

Molina's **my**health**my**life

Health and Wellness Newsletter

Fall 2025



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Stay healthy — Get your flu shot!

The flu season is here, and getting a flu shot is the best way to stay healthy. A flu shot protects you from the flu and helps keep your family safe, too.

Who needs a flu shot?

Medical experts say everyone 6 months old or older should get a flu shot yearly! But those with certain allergies may need to talk to their doctor first.

No cost to you!

The flu shot is covered. Call your primary care provider (PCP) today to make an appointment or visit a local pharmacy to get one. Need help setting up an appointment? Call **(888) 665-4621**. We also cover at-home flu and COVID tests. Ask your doctor or pharmacist for help getting these tests.

What are the common symptoms of the flu?

The most common symptoms of the flu are a runny nose, sore throat, fever, aches (including headaches), cough, and fatigue. Flu symptoms are often very similar to COVID-19. Colds and RSV (respiratory syncytial virus) are also common during the Fall and Winter months. They share some of the same symptoms as the flu. A diagnostic test is the only way to know for sure which virus is making you sick.

How to stay healthy

- Cover coughs and sneezes.
- Wash your hands often.
- Avoid touching your eyes, nose, or mouth.
- Keep things clean, like keyboards, phones, and doorknobs.
- Stay away from people who are sick.
- If you get sick, stay home so others won't get sick too.
- See your healthcare provider if you have cold-like symptoms that linger on or get worse.

Don't forget about the COVID-19 shot

- Everyone 6 months and older should also get a COVID shot.
- The COVID shot helps keep you safe from getting very sick, going to the hospital, or worse.
- It's extra important for people 65 and older, those who might get very sick, or anyone who hasn't had the shot before.
- The protection wears off over time, so getting this year's shot is important to stay safe.

Who needs the RSV vaccine?

- Some adults who are at high risk for severe RSV disease
 - All adults aged 75 years and older.
 - Adults 50-74 years who have chronic health conditions such as lung disease, heart disease, or a weak immune system.
 - Adults who live in nursing homes.





Back-to-school tips

The new school year is coming, and now is the time to help your child get healthy and ready!

Check out this easy-to-do list for parents and guardians:

1. **Get vaccines:** Make sure your child has all the shots they need. Vaccines help keep everyone safe from getting sick. Molina covers these for you.
2. **Sports physical:** If your child wants to play sports, now is the time to get a sports physical. Molina covers these for you.
3. **Set a bedtime:** Start going to bed and waking up at school times. It helps your child feel rested and ready to learn.
4. **Eat healthy food:** Begin the day with a good breakfast. Pack healthy snacks and lunches to keep your child strong and focused.
5. **Wash hands:** Teach your child to wash their hands often. Clean hands stop germs from spreading.
6. **Be active:** Help your child play or exercise after school. Staying active is good for the body and mind.
7. **Talk about feelings:** Ask your child about school worries or how they feel. Talking helps them handle stress.
8. **Doctor visits:** Take your child for a regular check-up, and don't forget dental and eye exams to keep them feeling their best. Molina covers these for you.

Follow these tips, and your child will be ready for a fun and healthy school year!

School meal programs: What to know

Schools and other care settings in your area offer meal programs to help kids who need food. These programs give students free or low-cost breakfasts or lunches. The way these programs work can be different depending on where you live.

How to learn more

- Check with your school, after-school program, or childcare center to see where meals are provided near you.
- Go to [Nutrition.gov/child-nutrition-programs](https://www.nutrition.gov/child-nutrition-programs).



Controlling Asthma Matters!

Asthma is one of the most common chronic conditions in children- and it can be managed and controlled with the right care and support. It can improve your child's quality of life. And even save your child's life! Medicine that controls asthma is part of preventive asthma care.

Why Preventive Asthma Care is Important

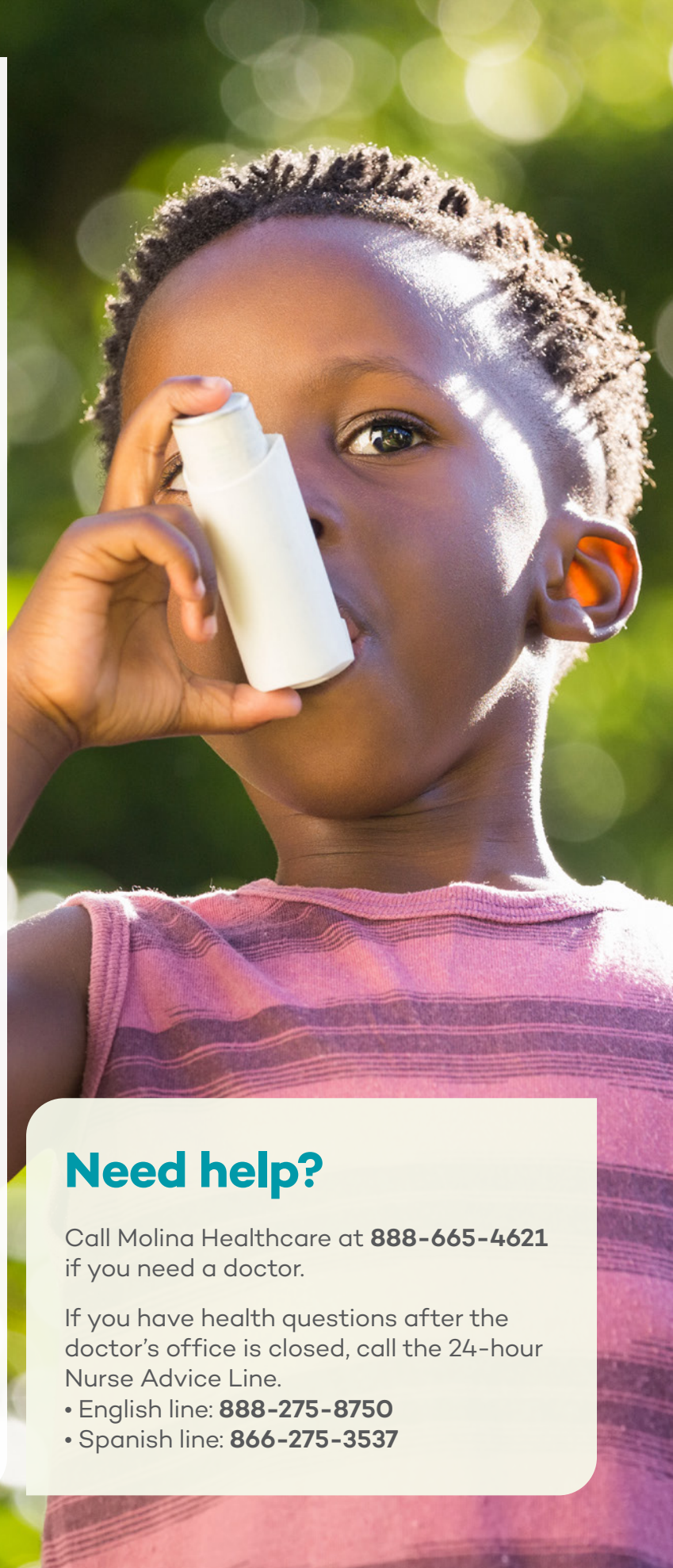
Preventive care helps reduce:

- Asthma attacks
- Emergency room visits
- Missed school days for your child and missed workdays for you!

Asthma Prevention Plan

As a parent or caregiver, you can:

- Schedule regular check-ups with your child's doctor.
- If needed, have your child seen by a child lung specialist (pulmonologist).
- Keep track of symptoms.
- Stay on top of prescriptions.
- Ask your child's doctor for an [Asthma Action Plan](#).
 - Follow this plan when your child is healthy or sick to know what medicines to use to help control and relieve your child's asthma symptoms



Need help?

Call Molina Healthcare at **888-665-4621** if you need a doctor.

If you have health questions after the doctor's office is closed, call the 24-hour Nurse Advice Line.

- English line: **888-275-8750**
- Spanish line: **866-275-3537**



Ask your child's doctor to refer your child to the Molina Pediatric Asthma Program. This program is covered at no cost to you. The services include:

- A Pediatric Care Manager who knows about asthma.
- Asthma self-management education and proper use of asthma quick relief and long-term controller medicines.
- Referral for an in-home environment assessment (see below).
 - Help to control asthma triggers in your home.

Asthma Remediation (Ways to Address Asthma)

We offer community-based support to help members reduce asthma triggers in the home. Your child may qualify for services like:

- Home visits by a nurse or community health worker
- Air purifiers
- Pest or mold cleanup
- Pillow and mattress dust covers
- Tips to keep your home asthma-friendly

These free resources are designed to help you manage your child's asthma better and avoid trips to the emergency room. Ask your child's doctor for a referral.

Need help?

Call Molina Healthcare at **888-665-4621** if you need a doctor or dentist.

If you have health questions or worries after the doctor's office is closed, call the 24-hour Nurse Advice Line.

- English line: **888-275-8750**
- Spanish line: **866-275-3537**



Protect Your Smile with Fluoride Varnish!

A quick, safe, and easy way to prevent cavities.

What is Fluoride Varnish?

It is a quick and pain-free way to help your teeth. A small brush is used to paint fluoride on your teeth.

- It dries in seconds.
- No pain, no drilling, no shots.
- It may appear yellow on the teeth at first but brushing the next morning will help the teeth return to normal color.

Who should get it?

Children and young adults 1-20 years old—helpful for those still growing or wearing braces.

- Even baby teeth need help to stay strong and healthy.
- Teens with braces are at higher risk of cavities.
- Young adults also need extra help to keep their teeth strong and build good habits.

How to get it?

You can get fluoride varnish at:

- Child's doctor's or family doctor's visit
- Dentist visit

Ask your doctor about fluoride varnish at your child's next visit! It is covered at no cost to you.

What to do when you are sick

Are you feeling sick and unsure what to do? Don't worry—we're here to help!

What are my options?

Primary Care Provider (PCP)	Virtual health visits or urgent care center	Emergency Room (ER)
<p>Call your PCP day or night. If it's after hours, the staff will call you back.</p> <p>When you have a minor issue that requires medical care:</p> <ul style="list-style-type: none">• Colds or cough• Flu• Regular checkups• Earache• Sore throat• Medicine or refills• Diarrhea	<p>Teladoc and urgent care centers are great for after-hours care.</p> <p>When it's not an emergency, but you need care right away like:</p> <ul style="list-style-type: none">• Severe cold or flu symptoms• Ear pain• Sore throat• Stomach flu or virus• Wound that needs stitches• Sprain, strain or deep bruise	<p>Call 911 or go to the nearest ER</p> <p>When you think your life or health is in danger, like when you have:</p> <ul style="list-style-type: none">• Very bad bleeding• Very bad stomach pain• Chest pain or pressure• Head injury or trauma• Sudden dizziness or trouble seeing



Not sure what to do or where to go for medical care?

Nurse advice is just a phone call away! Call the 24-hour Nurse Advice Line 24/7.

English: (888) 274-8750 |

Spanish: (866) 648-6537 | TTY: 711



Mental Health and Wellness

Did you know?

Seasonal Affective Disorder (SAD) affects more people in the Fall and Winter months. SAD is classified as a mood disorder that is linked to the change in daylight hours. Speak to a mental health provider if you think you or someone in your family is being affected by the change in season.

Your mental health matters. We are here to help you every step of the way. To learn more about mental health, [watch a short video here](#).

To learn about the mental health services available to Molina members, [click here](#).

If you need help finding a mental health provider, call Member Services at **(888) 665-4621**.

If you or someone you love is having a mental health crisis, call 988 ([Suicide and Crisis Lifeline](#))

Medical experts say a mental health crisis is when you're:

- Emotionally distressed that you are unable to function in daily life.
- Thinking about hurting yourself or someone else.
- Thinking about suicide.
- Using alcohol or drugs too much and need help.
- Feeling very confused and not sure what to do.

We want to hear from you

We're working hard to offer you quality service and care. We value your opinion and want to hear from you! You may get a CAHPS® survey in the mail. If you receive one, please fill it out and return it. Your feedback will help us meet your needs.

What is the CAHPS survey?

CAHPS stands for the Consumer Assessment of Healthcare Providers and Systems. The survey asks about your experience with Molina and our providers.

In the past, we've used your responses to:

- Offer you a larger network of doctors and clinics. As a Molina member, you have more options for providers and facilities than most Medicaid plans.
- Add extra customer service staff to help you. We want you to have a good experience with us.
- Work with providers to offer telehealth services so you can get the care you need, when and where you need it.
- Add more ways to get your prescriptions. Most prescriptions are now available through mail order, saving you a trip to the pharmacy.

We want to keep you happy and offer quality care and service! We look forward to hearing from you.



Take your Health Risk Assessment

A Health Risk Assessment (HRA) is a survey that tells us about your health and what you might need. It only takes about 15 minutes, and it helps us plan how to keep you healthy and feeling good.

How to take your HRA:

- Call our Health Assessor's team at **(866) 408-9541**. They can help you answer the questions over the phone.
- You can also ask the Health Assessors for a link to the survey by text, email or direct mail.
- You can then fill out the health risk assessment online or send it back to us by direct mail in the pre-paid envelope.

Let us know how you're doing today and start your journey to better health!





Join our Community Advisory Committee (CAC)

Do you want to make a difference? Join our Community Advisory Committee (CAC). We want to hear what you think! We're looking for members and caregivers to help us. This is a great way to share your ideas and tell us how we're doing as a health plan.

What to know:

- The meetings happen every three months and are 90 minutes long.
- You can join in-person or virtually.
- Interpreters are available upon request.
- Member incentive available for attending.
- We want to make it easy for you to join, and we can help you if needed.
- This is your chance to share your ideas and learn more about your benefits and services.

Together we can review programs, processes, and materials for members. Your ideas will help us improve your experience. Join our CAC and help make health care better for everyone.

Please call Molina at **(855) 665-4621** to join or learn more!

Download the My Molina® mobile app

Get smart health plan access with your smartphone. With the My Molina mobile app, you can easily see, print, or send your ID card. You can search for new doctors, change your primary care provider (PCP), and much more—anytime, anywhere!

Download the My Molina mobile app from the Apple App or Google Play store today.

Search for providers

- Use our advanced search options to find providers that meet your needs.

Digital ID card

- View both sides of your ID card. You can print it from the app or email a copy to your provider.

Change your PCP

- Search for and change your PCP using the doctor finder—all within the app.

Other features

- View your benefits
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care center near you
- View your medical records
- Use Live Chat to speak with Member Services
- Speak to a nurse through our 24-hour Nurse Advice Line
- Get important updates





Questions about your health?

Call our 24-Hour Nurse Advice Line!

Health issues can come up at night or on the weekend. As a Molina Healthcare member, you can talk to a nurse right away! The Nurse Advice Line is a covered service for Molina Healthcare members. The call is no cost to you.

When should you call Molina Healthcare's 24-Hour Nurse Advice Line?

- You may have a medical question during or after normal business hours.
- You may think of a question after you visit your provider.
- You may be sick and not sure what to do.
- You may be sick or hurt and not sure where to go for care.

Your health is our priority!



English and other languages:

(888) 275-8750,

Spanish: **(866) 648-3537**

TTY users should call 711.