

myhealthmylife™

For Utah Medicaid/CHIP members

Summer 2022

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Get well, stay healthy

Did you know one of the best ways to stay well is by getting annual checkups and regular screenings? This helps your doctor catch potential problems early while you have the best chance for the best outcome.

Below is a guide for how often you should get screenings and services. Make an appointment if you or anyone in your family hasn't received these this year.



Visits needed	When they are needed
Adult preventive visits	Age 20 and older
Well-baby visits	6 or more visits before 15 months
Baby immunizations	Series of shots before 2nd birthday
Well-care visits	Ages 3 to 21 years
Prenatal visits	First trimester
Post delivery visit	7 to 84 days after delivery
Mammogram (checks for breast cancer)	Women 50 to 74 years (yearly)
Pap Test (checks for cervical cancer)	Women 21 to 64 years as recommended by your doctor
Colonoscopy (checks for colon cancer)	Ages 45 to 75 years as recommended by your doctor
Diabetic testing (A1c test, kidney test and eye exam)	Ask your doctor how often you need these tests
Behavioral health visit	1 to 7 days after discharge
Flu shot	Yearly flu
Dental visit	Once every 6 months
Vision visit	Yearly

Questions about your health?

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 and other languages: (888) 275-8750

Spanish: (866) 648-3537

TDD/TTY: 711



We want to hear from you

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

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:

- Expand our 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 you telehealth services, so you get the care you need, when and where you need it.
- Add more options 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. Our goal is to provide quality care and service to you! We look forward to receiving your survey.



Sign up for the Molina newsfeed to get health and benefit messages sent to your phone

Three ways to sign up:

1. Scan this QR code



2. Visit Molina-message.com/c/molina/p/medicaid_utah/sign-up
3. Call us at (833) 593-1792 (TTY: 711)

We're here to help you after a hospital stay



A hospital stay is a big deal, and when you're headed home our Transitions of Care (TOC) team will be here to support you. Our TOC team will **help make sure your health needs are met** after your discharge. We'll call you to introduce ourselves and get you started with recovery.

Our TOC Team will:

- Help you set goals for yourself to keep you out of the hospital
- Answer any questions or concerns you have about your medicine
- Set up your care with outpatient providers
- Educate you about your health condition to keep you healthy

It's important to go to your follow-up visits. Your doctor will want to see how you're doing within seven days and no later than 10 days after your discharge.. They will also ask you questions about your needs and make sure you can get the resources and support you need to recover.

We want you to stay healthy, live your best life and stay out of the hospital. If you need extra help after 30 to 45 days, don't worry! We can refer you to a Care Manager and make sure they know about your history and your needs.

COVID-19 vaccine

You ask. We answer.

The COVID-19 vaccine is still your best protection against the virus and ending the pandemic. Take a look at some of the most common questions people have about it.

If you have any questions or want help scheduling your vaccine, please call Member Services. We're here Monday through Friday, 9 a.m.–5 p.m., at (888) 483-0760 (TTY: 711). You can also call your local health department or the Utah Department of Health at (800) 456-7707.

You can learn more on Utah's COVID-19 Vaccine Information page at Corona-virus.utah.gov/vaccine/.



Q: Is the COVID-19 vaccine safe?

A: Yes, the vaccine is safe. The Food and Drug Administration (FDA) ensures that all vaccines are safe before they are used in the United States. This includes clinical trials and approvals for safety and effectiveness. All vaccines have undergone clinical trials and been approved for safety and effectiveness.

Q: Is the COVID-19 vaccine experimental?

A: No. Before FDA approval, COVID-19 vaccines were studied in clinical trials with over 100,000 participants of many races, ethnicities and nationalities.

Q: Where can I get a vaccine?

A: Visit Coronavirus.utah.gov/ for a list of places to get the vaccine.

Q: What if I need help scheduling an appointment online?

A: We cannot guarantee an appointment, but if you need help please call (888) 483-0760 (TTY: 711), from 9 a.m. to 5 p.m. You can also call your local health department or the Utah Department of Health at (800) 456-7707. You can learn more at Coronavirus.utah.gov/.

Q: How much does the vaccine cost?

A: There is no cost for the COVID-19 vaccine.

Q: How many doses of a COVID-19 vaccine do I need?

A: Talk with the provider who gives you the vaccine about how many doses you need. After you get your first shot, you will get a COVID-19 vaccination record card. This will tell you the vaccine manufacturer, lot number and date you receive your shot(s). Make sure to keep this card for your personal records.

Cont.

COVID-19 vaccine...

Q: What are the side effects of a COVID-19 vaccine? What should I do if I have side effects?

A: This vaccine is safe. The FDA checks for safety and effectiveness during the review and approval process. You may have some side effects. These are normal signs that your body is building protection. The most common side effects are pain and swelling in the arm where you got the shot. You may also have fever, chills, tiredness and headache. Most side effects are mild and last a few days. If you're worried about side effects or have symptoms for more than a few days, call your PCP.

Q: Can I get sick from the COVID-19 vaccine?

A: No. There is no live COVID-19 virus in any vaccine. There is no risk of being infected as a direct result of getting the vaccine. You may have some side effects. These are normal signs that your body is building protection. The most common side effects are pain and swelling in the arm where you got the shot. You may also have fever, chills, tiredness and headache. Most side effects are mild and last a few days.

Q: I've already had COVID-19 and recovered. Do I still need to get a vaccine?

A: Yes. Due to the severe health risks related to COVID-19 and the chance of reinfection, you should be vaccinated even if you've had COVID-19. This is because experts don't yet know how long you're protected from getting sick again after recovering from COVID-19. If you have COVID-19, you should wait to get vaccinated until you are no longer sick and out of isolation. Talk to your doctor if you have more questions about getting a COVID-19 vaccine.

Q: Can children get the vaccine?

A: Yes. Children ages 5+ can get the Pfizer vaccine.

Q: I'm pregnant. Is it safe for me to get the vaccine?

A: Yes. A recent study shows that pregnant and lactating women who get a COVID-19 vaccine may pass protective antibodies to their baby.

Q: If I have questions, who can I talk to?

A: If you need help, please call Member Services at (888) 483-0760 (TTY: 711), from 9 a.m. to 5 p.m. You can also learn more at **Coronavirus.utah.gov/**. You can also call your local health department or the Utah Department of Health at (800) 456-7707.

Resources

- [CDC.gov/coronavirus/2019-ncov/vaccines/faq.html](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/faq.html)
- [Fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/covid-19-vaccines](https://www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/covid-19-vaccines)
- [Coronavirus.utah.gov/vaccine-distribution/](https://www.coronavirus.utah.gov/vaccine-distribution/)
- [Coronavirus.utah.gov/](https://www.coronavirus.utah.gov/)



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 today from the Apple App Store or Google Play store.

Download the My Molina mobile app

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 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



Free smartphone and service

You have enough things to worry about and staying connected shouldn't be one of them! Now you won't have to worry because TruConnect is offering Utah Molina members a free Android™ smartphone and service. Plus, you'll also get free:

- **Unlimited** data
- **Unlimited** talk
- **Unlimited** text
- **International** calling to Mexico, Canada, China, South Korea and Vietnam

To find out if you're eligible visit **Truconnect.com/Molina** or call (844) 700-0795 (TTY: 711).

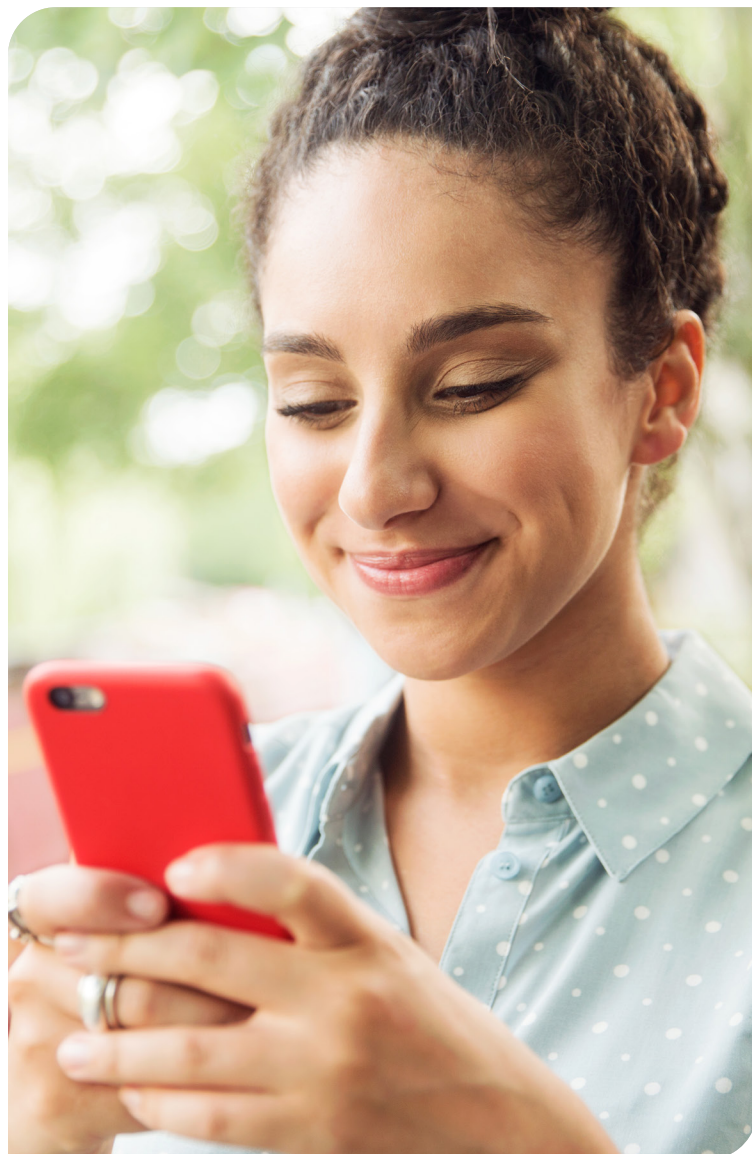
Staying connected to who and what matters most shouldn't have to be a choice!



Your mental health matters

We have teamed up with Psych Hub to help you better understand mental health. Choose from a huge collection of videos that you can watch online. Find out about issues with sleep, food, addiction, anxiety and much more.

Watch these videos at
Psychhub.com/videos



Follow us on social media!

If you haven't already, be sure follow us on our social media pages. It's a great way to find health tips and helpful information about your plan benefits.

 Facebook @molinahealth

 Instagram @molinahealth

 Twitter @molinahealth

Nondiscrimination Notice

Molina Healthcare of Utah 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 Healthcare of Utah 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:

Molina Healthcare of Utah's Member Services (888) 483-0760 | (TTY: 711)

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

To file, please contact:

Civil Rights Coordinator
200 Oceangate Long Beach, CA 90802
Phone: (866) 606-3889

Fax: (801) 858-0409

Email: civil.rights@molinahealthcare.com

You may file in person or by mail, fax or email. If you need help filing, the Director of Compliance 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](https://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.

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

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (888) 483-0760 (TTY: 711).

Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (888) 483-0760 (TTY: 711).

Chinese 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 (888) 483-0760 (TTY: 711)



Molina Healthcare of Utah
7050 S. Union Park Ave. Ste 200
Midvale, Utah 84047



Do you know when to use emergency or urgent care services?

Call our Nurse Advice Line (888) 275-8750 (TTY: 711). Find an Urgent Care Center through our Provider Directory at MolinaProviderDirectory.com/UT or by calling Member Services at (888) 483-0760 (TTY: 711).



Are you having problems with your medical care or our services?

You can file a grievance or appeal. Please call (888) 483-0760 (TTY: 711) or follow instructions on MolinaHealthcare.com.



Do you want a paper copy of your Member Handbook?

Call (888) 483-0760 (TTY: 711) or visit our website at MolinaHealthcare.com to download and print.

