

Molina's myhealthmylife[®]

A newsletter just for Texas members

Fall 2025

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Stay healthy — Get your flu shot!

The flu season is here, and getting a flu shot is the best way to stay healthy. A flu shot protects you from the flu and helps keep your family safe, too.

Who needs a flu shot?

Medical experts say everyone 6 months old or older should get a flu shot yearly! But those with certain allergies may need to talk to their doctor first.

No cost to you!

The flu shot is covered. Call your primary care provider (PCP) today to make an appointment or visit a local pharmacy to get one. Need help setting up an appointment? Call (888) 560-2025 (TTY: 711). We also cover at-home flu and COVID tests. Ask your doctor or pharmacist for help getting these tests.

How to stay healthy

Medical experts advise you to:

- Know the flu symptoms, such as fever, cough, sore throat, runny nose or feeling very tired.
- Wash your hands often.
- Avoid touching your eyes, nose or mouth.
- Keep things clean, like keyboards, phones and doorknobs.
- Stay away from people who are sick.
- If you get sick, stay home so others won't get sick too.

Don't forget about the COVID-19 shot

- Everyone 6 months and older should also get a COVID shot.
- The COVID shot helps keep you safe from getting very sick, going to the hospital or worse.
- It's extra important for people 65 and older, those who might get very sick or anyone who hasn't had the shot before.
- The protection wears off over time, so getting this year's shot is important to stay safe.



Back-to-school tips

The new school year is coming, and now is the time to help your child get healthy and ready! Check out this easy-to-do list for parents and guardians:

1. **Get vaccines:** Make sure your child has all the shots they need. Vaccines help keep everyone safe from getting sick. Molina covers these for you.
2. **Sports physical:** If your child wants to play sports, now is the time to get a sports physical. Molina covers these for you.
3. **Set a bedtime:** Start going to bed and waking up at school times. It helps your child feel rested and ready to learn.
4. **Eat healthy food:** Begin the day with a good breakfast. Pack healthy snacks and lunches to keep your child strong and focused.
5. **Wash hands:** Teach your child to wash their hands often. Clean hands stop germs from spreading.
6. **Be active:** Help your child play or exercise after school. Staying active is good for the body and mind.
7. **Talk about feelings:** Ask your child about school worries or how they feel. Talking helps them handle stress.
8. **Doctor visits:** Take your child for a regular check-up, and don't forget dental and eye exams to keep them feeling their best. Molina covers these for you.

Follow these tips, and your child will be ready for a fun and healthy school year!

What to do when you're sick

Are you feeling sick and unsure what to do? Don't worry—we're here to help!

What are my options?

Primary care provider (PCP)	Virtual health visits or urgent care center	Emergency room (ER)
Call your PCP day or night. If it's after hours, the staff will call you back.	Teladoc and urgent care centers are great for after-hours care.	Call 911 or go to the nearest ER.
When you have a minor issue like: • Colds or cough • Flu • Regular checkups • Earache • Sore throat • Medicine or refills • Diarrhea	When it's not an emergency, but you need care right away, like: • Severe cold or flu symptoms • Ear pain • Sore throat • Stomach flu or virus • Wound that needs stitches • Sprain, strain or deep bruise	When you think your life or health is in danger, like when you have: • Very bad bleeding • Very bad stomach pain • Chest pain or pressure • Head injury or trauma • Sudden dizziness or trouble seeing

Not sure what to do or where to go for medical care?

Nurse advice is just a phone call away! Call the 24-hour Nurse Advice Line 24/7.

English: **(888) 274-8750** | Spanish: **(866) 648-6537 (TTY: 711)**

How long will it take to get an appointment?

Type of visit	Appointment timeframes
Urgent care visit	Within 24 hours
Routine primary care visit	Within 14 calendar days
Preventive visits for new child members	No later than 90 days after enrollment
Preventive health visit for adults	Within 90 calendar days
Initial outpatient behavioral health visit	Within 14 calendar days
High-risk prenatal care	Within 5 calendar days
Prenatal care for new members in the third trimester	Within 5 calendar days

We can help if you're having a mental health crisis

We're here for you. Call us 24/7 at (866) 789-1511 | TTY: (206) 461-3219.

Medical experts say a crisis might be when you're:

- Thinking about suicide
- Thinking about hurting yourself or someone else
- Using alcohol or drugs too much and need help
- Feeling very confused and not sure what to do

We want to hear from you

We're working hard to offer you quality service and care. We value your opinion and want to hear from you! You may get a CAHPS® survey in the mail. If you receive one, please fill it out and return it. Your feedback will help us meet your needs.

What is the CAHPS survey?

CAHPS stands for the Consumer Assessment of Healthcare Providers and Systems. The survey asks about your experience with Molina and our providers.

In the past, we've used your responses to:

- Offer you a larger network of doctors and clinics. As a Molina member, you have more options for providers and facilities than most Medicaid plans.
- Add extra customer service staff to help you. We want you to have a good experience with us.
- Work with providers to offer telehealth services so you can get the care you need, when and where you need it.
- Add more ways to get your prescriptions. Most prescriptions are now available through mail order, saving you a trip to the pharmacy.

We want to keep you happy and offer quality care and service! We look forward to hearing from you.



Download the My Molina® mobile app

Get smart health plan access with your smartphone. With the My Molina mobile app, you can easily see, print or send your ID card. You can search for new doctors, change your primary care provider (PCP) and much more—anytime, anywhere!

Download the My Molina mobile app from the Apple App or Google Play store today.

Search for providers

- Use our advanced search options to find providers that meet your needs.

Digital ID card

- View both sides of your ID card. You can print it from the app or email a copy to your provider.

Change your PCP

- Search for and change your PCP using the doctor finder—all within the app.

Other features

- View your benefits
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care center near you
- View your medical records
- Use Live Chat to speak with Member Services
- Speak to a nurse through our 24-hour Nurse Advice Line
- Get important updates



Join our Member Advisory Committee (MAC)

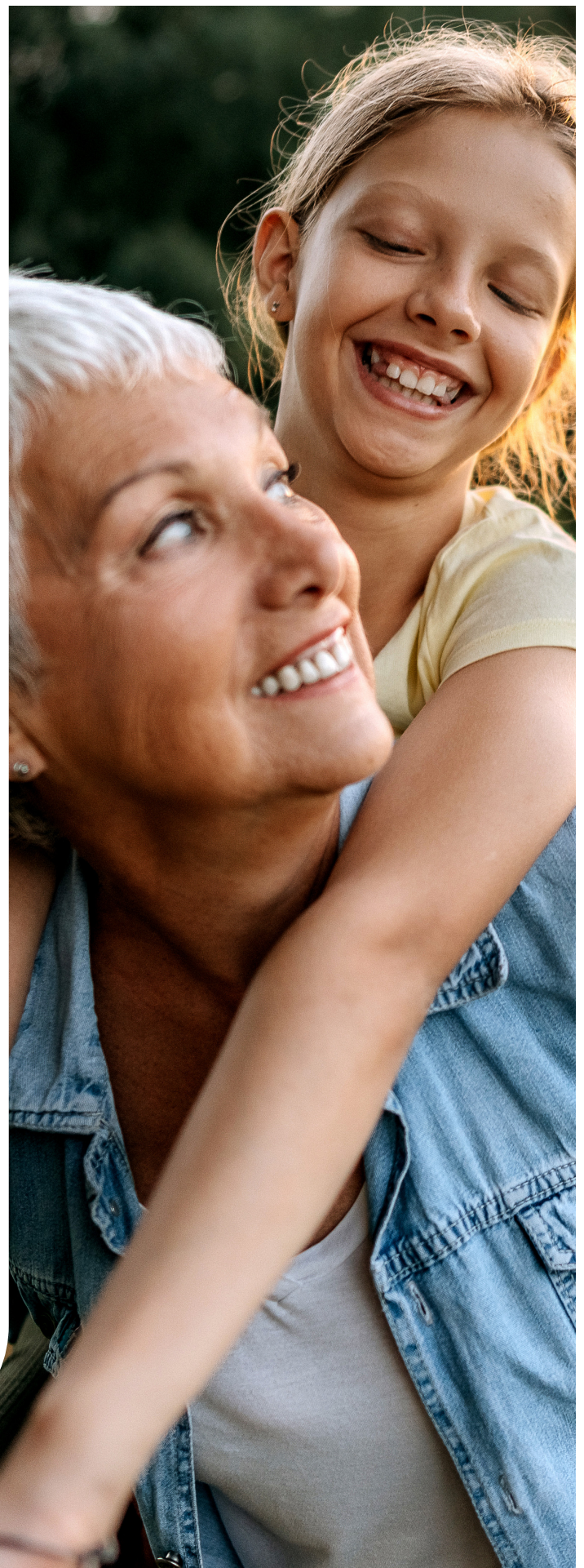
Do you want to make a difference? Join our Member Advisory Committee (MAC). We want to hear what you think! We're looking for members and caregivers to help us. This is a great way to share your ideas and tell us how we're doing as a health plan.

What to know:

- The meetings happen every three months and are only about an hour long.
- You can join on your computer or your phone.
- If you need an interpreter, we'll have one ready for you.
- We want to make it easy for you to join, and we can help you if needed.
- This is your chance to share your ideas and learn more about your benefits and services.

Together, we can create new programs and materials for members. Join our MAC and help make health care better for everyone. Your ideas will help us improve your experience.

Please call Member Services at (866) 449-6849 (TTY: 711) Monday through Friday, 8 a.m. to 6 p.m. CT, to join or learn more!



Take charge of your health care

Learn how to make your health care simple and easy! Our **Guide to Getting Quality Health Care** tells you who to call for help, what services and programs we have and ways to stay healthy. To learn more, visit our website or member portal at MolinaHealthcare.com.

Caregiver help and support

Did you know Molina has no-cost resources for caregivers?

Trualta is a website that has training, advice and support for caregivers. Here's what you can find there:

- Short videos, articles, and tips about daily care, medical tasks, food and ways to talk to others
- Information on health conditions like diabetes, cancer, heart disease and dementia
- Online support groups to connect with other caregivers and share experiences
- Resources to help caregivers take care of themselves
- And much more!

Trualta is available 24/7 and easy to use. All you need is a computer, smartphone or tablet. As a Molina Healthcare Star+Plus member, there is no added cost to you or your caregiver for this program.

Give your caregiver the resources they need to provide the best care. Share this and encourage them to go to **Molina.Trualta.com** today!



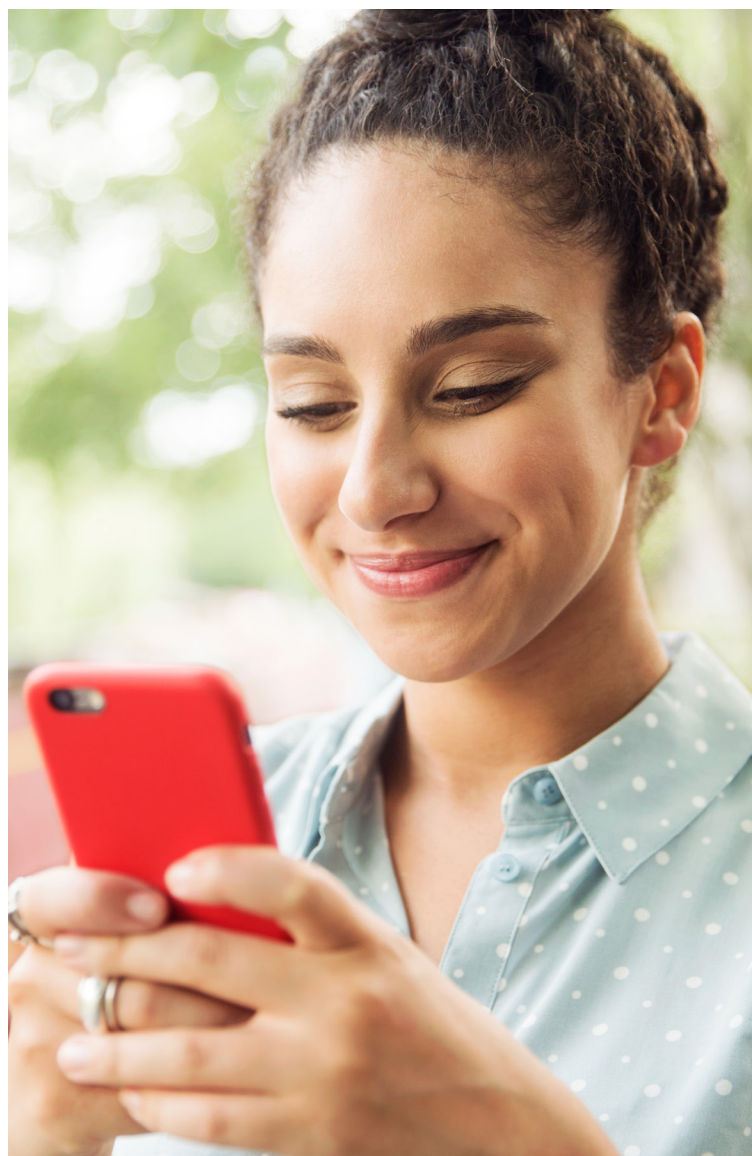
"I feel great because I am relaxed and ready to face the rest of the day knowing I have others who understand what I am going through and I don't have to feel like I am not worthy of self-care."

- Trualta Caregiver

New value-added services available online

Your value-added services are changing.

Your new benefits began September 1, 2025. Visit MolinaHealthcare.com to view your new benefits. For more information, you can also call Member Services at (866) 449-6849, Monday through Friday, 8 a.m. to 6 p.m. CT.



Request your value-added services with just a few clicks!

As a Molina member, you can now request your value-added services through Molina's member portal. Log into your member portal account today to see what benefits you may be eligible for and request gift cards for services you have received. You can also call Member Services or work with your case manager to request your value-added services.

Stay healthy this fall!

Fall is here, and it's a great time to take care of yourself and your family! Here are some easy ways to stay healthy and happy this season.



Tips for everyone

- **Keep the air fresh.** Open your windows to let in clean air.
- **Wash your hands.** Make sure to wash your hands often to stay germ-free.
- **Cover your coughs and sneezes.** Use a tissue or your elbow to stop spreading germs.
- **Get good rest.** Babies should sleep on their backs in a safe space, and everyone needs plenty of sleep to stay healthy!
- **Stay active.** Play outside or do fun activities to keep moving.
- **Wear sunscreen.** Even in cooler weather, protect your skin when you're outside.
- **Stay safe when eating.** Be careful with food that could cause choking for little ones.

Tips for parents and families

- **Drink water.** Cooler weather can make you forget, but staying hydrated is important.
- **Get outside.** Enjoy fresh air and sunshine—it's good for you and your kids!
- **Ask for help.** Don't be shy to reach out to friends or family if you need help or support.
- **Be kind to yourself.** Being a parent can be hard, so take it one step at a time.

Remember, taking care of yourself helps keep everyone healthy and happy!

Take your Health Risk Assessment



A Health Risk Assessment (HRA) survey tells us about your health and what you might need. It only takes about 15 minutes, and it helps us plan how to keep you healthy and feeling good.

How to take your HRA:

- Call the number on the back of your Molina ID card and answer the questions over the phone.
- Ask for a link to the survey by text or email.
- Fill it out online or send it back if it comes in the mail with a pre-paid envelope.

Let us know how you're doing today and start your journey to better health!

School meal programs: What to know

Schools and other care settings in your area offer meal programs to help kids who need food. These programs give students free or low-cost breakfasts or lunches. The way these programs work can be different depending on where you live.

How to learn more

- Check with your school, after-school program or childcare center to see where meals are provided near you.
- Go to **[Nutrition.gov/child-nutrition-programs](https://www.nutrition.gov/child-nutrition-programs)**.

Nondiscrimination Notice

Molina DOES:

- Follow federal civil rights laws
- Give free aids and services to people with disabilities. This may be:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats)
- Give free language services if your primary language is not English. This may be:
 - Qualified interpreters
 - Information written in other languages

Molina DOES NOT:

- Discriminate based on race, color, national origin, age, disability, sex, health status, need for health care, religion, sexual orientation or gender identity.
- Exclude people or treat them different because of race, color, national origin, age, disability, sex, health status, need for health care, religion, sexual orientation or gender identity.

If you need any of the services listed above, you may call: **Member Services (888) 560-2025 (TTY: 711)**

If you think Molina has not provided these services or discriminated against you, you may file a grievance.

To file, please contact:

Civil Rights Unit
200 Oceangate
Long Beach, CA 90802
Email: Civil.Rights@MolinaHealthcare.com
Website: MolinaHealthcare.Alertline.com

You may file in person or by mail, fax or email. If you need help filing, the Civil Rights Coordinator can help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR). You can:

- **Visit** the OCR Complaint Portal at Ocrportal.hhs.gov/ocr/portal/lobby.jsf
- **Mail to:**
U.S. Department of Health and Human Services
200 Independence Avenue,
SW Room 509F, HHH Building
Washington, D.C. 20201
- **Call** (800) 368-1019 | TDD: (800) 537-7697

If you need a complaint form, visit HHS.gov/ocr/office/file/index.html.



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