



Blood Lead Levels in Children: Questions and Answers

What is the problem?

About 300,000 children in the US have high blood lead levels. High lead levels in the blood can hurt almost every part of the body. There are often no symptoms with lead poisoning. Lead poisoning can cause learning problems, behavioral problems, seizures, and even death.

How do children come in contact with lead?

- Lead paint from homes build before 1978
- Vinyl mini blinds made before 1997
- Drinking water from lead pipes or brass fixtures
- Hobbies: making stain glass windows, working with clay, fishing, or hunting
- Recycling car batteries
- Playing with recalled toys due to high lead levels

Over 100 toys have been recalled in 2008 due to high lead levels. You can see a complete listing of recalled toys at www.usrecallnews.com/2007/10/list-of-recalled-toys-for-lead-poisoning-hazards-childrens-toy-recalls-from-china.

Who is at risk?

Children under the age of 6 because they are growing so fast and they are more likely to put things in their mouth.

What can you do?

- Ask your doctor to test your child's blood lead level between ages 1-2
- Talk to your local health department about testing paint and dust if you live in a home or apartment built before 1978
- Use cold water from the tap for drinking, cooking, and making baby formula. Hot water usually contains more lead from the pipes in your house.

Source:

CDC General Lead Information www.cdc.gov/nceh/lead/faq/about.htm.

In This Issue

Blood Lead Levels	pg 1
Flu Season is Here!	pg 2
Quality Performance Results	pg 2
Fraud, Waste and Abuse	pg 3
Nurse Advice Line	pg 4

Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at www.molinahealthcare.com. You can use the Internet for free at most public libraries. "Click" on the member button and drag your mouse down to your state. You can get information on our website about:

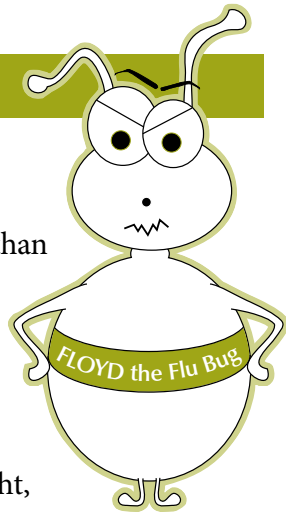
- Molina Healthcare's contracted doctors and hospitals
- Your benefits, including copayments and other charges (if they apply)
- What to do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- Drug formulary (approved drugs that doctors can prescribe)
- How to contact UM staff about a UM issue or question
- How to get primary care, 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 Healthcare 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 1-888-483-0760. Your member handbook is also a good resource. You can find it on our website.

Health & Family is developed by Molina Healthcare, Inc.

All rights reserved. All information has been written and reviewed by doctors, nurses, health educators, and registered dietitians. All material in this publication 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 preexisting health conditions, race, color, religion, age, national origin, disability, or sex.



Flu Season is Here!

Anyone who wants to lower their risk from getting the flu should get the flu vaccine. However, there are certain people who are at high risk for flu complications and are highly recommended to get the flu vaccine. They are:

- Children aged 6 months through 18 years of age
- Pregnant women
- People 50 years of age and older
- People of any age with certain chronic conditions, such as asthma or diabetes
- People who live in nursing homes and other long term care facilities.
- People who live with or care for those at high risk for complications from the flu
- People who have household contact with those at high risk for complications from the flu
- Out-of-home caregivers of children less than 6 months of age
- Healthcare workers

This year you may need to get more than one vaccine. Talk to your provider about what vaccines you may need. Here are also some other tips to help prevent you from getting the flu bug!

1. **Wash your hands often.** That's right, washing your hands with soap in warm water for 15-20 seconds kills flu germs.
2. **Don't touch your face.** Touching your face with your hands is one of the most common ways to get the flu. It is easy to transfer germs to your eyes or mouth.
3. **Keep it covered.** Use a tissue when you cough or sneeze.
4. **Stay home.** If you feel sick, you probably are. Listen to your body. Stay home and rest.
5. **Don't share stuff.** Sharing things like cups, utensils, phones, keyboards and other objects can spread flu germs.

2009 HEDIS and CAHPS – Quality Performance Results

Molina Healthcare's goal is to be better than 75% of other health plans in the nation.

For our Medicaid product line, we met our goal in these areas:

- Childhood immunizations
- Well child care for adolescents
- Appropriate testing for pharyngitis
- Upper respiratory treatment
- Prenatal care
- Postpartum care
- Frequency of prenatal care
- Controlling high blood pressure
- Diabetic care: HbA1C testing
- Diabetic care: LDL-C screening
- Diabetic care: HbA1C good control
- Diabetic care: Attention for nephropathy
- Appropriate medications for asthma
- Cholesterol management
- Advice to quit smoking
- Avoidance of antibiotic treatment
- Imaging studies for low back pain
- Rating of personal doctor/nurse
- Rating of specialist seen most often
- Rating of all health care
- Rating of health plan

- Getting care quickly
- Getting needed care
- How well doctors communicate

For our CHIP product line, we met our goal in these areas:

- Well child visits in the first 15 months (6 or more visits)
- Appropriate use of medications for asthmatic members
- Appropriate pharyngitis testing for children
- Upper respiratory infection treatment for children
- Getting needed care
- Rating of personal doctor/nurse
- Rating of specialist seen most often
- How well doctors communicate

For our Medicare product line, we met our goals in the following areas:

- Controlling high blood pressure
- Diabetic care: blood pressure control (<130/80)
- Diabetic care: blood pressure control (<140/90)

For a copy of the quality plan, please call 1-888-483-0760, extension 170439.

Fraud, Waste and Abuse

Healthcare fraud is going up every year. Molina Healthcare of Utah wants to have the highest ethical standards and is working together with State and Federal agencies to help prevent fraud, waste, and abuse.

Some examples of Fraud, Waste and Abuse are:

By a Member

- Lending an ID card to someone who is not entitled to it.
- Changing the amount or number of refills on a prescription.
- Lying to receive medical or pharmacy services.

By a Provider

- Billing for services or supplies that have not been provided.
- Balancing Billing a Medicaid or CHIP member for covered services.
- Not reporting a patient's misuse of a Molina ID card.



Preventing Fraud, Waste and Abuse

Below are a few helpful tips on how you can help prevent healthcare fraud, waste, and abuse:

- Do not give your Molina ID card or number to anyone except your doctor, clinic, hospital or other healthcare provider.
- Do not let anyone borrow your Molina ID card.
- Never lend your social security card to anyone.
- When you get a prescription make sure the number of the pills in the bottle matches the number on the label.
- Never change or add information on a prescription.
- If your Molina ID card is lost or stolen, report it to Molina right away.

Reporting Fraud and Abuse

If you think someone may be abusing the system, you can call Molina's Compliance Officer or one of the State agencies. You do not have to give your name when you call. Please remember to include as many details as possible.

For Confidential Reporting		
Molina Healthcare of Utah	Utah Department of Health	Utah Department of Workforce Services
Suspected Member or Provider Fraud, Waste, or Abuse	Suspected Provider Fraud, Waste, or Abuse	Suspected Member Fraud, Waste, or Abuse
<p>Compliance Hotline: 1-866-421-8090</p> <p>Fax: 1-866-472-0602</p> <p>Email: MHUcompliance@molinahealthcare.com</p> <p>Postal Mail: Molina Healthcare of Utah Compliance Officer 7050 Union Park Center, Suite 200 Midvale, UT 84047</p>	<p>Call Medicaid Information Line, ask for Utilization Department: 1-800-662-9651</p>	<p>Call Information Fraud Line: 1-800-955-2210</p>



7050 South Union Park Center, Suite 200
Midvale, UT 84047

4407Rev0909



Questions about your health?

Call Our Nurse Advice Line!

1-888-275-8750 English

1-866-648-3537 Spanish

OPEN 24 HOURS!

Your family's health is our priority!

For the hearing impaired please call

TTY/866-735-2929 English

TTY/866-833-4703 Spanish