

2019 Health and Wellness Newsletter



Free rides to see the doctor

Need a ride to the doctor's office?

Your Medicaid coverage includes free rides to see the doctor.

Non-emergency medical transportation (NEMT) is available through the Department of Health Service's NEMT manager. The NEMT manager arranges and pays for rides to covered services for members who have no other way to get there.

Non-emergency medical rides can include:

- Public transportation, such as a city bus
- Non-emergency ambulances
- Special medical vehicles
- Other vehicles, depending on a member's medical needs

You must schedule rides at least **two** business days before your doctor visit. To schedule a ride, call the NEMT manager at 1 (866) 907-1493, TTY: 711, Monday through Friday, from 7 a.m. to 6 p.m. If you have an urgent need to see the doctor and a ride is needed, call the NEMT manager and a ride will be scheduled in three hours or less.

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MolinaHealthcare.com

Free dental and vision coverage for Molina Medicaid members

Don't let tooth pain and vision problems hold you back!

As a Molina member, you have health coverage that includes FREE dental and vision services. You and your children should make regular visits to the dentist and eye doctor to stay healthy.

Dental Services Covered Include:

- Two preventive screenings per year for children
- One preventive screening per year for adults
- Teeth cleanings
- Checkups
- X-Rays
- Fillings for cavities
- Fluoride
- Dental sealant
- Root canal

For more information on your coverage and finding a dentist, call:

1. Molina Member Services at: 1 (888) 999-2404, TTY: 711 — if you live in Milwaukee, Waukesha, Ozaukee, Washington, Racine and Kenosha counties
2. ForwardHealth Member Services at 1 (800) 362-3002 — if you live in any other Wisconsin county

Vision Services Covered Include:

- One eye exam per year for children and adults
- Basic lenses and frames
- One replacement per year if glasses are broken or lost

For more information on vision coverage or to make a vision appointment, call:

1. 1 (414) 760-7400 — if you live in Milwaukee
2. 1 (800) 822-7228 — if you live outside Milwaukee

Free prediabetes program to Molina members

More than 79 million Americans have prediabetes. Are you one of the millions who have it but don't know it? The earlier you know — the sooner you can make important life changes.

The National Diabetes Prevention Program (NDPP) is a **free** program for adults who have signs of prediabetes. To enroll call Molina Healthcare of Wisconsin toll-free at 1 (844) 509-7576.

People with prediabetes have blood glucose (sugar) levels that are higher than normal. This means higher risk for Type 2 diabetes in the future. Take action now to avoid the health issues related to diabetes.

Remember — diabetes can lead to:

- Heart Attack
- Stroke
- Blindness
- Kidney Failure
- Loss of Toes, Feet or Legs

Know the Signs

If you say “yes” to any of these questions — the NDPP could be right for you.

1. Are you an adult who is overweight?
2. Does your mother, father, sister or brother have diabetes?
3. Have you been told you have prediabetes?
4. Did you have diabetes while pregnant? Did you give birth to a baby weighing more than nine pounds?

Program Overview

Designed for adults who want to lose weight and lower their risk of Type 2 diabetes, the NDPP teaches life skills to help you and your family live healthier.

Includes:

- Being matched to a professional Lifestyle Coach and small group of peers to support you
- Hour-long classes, offered close to home
- Ways to make healthy food for you and your family
- Working easy physical activities into your everyday life
- Assistance with transportation
- Prizes for reaching goals

For more information, call Molina at 1 (844) 509-7576.



MolinaHealthcare.com

Make good food choices!

No matter the season, what you eat can help you have a healthy body.

Making good food choices can be easier once the Farmers Markets open in summer and fall. Click wifarmersmarkets.org to find a Farmers Market in your area.

Plan to shop the Farmers Markets or grow some fresh vegetables in your garden. Limited space? Think about planting tomatoes, lettuce, spinach, herbs or peppers in a planter or container.

See the chart below and learn about the vegetables and fruits packing power with vitamins and nutrients!

VEGETABLES

Item	Good Source of	Benefits
Broccoli	Potassium, Calcium, Iron, Vitamin C and K	Helps boost your immune system, fight cancer and keeps you from aging as fast.
Carrots	Iron, Calcium, Potassium, Protein, Vitamin A and C	Helps improve your eyesight (mainly your night vision) and protects against cancer.
Asparagus	Calcium, Iron, Fiber, Potassium, Vitamin A, C, K and B	Helps reduce weight, inflammation and depression.
Onions	Vitamin C, Fiber, Potassium, Protein, Calcium and Iron	Helps boost immunity, reduce inflammation and fight infections.
Spinach	Calcium, Iron, Potassium, Vitamin B, C, E and K	Prevents cancer, protects your eyes from cataracts and is great for your skin (acne and aging).

FRUITS

Item	Good Source of	Benefits
Apples	Protein, Calcium, Iron, Vitamin A and C	Lowers cholesterol; reduces your risk of heart disease, stroke and cancer.
Apricots	Fiber, Iron, Potassium, Vitamin A, C and E	Protects your eyes, prevents heart disease, skin cancer and help relieve constipation.
Bananas	Potassium, Protein, Iron, Vitamin A and C	Lowers your risk of high blood pressure and stroke. Bananas help restore normal bowel action.
Blueberries	Vitamin C	Protects against heart disease, stroke and cancer. Blueberries help prevent Alzheimer's disease.
Red Grapes	Iron, Potassium, Fiber, Calcium and Vitamin C	Helps prevent heart disease and cancer.

Protect yourself from the sun this summer

Skin cancer is the most common form of cancer. Ultraviolet (UV) rays damage your skin. Ask your doctor to check your skin for signs of skin cancer and point out any skin discolorations, moles or raised freckles.

Key steps to protect your skin:

- Wear sunscreen with at least SPF 15. Reapply throughout the day. Remember sunscreen is needed, even on days when it is partly cloudy.
- Limit your time in the sun. UV rays are the strongest from 10 a.m. to 4 p.m.
- Protect your skin with clothing.
- Wear a hat and sunglasses that block UV rays when in the sun.
- Avoid tanning beds and sun lamps.

Babies younger than 6 months should be kept out of direct sunlight and protected from the sun using hats and protective clothing.

New mothers: Remember to schedule a postpartum visit

Having a baby changes your life. Molina Healthcare wants you to stay healthy. That's why it is important you visit your doctor **3-7 weeks after the birth** of your baby. This **postpartum checkup is a great way for the doctor to make sure you are healthy.** Your doctor will answer questions about breastfeeding, when it is safe to have sex again, birth control, and if you are feeling any depression.

If you had a C-section, your doctor may check your incision 1-2 weeks after your delivery. You **still need a postpartum checkup!**

Get \$25 for having a Postpartum Visit!

For a limited time Molina is running a special program to encourage women who have Badger Care Plus to have a postpartum visit. Call Molina Quality Department at 1 (414) 755-6661 to get more details about how you can get a \$25 gift card for your postpartum visit!



[MolinaHealthcare.com](https://www.MolinaHealthcare.com)

Check out what Molina offers online

Have you logged in to the Molina website lately?

You have many resources to help you learn more about how Molina works. Your 2019 Medicaid Member Handbook and updated Molina Provider Directory are available to you online. Check out these important resources to better know your benefits and coverage.

Another great resource is our Guide to Accessing Quality Health Care. Go to www.MolinaHealthcare.com/MHWIMedicaidPublications to view or print the Guide.

This Guide helps you learn about the programs and services we offer to our members. You can read about our:

- **Quality Improvement Program.** We always look for ways to improve the care you receive. You can read about the progress we make each year.
- **Case Management Program.** We provide information on how you or your caregiver can receive extra help if you have an ongoing, complex health condition.
- **Health Management Program.** We give tips on how to stay healthy if you have a chronic condition.

Protecting your privacy

Your privacy is important to us. We respect and protect your privacy. Molina wants you to know how we use or share your protected health information (PHI). Please visit the following link for a summary of how Molina protects your privacy: <http://tinyurl.com/MHWIQualityGuide>.

Our Notice of Privacy Practices gives more information about how we use and share our members' PHI. You may find our full Notice of Privacy Practices on our website at MolinaHealthcare.com. You also may ask for a copy of our Notice of Privacy Practices by calling Member Services. The number is on the back of your Member ID card.

Molina Healthcare of Wisconsin

Important Contact Information

Stay connected to Molina, your trusted health care partner. Put Molina numbers in your phone for easy access. Bookmark the Molina website for a 24-hour connection to Molina!



Put these numbers in your phone.

Molina Customer Support Center – Your one stop for fast answers

1 (888) 999-2404, TTY: 711 (Monday – Friday, 8 a.m. to 5 p.m.)

Call with questions about:

1. **Mental Health, Substance Abuse Services**
2. **Dental Services** for Members in Milwaukee, Waukesha, Racine, Kenosha, Washington and Ozaukee counties. All other counties are covered by the State. Call: 1 (800) 362-3002.
3. **Vision Care**
Milwaukee County: 1 (414) 760-7400
Outside Milwaukee County: 1 (800) 822-7228
4. **Find a Doctor, Your Benefits...and much more**

24-Hour Nurse Advice Line (7 days a week)

Sick. Hurt. A registered nurse is just a phone call away to help you with step-by-step tips to feel better.

Add this number to your phone contacts!

English: 1 (888) 275-8750, TTY: 711

Español: 1 (866) 648-3537, TTY: 711

Pharmacy Member Services

1 (800) 362-3002

Transportation Assistance for Non-Emergency Health Care

Call at least 48 hours in advance of your appointment:

1 (866) 907-1493, TTY: 711

Where's My Ride Line:

1 (866) 907-1494, TTY: 711 (Monday – Friday, 7 a.m. to 6 p.m.)

Questions about Your Health Care Rights

The Member Advocacy Department is your trusted health care partner and can help you with any questions you have about your health care.

1. **Call:** 1 (888) 999-2404, TTY: 711 (Monday – Friday, 8 a.m. to 5 p.m.) Ask for a Wisconsin Member Advocate.
2. **Email:** MWIAdvocate@MolinaHealthcare.com

HealthInHand – a smartphone application for iPhones and Android phones



Find doctors. View benefits. Update your information. All this can be done on your phone, 24-hours a day! Download on the App Store or Get it on Google Play!



Your Extended Family.

24-Hour Nurse Advice Line

1 (888) 275-8750

Sick. Hurt. Injured.

As a Molina Healthcare member you have a **registered nurse** just a phone call away — 24 hours a day, 7 days a week.

Can't reach your doctor? **Call 1 (888) 275-8750 — Molina's 24-Hour Nurse Advice Line.** For hearing impaired, call TTY/TDD: 711. Española — 1 (866) 648-3537, (TTY/TDD: 711). **Our nurses will tell you the right place to go when you need fast medical help!**

Get the help you need!

- Caring help in your language
- Step-by-step tips for what to do at home to feel better
- Answers your questions when you or your child is sick
- Follow-up call to check if you are feeling better
- Make a doctor appointment for you if necessary



24-Hour Nurse Advice Line

888-275-8750

Add this to your phone contacts!



[MolinaHealthcare.com](https://www.MolinaHealthcare.com)