



**National Safety  
Month!**

## How Safe is Your Family?

**Safety is very important!** People need to be aware of the hazards around them. Stay safe by making small changes in your daily life. You can prevent many common injuries and deaths.

Here are some ways to stay safe:

- Don't use your cell phone while driving. Remind those around you to do the same.
- Check the batteries on your smoke and carbon monoxide detectors. You may need to change them.
- Throw away unused and expired medicine.
- Prepare for natural and man-made disasters.
- Learn about the safety issues in your home and in your community.
- Keep your home clean and well lit. This will help prevent slips, trips and falls. This is key for adults 65 and older.

**Know your risks. Share what you learn with those around you.**

### Contents

How Safe is Your Family? .....	1
Check out what Molina offers online.....	2
Welcome, New Members!.....	3
Healthy Eating on a Budget.....	4
Are You Taking Any Medicine?.....	4
Alcohol & Health .....	4
Smoking Cessation .....	5
Cancer Awareness .....	5

This newsletter and future health education newsletters may be viewed on our website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

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

Todos los boletines informativos también están disponibles en [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

## Check out what Molina offers online

Have you logged in to the Molina website lately? You have many resources to help you learn more about how Molina works. One of these great resources is our *Guide to Accessing Quality Health Care*.



Look for the *Guide* on the Quality Improvement Program section of the website. Go to [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). Click on About Medi-Cal, then Quality Service, then Quality Improvement Program.

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

- Quality Improvement Program. We always look for ways to improve the care you receive. You can read about the progress we make each year.
- Case Management Program. We are here to give you extra help if you have an ongoing, complex health condition.
- Health Management Program. We give tips on how to stay healthy if you have a chronic condition.

The *Guide* gives you details about how we:

- Protect your privacy
- Work with our providers to make sure you get safe health care
- Make choices about your health care
- Look at new studies to see if new services are proven to be safe for possible added benefits
- Guide you in the process to help you get health care after hours or during an emergency
- Help you find answers to drug benefit questions



- Give you details about the services we offer for behavioral health issues
- Tell you about your rights and responsibilities when you are enrolled in one of our health plans
- Give you tips on how to get a second opinion about your health care from another provider
- Show you how to get care out-of-network
- Allow you to file a grievance if you have problems with your medical care or Molina's service
- Let you appeal a Molina decision about a service or claim when it is not paid
- Tell you how to find information about our providers in the provider directory
- Help you learn how to fill out an Advance Directive to help you make health care decisions
- Review new studies to make sure the new services are proven to be safe
- Offer TDD/TTY services for our members who have hearing or speech problems
- Offer language translation services for our members who need them

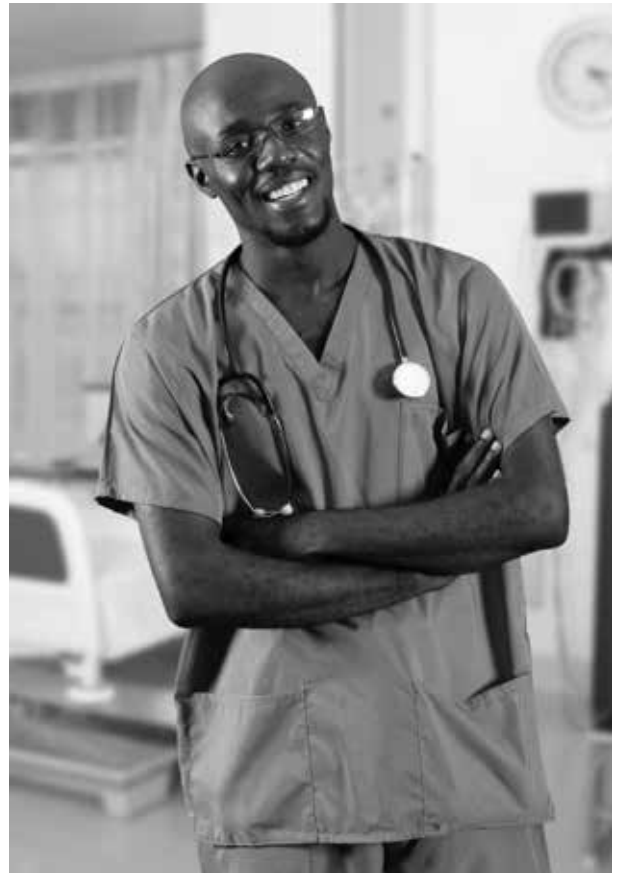
This *Guide* gives you a checklist with tools you can find on the website. These tools include:

- Lists of our Molina contracted providers and hospitals, that include:
  - Provider names, addresses and phone numbers
  - A provider's board certification status
  - Office hours for all sites
  - Providers accepting new patients
  - Languages spoken by the provider or staff
  - Hospital information including name, location and accreditation status
- Details about your benefits and services that are included and excluded from coverage
- Co-payments and other charges you must pay (if they apply)
- What you do if you get a bill or a claim
- FAQs (frequently asked questions and answers)

**Continued next page**

### Check out what Molina offers online **Continued**

- Other pharmacy procedures, such as:
  - drugs we do not cover
  - drug limits or quotas
  - the process to request an exception for drugs not on the Molina Drug Formulary
  - the process for generic substitution, therapeutic interchange (using drugs that are different but have the same effects) and step-therapy protocols (certain drugs are tried first before we cover another drug for the same condition)
- How to contact Utilization Management (UM) staff about a UM issue or question
- Preventive health guidelines and shot schedules
- Your rights and responsibilities and the privacy of your information



You can print out the Guide and any other information you need from our website. You may also call Member Services and ask to have a printed copy of materials mailed to you. The number is on the back of your ID card.

## Welcome, New Members!

New members must see their primary care provider (PCP) for an Initial Health Assessment (IHA). An IHA must be done for both kids and adults. It must be done **within 120 days of becoming a member**. This first meeting with your provider will help you get to know your doctor. You should get to know your doctor when you are well. Your doctor will check your health and medical needs.

Go to your doctor for yearly check-ups, tests, results and shots. This helps your doctor to get to know you. So when you get ill, he will know you. If you or your child needs special care, your doctor will help you get it.

Please be on time for your IHA and other appointments. If you are going to be late or miss your appointment, call your doctor's office.

Do you have questions about seeing your doctor for an IHA? Call 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. It is free to you. Tell the office staff if you prefer to speak in your own language, (includes sign language). If you need help, call Member Services at (888) 665-4621 (TTY/TDD (800) 479-3310 or dial 711 for the California Relay Service), M-F 7 a.m. – 7 p.m.



## Healthy Eating on a Budget

There are many benefits from eating healthy foods. Fruits and vegetables can reduce your risk for cancer and other diseases. They are rich in vitamins, minerals and fiber. They are also low in fat and calories.

You can eat healthy and save money! Use these tips to help stretch your food dollars:

1. Plan your meals for a week. Make a list of what you have and what you need to buy.
2. Check for sales and coupons in your local paper or online.
3. Compare brands. Look at the unit price and size of the same food.
4. Buy in bulk. Packs of chicken and larger bags of frozen veggies will be cheaper. Make sure you have enough freezer space.
5. Try a vegetarian meal one day a week. Beans are a low cost option and high in protein.
6. Drink water when eating out. Other drinks can cost more and be less healthy.

## Are You Taking Any Medicine?

Make sure to keep a list of all your prescription and over-the-counter medicines. Review your list with your provider at least once a year. Bring your current medicine with you to all provider appointments. This helps make sure that you:

- Take all the medicines you need
- Stop taking the ones you no longer need
- Take medicines that are safe to take together



## Alcohol & Health

For some people, it takes quite a few drinks to feel relaxed. Heavy drinking can harm your brain, heart, liver and pancreas. It can also slow your immune system. This makes it harder to fight infection. Excess drinking can lead to cancers of the mouth, throat or liver.

Do you know what counts as a single drink? The amount of liquid in your drink does not relate to how much alcohol you take in. The National Institute of Health says a single drink has about 14 grams of pure alcohol. This translates to:

- 12 oz. of regular beer
- 8-9 oz. of malt liquor
- 5 oz. of wine
- 1.5 oz. of spirits



## Smoking Cessation

If you stop smoking, you can prevent some types of illness and early death. Those who quit will have a lower risk of lung cancer, heart disease, stroke and lung diseases. It does not matter how old you are or how long you have smoked. It is best to quit. The health benefits start as soon as you stop smoking!

- **After 20 minutes**, your blood pressure starts to decrease.
- **After 24 hours**, your chance of having a heart attack is less.
- **After 1 year**, your risk of heart disease is decreased.
- **After 5 to 15 years**, your risk of stroke is reduced.

There are many ways to quit smoking. You may have to try different ways before you succeed. Don't give up! Keep in mind that it's never too late – especially if you're living with a chronic disease.

Molina has a program that can help you quit. Call Member Services and ask about the Smoking Cessation Program. The number is on the back of your ID card.



## Cancer Awareness

**Cervical cancer** is the most common female cancer that you can prevent. It is most often caused by the human papillomavirus (HPV). HPV is a sexually transmitted disease.

Here are some key steps to prevent cervical cancer:

- Talk to your provider about the HPV vaccine.
- Be sure to have regular Pap tests.
- Schedule a well-woman exam and cervical cancer screening.

**Breast cancer** is the most common cancer in women, except for skin cancer. It can be treated when found early. Women over 40 years old should get a mammogram every one to two years.

**Colorectal cancer** is the second most common fatal cancer. It affects all gender, racial and ethnic groups. It is most often found in people 50 years of age or older.

Here are your screening options to detect colorectal cancer early:

- Fecal occult blood test – every year
- Sigmoidoscopy – every 5 years
- Colonoscopy – every 10 years

Talk to your provider and see what option is best for you.

**May is Skin  
Cancer Detection  
& Prevention  
Month!**

**Skin cancer** is the most common form of cancer. It is caused by damage to the skin from Ultraviolet (UV) rays. Ask your PCP about getting an exam to look for skin cancer. You can prevent skin cancer.

Here are some key steps to protect your skin:

- Wear sunscreen with at least SPF 15. Reapply throughout the day.
- Limit your time in the sun. UV rays are the strongest from 10 a.m. to 4 p.m.
- Wear a hat and sunglasses when in the sun.



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

37900DM0114



## Questions about your Health?

*Call Our Nurse Advice Line!*

English: (888) 275-8750

Spanish: (866) 648-3537

**OPEN 24 HOURS!**

Your health is our priority!

For the hearing impaired, please call  
TTY (English and Spanish): 711