

Fall 2016 Health & Wellness Newsletter



In This Issue

Health Care Fraud, Waste and Abuse	1
About Our Members: Protecting Your Privacy.....	2
Prevent the Flu.....	2
Welcome, New Members!	3

All newsletters are also available at MolinaHealthcare.com.

To get this information in an 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.

Health Care Fraud, Waste and Abuse

Fraud, waste and abuse can increase health care costs and affect your quality of care. You can report fraud, waste, and abuse to Molina's AlertLine. You may call 24 hours a day, seven days a week. Call toll-free at (866) 606-3889 (TTY: 711). You may also report your concerns on the AlertLine website at <https://MolinaHealthcare.AlertLine.com>.

MolinaHealthcare.com

About Our Members: Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina wants you to know how we use or share your Protected Health Information (PHI). Please visit the following link for a summary of how Molina protects your privacy: <http://tinyurl.com/MHCQualityGuide>

Our Notice of Privacy Practices gives more information about how we use and share our members' PHI. You may find our full Notice of Privacy Practices on our website at MolinaHealthcare.com. You also may ask for a copy of our Notice of Privacy Practices by calling Member Services. The number is on the back of your Member ID card.

Prevent the Flu

The single best way to prevent seasonal flu is to get a **flu shot** each year. As a Molina Healthcare Member, you can receive your seasonal flu shot at no cost to you. Many pharmacies offer the flu shot for adult Members. You can also ask your provider.



MolinaHealthcare.com



Welcome, New Members!

New members must see their Primary Care Provider (PCP) for an Initial Health Assessment (IHA) within 120 days of becoming a member. Children must also have an IHA within 120 days of becoming a member. For children 2 years old and younger, the IHA should be completed either within 120 days, or as suggested by the American Academy of Pediatrics (AAP), *whichever time period is less*. Please ask your child's doctor. This first meeting with your new PCP helps you get to know your PCP when you are well. Your PCP will review your health status and medical needs.

Go to your PCP for yearly check-ups, for tests and test results, shots, and – of course – when you are ill. If you or your child needs special care, your PCP will help you get it. Your PCP will help keep you and your child healthy.

Always try to be on time for your IHA and other appointments. If you are going to be late or cannot keep your appointment, call your doctor's office.

If you have questions about seeing your PCP for an IHA, call Molina Healthcare Member Services toll-free at (888) 665-4621.

Are you having trouble speaking to your doctor in English? You have a right to an interpreter. There is no cost to you. Tell the office staff if you would prefer to talk in your own language, (including sign language). If you need help, call Member Services at (888) 665-4621 (dial 711 for the California Relay Service), M-F 7:00 a.m. – 7:00 p.m.

[MolinaHealthcare.com](https://www.molinahealthcare.com)



QI Department
200 Oceangate, Suite 100
Long Beach, CA 90802



Questions about Your Health?

Call Our 24-Hour
Nurse Advice Line!

English and other languages: (888) 275-8750
Spanish: (866) 648-3537

Your health is our priority!

TTY users should dial 711.

MolinaHealthcare.com



Your Extended Family.