

Make Your Home Safe for Children

Here are some tips to make your home a safer place for you and your family:

- Put in window guards to prevent falls.
- Keep cords from curtains, drapes and blinds out of reach.
- Cover unused electrical outlets with child-proof plug protectors.
- Store plastic bags where your kids cannot get to them.
- Place cleaners, chemicals and cosmetics out of reach.
- Put child-proof safety latches or locks on all cabinets and drawers.
- Place electrical cords out of reach.
- Set the hot water heater at no more than 120 degrees Fahrenheit.

In Your Kitchen

- Turn pot handles toward the back of the stove when cooking.
- Keep matches, knives and other sharp objects out of children's reach.
- Post the phone number for your doctor and the poison control center.

In the Living or Family Room

- Cover sharp-edged furniture, such as coffee tables, with corner and edge bumpers.
- Place plants where children cannot reach them.

In Your Child's Bedroom

- Use a crib with a tight-fitting mattress and slats no more than 2 3/8 inches apart.
- Remove extra items from your baby's crib when he or she is able to push up on his or her hands and knees. Remove items like toys, pillows and stuffed animals. Your baby could use those items to step on and climb out of the crib.

In the Bathroom

- Make sure all medications have child-proof caps.
- Store medications in their original containers.
- Unplug appliances, such as hair dryers, when you're not using them. Keep them out of kids' reach.

Contents

Make Your Home Safe for Children.....	1
MyMolina.com	2
2012 HEDIS and CAHPS	3
Understanding Your Personal Doctor	3
Fall Prevention: Six Tips to Prevent Falls	4
Fraud, Waste and Abuse	5
Spark a New Healthier You!	6
Leapfrog Hospital Safety Data.....	6
Floyd the Flu Bug Gets the Flu	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 the internet. With MyMolina.com you will be able to:

- ✔ Print a temporary Member ID card
- ✔ Request a new card be sent to you if you have lost yours
- ✔ Change your doctor
- ✔ Check your eligibility
- ✔ Update your contact information
- ✔ 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, such as doctor visits
- ✔ Information and resources to help you and your family stay healthy and well
- ✔ Services offered for Molina members only. These include Nurse Advice Line where you can speak to a nurse at any time
- ✔ A list of transportation services and how to access them

This service will be available to all Molina members in November. To sign up, visit MyMolina.com. The registration process is easy and simple. Make sure to have your ID card handy. Stay in touch with Molina with just the touch of a button!



2012 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
- 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: Good control
- Diabetic care: Monitoring for nephropathy
- Diabetic care: Eye exam
- Appropriate medications for asthma
- Advice to quit smoking
- Avoidance of antibiotic treatment
- Getting needed care
- Getting care quickly

- Rating of all health care
- Rating of personal doctor
- Rating of specialist

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
- Childhood immunizations

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)
- Adult BMI Assessment

For a copy of the quality plan, please call 1-801-316-9541.

Understanding Your Personal Doctor

What can you do if you don't understand what your doctor is saying?

If you don't understand, shake your head to show that "No, I don't understand". Tell him or her you don't understand. Try to tell the doctor what you think he or she is saying. Use body language. Ask lots of questions. By asking questions, you help your doctor understand what you need.

What can you do if you speak another language?

Ask if there is someone who speaks your language at your doctor's office. Molina will pay to get you help from someone who speaks your language. The interpreter can help you over the telephone. Call Molina if you would like to find a doctor that speaks your language.

What can you do if you have trouble reading? Or if you cannot read?

Don't be embarrassed to tell your caregivers. Your health is too important. Your caregivers can help you. They can explain paperwork to you.

If your doctor's instructions are not clear, should you try to figure it out yourself?

No. Instructions from your doctor or others are important.

Tell them what you think they are instructing you to do. Ask for written instructions. Tell them if you have a family member or friend who helps you take your medicine. Ask the doctor to have someone talk to your family member or friend, too. The doctor can talk to your family or friend about you with your permission.

How can you remember to take all of your medicines?

Ask your caregiver to write down all your medicines, the name, amount and when to take them. Bring the list of medicines with you every time you go to the doctor.

What can you do if you don't understand the paperwork you're given to fill out?

Ask caregivers to explain the paperwork. Ask them if they can help you fill it out.

What if you are asked to do something that is against your culture or religion?

If you are uncomfortable with what you are asked to do, tell your caregiver. Help your caregiver understand why it is against your culture or religious beliefs. **Your caregivers can care for you better if they know your cultural and religious needs.**

Fall Prevention: Six Tips to Prevent Falls

Falls put you at risk of serious injury. As you get older, your risk of falls is higher. Physical changes and health conditions put you at more risk. Some medications may also make falls more likely. In fact, falls are a leading cause of injury in older adults.

1. Make an appointment with your doctor.

Your doctor can help you with a fall-prevention plan. Be prepared to answer questions like:

- **What medications are you taking?** Make a list of your prescription and over-the-counter medications and supplements. Include the dose and instructions on the label. Bring your list with you to the appointment. Your doctor can review your medications for side effects. He or she will know if your medications are safe to take together. The list will help your doctor know if your medications make you at more of a risk for falls.
- **Have you fallen before?** Write down the details, including when, where and how you fell. Be prepared to discuss times when you almost fell but were caught by someone or were able to grab a hold of something just in time.
- **Could your health conditions cause a fall?** Be prepared to talk about your health conditions and how comfortable you are when you walk. Your doctor may evaluate your muscle strength, balance and walking style as well.

2. Keep moving.

Physical activity can help with fall prevention. With your doctor's OK, consider activities such as walking or water workouts. Your doctor also may refer you to a physical therapist.

3. Wear good shoes.

Consider changing your footwear. High heels, floppy slippers and shoes with slick soles can make you slip, stumble and fall. So can walking in your stocking feet. Instead:

- Have your feet measured each time you buy shoes, since foot size can change.
- Buy properly fitting, sturdy shoes with nonskid soles.

- Choose lace-up shoes, instead of slip-ons, and keep the laces tied. If you have trouble tying laces, select footwear with fabric fasteners.

4. Remove home hazards.

Take a look around your home. Your living room, kitchen, bedroom, bathroom, hallways and stairways may be filled with hazards. To make your home safer:

- Move coffee tables, electrical cords and phone cords from walkways.
- Remove loose rugs from your home.
- Immediately clean spilled liquids, grease or food.
- Use nonslip mats in your bathtub or shower.

5. Light up your living space.

Keep your home brightly lit to avoid tripping on objects that are hard to see.

6. Use assistive devices.

Your doctor might want you to use a cane or walker to keep you steady. Other things can help too. For example:

- Hand rails for both sides of stairways
- Grab bars for the shower or tub
- A sturdy plastic seat for the shower or tub
- A hand-held shower nozzle for bathing while sitting down



Fraud, Waste and Abuse

Healthcare fraud is going up every year, and it's up to all of us to help prevent fraud, waste and abuse.

Some examples of fraud, waste and abuse are:

By a Member

- Lending an ID card to someone.
- 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 Health 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 Suspected <u>Member or Provider</u> Fraud, Waste or Abuse	Utah Department of Health Suspected <u>Provider</u> Fraud, Waste or Abuse	Utah Department of Workforce Services Suspected <u>Member</u> 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>

Spark a New Healthier You!

Do you want to be healthier this year? At Molina Healthcare, we know how tough it is to eat well, lose weight or to maintain a regular exercise plan. If you have been looking for a program to support a healthier you, we have just the answer for you:

SparkPeople.com!

SparkPeople.com is a **FREE** online website that can help you reach all of your health and weight loss goals! SparkPeople has tons of information about health, diet and fitness. It gives you all the tools you need to kick start your way to a more healthy you.

As we introduce SparkPeople.com, we also say good-bye to old weight loss websites like CalorieKing. In the past, Molina Healthcare told members to use CalorieKing to help with diet and weight loss. But now, we would like to suggest SparkPeople to our members. It is even better than CalorieKing. It has more to offer. And, it is **FREE!**

So what is it that makes SparkPeople so great? Here are just a few of the many things SparkPeople has to offer:

- A free online diet plan. The diet plan lets you track what you eat. It also helps you count how many calories, fats and carbohydrates you eat per day. The diet plan also helps you track how active you are. Tracking what you eat and your activity will help you lose weight.
- A free recipe library. Here you can find healthy meals to cook for you and your family.
- A free online fitness plan for each day of the week. The website gives you simple and short workouts that will work each part of the body.
- Help and support from other users. You can talk to other members through message boards and blogs. You can ask others for advice. And, you can read about their success stories.
- Become a member of a SparkTeam. A SparkTeam is a group of people who share common interests. For example, you can join a team for people who like to quilt, play soccer or for those who are in their 30s. You can even start your own SparkTeam.
- A special site for pregnant women! If you are pregnant, go to **BabyFit.com**. This site has great tools for moms-to-be.
- A special site for teens. If you are a teen, go to **SparkTeens.com**. It has great tools for teenagers 13-17 years old.

With all the great things SparkPeople has to offer, why not join today? All you need to sign up is a computer with internet access. It is easy to sign up and you can do it at any time. Go to **SparkPeople.com**, **SparkTeens.com**, or **BabyFit.com** now. Users will need to create a name and password. Here is a tutorial website for those who need some help: http://www.sparkpeople.com/resource/motivation_articles.asp?id=1182

Good luck with your health and fitness goals!

Leapfrog Hospital Safety Data

A patient safety program helps to reduce accidental injury or medical errors to patients while in the hospital. Leapfrog is the name of a patient safety program. All network hospitals were part of the Leapfrog program. The Leapfrog process gives hospitals one star for being willing to submit data. Two stars are for hospitals making progress meeting patient safety standards. Three stars are for hospitals making the most progress meeting patient safety standards. Four stars are for hospitals that meet all patient safety standards.

Molina would like to congratulate the following hospitals on meeting Leapfrog hospital safety standards:

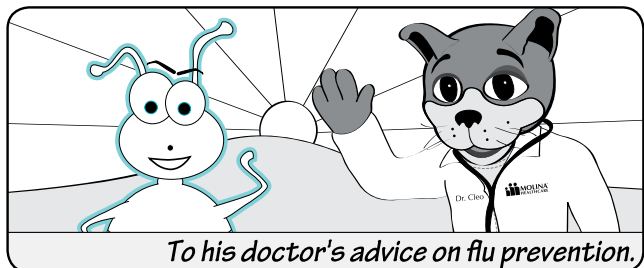
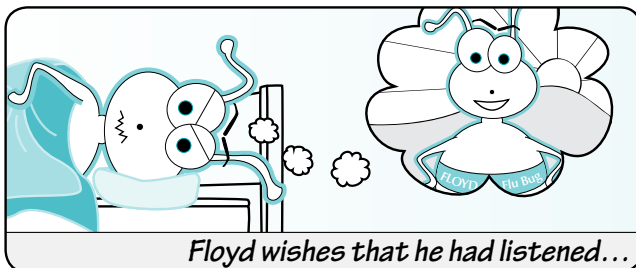
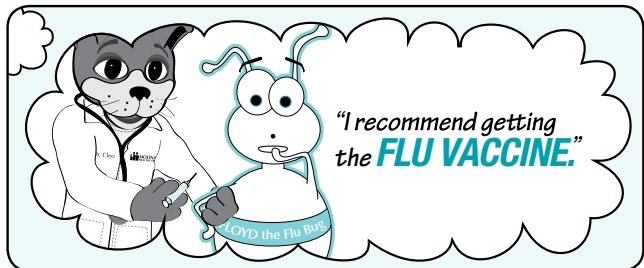
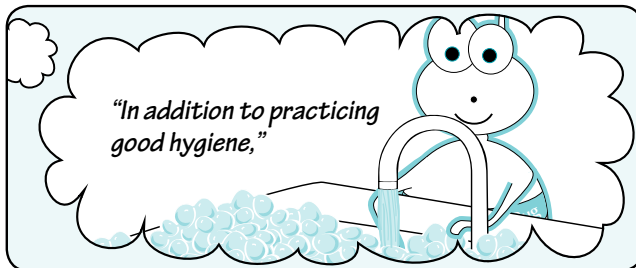
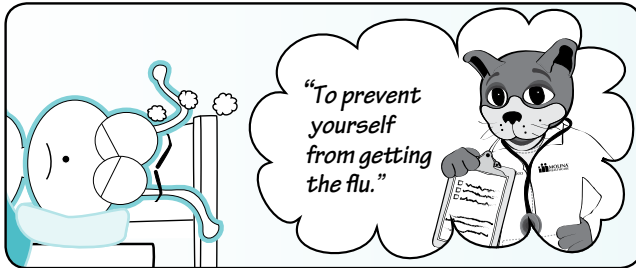
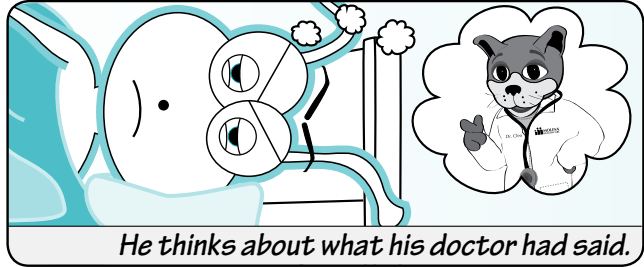
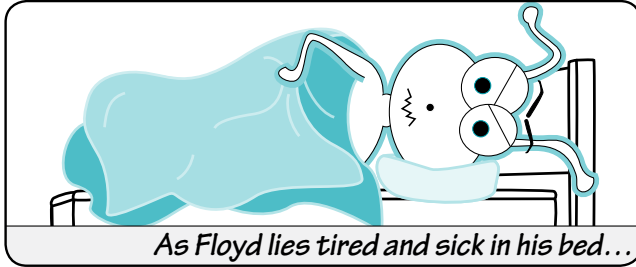
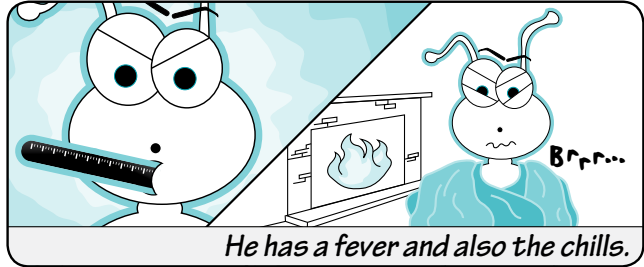
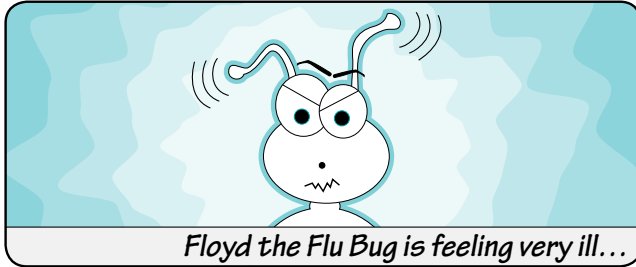
- Brigham City Community Hospital

- Lakeview Hospital
- Mountain View Hospital
- Ogden Regional Medical Center
- St. Mark's Hospital
- Timpanogos Regional Hospital

All hospitals fully met the Leapfrog standard for managing serious errors. All facilities are doing very well with managing normal deliveries and pneumonia management. Larger facilities are also doing well on heart bypass surgery.

For more information, see <http://www.leapfroggroup.org/cp>.

Floyd the Flu Bug Gets the Flu





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27757DM1012



Questions about your health?

Call Our Nurse Advice Line!

English: 1-888-275-8750

Spanish: 1-866-648-3537

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