 |
| St. Patrick's Day | Sunday, March 17 |
| First day of spring | Wednesday, March 20 |
| Palm Sunday | Sunday, March 24 |
| Passover begins at sundown | Monday, March 25 |
| Good Friday | Friday, March 29 |
| Easter | Sunday, March 31 |
| Earth Day | Monday, April 22 |
| Cinco de Mayo | Sunday, May 5 |
| Mother's Day | Sunday, May 12 |
| Memorial Day | Monday, May 27 |
| Flag Day | Friday, June 14 |
| Father's Day | Sunday, June 16 |
| First day of summer | Friday, June 21 |
| Canada Day (Canada) | Monday, July 1 |
| Independence Day | Thursday, July 4 |
| Ramadan begins at sundown | Monday, July 8 |
| Labor Day | Monday, Sept. 2 |
| Rosh Hashanah begins at sundown | Wednesday, Sept. 4 |
| Grandparents Day | Sunday, Sept. 8 |
| Yom Kippur begins at sundown | Friday, Sept. 13 |
| First day of fall | Sunday, Sept. 22 |
| Columbus Day | Monday, Oct. 14 |
| Halloween | Thursday, Oct. 31 |
| Daylight saving time ends | Sunday, Nov. 3 |
| Veterans Day | Monday, Nov. 11 |
| First night of Hanukkah | Wednesday, Nov. 27 |
| Thanksgiving | Thursday, Nov. 28 |
| Pearl Harbor Remembrance Day | Saturday, Dec. 7 |
| First day of winter | Saturday, Dec. 21 |
| Christmas Eve | Tuesday, Dec. 24 |
| Christmas | Wednesday, Dec. 25 |
| First day of Kwanzaa | Thursday, Dec. 26 |
| New Year's Eve | Tuesday, Dec. 31 |

Information You Can Use from Molina Medicare

We Care About Your Health **Improving services to Molina** **Medicare members**

Your health care is important to us. We want to hear how we are doing. That's why you may receive a survey about Molina Medicare and your health care services. One of these surveys is called CAHPS.

CAHPS stands for the Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about your health care. It asks about the care you receive from Molina Medicare. We may send you a few questions about how we are doing and what is important to you. Please take the time to complete the survey if you receive it.

HEDIS is another tool we use to improve care. HEDIS stands for Healthcare Effectiveness Data and Information Set. This is a process where we collect information on services that you or your child may have received. These services include shots, well-child exams, Pap and mammogram screenings, diabetes care, and prenatal and after-delivery care. Through this process, we can find

out how many of our members actually got needed services. This information is made available to you. It can be used to compare one health plan to another plan.

Each year, Molina Medicare strives to improve all services provided. This is done by setting goals. These goals are included in 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 Medicare helps you take care of your health and get the best service possible. Some of the ways we do this include:

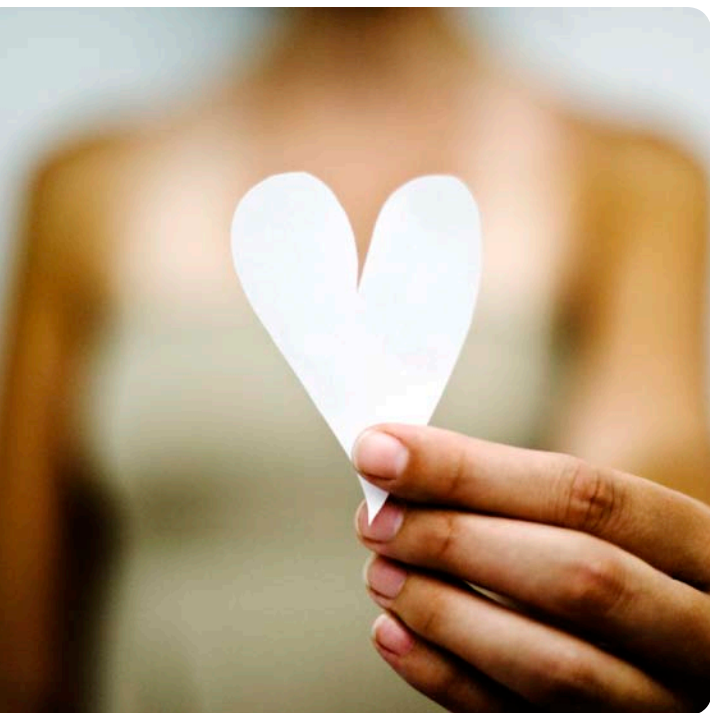
- Reminders about getting well-child exams and immunizations
- Asthma and diabetes education
- Education on prenatal care and after-delivery exams
- Reminders about getting Pap and mammogram screenings
- Better processing of member grievances (complaints)
- Help finding the Molina Medicare website
- Telling you about special services for members

To learn more or to request a copy of our QI plan, call your Molina Medicare Member Services team.



Disease Management Programs

Molina Medicare wants you to know all you can to help you stay healthy. We have programs that can help you manage your condition. There are many ways you can enroll in our programs. One way is through medical or pharmacy claims. Another way is through your provider. It is your choice to be in these programs. You can choose to be removed from the program at any time. For more details about our programs, please call Disease Management at **1-866-891-2320**.



- The **breathe with easesm** asthma program is for children and adults ages 2 years and older with asthma. You and/or your child will learn how to manage your or your child's asthma and work with your provider.
- The **Healthy Living with Diabetessm** program is for adults ages 18 years and older with diabetes. You will learn about diabetes self-care (meal planning, exercise tips, diabetes medicines, and much more).
- The **Chronic Obstructive Pulmonary Disease (COPD)** program is for members who are 21 years and older who have emphysema and chronic bronchitis. With this program, you can learn how to better control your breathing.
- The **Heart-Healthy Living Cardiovascular** program is for members 18 years and older who have one or more of these conditions: coronary artery disease, congestive heart failure, or high blood pressure.
- The **motherhood matterssm** pregnancy program is a simple program to follow. It can really help you and your baby during your pregnancy. Pregnant mothers get support and education as well as follow-up by telephone from nurses or health educators. Special care is given to those who have a high-risk pregnancy. To find out more, just call Molina Medicare's motherhood matterssm program at **1-866-891-2320**.

Complex Case Management

Living with health problems and dealing with the things to manage those health problems can be hard. Molina Medicare has a program that can help. The Complex Case Management program is for members with difficult health problems who need extra help with their health care needs. The program allows you to talk with a nurse about your health problems. The nurse can help you learn about those problems and teach you how to better manage them. The nurse may also work with your family or caregiver and provider to make sure you get the care you need.

There are several ways you can be referred for this program. One way is through medical or pharmacy claims. Another way is through your provider. There are also certain requirements you must meet. It is your choice to be in this program. You can choose to be removed from the program at any time.

If you would like more information about the program, please call Member Services.

Call us!
Find your toll-free Member Services phone number on the back of this calendar.

We Want to Give You Good Care!

Molina Medicare works with your providers and hospitals to give you good health care. We make choices about your care based on what you need. We also look at your benefits. We do not reward providers to deny you care. We also do not reward staff or other people to deny you care or give you less care. We do not pay extra money to providers or our staff to deny tests or treatments that you need to get better or stay healthy.

If you ever have a concern about your health care, you may call our Member Services team. You can also talk with our nurses about getting needed care. Our staff members are here to take your call Monday through Friday (except holidays) between 8 a.m. and 8 p.m. They can answer questions about how we make health care choices. Just call the toll-free Member Services number listed at the front of this calendar. This number is also listed on the back of your ID card. If you call after 8 p.m. or over the weekend, please leave a message and your phone number. The Utilization Management (UM) staff will call you back during the next normal business day.

After-Hours Care

There may be times when you need care and your primary care provider (PCP) is closed. If it is after hours and your PCP's office is closed, you can call your PCP or Molina Medicare's Nurse Advice Line. Nurses are available to help you at any time of the day. Call **1-888-275-8750 (TTY: 1-866-735-2929)** 24 hours a day, 7 days a week.

Molina Medicare's Nurse Advice Line has highly trained nurses. They can help you decide if you or your child should see a provider right away. The nurses can also help you make an appointment if you need to see a provider quickly. Sometimes you have questions but you do not think you need to see your PCP. You can call the Nurse Advice Line and talk with a nurse. They will help you.

Emergency Care

Emergency care is for sudden or severe problems that need care right away. It can also be care that is needed if your life or health is in danger. Emergency care is a covered benefit. If you need emergency care, call **911** or go to the nearest hospital. You do not need prior approval. If you have an urgent matter that does not threaten your life, you can also call Molina Medicare's Nurse Advice Line. Highly trained nurses are available to help you at any time of the day. Call **1-888-275-8750 (TTY: 1-866-735-2929)** 24 hours a day, 7 days a week.

Looking at What's New

We also look at new types of services. And we look at new ways to provide those services. We review new studies to see if new services are proven to be safe and should be added to your benefit package. Molina Medicare reviews the type of services listed below at least once a year:

- Medical services
- Mental health services
- Medicines
- Equipment



Getting the Care You Need

Here are some tips to help you get the health care you need.

See your primary care provider (PCP) for a health checkup. Many people wait until they are very sick to see a provider. You do not need to wait. Make sure you schedule a checkup before you get sick. This will help keep you well.

Your PCP can handle most of your health care needs. But sometimes you have special problems such as a broken bone or heart disease. You may need to visit a provider who has extra training. This provider is called a specialist. If you need to see a specialist, your PCP will make sure you see the right one and may be able to help you get an appointment faster.

Routine care is not covered outside the Molina service area, unless you are being seen by a Molina participating provider. If you need special care by a provider who is not part of the Molina Medicare network, your PCP will help you to get the authorization (approval) you need.

When you travel away from your hometown, Molina Medicare pays for emergency care for you. You may go to a local emergency room (ER) or an urgent care clinic. Molina Medicare

will also pay for renal dialysis (kidney) services when you are out of the service area for a short amount of time. You must go to a certified Medicare facility. Tell them you are a Molina Medicare member. Show them your Molina Medicare ID card. But don't forget, routine care is not covered when you travel away from home.

Are you having trouble speaking to your provider in English? You have a right to an interpreter. There is no cost to you. Tell the office staff if you would prefer to talk in your own language. If you need help, call Member Services.

We Are Here to Help You

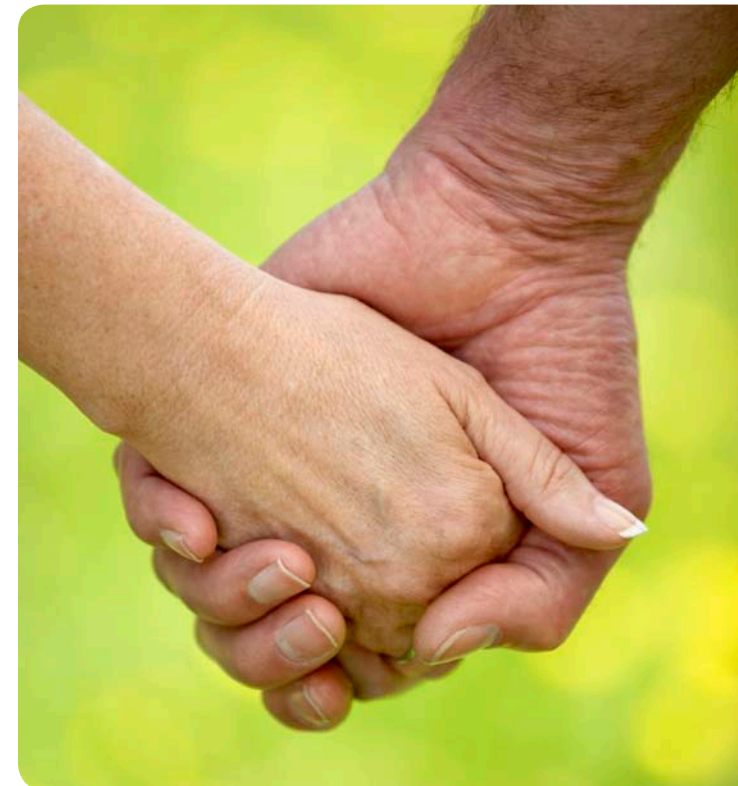
It can be hard for members to get the care they need when receiving health services for ongoing health problems. If you are one of these members, Molina Medicare is here to help. To make sure you receive the proper care, our staff can help you coordinate your care.

Molina Medicare staff can:

- Help you find services that are not benefits, including community and social services programs such as physical therapy with the schools or Meals on Wheels
- Help you access services that you are eligible to receive
- Help coordinate appointments and tests

- Help coordinate transportation
- Help access resources to help individuals with special health care needs and/or their caregivers deal with day-to-day stress
- Help you and your family coordinate moving you from one setting to another, including being discharged from the hospital

Please call Member Services to learn more about how we can help you get the care you need.



About Our Members: Protecting Your Privacy

Your privacy is important to us. We take confidentiality very seriously. Molina Medicare wants to let you know how your health 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 Medicare.



Why does Molina Medicare 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 Medicare need your written authorization (approval) to use or share your PHI?

Molina Medicare 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 Medicare protect your PHI?

Molina Medicare 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 Medicare protects PHI:

- Molina Medicare has policies and rules to protect PHI.
- Only Molina Medicare staff with a need to know PHI may use PHI.
- The Molina Medicare staff is trained on how to protect and secure PHI.
- Molina Medicare staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Medicare secures PHI in our offices and 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 Medicare 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.molinamedicare.com**. You also may get a copy of our Notice of Privacy Practices by calling our Member Services Department.

Grievances and Appeals

Are you having problems with your medical care or our services? If so, you have a right to file a grievance or appeal.

A grievance is a complaint for things like:

- The care you get from a provider or hospital
- The time it takes to get an appointment or be seen by a provider
- The lack of specialty providers in your area

You can submit a grievance by calling Member Services. You may also submit a grievance in writing. You must file your grievance within 60 days of the event.

An appeal is a request to review or reconsider an action (decision) from Molina Medicare. You can submit this request over the phone or in writing. Appeals can be filed for actions such as:

- A service that is stopped, changed, suspended, reduced, or denied
- Denied payment for services; this may make you responsible for the bill
- An outcome for a grievance that you do not agree with

Any “action” by Molina Medicare can be appealed. Our appeals process makes sure that you have access to all of your rights. These are the different levels your appeal will go through if you are unhappy with our decision:

- Appeal Level 1—Reconsider our decision
- Appeal Level 2—Independent review
- Appeal Level 3—Administrative Law Judge review

- Appeal Level 4—Medicare Appeals Council review
- Appeal Level 5—Federal Court review

Our staff wants to help you. Every request for an appeal or hearing is seen as a chance to make sure you get all of the benefits and care to which you are entitled. You may request a “fast” decision if a delay in the action may risk your health.

Check our website, **www.molinamedicare.com**, or your Member Handbook to read about grievance and appeal:

- Processes and rights
- Time frames
- Who can file

Your Right to an Advance Directive

All members have the right to accept or refuse treatment offered by a provider. But what if you are not able to tell the provider what you want? To avoid decisions being made against your will, it is important to have an Advance Directive.

An Advance Directive is a legal form that tells medical providers what kind of care you want if you cannot speak for yourself. An Advance Directive is written before you have an emergency. This is a way to keep other people from making important health decisions for you if you are not well enough to make your own. There are different types of Advance Directives. Some examples are:

- Power of Attorney for Health Care
- Living Will

It is your choice to complete an Advance Directive. No one can deny you care based on whether or not you have an Advance Directive. Talk with someone you trust, like a family member or friend, to help you make decisions about your health care. You can also talk with your lawyer or PCP if you have questions or would like to complete an Advance Directive.

You can get more facts on the Molina Medicare website and access forms that comply with your state’s laws via a link to Caring Connections. Just follow these steps:

1. Go to **www.molinamedicare.com**.
2. Go to “Select State.” Select the state you live in, and click “Go.”
3. Click on “quality” in the top/middle of the page.
4. Click on “rights and responsibilities” under quality.
5. Click on “advance directives” under rights and responsibilities.

If you have signed an Advance Directive and you believe the provider has not followed your instructions, you may file a complaint (information on where to file a complaint is also located on our website following the steps above).

If you have signed an Advance Directive and you believe the provider has not followed your instructions, you may file a complaint.

BEST WISHES FOR A HEALTHY NEW YEAR!

Enjoy your complimentary wellness
calendar from Molina Medicare.



7050 Union Park Center, Suite 200
Midvale, UT 84047

| | |
|------------|----------------|
| California | 1-800-665-0898 |
| Florida | 1-866-553-9494 |
| Michigan | 1-800-665-3072 |
| New Mexico | 1-866-440-0127 |
| Ohio | 1-866-472-4584 |
| Texas | 1-866-440-0012 |
| Utah | 1-888-665-1328 |
| Washington | 1-800-665-1029 |
| TTY/TDD | 1-800-346-4128 |

Monday to Sunday, 8 a.m. to 8 p.m.,
local time

www.molinamedicare.com