

Health and Wellness Newsletter



Do you have Asthma?

Working with your provider can help you control your asthma. Since asthma is a chronic disease, it requires ongoing management. This includes using proper medications to prevent and control your asthma symptoms and to reduce airway inflammation.

It is important to have a personal treatment plan. A treatment plan may include:

- List of ways to avoid asthma triggers
- Medication
- Monitoring your breathing
- A partnership between you, your family and your provider

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All newsletters are also available at MolinaHealthcare.com.

To get this information in your preferred language and/or accessible format, please call Member Services. The number is on the back of your Member ID card.

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

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Summer Tips



Stay Hydrated - Drink Water

- Make sure you and your children drink at least 8 ounces of water every day. Try to limit the extra sugary drinks and focus on healthier options.



Schedule your Check-ups and Vaccinations

- Schedule routine preventative appointments such as check-ups, dental, and eye exams for the summer months while school is out.



Provide Healthy Snacks

- Providing the right snacks with nutrients for children during the summer will keep them in good shape. Fruits and vegetables are great options!



Water Safety

- Take caution and always supervise children when around bodies of water.



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What is a well child checkup?

A well child/adolescent checkup is a provider visit for your baby, child or teen. The provider will make sure your child is growing and developing as he or she should. Checkups are important, even if your child is healthy. A checkup is the best way to prevent illness and find out about health problems that might affect your child. Checkups may include:

- Physical exam
- Vision and hearing tests
- Height and weight measurements
- Shots (if needed)

If you need help scheduling appointments, call Member Services at (844) 809-8438, TTY/TDD 711.

Have you moved since enrolling in Medicaid?

Please call the Division of Medicaid at 1-800-421-2408 (*Deaf and Hard of Hearing VP: 1-228-206-6062*) to let them know. You don't want to miss important information that may be coming your way!

Stay healthy, get rewards. Visit your doctor as directed for gift cards and more!



Diabetes Treatment – Get your yearly diabetes retinal eye exam and lab work and get a \$25 gift card.



Healthy Behaviors – Expecting moms who keep their 1st and 2nd trimester appointments with their OB/GYN get a \$25 gift card for each trimester.



Mammograms – If you qualify, get a \$25 gift card for receiving mammogram services as recommended.



Well Child/Well Adolescent Care – Take kids ages 1-13 to scheduled checkups to get a \$25 gift card.



Prenatal Care – During pregnancy, visit your OB/GYN for regular exams and receive a free car seat.



Postpartum Care – After giving birth, visit your doctor as directed and get a \$25 gift card.

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Farm-to-Table Program

In a continued effort to promote healthy eating, Molina Healthcare of Mississippi is partnering with Foot Print Farms and Alcorn Extension Program to offer fresh produce to Molina Healthcare members through our Farm-to-Table program. This program was designed to encourage our Molina members across the state to embrace a healthier lifestyle by engaging in healthy eating. A series of distribution events are held across Mississippi starting May 2019 through September 2019.

This program is FREE to all Molina Healthcare of Mississippi Members. Please bring your ID card. Produce is available on a first-come, first served basis. View our distribution schedule below. We hope to see you there!

Outreach Health Services

09/19/2019

130 N. High St. Shubuta, MS 39360

11:00AM-1:00PM

Aaron E. Henry Community Health

09/26/2019

216 Hwy 51 N. Batesville, MS 38606

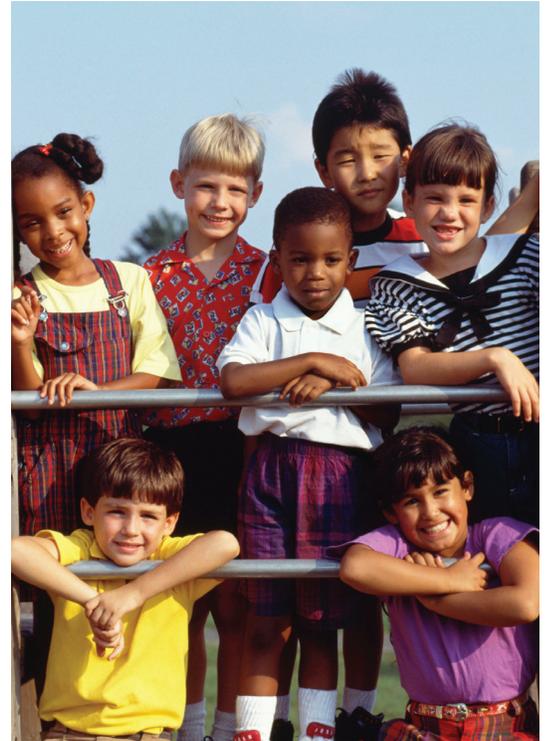
2:00PM-4:00PM

Coastal Family Health Center

09/30/2019

4770 Amoco Dr. Moss Point, MS 39520

1:00PM-3:00PM



Prepare for your next doctor visit

Be prepared and ask questions during your doctor visits. Patients who talk with their doctors tend to be happier with their care and have better medical results. During your visit:

- Bring a list of the medicines you take.
- Bring a list of questions you want to ask your doctor.
- Explain your symptoms and health history.
- If you do not understand what your doctor is saying or feel uneasy with the treatment options, ask questions.

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If You Need to See a Provider that is Not Part of Molina

If a Molina Healthcare provider cannot provide you with needed and covered services, Molina Healthcare will cover the needed services through an out-of-network provider. The out-of-network provider must accept MississippiCAN. This must be done in a timely manner for as long as Molina's provider network is unable to provide the service. The provider must first contact Molina Healthcare to get approval before providing any services.

Need to Change your PCP?

If for any reason you want to change your primary provider, go to MyMolina.com. You can also call Member Services. If you change your PCP, Molina Healthcare will send you a new ID card. Call (844) 809-8438, TTY/TDD 711.

We are here to help you.

Here are some benefits as a Molina Healthcare Member that helps you manage your health.

- Health Management
- Scheduling Appointments
- Rides to Appointments
- Care Management
- Pregnancy program
- Community Connectors

Call (844) 809-8438, TTY/TDD 711 to learn more.

Guide to Accessing Quality Health Care

Attention Molina Healthcare Member! The Spring 2019 Guide to Accessing Quality Health Care is now available. You can find the Guide on our website. Go to www.MolinaHealthcare.com/MHMSMedicaidPublications to view or print the *Guide*.

This *Guide* helps you learn about the programs and services we offer to you. You can read about our:

- **Quality Improvement Program.** We use surveys and tools to review all of the services and care that you receive each year from Molina. We want to hear how we are doing. We collect information on services that include: shots, well-check exams, and diabetes care. We also help you take better care of yourself and your family. Some of the ways we do this include: mail or call you to make sure you and your child get needed well exams and shots, tell you about special services, and help you learn about ongoing health problems. You can view our latest survey and tool results on our MolinaHealthcare.com website.

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- **Population Health Management.** We have services to keep you healthy and take care of your health condition. These services include information on how you can receive extra help, tips to stay healthy, find and access eligible services, coordinate moving from one setting to another, and connect you to community resources if you have an ongoing health condition.

This **Guide** gives you details about how we:

Protect you:

- Protect your privacy
- Work with our doctors to make sure you get safe health care
- Review new studies to make sure the new services are proven to be safe
- Allow you to file a grievance (complaint) if you have problems with your medical care or Molina's service

Make choices about your health care:

- Look at new services to offer as part of the benefits we cover
- Tell you about your rights and responsibilities when you are enrolled in our health plan

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Assist you:

- o Guide you in the process to help you get health care after hours or during an emergency
- o Help you find answers to drug benefit questions
- o Give you details about the services we offer for behavioral health
- o Give you tips on how to get a second opinion about your health care from another doctor
- o Show you how to get care out-of-network
- o Let you appeal a denied service for a claim when it is not paid
- o Tell you how to find information about our doctors on the Provider Online Directory
- o Help you learn how to fill out an Advance Directive to help you make health care decisions if you cannot speak for yourself

Meet your communication needs:

- o Offer you TTY/TDD services if you need help with hearing or speech
- o Offer language translation services if you need them
- o Tell you how to access online tools, such as: Health Appraisal and Self-Management Tools and Calculators

You can print out the **Guide** and any other information you need from our website. To get the **Guide** in your preferred language or accessible format, please call Member Services. You may also ask to have a hard copy of materials mailed to you. Call Member Services at (844) 809-8438, TTY/TDD: 711, 7:30 a.m. to 8:00 p.m. and the second weekend of every month from 8:00 a.m. to 5:00 p.m. CST.



188 E. Capitol St., Suite 700
Jackson, MS 39201



Contact Information

Member Online Services

MyMolina.com

Member Services

(844) 809-8438

TTY/TDD: 711

7:30 a.m. - 8:00 p.m.

Monday through Friday

8:00 a.m. – 5:00 p.m. local time

second weekend of each month

24-Hour Nurse Advice Line

(844) 794-3638

TTY/TDD: 711

Open 24 hours a day, 7 days a week

Need a Ride?

Call us three days in advance

(855) 391-2355

TTY/TDD: 711

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