

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

a newsletter just for Illinois members

Winter 2026



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Routine Eye Care Coverage

- **Eye Exams:** One exam per year.
- **Glasses:** One new pair every two years.
- **Post Surgery Glasses:** If glasses are needed after eye surgery (such as cataract surgery), the 2 year rule does not apply.
- **Replacements:** Glasses can be replaced sooner if lost, broken, or damaged beyond repair.

Why Routine Vision Care Matters

- **Early Detection:** Eye exams can catch vision issues before they worsen.
- **Overall Health Insight:** Eye doctors can detect signs of conditions like diabetes and high blood pressure.
- **Better Vision:** Updated glasses/contacts improve clarity and reduce eye strain.
- **Cost Savings:** Early treatment helps avoid expensive complications.

Eye Exams & Diabetes

People with diabetes need to have their eyes checked often. Eye exams help find problems early and protect eyesight.

- Diabetes increases the risk of:
 - **Diabetic eye disease** from damaged blood vessels. High blood sugar can hurt the tiny blood vessels in the back of the eye. This can cause vision loss if it is not found early.
 - **Cataracts** at a younger age. Cataracts make vision cloudy or blurry. People with diabetes can get cataracts at a younger age.
 - **Glaucoma** due to increased eye pressure. Glaucoma happens when pressure builds up in the eye. This pressure can harm the nerve that helps you see.
- Regular eye exams help protect vision and catch problems early.
- Eye doctors are trained to find and treat eye problems caused by diabetes.

How to Get Help

- **Customer Service: (855) 687-7861**
Hours: Monday–Friday, 7:30 AM–5:30 PM CST
- **24/7 Self Service options:** Check claims, verify authorization/eligibility, find a provider.
- **Online Access:** Use the Molina Healthcare Illinois website to manage your account.

Preparing for Your Annual Exam



Yearly check-ups are important for your health. Make sure to visit your doctor (PCP or healthcare provider) at least once per year for an annual wellness visit.

These visits help to find problems early, manage issues, and suggest tests and shots you might need.

The list below outlines what your healthcare provider may do during a wellness visit:

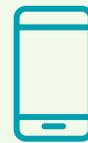
- Review your health risk assessment.
- Check your personal and family medical history.
- Measure height, weight, blood pressure, and vital signs.
- Go over current medications and specialty providers.
- Screen for memory issues or weakness.
- Note your health risks and possible treatments.
- Offer health advice.
- Create a checklist for recommended tests and services.
- If you smoke or use tobacco, talk about ways to help you quit.

Having a plan and knowing what to expect can help you make the most of your doctor's appointment. These tips can help you with that.

- Make a list of questions and concerns you may have about your health.
- Bring a list of your current medications.
- Bring a friend or family member, if allowed.
- Be open and honest with your provider and office staff.
- Plan transportation ahead of time. **You can call Member Services to schedule a ride for free!** Talk to a friend or family member to plan a schedule.
- Know your family and past medical history.
- Arrive on time to your appointment. If possible, arrive 15 minutes early to complete paperwork.
- If your doctor ordered tests before your appointment, complete them ahead of time.
- Bring your Molina ID Card — if you do not have your card, you can access your card via the [MyMolina app](#) or call Member Services for a replacement.
- Be patient — you can expect to receive a routine appointment within 5 weeks of request.

Call your doctor (PCP or healthcare provider) to schedule your appointments.

Do you want to get preventative health reminders and notifications about upcoming clinic days or other events in your area? If so, contact our Member Services team **(855) 687-7861, (TTY 7-1-1)** Monday to Friday 8 a.m.–5 p.m. to give us your cell number, email address and let us know it is okay to contact you. Feel free to tell your family and friends so they can get this information too.



If you need help finding a doctor and making an appointment, please call us at (855) 687-7861 or use the TTY/Illinois relay service by dialing 711.



Molina can help you get to and from the doctor or healthcare provider. To book a ride, call (844) 644-6354 or TTY/Illinois Relay Service at 711. For more help with rides, call Molina Member Services using the number on your ID card.



Speak Up and Make Your Care Better

Soon, some Molina Healthcare of Illinois Members will get a survey in the mail from Press Ganey. It's called the CAHPS® Survey. It asks about your health care experience with your doctors and with Molina.

Your answers help us know what is going well and what we can make better.

Because of feedback from members like you, we have been able to:

- Add more doctors and clinics so you have more choices.
- Offer more telehealth (video) visits so you can get care from home.
- Give you more ways to get your medicine, like mail-order delivery.
- Make it easier to get rides to your doctor visits.

The survey is private. Your answers will not change your benefits.



If you get the CAHPS Survey, please take the time to complete it. It only takes a few minutes to fill it out and send it back.

Your voice matters, and your feedback helps us improve your health care experience!

Foodsmart Maternity Meal Program

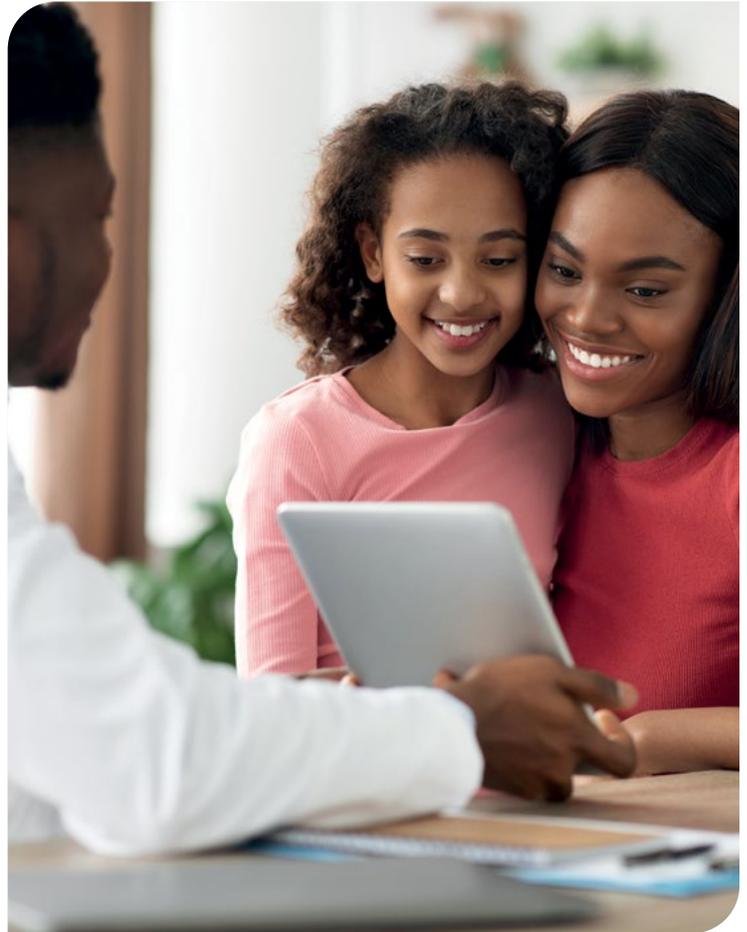
The Foodsmart Maternity Meal Program is a special program created by Molina Healthcare of Illinois and Foodsmart. It helps women who are pregnant or who just had a baby stay healthy. The program started in April 2025. It gives healthy meals, nutrition advice, and easy to use digital tools to Molina Medicaid members who are pregnant or who gave birth in the last three months. The goal is to help moms and babies have better health. The program offers weekly sessions that teach about good nutrition, health habits, and prenatal care. It also delivers healthy meals right to members' homes. Members who qualify may get four weeks of home delivered, medically tailored meals. They can receive up to five meals each week. We are excited to continue this partnership and look forward to the positive impact it will have on our members.



BigHeart Health and Molina Healthcare

BigHeart Health and Molina Healthcare of Illinois are working together on a two-year program called My Health My Power that starts in February 2026. This program is for Health Choice members, of all ages, in select southern Cook counties, Will, Champaign, Piatt, Macon, Williamson, Union, Johnson, Pope, Hardin, Alexander, Pulaski, and Massac counties. The goal of this program is to help members who have not seen a doctor or had a health screening in the last year, might have a hard time getting care, or have health problems that need to be checked.

BigHeart Health's personal health consultants will provide members with health education, connect them to mental health services and community resources, and much more. They assist members in obtaining preventive care to address their healthcare needs. BigHeart Health also helps members with social determinants of health by connecting them to resources for housing, food, and employment.



BigHeart Health and Molina aim to:



- Work together to help members get all-around care.
- Help members learn more about their health and feel in charge of it.
- Make it easier for members to get checkups and stay healthy.
- Work with doctors and other healthcare providers so members stay healthy for a long time.

If you get a call, text or email from a BigHeart representative it is okay to talk with them.

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:** Para obtener servicios gratuitos de asistencia lingüística, así como ayudas y servicios auxiliares, llame al 1-855-687-7861 (TTY: 711).
- ESPAÑOL**
- POLISH:** Aby uzyskać bezpłatną pomoc językową oraz dodatkowe wsparcie i usługi, należy zadzwonić pod numer 1-855-687-7861 (TTY: 711).
- POLSKI**
- CHINESE:** 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)。
- 中文 (简体)**
- KOREAN:** 무료 언어 지원 서비스와 보조 지원 및 서비스를 원하시면 1-855-687-7861 (TTY: 711)로 연락 주시기 바랍니다.
- 한국인**
- TAGALOG:** Para sa libreng serbisyo sa tulong sa wika, at mga auxiliary aid at serbisyo, tumawag sa 1-855-687-7861 (TTY: 711).
- ARABIC:** اتصل على الرقم 1-855-687-7861 (الهاتف النصي): (TTY) لتلقي خدمات المساعدة اللغوية المجانية والخدمات والمساعدات الإضافية.
العربية
- RUSSIAN:** Для получения бесплатных услуг языковой помощи, а также вспомогательных средств и услуг, позвоните: 1-855-687-7861 (телетайп: 711).
- Русский**
- GUJARATI:** મફત ભાષા સહયોગ સેવાઓ અને સહાયક સાધનો તથા સેવાઓ માટે 1-855-687-7861 (TTY: 711) પર કોલ કરો.
ગુજરાતી

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