

SPRING 2021

# Health and Wellness Newsletter



## Molina Healthcare wants you and your family to stay healthy.

Behavioral and mental health helps you stay healthy by preventing and assisting you with mental illness, substance abuse, or other addiction. These services can help those with mental and/or substance use issues to live healthier lives.

Molina can help support members in their healing. You may be vulnerable following a hospitalization or visit to the Emergency Room.

### It is important for individuals who are released from the hospital or Emergency Department to have a follow-up visit within 7 days.

Molina's Case Management team can help in the days after a hospital release in these ways:

- **Help find you a provider** who will schedule the follow-up appointment.
- Help link to a virtual appointment.
  - These are consultations by phone and/or video.

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All newsletters are also available at [MolinaHealthcare.com](https://MolinaHealthcare.com).

To get this information in your preferred language and/or accessible format, please call Member Services. The number is on the back of your Member ID card.

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

## Molina Healthcare wants you and your family to stay healthy. (cont'd)

- Assist with **free rides** for your visits.
  - (844) 664-6354 (TTY: 711)
  - To and from provider visits, pharmacies, or appointments for medical equipment.
  - And Women, Infants, and Children (WIC) sites.
- Help with **housing or food** insecurities.
- 24-Hour **Crisis Hotline/Nurse Advice Line**
  - Press 8 to talk with the nurse
  - English: (888) 275-8750 (TTY: 711)
  - Spanish: (866) 648-3537 (TTY: 711)
- **My MOLINA App** (It's free!) Search My Molina in the app store on your Apple or Android phone. Click "Get" or "Install" to download the app. Create an account and log in using your User ID and Password. It will allow you to:
  - View your Member ID Card
  - Find a doctor or facility near you with Doctor Finder
  - Use the Nurse Advice Line to get care
  - Find drug store locations
- Or call Molina Member Services
  - Medicaid: (855) 687-7861 (TTY: 711)

Molina can also assist members 18 years and up who are ready to **stop smoking**.

The program is completed over the phone and lasts for six months.

- You will be mailed a kit with materials to help you stop smoking.
- You can also get help from our 24-Hour **Crisis Hotline/Nurse Advice Line**
  - Press 8 to talk with the nurse
  - English: (888) 275-8750 (TTY: 711)
  - Spanish: (866) 648-3537 (TTY: 711)
- You will also be given a phone number that you can call when you need help.

Molina encourages members with a mental health or substance use issues to seek counseling. If you would like to talk to someone about your concerns, please call **Member Services at (855) 687-7861, TTY: 711**. They will help you set an appointment to talk with a mental health specialist. Member Services representatives are available to help you Monday through Friday, from 8 a.m. to 5 p.m.



### 24-Hour Crisis Hotline/ Nurse Advice Line

**Press 8** to talk  
with the nurse

English:  
**(888) 275-8750**

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

TTY users should  
call 711.

## COVID-19 Vaccination in Illinois

### What do we know about the COVID-19 vaccines given since December?

As of March 1, more than 77 million COVID-19 vaccines have been given in the United States. With more vaccines becoming available, we are encouraging our members to get their COVID-19 vaccines. All versions of the vaccine are effective. They can help lower your risk of hospitalization and death.



To date, millions of people in the U.S. have received the vaccines with few serious health problems. Vaccines save lives. Giving the vaccine first to people in nursing homes has been very successful, resulting in a decline in new nursing home cases.

### Which vaccine should I get?

If you are eligible for the COVID vaccine, you should get it. The right vaccine is the one that is available to you.

### Who should not the vaccine?

- People with a severe allergic reaction to polyethylene glycol or polysorbate ingredient, found in the Moderna or Pfizer vaccines.
- Anyone who had a reaction to the vaccine within hours of getting the first dose should not get the second dose. The reactions may include hives, wheezing or swelling.
- If you have had any severe allergic reactions in the past, talk to your doctor before getting the vaccine.

### What can I expect after I get the vaccine?

Many people do not have a reaction after getting the vaccine. Some people have experienced severe allergic reactions. Most of people who have reactions experience them within minutes of getting the vaccine.

Most common side effect include symptoms include: arm soreness , mild fever, chills, headaches, fatigue and muscle aches. These reactions mean that the vaccine is working.

### How do I sign up to get the vaccine?

- Call the Illinois Department of Public Health at (833) 621-1284
- Contact your county health department.
- Check with local pharmacies such as CVS or Walgreens.
- Visit <https://coronavirus.illinois.gov/s/>

Molina Healthcare of Illinois (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Molina provides free aids and services to people with disabilities to communicate effectively with us, such as.

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need services, contact the Civil Rights Coordinator. If you believe that Molina has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Civil Rights Coordinator  
200 Oceangate  
Long Beach, CA 90802  
Email: [Civil.Rights@MolinaHealthcare.com](mailto:Civil.Rights@MolinaHealthcare.com)

You can file a grievance in person or by mail or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available 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  
(800) 368-1019, (800) 537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

English	<b>ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-687-7861 (TTY: 711).</b>
Spanish	<b>ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-687-7861 (TTY: 711).</b>
Polish	<b>UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-687-7861 (TTY: 711).</b>
Chinese	<b>注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-687-7861 (TTY: 711)。</b>
Korean	<b>주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-687-7861 (TTY: 711) 번으로 전화해 주십시오.</b>
Tagalog	<b>PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-687-7861 (TTY: 711).</b>
Arabic	<b>ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-687-7861 (رقم هاتف الصم والبكم: 711).</b>
Russian	<b>ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-687-7861 (телетайп: 711).</b>
Gujarati	<b>સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષ સહાય સેવાઓ તમારા માટે ઉપલબ્ છે. ફોન કરો 1-855-687-7861 (TTY: 711).</b>
Urdu	<b>خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1855-687-7861 (TTY: 711).</b>
Vietnamese	<b>CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-687-7861 (TTY: 711).</b>
Italian	<b>ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-687-7861 (TTY: 711).</b>
Hindi	<b>ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-687-7891 (TTY: 711) पर कॉल करें।</b>
French	<b>ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-687-7861 (TTY : 711).</b>
Greek	<b>ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-855-687-7861 (TTY: 711).</b>
German	<b>ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-687-7861 (TTY: 711).</b>



**Your Extended Family.**

Molina Healthcare of Illinois  
1520 Kensington Road, Suite 212  
Oak Brook, IL 60523

## 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.