

Molina's myhealthmylife

a newsletter just for Wisconsin members

Issue 2025

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Don't lose health coverage for yourself or your family

As a Molina member, you must renew your coverage with the State each year. If you do not renew each year, you may have to pay full price for your health benefits!

How to renew:

When it's time for you to renew, the State will send you a packet in the mail. The packet will give you the deadline to renew. You can also find your deadline online at access.wi.gov.



Once you get your packet in the mail, you can do one of these three things to renew:



Online: Go to access.wi.gov with a smartphone or computer. This is the fastest way to renew. Create or log into your account. Complete the steps to renew your benefits.



By mail: Complete and return the renewal packet sent to you by the State.



In person or by phone: Visit or call your local Income Maintenance Agency. Go to dhs.wi.gov/forwardhealth/imagency/index.htm to find an agency near you. Once you send your information, you do not have to worry about how long the review process takes. The State will review your information and contact you as soon as possible.

Not sure if you're eligible? Even if you don't think you'll qualify, you should still try to renew. Visit molinahealthcare.com/keepmyhealthplan/WI or call (877) 373-8966 (TTY: 711), Monday through Friday, from 9 a.m. to 7 p.m to learn about all the options for you and your family.

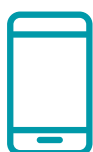
What to do when you're sick

Are you feeling sick and not sure what to do?
Don't worry, we're here to help you!



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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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

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

Need help getting to your health care appointment?



If you have no other way to get there, **you may qualify for free transportation** through Wisconsin's Non-Emergency Medical Transportation (NEMT) service. **You must be a Wisconsin Medicaid SSI or BadgerCare Plus member to qualify.**

You must schedule your transportation at least 2 business days before your appointment. You can call MTM at **866-907-1493** or download the MTM App to set up your transportation. You can even get reimbursed for gas! Call MTM to learn more.

Interpreter Services: Get healthcare in your language

Communication and understanding are very important when it comes to your health. If you prefer to speak or read in your own language, you have the right to request free language services. This includes interpreters and information written in your preferred language.

[Click here to learn more.](#)



Need help finding a doctor?

Go to molinaproviderdirectory.com/wi. Choose your Plan/Program name and enter your City & State or Zip Code. Enter the type of doctor you're looking for. If you don't know the exact type of specialist you're looking for, that's OK! You can type in different keywords like Ear/Nose/Throat, Behavioral Health, ADHD, etc.

Learn how you can have a successful doctor visit!

Download this handy checklist for tips before, at, and after your next appointment.

[Click here to download "Have a successful doctor visit."](#)

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:



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.



Sports physical: If your child wants to play sports, now is the time to get a sports physical. Molina covers these for you.



Set a bedtime: Start going to bed and waking up at school times. It helps your child feel rested and ready to learn.



Eat healthy food: Begin the day with a good breakfast. Pack healthy snacks and lunches to keep your child strong and focused.



Wash hands: Teach your child to wash their hands often. Clean hands stop germs from spreading.



Be active: Help your child play or exercise after school. Staying active is good for the body and mind.



Talk about feelings: Ask your child about school worries or how they feel. Talking helps them handle stress.



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!

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).

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.

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

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



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 email mwiadvocate@molinahealthcare.com or call Member Services at (888) 999-2404 (TTY: 711) to join or learn more!

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) 999-2404** (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.



Make the Most out of your Yearly Wellness Visit

Your **Annual Wellness Visit** is more than just a yearly check-up—it's your chance to talk about a prevention plan with your doctor. It helps you stay on top of your health, catch problems early, and talk about screenings that could save your life.

3 Important Cancer Screenings to talk about with your doctor at your next annual wellness visit.

Type of Screening	Who Needs It	How Often	What the screening is looking for
Cervical Cancer (also known as a Pap Smear and/or HPV testing)	Women ages 21–65	Every 3–5 years (depending on health history and risk)	Abnormal or precancerous cells on the cervix and the human papillomavirus (HPV) infection.
Breast Cancer (also known as a Mammogram)	Women ages 40+ (or earlier if at higher risk)	Every 1–2 years (depending on health history and risk)	Any changes in breast tissue that could be early signs of breast cancer.
Colorectal Cancer	Women AND Men ages 45–75	Varies by test: <ul style="list-style-type: none">• Stool test: yearly• Colonoscopy: every 10 years	Polyps, abnormal cells, or early-stage cancer in the colon or rectum.



REMEMBER:

Even if you are healthy, you could still be at risk. Catching cancer early greatly increases your likelihood to cure it.

Need help scheduling an appointment or finding a doctor?

Call Member Services at
(888) 999-2404 (TTY: 711)

Help keep your child healthy with a yearly well-child visit!

It is important for your child's health to see the doctor every year for a well-child visit.

At a well-child visit, the doctor will do an exam based on your child's age and give needed vaccinations (also called shots). Even if your child was sick and just saw their doctor, they still need to visit the doctor when they are healthy to do a wellness checkup and get any needed testing and shots for their age.

Vaccine Requirements for 7th and 12th Grades

Protect your child and everyone around them by helping them stay up to date on their vaccinations!

According to the Centers for Disease Control and Prevention (CDC):

- Vaccines are safe.
- Vaccines work.
- Vaccines have been tested. They are recommended at the right age for when your child may be exposed to a disease and when the vaccine will work best.

In addition to the vaccines your child received as a baby, there are several vaccines required for your child to start 7th grade and 12th grade in Wisconsin.

7th grade requirements: Meningococcal dose 1, Tdap

12th grade requirements: Meningococcal dose 2

Recommended vaccines:

- Flu Vaccine (yearly vaccine)
- HPV Vaccine (2 doses)

The **Tdap vaccine and Meningococcal vaccine** protect against several diseases including tetanus (lockjaw), whooping cough, and meningitis (a bacterial infection that can impact the brain). The **HPV vaccine** is recommended for children ages 9-12, and it helps stop 9 types of viruses that may cause cancer, including cervical and mouth cancer, in people of all genders. The **flu vaccine** is recommended yearly for all adults and children ages 6 months and older to help protect against getting the flu.

To learn more about Wisconsin school vaccine requirements, visit: dhs.wisconsin.gov/immunization/childhood.htm

Call your doctor's office to schedule a well-child appointment for your child today and ask them about required and recommended vaccines!

Need help finding a doctor, need transportation, or have questions? Call Molina Member Services at **(888) 999-2404** (TTY:711), Monday-Friday 8 a.m.-5p.m. CST.



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

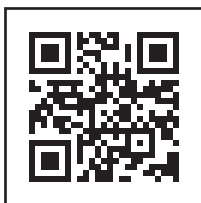
View both sides of your ID card. You can print it from the app or email a copy to your provider.

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 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



**Scan the QR code to
download the app today!**

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.

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, [click here](#).

You can also learn more in your Medicaid BadgerCare Plus/SSI Member Handbook. It tells you:

- About your health plan.
- About your benefits and what is covered.
- How to get the services you need, including special health care needs.
- How to contact Molina.
- Your rights and responsibilities as a member.

[Click here to see your Member Handbook](#). You can also call us at **(888) 999-2404** (TTY: 711) to request it in the mail or in a different language or format.

Take your Health Survey

A Health 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 Health Survey:

- 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!

