



## 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

## Avoiding Back Injuries

Back injuries are a main cause of health problems that last forever. What can I do to prevent hurting my back?

- Don't lift by bending over. Lift an object using your legs, not your back. Bend your knees and keep your back straight. Keep the object close to your body.
- Never twist your back while lifting something.
- Push heavy objects, don't pull them.
- Don't sit for a long length of time. Get up often to stretch.
- Don't walk on slick or uneven areas when carrying something.
- Don't overdo it. If something is too hard to lift or carry, it is too heavy. Get help.
- Exercise often; being inactive can make back pain more likely.



## We Want to Give You Good Care!



Molina Healthcare works with your doctors 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 doctors 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 doctors or our staff members to deny tests or treatments that you need to get better or stay healthy.

You may call our Member Services team if you ever have a concern about your health care. They can answer many questions for you. If they can't answer your question they will arrange for you to speak with some on the Utilization Management staff. Our staff are here to take your call Monday through Friday (except holidays) between 9 a.m. and 5 p.m. They can answer questions about how we make health care choices. Just call the toll-free Member Services number at 1-888-483-0760. This number is also listed on your Molina I.D. card. If you call after 5 p.m. or over the weekend, please leave a message and your phone number. The Utilization Management staff will call you back during the next normal business day.

### Looking at What's New

We also look at new services. And we look at new uses for benefits you have now. We review new studies to see if services should be added to your benefit package. Molina Healthcare reviews the type of services listed below at least once a year:

- Medical services
- Mental health services
- Medicines
- Equipment

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### Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at [www.molinahealthcare.com](http://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.

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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.

## Advance Directives: It's Never Too Early to Make Your Wishes Known

Only about one in five Americans has an advance directive. This is a piece of paper that explains the kind of medical care you want—or don't want—at the end of your life. Without an advanced directive, family members and doctors will use their best judgment to make decisions for you.

### Examples of Advance Directives

- Living will - this is a paper that explains your wishes about health care in the case of an illness that can threaten your life, or if you are harmed and require medical care to stay alive. This document will make sure that your wishes are honored.
- Medical power of attorney - you name a trusted relative or friend to make decisions about your health if necessary. A medical power of attorney may simply name the decision maker in place of you. It also could include your wishes for end-of-life care.

### If You're Ready to Set up an Advance Directive

- Start by talking to your doctor. You also may want to get advice from a lawyer, contact your state bar association, or research advance directives on the Internet.

- Your document does not need to be written by a lawyer, but it should obey the law. In addition, it must be signed in the presence of witnesses.
- Be sure to give a copy to your doctor, lawyer, friends and family. Most important, if you've chosen someone as your substitute decision maker, supply her/him with a copy. You can revise your advance directive at any time. It may be well worth preparing an advance directive when you're healthy, say experts.



## Member Right's and Responsibilities

### As a Molina Healthcare member you have the right to:

1. Get information about Molina Healthcare, our services, our doctors, or other health care providers.
2. Have privacy and be treated with respect.
3. Help make decisions about your health care, including the right to refuse care.
4. Discuss your treatment options with your doctor, no matter what the cost of benefit coverage.
5. Make a complaint about Molina or the care you were given.
6. Suggest changes to the Molina Rights and Responsibilities policy.

### As a Molina Healthcare member you have the responsibility to:

1. Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care
2. Follow the plan and instructions for care that you agree to with your doctor
3. Know your health problems and help to set the goals for your treatment as much as possible.

You can find the complete Molina Member Rights and Responsibility statement at our website ([www.molinahealthcare.com](http://www.molinahealthcare.com)). Written copies and more information can be obtained by contacting the Member Services Department at 1-888-483-0760.

## Depression

Are you often sad or gloomy? Have you lost interest in your friends or your favorite activities? Everyone feels sad at times, but when sadness or lack of interest lasts for more than two weeks, you may be depressed and need help from your doctor.

### What is depression?

Depression is a serious illness that has an effect on feelings, thoughts and actions. It can also be a physical illness. Many people believe depression is "in the head" or you can just "snap out of it." The truth is, depression gets in the way of a person's ability to act normally. It is not something you can just snap out of. There are many stages of depression. At its worst, depression can make you feel so desperate that you may have thoughts of death or suicide.

### How do I know if I might be depressed?

- Know the warning signs:
- You are often sad, crying or tearful
- You feel hopeless
- You don't enjoy things you used to
- You don't have any energy to get up and do things
- You lose interest in friends; you have problems with relationships
- You have a lot of headaches and stomachaches
- You can't make decisions
- You forget things
- You become angry and/or violent
- You have changes in your eating habits (weight gain or weight loss)

- Your sleeping pattern changes (sleeping too much or too little)
- You have low self-esteem or feelings of guilt
- You use drugs and/or alcohol
- You talk about death or suicide
- You have tried to kill yourself

### What do you do about it?

If one or more of the signs listed above last for more than two weeks, don't be afraid to get help! Go see your doctor for a checkup and talk to him or her about your concerns.

Depression can be treated. Many people can be treated with medication, counseling, or both. Please talk to your doctor. Your doctor can give you a complete exam and ask you more questions to find out if you have depression. Your doctor can also give you names of other people you can call to help you.

As a Medicaid or CHIP client you have mental health benefits. The specific number you can call for your mental health services is listed on your State Medicaid or CHIP card. Please call us at 1-888-483-0760 if you have any questions.

Please call for help today. There are people who can help you. Don't let depression stop you from enjoying your life.

