

Preventive Health Guidelines

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) wants to help our members to be healthy. We have Preventive Health Guidelines that can be used to help you stay on track with your health and wellness.

Preventive health care are those screenings, lab tests, immunizations and physical exams that can help prevent illness or help find diseases before you have any symptoms. Your doctor may also suggest other services and screenings not included in these guidelines. Talk with your doctor about your preventive health care needs.

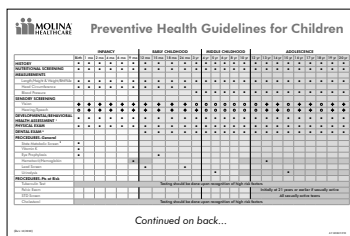
Our Preventive Health Guidelines are based on national recommendations and evidence-based medical research for services that are effective for detecting and preventing illness. The guidelines are reviewed every two (2) years to make sure they are accurate and reflect national changes in medical science.

We have Preventive Health Guidelines for Children, Adolescents, Adults and Pregnancy. For more information and to print your own copy of any of our guidelines, go to our website www.MolinaHealthcare.com. You can also call your Health Improvement Hotline toll free at (800) 377-9594 extension 182618 to request a copy to be mailed to you.

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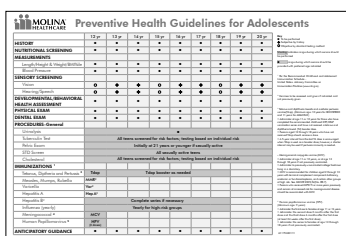
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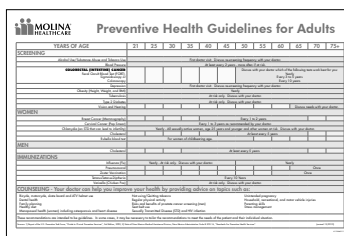


Preventive Health Guidelines for Children

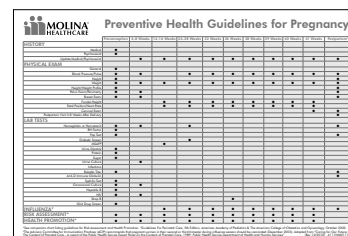
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Preventive Health Guidelines for Adolescents



Preventive Health Guidelines for Adults



Preventive Health Guidelines for Pregnancy

Inpatient Pediatric Unit Opened at Lovelace Westside Hospital

The newest unit at Lovelace Westside Hospital is now open. It is available for Molina Salud. They are proud to serve children in Albuquerque's Westside and Rio Rancho.

Pediatric doctors and nurses staff the unit. They give 24/7 care to children. The unit is for children who need to stay overnight in the hospital. This may be for asthma, chronic illness and care after surgery.

The unit offers private rooms. Each room in the unit has an extra bed for a guest. Rooms also have wireless Internet and video games.



**OPEN
24/7!**

My Molina Is Coming Soon

New online tools to help you manage your health care!

A new service called MyMolina.com will soon be available. This new service can assist you in managing your health services. It can also help you save time. To access MyMolina.com you will need access to Internet services.

- ✎ Print a temporary Member ID card;
- ✎ Request a new card be sent to you if you have lost yours;
- ✎ Change your primary care practitioner (PCP);
- ✎ Check your eligibility and benefit information;
- ✎ Update your contact information; and
- ✎ Get reminders for health services that you need. You can also get information on why these services are important.

You can also view...

- ✎ Your history of services with Molina Healthcare of New Mexico, Inc. (Molina Healthcare), such as provider visits;
- ✎ Information and resources to help you and your family stay healthy and well;
- ✎ Services offered for Molina Healthcare members only. These include Nurse Advice Line where you can speak to a nurse at any time; and
- ✎ A list of transportation services and how to access them.

This service will be available to all Molina Healthcare members in November 2012. **To sign up, visit MyMolina.com.** The registration process is easy and simple. If you do not have an ID card, you will still be able to register. Stay in touch with Molina Healthcare with just the touch of a button.



Welcome Breathe America!

Breathe America is pleased to join the Molina Healthcare of New Mexico network as the premier Allergy, Asthma, and Sinus Specialty Group. Their doctors, Steven Tolber and Bruce Feldman, are top rated physicians in their field in Albuquerque. Dr. Tolber was voted “Top Doc” by Albuquerque The Magazine for the past eight (8) years. The doctors have over 70 years of combined experience and work with an excellent team of Nurse Practitioners and Physician Assistants.

Dr. Tolber and Dr. Feldman teamed with Breathe America in 2010 to form New Mexico’s first complete Allergy, Asthma, and Sinus Center treating patients of all ages. Located in Albuquerque, the Breathe America facility offers convenient parking and quick appointments.

At Breathe America you can expect more than a prescription to relieve your symptoms. Their goal is to discover the underlying cause for that nagging cough that won’t go away; that persistent runny nose; those itchy red eyes; or the feeling that you just can’t catch your breath. Patients can expect to spend an average of three (3) hours at their first visit that includes:

- 40-50 minutes of face time with a clinician to discuss patient history, symptoms, severity and lifestyle;

- Based on findings during the assessment by the clinician, patients will undergo testing:
 - Allergy Skin Testing;
 - Sinus CT Scan;
 - Pulmonary Function Test; and
 - Nasal Endoscopy.
- The test results are discussed with one of our Breathe America doctors who meets with the patient to explain their individual situation and discuss treatment plan options;
- Patients meet with the Education nurse for teaching about the treatment plan and on taking their medication; and
- Patients leave their first appointment empowered with knowledge of their personal situation and a plan for improvement.

Drs. Tolber and Feldman firmly believe that patients with airway disease who understand how to manage their symptoms can experience a life of “feeling good”.

For more information about Breathe America, please visit their website at www.breatheamerica.com or call (505) 883-2574.

Disease Management Programs Are Here For You

Molina Healthcare has disease management programs that can help if you or your family member has asthma, diabetes, COPD and heart disease. We also have a program for members who are pregnant. Members will get help to manage their condition with education and support.

Molina Breathe with Easesm is an asthma program for 2 – 56 year olds.

Molina Healthy Living with Diabetessm is a diabetes program for 18 – 75 year olds.

Heart Healthy Living is a cardiovascular disease (CVD) program for adults 18 years or older.

Healthy Living with COPD (Adult Chronic Obstructive Pulmonary Disease) is a program for adults 35 years or older with COPD.

motherhood matterssm is a pregnancy education and car seat safety program. Special care is given to those who have a high risk pregnancy.

Your doctor is also a part of your care while you are in a disease management program. He/she will get information from Molina Healthcare about your condition including what medicines you are taking. He/she will also help design a treatment plan especially for you.

For more information log on to the Molina Healthcare website at www.MolinaHealthcare.com. You can also call the Health Improvement Hotline at (800) 377-9594 extension 182618 to enroll in or disenroll from any of the disease management programs.

What Is Depression?

Everyone feels sad sometimes. These feelings usually pass after a few days. When you have depression, you have trouble with daily life for weeks at a time. Depression is a serious illness that needs treatment.

What are the signs and symptoms of depression?

Some symptoms of depression include:

- Feeling sad or “empty”;
- Feeling hopeless, irritable, anxious or guilty;
- Loss of interest in favorite activities;
- Feeling very tired;
- Not being able to concentrate or remember details;
- Not being able to sleep, or sleeping too much;
- Overeating, or not wanting to eat at all;
- Thoughts of suicide, suicide attempts; and
- Aches or pains, headaches, cramps or digestive problems.

How is depression treated?

The first step in getting the right treatment is to visit your doctor or a mental health professional. He or she can do an exam or lab tests to rule out other conditions that may have the same symptoms as depression. He or she can also tell if certain medications you are taking may be affecting your mood.

Medications called antidepressants can work well to treat depression. They can take several weeks to work. They also may have side effects such as headache, nausea, difficulty sleeping or nervousness, agitation or restlessness and sexual problems. Most side effects lessen over time. Talk to your doctor about any side effects you may have.

Psychotherapy can also help treat depression. It helps by teaching new ways of thinking and behaving and changing habits that may be contributing to the depression. Therapy can help you understand and work through difficult relationships or situations that may be causing your depression or making it worse.

How can I help a loved one who is depressed?

If you know someone who has depression, first help him or her to see their doctor or mental health professional.

- Offer support, understanding, patience and encouragement;
- Talk to him or her and listen carefully;
- Never ignore comments about suicide, and report them to your loved one’s therapist or doctor;
- Invite him or her out for walks, outings and other activities; and
- Remind him or her that with time and treatment, the depression will lift.

How can I help myself if I am depressed?

As you continue treatment, gradually you will start to feel better. Remember that if you are taking an antidepressant, it may take several weeks for it to start working. Try to do things that you used to enjoy before you had depression. Go easy on yourself. Other things that may help include:

- Break up large tasks in to small ones. Try not to do too many things at once;
- Spending time with other people and talking to a friend or relative about your feelings;
- Once you have a treatment plan, try to stick to it. It will take time for treatment to work; and
- Do not make important life decisions until you feel better. Discuss decisions with others who know you well.

If you or someone you know is in crisis, get help quickly.

- Call your doctor;
- Call 911 for emergency services;
- Go to the nearest hospital emergency room; and
- Call the toll free, 24-hour hotline of the National Suicide Prevention Lifeline at (800) 273-TALK (800-273-8255); TTY (800) 799-4TTY (4889).

(Source: “Depression”, US Department of Health and Human Services, National Institutes of Health, National Institute of Mental Health, NIH Publication No. TR 10-3561.”)

Taking Care of You - Our Quality Performance

Molina Healthcare of New Mexico (Molina Healthcare) tries to improve all the services we provide. That is why we set goals. Our primary goal is to help our members take better care of themselves and their family. Another goal is to give the best service possible. These goals are included in our Quality Improvement (QI) plan. In our QI Plan we look at how effective our goals were by the following.

- We review and study all complaints and appeals. Then we look at ways to help members feel more satisfied;
- We make sure hospitals and practitioners give members care that is safe;
- We want our practitioners to give our members good care by following best practices. We also check to see if all recommended tests and screenings are up to date to keep members healthy; and
- We survey our members to see if they are satisfied with us. We want to improve the way we treat our members because their satisfaction is important to us.

How are we doing?

We met most of our QI goals for 2011. In 2011, we maintained our “Excellent” rating by the National Committee for Quality Assurance (NCQA). This rating is how we measured as an excellent health plan.

Best Practice Care

We make sure our members get the best possible care. Every year we review the care provided. We call this Healthcare Effectiveness and Data Information Set (HEDIS®) data.

Here are examples of how Molina Healthcare scored on HEDIS® in 2011:

- 79.03% of children under two (2) years old got their shots. We met our goal but hope to improve by sending out reminders to get their shots on time;
- 67.55% of children went to six (6) or more doctor visits with their doctor. We met our goal but hope to improve by sending out reminders to get all six (6) well-child exams done;
- 85.62% of members had their blood sugar A1C checked regularly. We met our goal but hope to improve by sending out reminders to diabetic members about getting their blood sugar A1C checked; and
- 86.08% of our members with asthma had medication ordered for them. We want our members to know how to use asthma medication the right way. We also want doctors to order medication the right way.

Customer Satisfaction

Molina Healthcare wants our members and doctors to be satisfied with us. Some members may have been asked to be part of our survey done for NCQA.

Here is how our members scored us in 2011:

- Our members liked the health plan;
- Our staff treated our members with courtesy and respect; and
- Our members liked their health care and their doctor or specialist.

Our members told us that we could improve on the following:

- Getting needed care, tests or treatment;
- Making it easier to get urgent care and routine care when it's needed; and
- Encourage doctors to provide more health promotion and education.

We listen to our members' comments and suggestions. We want you to be satisfied with the care we give you. Thank you for letting us take care of you and your family.

To learn more or to ask for a copy of our QI plan, call Molina Healthcare Member Services or visit us online at www.MolinaHealthcare.com.



ABQ Health Partners Welcomes Mohs Surgeon Dr. Diane Reisinger

Dr. Diane Reisinger, one of only four Mohs fellowship trained surgeons – the “gold star” of Mohs training – in New Mexico, has joined the ABQ Health Partners multi-specialty group. Mohs surgery is a microscopic method of surgery used to treat common forms of skin cancer.

Dr. Reisinger’s first career was as a successful molecular virologist working at prestigious institutions including the Pasteur Institute in Paris. Her cutting-edge research explored interferon’s effectiveness as an anticancer agent as well as research on human papilloma virus.

She received her medical degree from the University of Southern California, interned in internal medicine at UCLA and completed her dermatology residency at Emory University in Atlanta. Before pursuing her Mohs surgical fellowship, Dr. Reisinger’s dermatology practice focused on the surgical treatment of skin cancer.

She joined ABQ Health Partners to continue her work helping patients combat skin cancer and treating them with compassion and cutting-edge micrographic surgery techniques.

“We are very proud Dr. Reisinger has brought her talent to the ABQ Health Partners Skin Cancer Surgery Center,” said Dr. Harry Magnes, President & CEO of ABQ Health Partners. “Dr. Reisinger brings a unique and greatly in-demand skill to our medical group and community. “She also has a strong track record of mentoring and training others as well as adding to the base of medical knowledge through her authorship of scientific papers in her area of expertise.”

Call (505) 262-7097 to schedule an appointment with Dr. Reisinger.

About ABQ Health Partners

ABQ Health Partners is the largest independent, physician-owned medical group in the Southwest and offers comprehensive healthcare services backed by more than 35 medical and surgical specialties to cover the health of New Mexicans from head to toe (abqhp.com).

Earn Gift Cards for Diabetes Tests Completed Before December

If you have diabetes, getting important tests and screenings will help you keep your diabetes in control. Talk with your doctor about getting these tests and screenings. You can earn two (2) gift cards if you complete these before December 2012.

You can get one (1) gift card for the following:

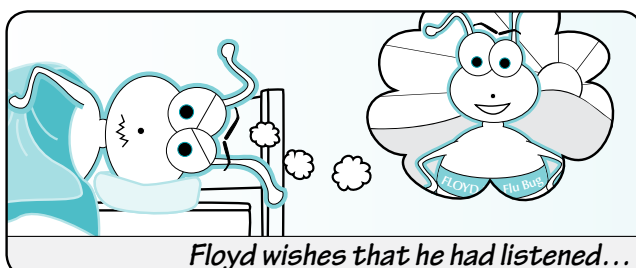
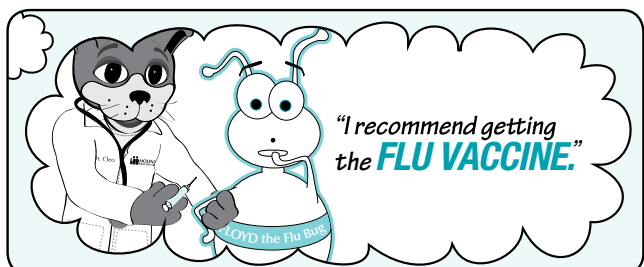
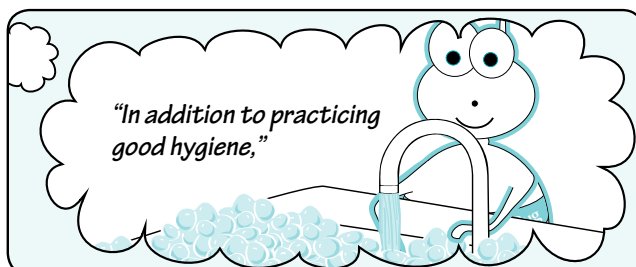
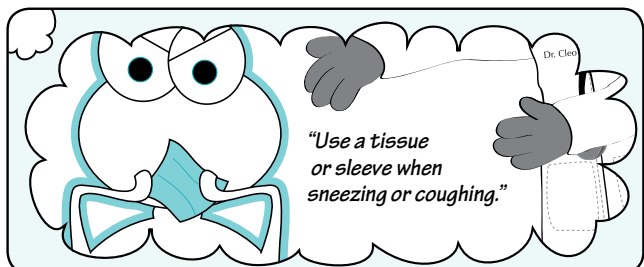
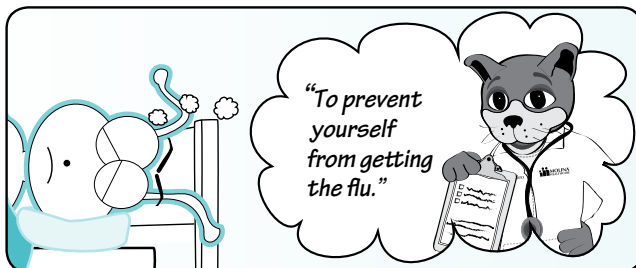
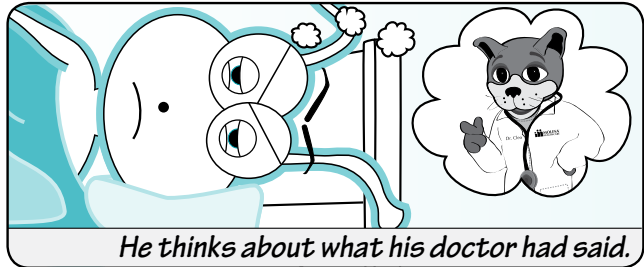
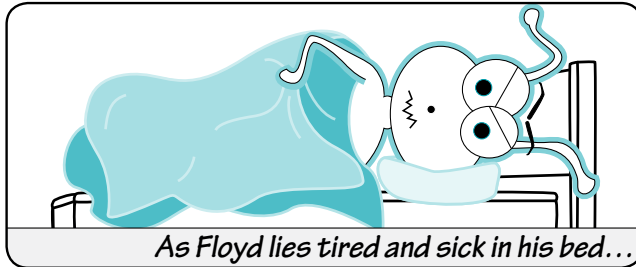
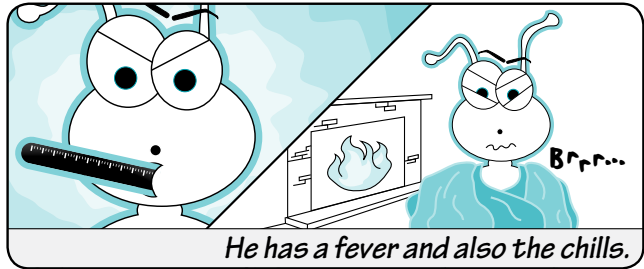
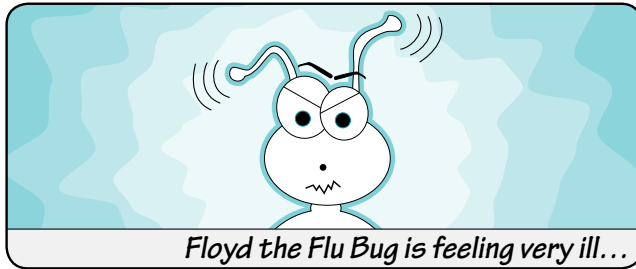
Exam Needed	To Be Completed
Blood Pressure (Goal B/P of 130/80)	October, November or December in 2012
HbA1c (Goal HbA1c= 7 or higher if your doctor says that is best for you)	October, November or December 2012

And earn another gift card for:

Exam Needed	To Be Completed
Retinal Eye Exam	Anytime in 2012
Nephropathy Screening	Anytime in 2012
LDL Screening (Goal LDL-C < 100)	Anytime in 2012

Go to www.MolinaHealthcare.com to print the diabetes coupons. You can also call your Health Improvement Hotline toll free at (800) 377-9594 ext 182618 or (505) 342-4660 ext 182618.

Floyd the Flu Bug Gets the Flu



Seeing the Doctor Just Got Easier



Molina Healthcare now offers even more access. We are now giving our Salud and Medicare members more choices for primary care providers with the opening of Molina Medical's first two medical homes in New Mexico—one office already open in Santa Fe and a second office opened in Albuquerque in September.

Our Molina Medical offices provide primary care services, physical exams, childhood immunizations and wellness exams for women. Molina Medical offices are open 8:30 a.m. to 5:30 p.m. on weekdays

We proudly accept

- Molina Salud
- Medicaid Fee-for-Service
- Molina Medicare
- Fee-for-Service Medicare
- Self-pay patients.

We look forward to taking care of your health and wellbeing.



To find out more about Molina Medical's primary care offices, call Member Services at
(800) 580-2811



Molina Medical—Santa Fe

1714 St. Michael's Drive

Santa Fe, NM 87505



Molina Medical—Albuquerque

7317 Central Ave. NE

Albuquerque, NM 87108

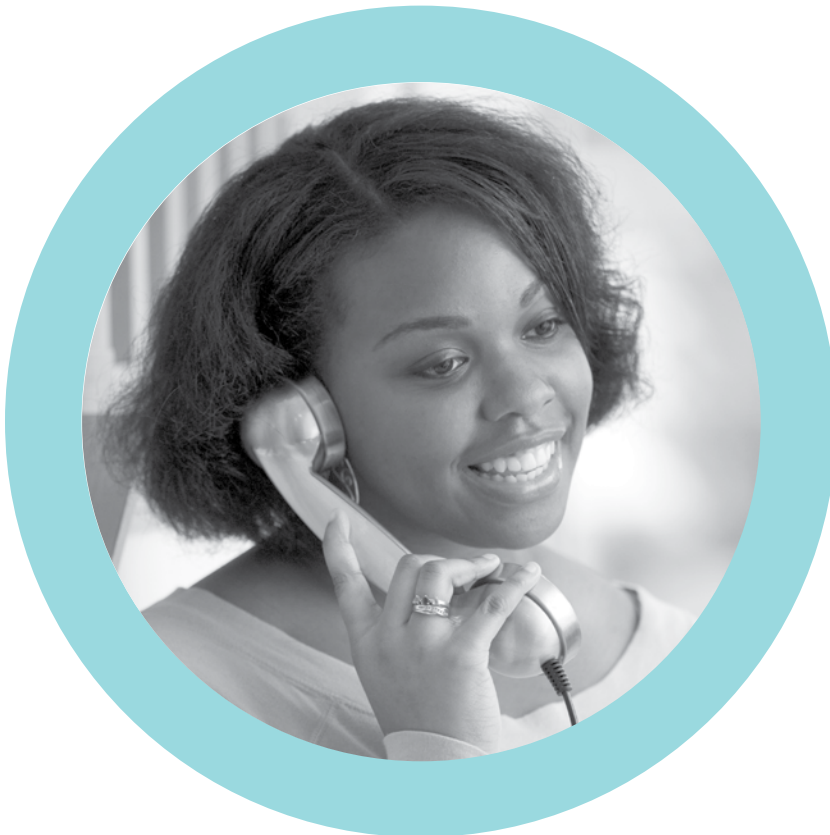
Opening September 2012



QI Department

8801 Horizon Blvd NE
Albuquerque, NM 87113

27757DM1012



Questions about your health?

Call Our Nurse Advice Line!

1-888-275-8750 English

1-866-648-3537 Spanish

1-877-725-2552 UNM SCI

OPEN 24 HOURS!

Your family's health is our priority!
For the hearing impaired please call

TTY: 1-866-735-2929 English

TTY: 1-866-833-4703 Spanish

*Molina Healthcare services are funded in part under contract
with the State of New Mexico.*

*Los servicios de Molina Healthcare están financiados en parte
bajo contrato con el estado de Nuevo México.*