

# Molina's myhealthmylife<sup>®</sup>

A newsletter just for Molina Healthcare of Nebraska members

## WHAT'S INSIDE

Protect your vision

3

Stay on track with  
your child's vaccines

8

Your member ID  
card is now digital!

10



# Get urgent dental care with teledentistry

## Help for dental pain, without the wait

Tooth pain can happen at any time. If you have swelling, toothache or other urgent dental problems, you do not have to wait for an appointment to get help.

Members 18 years and older can talk to a dentist at any time, day or night, through the My Molina Dental® app, powered by SKYGEN. You can get support for urgent dental issues like:

- Toothaches
- Swelling
- Infections
- Broken or chipped teeth

Your teledentist may ask about your symptoms and can help explain what may be causing the problem. If needed, they may prescribe medicine for pain or infection. They can also help you decide if you need to see a dentist in person.

Eligible members have up to two emergency virtual dental visits each year.

### Did you know?

The My Molina Dental® app, powered by SKYGEN, also helps you manage your dental care in one place. You can:

- Make changes to your primary care dentist
- View your member ID card
- Find a dentist near you
- See your authorizations

### Get started today

Download the dental app to get urgent dental care and manage your dental benefits in one place.

# Protect your vision

## A yearly diabetes eye exam can help catch problems early

If you have diabetes, taking care of your eyes is important. Diabetes can damage your eyes over time, even if your vision feels normal. A diabetes eye exam, also called a retinal eye exam, can find problems early and help protect your sight.

## Who should get this exam?

You should get a diabetes eye exam every year if you:

- Are 18 to 75 years old, and
- Have type 1 or type 2 diabetes

The exam checks the back of your eye for damage caused by diabetes. It is quick and painless and can find problems early to help prevent vision loss.

## What you can do next

- Schedule an eye exam with your eye doctor.
- Talk to your doctor about your eye health and diabetes care.
- Complete your blood sugar test (HbA1c test), as recommended by your doctor.

## Need help making an appointment?

Call Member Services at **(844) 782-2018** (TTY: 711), Monday through Friday, 8 a.m. to 6 p.m. CT. We can help you find a doctor and make an appointment.

### Get rewarded for taking care of your health

You can earn Healthy Rewards for completing your diabetes eye exam and blood sugar test. Once your exam or test is complete, call Member Services to claim your reward.

**A yearly diabetes eye exam is a simple way to help protect your eyesight. Schedule an exam with your doctor today.**



# Taking care of your sexual health

## No-cost HIV and STI screening available at our One-Stop Resource Center

Caring for your sexual health is an important part of staying well. That's why we're teaming up with the Nebraska AIDS Project to offer HIV and STI screenings at our One-Stop Resource Center, at no cost to you.

Screenings are available for HIV, chlamydia and gonorrhea. No appointments are needed, and services are provided in a private and respectful setting.

## When can you get screened?

Nebraska AIDS Project will be onsite at the Molina One-Stop Resource Center every fourth Thursday of the month from 2-4 p.m. CT.

### Location

Molina One-Stop Resource Center  
3301 Harney St.  
Omaha, NE 68131

Offering this service is part of Molina's commitment to supporting preventive care and helping our communities stay healthy.

Getting screened regularly is a simple step to protect your health. Stop by during an upcoming testing day.



# Your feedback shapes better care



## Take a few minutes to share your experiences with us

We want to make sure you're getting the best possible care. You can help us improve by completing the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey.

You may get this survey in the mail soon. It asks about your experience with Molina and your doctors. Your answers are private and will not affect your benefits.

## How your feedback helps

Thanks to members who have shared their experiences, we have been able to:

- Add more doctors and clinics so you have more choices for care
- Offer telehealth visits so you can see your doctor from home
- Provide more ways to get medicine, including mail-order delivery
- Make it easier to get rides to your appointments

Your feedback helps us improve the care and services we offer. You can also take advantage of our helpful services to manage your health, including:

- Finding doctors using our Online Provider Directory
- Seeing a doctor from home through telehealth visits
- Getting your medicines through convenient pharmacy options
- Finding help for everyday needs like food, housing and utilities through our Molina Help Finder
- Talking to a nurse anytime with our 24/7 Nurse Advice Line: **(844) 782-2721** (TTY: 711)

For more information about these services and other ways we can support you, call Member Services at **(844) 782-2018** (TTY: 711), Monday-Friday, 8 a.m. to 6 p.m. CT.

## Make your voice heard

Look for the CAHPS® survey in the mail and take a few minutes to complete and return it. Your input will support better experiences for you and your family.

# Need a ride? We'll help you get there

## No-cost rides so you can focus on what matters

We know that getting to a doctor, dentist or mental health provider can sometimes be a challenge. That's why we offer rides to and from your appointments at no cost to you.

## How to schedule your ride

Call Medical Transportation Management (MTM) at **(888) 889-0421** (TTY: 711), Monday through Friday, 8 a.m. to 7 p.m. CT. Be sure to schedule your ride at least three business days before your appointment.

## What you'll need when you call:

- Your Medicaid ID number
- Your full name and home address, including your zip code
- Your provider's name, address and zip code
- The date and time of your appointment

This benefit makes it easier to take care of your health, so you can focus on what matters without worrying about transportation.



### Schedule your ride today

Don't let transportation get in the way of your care. Call MTM to schedule a ride to your next doctor's appointment.

# Your right to use advance directives

## Plan ahead for the care you want

You have the right to make your own medical decisions, even if you can't speak for yourself. An advance directive lets you share your wishes so they are followed. Planning ahead also helps your family and doctors make choices that match what you want.

## Types of advance directives

There are three common types of advance directives:

- **Living will:** This explains what care you want or do not want if you cannot make decisions. For example, this could be your wishes on things like breathing machines, feeding tubes, organ transplants or comfort care. In Nebraska, you must sign your living will in front of two adults or a notary. You will then need to give a copy to your provider.
- **Durable Power of Attorney for Health Care (DPAHC):** A DPAHC lets you choose someone you trust to make medical decisions for you when you can't make them yourself. This document must be signed with witnesses present or a notary.
- **Do Not Resuscitate (DNR):** A DNR tells providers not to perform CPR if your heart or breathing stops. Ask your doctor if you would like to create a DNR order.

## How to get started

You can find forms for your living will or DPAHC online by visiting [DHHS.NE.gov/Pages/Aging-Legal-Services.aspx](https://www.dhhs.ne.gov/Pages/Aging-Legal-Services.aspx). You can also ask your doctor for these forms. You can fill them out yourself or ask for help. Once completed, make sure that you give your doctor a copy.

## Need help or have questions?

Talk to your doctor to understand your advance directive options. If you believe your advance directive was not followed, you can file a complaint with the Nebraska Department of Health and Human Services. Call them at **(800) 254-4202**, Monday-Friday, 8 a.m. to 5 p.m. CT.

Planning ahead makes your wishes clear and helps you get the care you want.

# Stay on track with your child's vaccines

## Keep your child healthy and protected

Kids need several important vaccinations before they turn 13. These shots help prevent serious illnesses now and in the future.



## Vaccines your child needs by age 12

Before age 12, your child should receive these vaccines:



**Tdap.** This protects against tetanus (lockjaw), diphtheria (throat infection) and whooping cough.



**Meningococcal.** This protects against meningitis, a serious infection that can hurt the brain and spinal cord.



**HPV.** This protects against a virus that can cause some cancers later in life. Children need two doses for full protection.

## Finding a doctor for your child

You can find a pediatrician or any doctor your child needs by visiting our Online Provider Directory at [MolinaProviderDirectory.com/NE](https://www.molinahealthcare.com/NE). You can also call Member Services at **(844) 782-2018**, Monday-Friday, 8 a.m. to 6 p.m. CT.

## Two HPV doses keep your child protected

Your child should receive their first dose early and the second one about 6 to 12 months later, before they turn 13. If your child got the first dose but not the second, now is the time to catch up.

## Getting back on track

Even if your child misses a shot, they can still get caught up. Talk with your child's pediatrician to make sure they are up to date.

**Staying up to date on vaccines help protect your child from serious illnesses today and in the future.**

# Molina One-Stop Resource Center

Get help, find resources and make the most of your benefits



The Molina One-Stop Resource Center (One-Stop) is a welcoming space for you and your family. Whether you have questions about your benefits, need help using your member portal or want guidance finding local resources, you can get in-person support in one place.

## What you can do at the One-Stop

When you visit, you can:

- Use computers and internet for job searches, applications or work tasks
- Meet with your case manager in a private room
- Pick up a three-month supply of period products at no cost
- Get no-cost STI screening, including HIV, chlamydia and gonorrhea
- Learn about your health plan benefits
- Get hands-on help using your My Molina® member portal or app
- Take part in Member Advisory Committee meetings

## Come by the One-Stop today

We are located at:

**3301 Harney St., Omaha, NE 68131.**

Visit us to get support and connect with our team.

## Stay up to date with us!

Don't miss events happening at our One-Stop and in the community. Sign up for text or email updates.

- Text JOIN TO 94889
- Log in to your My Molina® portal and update your email address

You can also follow us on social media to stay informed of tips and helpful information about your benefits. Find us on Facebook: @MolinaHealthNE.

# Your member ID card is now digital!

## Access your ID card anytime, anywhere

You can now view your member ID card digitally! No more waiting for the mail or worrying about losing your card.

With a digital ID card, you can see it instantly on your phone or online, making it easy to bring to your appointments and access at any time. It's safe, convenient and always with you when you need it.

You can still request a paper ID card and we will send it by mail. You can also still use your paper ID card at your appointments. This digital card is a new, easy option that's available to you whenever you need it.

## How to get your digital ID card



### On the My Molina® member portal

1. Go to MyMolina.com and log in.
2. Click on My ID Card at the top of the page.
3. See your ID card right away.

Note: You can also print it or ask for one by mail.



### On the My Molina mobile app

1. Download the free My Molina app from the Apple App Store or Google Play.
2. Log in to the app.
3. Tap the ID Card icon.
4. See your ID card right on your phone.

Note: You can print it, share it or ask for one by mail. You can also save your ID card to your digital wallet, like Apple Pay or Google Pay, so it's easy to find.

### Go digital today!

Your ID card is ready whenever you are. Log into your app or portal today and view it right from your phone.



# Strawberry yogurt parfait cups

## A sweet and healthy treat for the whole family

Strawberry yogurt parfaits are a simple, fresh and healthy treat that can be enjoyed as breakfast, a snack and even a light dessert. They are sweet, easy to make and use simple ingredients that you can find anywhere.

They are full of nutrients like strawberries which provide vitamin C to support your immune system. Yogurt adds protein and calcium for strong bones, and oats provide fiber to help keep you full. With layers of creamy yogurt, juicy fruit and crunchy oats, these parfaits are both satisfying and refreshing.

### What you'll need:

- 1 cup plain or vanilla yogurt (dairy or dairy-free)
- 1 cup fresh strawberries, sliced
- 1/2 cup rolled oats or low-sugar granola
- 1 teaspoon honey or maple syrup (optional)

### How to make them:

1. Wash and slice the strawberries.
2. Spoon a layer of yogurt into a cup or bowl.
3. Add a layer of strawberries and a small layer of oats or granola.
4. Spoon another layer of yogurt on top.
5. Repeat layers until your desired amount.
6. Drizzle with honey or maple syrup if desired.

Serve right away or store in the fridge until ready to eat.



### Prep Tips:

- Use frozen strawberries if fresh ones are not available.
- Swap strawberries for bananas, blueberries or seasonal fruit.
- Make these the night before for an easy grab-and-go snack.



Molina Healthcare of Nebraska (Molina) complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call {1-844-782-2018} (TTY: 711). (English)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al {1-844-782-2018} (TTY: 711). (Spanish)

HÃY CHÚ Ý: Nếu quý vị nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ miễn phí luôn có sẵn cho quý vị. Hãy gọi 1-855-687-7861 (TTY: 711). (Vietnamese)