

Molina's myhealthmylife

a newsletter just for Illinois members

Fall 2025



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Schedule your rides to the doctor using the MTM Link mobile app!

Did you know your health plan provides rides to your healthcare provider and pharmacy? You may be eligible for a ride to your Medicaid-covered healthcare service if you have no other way to get there.

Molina works with MTM Health to provide transportation services. Here are some important reminders about transportation:

- You can schedule your rides in multiple ways:
 - Use the MTM Link Member mobile app (see below for more information)
 - Visit www.memberportal.net and follow the prompts to access web chat services
 - Call MTM Health at **844-644-6354**
- You should schedule your ride at least two business days in advance
- If you no longer need a scheduled ride, call MTM Health at **844-644-6354** as soon as possible to cancel
- If you aren't sure if you qualify for rides, call MTM Health at **844-644-6354** to speak with a representative

MTM Health is making it easier than ever to schedule your rides! The MTM Link Member mobile app lets you manage your rides without calling MTM Health. Here are four things you can do using the app:

- 1. Request new rides.** It's simple to request a ride using the app! Select the date you need a ride. Tell MTM Health where and when to pick you up, where you are going, and any special requests you might have. This could include an additional passenger riding with you, like a caregiver, or if you need a wheelchair accessible vehicle.
- 2. Cancel rides you no longer need.** Need to cancel a ride? You can do that without calling MTM Health! Just click cancel. You will receive a message that asks if you are sure you want to cancel your ride, just in case you clicked the button by mistake.
- 3. Review upcoming rides.** You can review details like ride status, pick-up time and address, drop-off address, and transportation provider information for each ride you have scheduled. No more wondering if all the details are accurate.
- 4. Submit gas claims.** Have your own car? Or have a friend or family member who drives you? You may qualify for gas mileage reimbursement! MTM Health will reimburse you \$0.67 per mile. Plus, you can now submit your gas claims using the app. That means no more paper trip logs, and you will receive your payments quicker than ever. When you submit your claims on the app, you will get paid within five days.

Ready to get started? Search for MTM Link Member in the App Store or Google Play. You can also visit <https://www.mtm-inc.net/mtm-link/> for additional details and user guides.

Adult immunization awareness



Did you know that vaccines are not just for babies and kids? As you get older, your chances of getting sick from certain diseases can go up. Vaccines are a great way to help protect you.

According to the CDC, everyone should keep up to date on these routine vaccines:

1. Flu
2. COVID
3. Tdap or Td (tetanus, diphtheria, and whooping cough)
4. Pneumococcal (as recommended by your doctor or healthcare provider for people with certain health conditions)

If you are 50 and older, talk with your doctor or healthcare provider about these additional recommended vaccines:

1. Pneumococcal
2. Shingles
3. RSV (Respiratory syncytial virus, recommended for 60 years of age and older)

Vaccinations should start soon after you are born and continue through life, so you get the right doses at the right times. As a Molina member, you can get your covered vaccines for free at your doctor's office or at some [pharmacies](#).



For a full list of recommended vaccines check out [Recommended Vaccinations for Adults | Vaccines & Immunizations | CDC](#)

Important Facts:

- 1. Vaccines are safe** — They are tested carefully before they are approved and are continually checked for any safety concerns.
- 2. Vaccines work** — The CDC says, that even though diseases that vaccines can prevent still cause sickness and death, the number of people getting these diseases in the United States has dropped by 99–100% because of vaccines.
- 3. Diseases that vaccines can prevent are still dangerous** — Not getting vaccinated because of wrong information can make you more likely to get these diseases.

Your doctor or healthcare provider can tell you what vaccines you need. It is always best to talk with your doctor or healthcare provider about any concerns that you have.

Flu

Tackling the flu virus

The flu season is here. The easiest way to lower your chances of getting the flu is to get a flu shot every year.

Getting a flu shot can reduce your risk of getting sick, hospitalization, and death.

A flu shot is recommended for everyone six months or older, even if you are healthy. As a Molina member, you can receive a flu shot for free, by visiting your doctor, healthcare provider, or a [pharmacy](#). You cannot catch the flu from the flu shot. The flu shot is made from an inactive virus. The vaccine may cause mild symptoms like achy muscles or a low-grade fever due to an immune response from your body. It takes up to two weeks for you to be protected after you receive the flu shot.

Another way to help stop the flu is by keeping good hygiene. Always cover your mouth and nose with a tissue when you cough or sneeze. Wash your hands often, and try to clean things you touch a lot, like doorknobs and tables.







Diabetes

Molina Healthcare teaches about types of diabetes, which changes how your body uses food. There are three main types:

Type 1 Diabetes: Your body makes no insulin, causing high blood sugar.

Type 2 Diabetes: Your body's cells don't use insulin well, causing high blood sugar levels.

Gestational Diabetes: Happens during pregnancy in women who didn't have diabetes before.

Tips to manage diabetes:

- Check your blood sugar
- Take your medicine right
- Eat healthy foods
- Exercise (ask your doctor first)
- Quit smoking

If you don't control diabetes, it can cause health problems like:

- Heart disease
- Nerve problems
- Stroke
- Poor blood flow to legs and feet
- Eye problems
- Kidney issues

If you take care of your diabetes early, you can help stop or slow down problems later.



Frequency	Tasks
Every day	Follow your meal plan, check your blood sugar, exercise, check your feet, manage stress, brush and floss your teeth, and take your medicine as the doctor said.
Every 3-6 months	Have an A1C Test
Yearly	Go to the dentist, check your cholesterol, get a flu shot, test your kidneys, and have a diabetic eye exam.
At every office visit	Make sure your doctor checks your feet and measures your blood pressure. Bring your blood sugar monitor and logbook to show your doctor.

Go to your doctor every year. Talk about what to do if you get sick and ask if you need shots for pneumonia, TDAP, Flu, COVID, or shingles. If you smoke or vape, ask your doctor how to quit. You can also learn more about diabetes, healthy eating, and support groups. Molina Healthcare of Illinois has free programs to help you manage your care and learn about health. Call **(866) 891-2320, TTY 711** to learn more.



If you need help making an appointment, call us at **(855) 687-7861 TTY/Illinois relay service 711.**

Children with diabetes

Diabetes is a condition that happens when the body doesn't make insulin or use insulin properly. Without insulin, the sugar cannot get into the cells to do its work. It stays in the blood instead which can cause high blood sugar levels.

Type 1 Diabetes: is the most common type of diabetes diagnosed in children. Type 1 diabetes happens when the pancreas doesn't make any insulin; this causes high blood sugar levels. It is usually diagnosed in children, teens, and young adults, but can happen to anyone at any age. Even though diabetes lasts your whole life, you can keep it under control by using the right treatment and making healthy choices.

Treatments: The only treatment for Type 1 diabetes is insulin. This treatment helps keep blood sugar levels normal and avoid problems. It is important to use insulin, eat healthy foods, exercise, and check blood sugar levels often.

Type 2 Diabetes: is the most common type of diabetes diagnosed in adults, but more kids and teens are being diagnosed with it because of the rise in obesity rates. Type 2 diabetes happens when the body doesn't make enough insulin or the cells in the body can't use insulin in the right way.

Treatments: Preventing diabetes is the best treatment. Diabetes can be prevented by helping your child stay at a healthy weight. You can help your child avoid diabetes by making sure they stay at a healthy weight. This means eating good foods, watching how much they eat, and staying active every day. Treatments may also include taking medicine to keep their blood sugar levels normal.

If diabetes is not controlled, it can lead to:

- Eye problems
- Heart Disease
- Nerve problems
- Kidney Issues

Common Symptoms:

- Having to urinate often
- Feeling very thirsty
- Losing weight without trying
- Feeling hungrier than usual
- Blurry vision



If your child has symptoms, contact your doctor for an appointment. A blood test will check blood sugar levels and diagnose diabetes. Discuss a sick-day plan with the doctor. When kids get sick, their blood sugar can be affected. This can make insulin and other medicine not work as well. High blood sugar can make it easier for a child to get really sick or catch an infection.



When to seek help:

Call 911 or other emergency services immediately if your child:

- Has symptoms of **diabetic ketoacidosis (DKA)**:
 - Blurred vision.
 - Trouble staying awake or trouble being woken up.
 - Fast, deep breathing.
 - Breath that smells fruity.
 - Belly pain, not feeling hungry, and vomiting.
 - Has passed out (lost consciousness) or has suddenly become very sleepy or confused.

Call a doctor now if your child:

- Is sick and has blood sugar that cannot be managed.
- Throws up or has had diarrhea for more than 6 hours.
- Blood sugar stays higher than the level set by the doctor or healthcare provider.
- Blood sugar stays lower than the level set by the doctor or healthcare provider.
- Has signs of low blood sugar, such as:
 - Sweating.
 - Feeling nervous, shaky, and weak.
 - Very hunger and slight nausea.
 - Dizziness and headache.
 - Blurred vision.
 - Confusion.

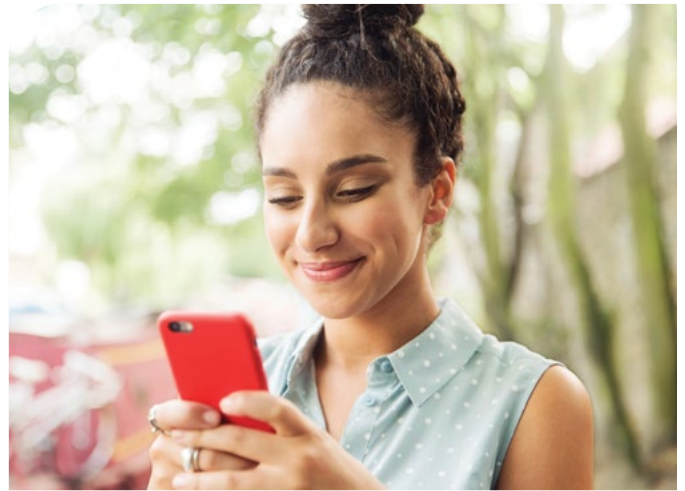
Make sure your child visits their doctor or healthcare provider at least every 3 months to manage their diabetes, review their action plan, and ask about the flu shot. Discover diabetes classes and support groups through Molina Healthcare of Illinois. Call **(866) 891-2320, TTY 711** for more information. For help with appointments, call **(855) 687-7861 TTY/Illinois relay service 711**.

Molina rewards and benefits

Molina encourages you to take care of your health. When you get a flu shot and complete certain health screenings you can earn rewards. See our 2025 rewards information below and visit the Illinois [Member-Rewards](#) page on [Molina Healthcare of Illinois](#) to claim your rewards.

Your Molina benefits also cover transportation to and from the doctor or a healthcare provider. If you need a ride to your medical visits, call Molina's transportation support at **(844) 644-6354** for reservations, **TTY/Illinois Relay Service: 711**. You can also call Molina Member Services on the number on your Molina ID card for assistance with transportation.

If you need help locating a provider and scheduling an appointment, please call us at **(855) 687-7861 TTY/Illinois relay service 711**.



Did you know that Molina has a Mobile Help Center?

This is a traveling health clinic that helps bring preventative health care, including cervical cancer screenings, to the community. It's just one way Molina works to make healthcare more accessible. You can learn more about the Molina Mobile Help Center including when it will be in a location near you and the services that will be offered by checking out our [website](#).

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin (including limited English proficiency), race, or sex. Discrimination on the basis of sex includes sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes.

To help you effectively communicate with us, Molina Healthcare provides services free of charge and in a timely manner:

- Molina Healthcare provides reasonable modifications and appropriate aids and services to people with disabilities. This includes: (1) Qualified interpreters (including qualified sign language interpreters). (2) Written Information in other formats, such as large print, audio, accessible electronic formats, and Braille.
- Molina Healthcare provides language services to people who speak another language or have limited English skills. This includes: (1) Qualified oral interpreters. (2) Information translated in your language.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Molina Member Services at 1-855-687-7861 or TTY/TDD: 711, Monday to Friday, 8:00 a.m. to 5:00 p.m., local time.

If you believe we have failed to provide these services or have discriminated in another way on the basis of age, color, disability, national origin, race, or sex, you can file a grievance with our Civil Rights Coordinator. You can file a grievance by phone, mail, email, or online. If you need help writing your grievance, we will help you. You may obtain our grievance procedure by visiting our website at: <https://www.MolinaHealthcare.com/members/common/en-US/Notice-of-Nondiscrimination.aspx>

Call our Civil Rights Coordinator at 1-866-606-3889, TTY/TDD: 711 or submit your grievance to:

Civil Rights Unit
200 Oceangate
Long Beach, CA 90802

Email: Civil.Rights@MolinaHealthcare.com

Website: <https://MolinaHealthcare.Alertline.com>

You can also file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, online through the Office for Civil Rights Complaint Portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Phone: 1-800-368-1019
TTY/TDD: 800-537-7697

Complaint forms are available here: <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

ENGLISH:	For free language assistance services, and auxiliary aids and services, call 1-855-687-7861 (TTY: 711).
SPANISH: ESPAÑOL	Para obtener servicios gratuitos de asistencia lingüística, así como ayudas y servicios auxiliares, llame al 1-855-687-7861 (TTY: 711).
POLISH: POLSKI	Aby uzyskać bezpłatną pomoc językową oraz dodatkowe wsparcie i usługi, należy zadzwonić pod numer 1-855-687-7861 (TTY: 711).
CHINESE: 中文（简体）	如需免费的语言协助服务以及辅助工具和服务，请致电 1-855-687-7861 (TTY 用户请拨打 711)。
KOREAN: 한국인	무료 언어 지원 서비스와 보조 지원 및 서비스를 원하시면 1-855-687-7861 (TTY: 711)로 연락 주시기 바랍니다.
TAGALOG:	Para sa libreng serbisyo sa tulong sa wika, at mga auxiliary aid at serbisyo, tumawag sa 1-855-687-7861 (TTY: 711).
ARABIC: العربية	اتصل على الرقم 1-855-687-7861 (الهاتف النصي: 711) لتلقي خدمات المساعدة اللغوية المجانية والخدمات والمساعدات الإضافية.
RUSSIAN: Русский	Для получения бесплатных услуг языковой помощи, а также вспомогательных средств и услуг, позвоните: 1-855-687-7861 (телетайп: 711).
GUJARATI: ગુજરાતી	મફત ભાષા સહયોગ સેવાઓ અને સહાયક સાધનો તથા સેવાઓ માટે 1-855-687-7861 (TTY: 711) પર કોલ કરો.

URDU: اردو	زبان کی مفت معاونتی سروسز، معاونتی امداد اور سروسز کے لیے، 1-855-687-7861 (TTY: 711) پر کال کریں۔
VIETNAMESE: Tiếng Việt	Để sử dụng dịch vụ hỗ trợ ngôn ngữ miễn phí cũng như các dịch vụ và tính năng hỗ trợ thêm, hãy gọi 1-855-687-7861 (TTY: 711).
ITALIAN: Italiano	Per i servizi di assistenza gratuiti in italiano nonché per supporti e servizi ausiliari, chiamare 1-855-687-7861 (TTY: 711).
HINDI: हिंदी	नःशुल्क भाषा सहायता सेवाओं और सहायक ऐड एवं सेवाओं के लिए 1-855-687-7861 (TTY: 711) पर कॉल करें।
FRENCH: Français	Pour bénéficier de services d'assistance lin- guistique gratuits, ainsi que de services et aides complémentaires, appelez le 1-855-687- 7861 (ATS: 711).
GREEK: Ελληνικά	Για δωρεάν υπηρεσίες γλωσσικής υποστήριξης, καθώς και βοηθητικά μέσα και υπηρεσίες, καλέστε στο 1-855-687-7861 (TTY: 711).
GERMAN: Deutsch	Kostenlose Sprachassistenzen, Hilfsmittel und Dienstleistungen erhalten Sie unter 1-855- 687-7861 (TTY: 711).



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.