

Molina's myhealthmylife

a newsletter just for Michigan members

Fall 2024

WHAT'S INSIDE

Protect Yourself
and Your Loved
Ones Against Flu,
RSV, and COVID-19
This Season

2

Healthy Beginnings
Programs

4

The Importance
of Regular Dental
Cleaning and
Examinations

8



Thank you for being a Molina Member! As part of your health care family, we want to make sure you're able to get the care you need, when you need it. In this newsletter, please find helpful information about illnesses, benefits, and the programs we offer. Thank you for being the best part of Molina Healthcare!

Protect Yourself and Your Loved Ones Against Flu, RSV, and COVID-19 This Season

Colder months increase the spread of common illnesses throughout Michigan. Flu, RSV, and COVID-19 are just a few of the common illnesses that can affect anyone at any age. But there's good news! We can protect ourselves and our loved ones with vaccines to fight off these common illnesses.

Influenza (FLU)

The Flu is a contagious respiratory illness in the nose, throat, and lungs. It can result in mild to severe illness and sometimes death. The best way to prevent the flu is by getting vaccinated each year with a flu shot. Know your symptoms! Flu symptoms may include fever or feeling feverish and chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, tiredness, nausea, diarrhea or vomiting. Protect yourself and loved ones with a flu vaccine. Flu vaccines are safe and are recommended for everyone 6 months of age and older every year. The flu vaccine has shown to have many benefits including reducing the risk of flu illnesses, hospitalizations, and even death.

Respiratory Syncytial Virus (RSV)

RSV is a common virus that hits its peak infection rate throughout the fall, winter, and spring months. RSV infects the lungs and respiratory tract causing cold-like symptoms. Most children will be infected with the RSV virus by the time they're 2 years old.

Protect the young ones in your life! To prevent severe RSV disease in infants, the CDC recommends either maternal RSV vaccination or infant immunization with RSV monoclonal antibodies. Most infants will need both.

Vaccination for pregnant people

- 1 dose of maternal RSV vaccine during weeks 32 through 36 of pregnancy, given September through January. Pfizer Abrysvo is the only RSV vaccine recommended during pregnancy.

Immunization for infants and young children

- 1 dose is recommended for infants younger than 8 months of age who were born shortly before or are entering their first RSV season (typically fall through spring).
- 1 dose for infants and children aged 8–19 months who are at increased risk for severe RSV disease and entering their second RSV season.

Not only does RSV affect infants and young children, but adults 60 and older have a greater risk of catching the RSV virus. CDC recommends an RSV vaccine for everyone ages 75 and older and adults ages 60–74 at increased risk of severe RSV. The RSV vaccine is not currently required every year, meaning older adults do not need to get a dose every RSV season. That means if you have already gotten an RSV vaccine last year, you do not need to get another one at this time.

Coronavirus (COVID-19)

The coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus. Most people infected with the virus will experience mild to moderate respiratory illness and recover without requiring special treatment. COVID-19 symptoms may include fever, dry cough, tiredness, aches and pains, sore throat, headache, loss of taste or smell, difficulty breathing, shortness of breath, chest pain, or pressure.

This cold season, the CDC recommends everyone 6 months and older get an updated 2024-2025 COVID-19 vaccine. This is to protect yourself against the potentially serious outcomes of COVID-19 illness this fall and winter. It can be given with other vaccines, including flu and RSV vaccines.

This 2024-2025 cold and flu season the CDC recommends:

Everyone ages 6 months and older should get a 2024-2025 COVID-19 vaccine.

The COVID-19 vaccine helps protect you from severe disease, hospitalization, and death.

It is especially important to get your 2024-2025 COVID-19 vaccine if you are ages 65 and older, are at high risk for severe COVID-19, or have never received a COVID-19 vaccine.

Vaccine protection decreases over time, so it is important to stay up to date with your COVID-19 vaccine.

Order your free COVID-19 tests at the end of September.

U.S. households will be eligible to order 4 free COVID-19 tests at [COVIDTests.gov](https://www.covidtests.gov). The COVID-19 tests will detect current COVID-19 variants and can be used through the end of the year.



For more information about the Flu, RSV, or COVID-19, call our 24-hour Nurse Advice Line toll free at:

(888) 275-8750 (English)

(866) 648-3537 (Spanish)

TTY/TDD 711

Telehealth

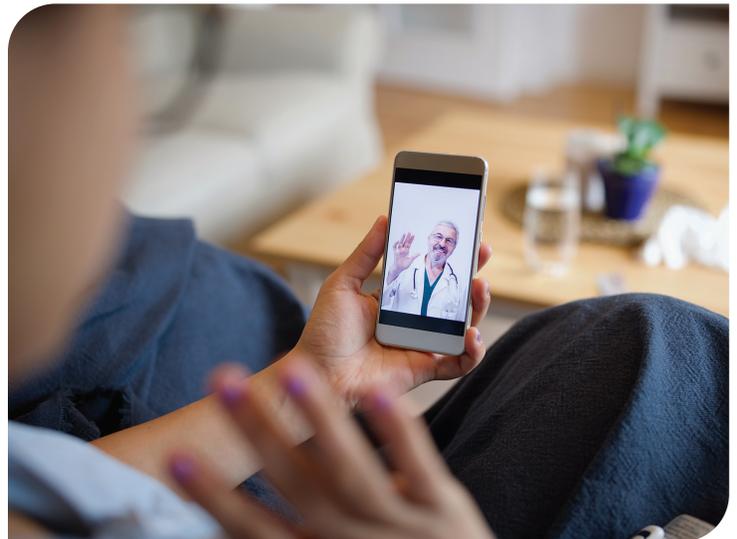
Access to Telehealth is now available with most doctors!

You may be able to reach your doctor virtually now with telehealth.

There are many benefits to using Telehealth such as:

- Providing health care wherever you are
- Providing faster support and diagnoses
- Reducing exposure to other illnesses

Talk to your provider for their virtual visit options and how to schedule a telehealth visit.



Healthy Beginnings Programs

Healthy babies start with healthy pregnancies. Molina has programs to support you in every aspect of your pregnancy and delivery. From a doula to be there for you physically and emotionally, to telemedicine providers to meet you where you are, to incentives which reward you for taking the best care of yourself. Molina is always here for you and your family.

Molina Healthy Beginnings is a comprehensive collection of services, benefits, and programs just for our pregnant and recently delivered members! Healthy Beginnings offers a variety of no-cost supports such as:

- Virtual prenatal and postpartum visits
- Gift card incentives
- Doula support
- Food resources
- Breastfeeding / chest feeding assistance
- Perinatal Depression counseling
- Care Management
- Smoking Cessation
- Group Prenatal Care / Centering Pregnancy
- Transportation
- Housing resources



For more information on any of the MI Molina Healthy Beginnings services, please reach out to us at MIHealthyBeginnings@MolinaHealthcare.com.

What is a doula? What can they do for me?

A doula is a trained professional who provides emotional and physical support during pregnancy, labor, birth, and postpartum. Doulas are not medical professionals and cannot deliver babies or provide medical advice. Instead, they can help you feel supported and informed throughout your pregnancy.

How do I find the right doula?

Finding the right doula for you is important. When choosing a doula, you can consider things like their experience, training, as well as your personal preferences and comfort level:

Training and certification

Doulas can have different levels of training and certification, and some may have additional skills like breastfeeding consulting or have experience with specific cultural backgrounds.

Experience

Consider how many births the doula has attended and how long they've been practicing.

Philosophy

Think about the doula's views on birth, medical care, and pregnancy, and whether they align with yours.

Comfort level

Consider how you feel around the doula, and whether they make you feel comfortable and listened to.

Support

Think about the type of support you want during pregnancy, birth, and postpartum, and whether the doula can provide that. For example, if you're planning a vaginal birth after a C-section (VBAC), you might want a doula who has experience with VBACs.

Recommendations

Ask friends and family for recommendations, or join online groups focused on your birth goals.

You can find a doula near you by going to MolinaProviderDirectory.com/MI. Choose your health plan (Michigan Medicaid or Healthy Michigan) and enter your zip code. Type "doula" into the search bar, and a list of doulas closest to you will come up.



Protect Your Child's Health

You make decisions that impact your child's future each and every day. Today's parents have the power to protect their babies from 14 different diseases before the age of 2. Vaccination is the best way to protect against preventable diseases.



Immunizations are safe and effective

The American Academy of Pediatrics strongly supports and recommends protecting children with vaccinations.

Timing of immunizations

Hepatitis B vaccine is given in the hospital shortly after birth. Babies will also get vaccinations at 2 months, 4 months, 6 months, 12 months, and between 15 and 18 months. Beginning at 6 months of age your child should get a flu vaccine every year, as well. Delaying, skipping, or rejecting all or some of the recommended shots might put your child at risk of getting sick.

Did you know?

These serious diseases are still in our communities! The best way to protect your child is to get their immunizations on time by following the recommended schedule. Vaccinate on time for the best defense!

This Vaccine	Protects against	Scheduled at age
DTap*	3 serious diphtheria (respiratory disease), tetanus (lock jaw), and pertussis (whooping cough).	2 MO, 4 MO, 6 MO, 15 MO
Polio (IPV)*	Virus that can paralyze legs and breathing muscles.	2 MO, 4 MO, 6 MO
MMR	3 dangerous diseases: measles, mumps, and rubella (German measles).	12 MO
Haemophilus influenzae type b (Hib)*	Illness which can cause pneumonia, infection of the brain and swelling that blocks the airway.	2 MO, 4 MO, 6 MO, 12 MO
Hepatitis B (Hep B)	Disease that can cause severe liver damage, liver cancer and death.	Birth, 2 MO, 6 MO
Varicella (VZV)*	Chickenpox and it's serious complications.	12 MO
Pneumococcal Conjugate (PCV)	Serious infections of lungs, blood, and brain.	2 MO, 4 MO, 6 MO, 12 MO
Influenza (Flu Shot)	Illness of lungs, nose, and throat. Can cause fever, chills, aches, and even death. The vaccine needs to be given every year.	Every year starting at age 6 MO
Hepatitis A (Hep A)	Disease that can cause yellow skin or eyes, severe stomach pain and diarrhea.	12 MO, 18 MO
Rotavirus (RV)	Virus that causes high fever, diarrhea and vomiting.	2 MO, 4 MO, 6 MO

Talk to your child's doctor if you have any questions or concerns about immunizations for your child.

This is also a good time to talk to the doctor about having your child tested for lead poisoning. Testing can start as early as 9 months old and should be done twice by your child's second birthday.

Lead Poisoning: Know the Facts

Lead poisoning is caused by swallowing or breathing in lead. Children under 6 years old are most at risk. If you are pregnant, lead can even harm your baby. Lead can cause learning and behavior problems. Lead can hurt the brain and nervous system. Some of the effects of lead poisoning may never go away. Children can get lead poisoning from variety of sources. When old paint cracks and peels, it breaks down and allows lead to get into the dust in your homes. Then the lead dust gets into your children's blood when they breathe it in or put their hands or toys in their mouths. Lead dust can be carried home on the clothes, shoes, skin, and hair. Lead dust can also contaminate vehicles and be passed on to children and other family members. Jobs and hobbies using lead such as construction, home renovating, ammunition (bullets) and jewelry making can be sources of take-home lead. Other sources of exposure include soil, water, imported spices, cosmetics, home remedies & some pottery. A lead test is the only way to know if your child has lead poisoning. Most children who have lead poisoning do not look or act sick. Only blood tests can tell if your children have been poisoned.



If you think you may have been exposed to lead in your home or drinking water, please talk to your doctor. Exposure to lead while pregnant or breastfeeding can cause harm to you and your child. For more information visit Michigan.gov/MiLeadSafe or call (517) 335-8885.



The Importance of Regular Dental Cleaning and Examinations

Brushing and flossing at home is important, but to ensure teeth are healthy and thoroughly clean, you should schedule regular check-ups and annual cleaning with your dentist. Dentists recommend coming in for teeth cleaning twice a year, and this has been proven to ward off most dental issues when combined with regular brushing and flossing. Having regularly scheduled dental cleanings can prevent problems such as tooth decay, gum disease, and bone loss. Regular teeth cleanings are just as important as showering when it comes to taking care of your mouth. Oral examinations are performed before cleanings, and this gives the dentist a chance to identify developing problems in their early stages. The dentist also examines your face, neck, jaw, and tongue for abnormalities. A teeth cleaning removes bacteria, plaque, and tartar buildup. There are many benefits to having a dental exam early including:

- Treating gum disease early
- Detecting oral cancer early
- Addressing cavities early
- Correcting teeth clenching or grinding
- Teaching proper oral hygiene techniques
- Checking your jaw for abnormalities
- Keeping your gums and teeth clean



When oral health issues are left untreated, it can affect your overall health. Many oral problems, including oral cancer, respond best when detected early and treated. If you have a dental professional to conduct routine exams and cleanings, you can rest assured you are receiving the best detection method.



While skipping a dental appointment may not seem important, oral health problems can develop and progress quickly. Keep your teeth and gums healthy by seeing a dentist regularly. Call Molina Medicaid Dental Member Services at (844) 583-6157, Monday – Friday, 8 a.m. to 8 p.m. EST, to locate a dentist and learn more about your dental benefits. Make your appointment for your dental exam today and earn a \$50 gift card. For more information, log into the My Molina Member Portal at [MyMolina.com](https://www.mymolina.com) or scan the QR code.





Managing Diabetes

Molina Healthcare of Michigan cares about your health and well-being. We want to help you stay healthy with diabetes. Take a look at the tips on this page to help manage your diabetes.

Eat a healthy diet that's low in calories, saturated fat, sugar, and salt. Eat foods high in fiber, like fruits, vegetables, nuts, legumes, and whole grains.

Exercise 30 minutes of moderate activity at least 4 days of the week.

Be sure to test your blood sugar regularly to see what affects it.

Some people with diabetes need to take medications, to help manage their blood sugar levels.

When to visit your doctor

See your doctor at least once a year to check on your diabetes. If you need help making an appointment, please call Member Services at (888) 898-7969 (TTY: 711).

Your doctor will check your ABCs:

A is for A1C

Your doctor will check your A1C with a blood test. The goal for most people is below 7, but it may be different for you. Ask your doctor what your goal should be. You may need to get tested several times a year.

B is for Blood Pressure

The blood pressure goal for most people is below 140/90, but it may be different for you. Ask your doctor what your goal should be.

C is for Cholesterol

Ask your doctor what your cholesterol numbers should be. Your goals may be different from others.



Find a Doctor at Your Fingertips!

Use our Online Provider Directory to find a primary care provider (PCP) fast and at your fingertips! You can also locate a hospital, pharmacy, or specialist doctor for Medicaid, Marketplace or Medicare plans.

It's easy! To find a doctor close to your home use our "Find a Doctor or Pharmacy" online directory at MolinaProviderDirectory.com/MI. When you visit our site:

1. Select your plan/program
2. Select your city & state
3. Use the search bar to locate doctors, pharmacies, hospitals, and more!



Earn rewards with Molina

Molina wants to help you get the most of your coverage. Take a look at some of the great benefits and rewards you have as a member. We cover them at no cost to you!

- Up to \$250 in well-child rewards for checkups, immunizations & more
- \$50 reward for completing an annual dental exam
- \$75 for pregnant or diabetic members who complete an annual dental exam
- Up to \$200 in maternity rewards for completing a first-trimester prenatal visit, STI screening and Pregnancy Risk Assessment
- Up to \$100 in women's health rewards for getting mammograms & Pap tests

You can claim rewards in the member portal. Sign up at MyMolina.com. Once registered, visit "My Wellness" and go to "My Healthy Rewards" to complete and submit the form. Healthy Rewards are subject to change. Please visit MyMolina.com for a current list of incentives and their values.





Molina In The Community

Molina Healthcare of Michigan's Community Engagement team works with local organizations, providers, and other member resource groups. Through partnership, they bring health education and services to members and the community. Together, they create diverse ways to provide information to the community to help improve health outcomes.

Federally Qualified Health Center (FQHC) week is one of the busiest times for the Community Engagement team. This year, FQHC week took place from August 4th-10th. During FQHC week Molina supported 20 events. At these events, Molina provided health education and resources for our members and the community. Hamilton Community Health Center, Genesee Community Health Center, CHASS, Great Lakes Bay Health Center, Sterling Area Health Center, Honor Community Health, Western Wayne Family Health Centers, MyCare, Detroit Community Health Connection, Advantage Health Center, Cherry Health, and Family Health Center are some of the FQHCs Molina partnered with this year. Molina and the Community Engagement team will continue these efforts throughout the years.

Also, this fall The MolinaCares Accord in collaboration with Molina Healthcare of Michigan presented a \$25,000 grant to Playworks Michigan. Playworks Michigan is a nonprofit that uses physical activity to help children build social and emotional skills. The donation will fund Playworks TeamUp+ programming for students at Davison Elementary-Middle School in Detroit, MI.

Need a Ride?

Did you know Molina Healthcare of Michigan will give you a ride to the doctor, dentist, or pharmacy? Or reimburse you for your mileage (gas usage) if you have your own transportation? Please call Transportation Member Services today (888) 898-7969, 24 hours a day, 7 days a week (TTY: 711), to schedule your ride.



Details to remember when scheduling a ride:

- It is important to call **3 business days** in advance of your appointment to schedule a ride.
- Be sure to let Access2Care know if you require any special accommodations, or if anyone such as a caregiver or child will be going with you.
- Be ready **1 hour before** your appointment time.

Access2care will work with you to meet your unique transportation needs. If you need to cancel your appointment, call Member Services 24 hours in advance, or as soon as you know you will not need a ride.

You can also schedule all your rides with the Access2Care Mobile App! Have the power to control your non-emergent medical transportation with all the features offered in the mobile app:

- Secure Login without a Password
- User Friendly
- Caregiving Access
- Save Addresses
- Predictive Entry Addresses
- Schedule Recurring Rides
- Change/Edit Rides
- View Ride History
- Schedule Round Trips or One Way Trips
- Status Notifications





Don't Lose Your Medicaid Coverage!

It's important to keep your Medicaid coverage up to date.

Thank you for being part of the Molina Healthcare family. The Michigan Department of Health and Human Services (MDHHS) must occasionally re-determine if you are eligible for Medicaid benefits. This is called Redetermination. The Redetermination process includes a full review of all areas that determine your eligibility for benefits.

What can I do right now?

- Be sure your address, phone number and email are up to date online at newmibridges.michigan.gov
- You can also call your local MDHHS office
- If you don't have an MI Bridges account, please register at newmibridges.michigan.gov

Complete your redetermination paperwork when you get it to avoid losing your coverage!

How to Renew:

For most members, your renewal month will be the same month you first applied for Medicaid healthcare coverage.

There are many ways to complete redetermination paperwork:

- **Online:** Log in to newmibridges.michigan.gov, and follow the steps provided while completing your Redetermination application.
- **By phone:** Molina has customer service representatives available to help with the process. If you need help, call **(866) 916-0917**. If you did not receive a redetermination packet, please contact your caseworker or your local MDHHS office.

Items you will need:

- Social Security numbers
- Birthdates
- Passport, alien card, or other immigration numbers for legal immigrants who need health care coverage
- Income information for all adults and all minors aged 14 or older who are required to file a tax return

Renew now so we can keep taking care of you! Molina has customer service representatives available to help with the process. If you need help, email healthplanrenewals@molinahealthcare.com or call (866) 916-0917. We're here to help!

What if I lose coverage?

You will receive:

- Notice when your enrollment ends
- Information on how to appeal
- Information about options for purchasing other health care coverage
- Visit healthcare.gov to learn more

If you are in need of additional resources, you may be eligible for a Public Benefit Program.

Please visit newmibridges.michigan.gov to apply for:

- Healthcare Coverage
- Food Assistance Programs
- Cash Assistance
- Women, Infants, and Children (WIC)
- Child Development and Care (CDC)
- State Emergency Relief (SER)

To locate Public Benefit Programs in your area, please visit MolinaHelpFinder.com.

Reminder:

- Now is a great time to update your contact information! Make any needed changes to your mailing address, phone number, and email at newmibridges.michigan.gov so you do not miss important communication about your health benefits.

Questions about your health?

Download My Molina Mobile App Today!

Get health plan access with your smart phone. With the mobile app, you can easily see your ID card, print it or send it by email to your doctor. Search for new doctors, change your primary care provider (PCP) and much more. Anytime, anywhere.

Download the My Molina Mobile App today from the Apple App Store or Google Play Store.

Other Features:

- View benefits at a glance
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care near you
- View medical records
- Call our Member Services team
- Speak to a nurse through our 24-hour Nurse Advice Line
- Receive important notifications



Call our 24-hour Nurse Advice Line

Health issues can happen any time, even on nights and weekends. As a Molina member, you can talk to a nurse right away! Our 24-hour Nurse Advice Line is a covered service that is available 24/7.

Speak to a nurse when you:

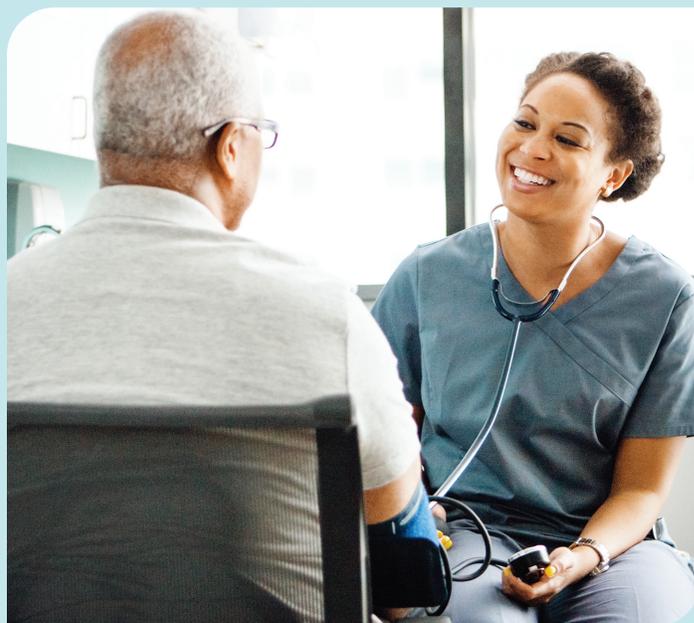
- Have a medical question any time of the day or night
- Think of a question after you visit your doctor
- Feel sick and aren't sure what to do
- Feel sick or hurt and don't know where to go for care

Keep these phone numbers handy!

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

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

TDD/TTY: **711**



Molina Help Finder

We are part of your community. And we work hard to make it healthier. Molina Help Finder is your one-stop shop for finding low and no-cost community resources when you need them. Search for services near you using our online tool at MolinaHelpFinder.com. You can search for help and services to meet basic needs like:

- Food
- Housing
- Transportation
- Health
- Job training
- Childcare
- Education
- Work
- Legal
- And more



To learn more, please visit MolinaHelpFinder.com.

Balance Billing

As a Molina Healthcare Medicaid Plan member, you do not have to pay for services that are covered by your health plan. As part of the Medicaid program your providers have agreed to accept Molina Healthcare Medicaid payments as payment in full.

Deductibles, coinsurance, or copayments are known as cost-sharing amounts. When you get a bill for these amounts it is known as Balance Billing. Please be advised that it is unlawful for providers to “balance bill” any patient who is a member of Molina Healthcare for any covered services. You have \$0 drug copay for drugs prescribed by your doctor if they are covered by your plan. There are some exceptions, please see below.

When do you have to pay?

Sometimes you must pay if you get services that are not covered by your plan. When this happens, we will send you a letter telling you that we denied something and that you have to pay.

Are you being Balance Billed?

If you think you are being balance billed call Member Services at (888) 898-7969, TTY (711), Monday – Friday, 8 a.m. to 5 p.m., ET. Please have the bill ready when you call.

Live Chat is now available!

Need help navigating through the member portal at [MyMolina.com](https://www.molinahc.com)? Want to learn more about My Molina Portal features? Or change your Primary Care Physician (PCP) and locate a Specialist? Let one of our expert agents help guide you through your questions with our new Live Chat feature on [MyMolina.com](https://www.molinahc.com)!

The Live Chat option is available on [MyMolina.com](https://www.molinahc.com) during business hours, Monday - Friday 8 a.m. to 5 p.m. ET.

We can't wait to chat with you!



Health Care Fraud, Waste and Abuse

Molina Healthcare of Michigan is focused on ensuring that fraud, waste and abuse does not occur. If you believe fraud, waste, and abuse has taken place, you can report it without giving your name. You can contact Molina anonymously by:

 Online: [MolinaHealthcare.alertline.com](https://www.molinahc.com/alertline)

Email: MHMCompliance@MolinaHealthcare.com

 Phone: (866) 606-3889
Fax: (248) 925-1797

 Mail: Molina Healthcare of Michigan
Attention: Compliance Director
880 West Long Lake Road
Troy, MI 48098-4504

Or you can contact:

 Online: michigan.gov/fraud

 Phone: (855)-MI-FRAUD (855-643-7283)

 Mail: Michigan Department of Health and Human Services (MDHHS)
Office of Inspector General
P.O. Box 30062
Lansing, MI 48909

For more information, please visit:

[molinahealthcare.com/members/mi/en-us/mem/medicaid/overvw/quality/fraud.aspx](https://www.molinahc.com/members/mi/en-us/mem/medicaid/overvw/quality/fraud.aspx).

If you need any materials in another language, oral interpretation, or auxiliary aids and services, please contact Member Services at (888) 898-7969, Monday - Friday, 8 a.m. to 5 p.m. ET.



Your Extended Family.

**Non-Discrimination Notification
Molina Healthcare of Michigan
Medicaid**

Molina Healthcare of Michigan (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to 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. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (888) 898-7969.

Hearing Impaired: MI Relay 711.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (248) 925-1765.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.



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[Legal disclaimer]

[state approval code]

