



2021-2022 Monthly Planner

Molina Medicare Complete Care HMO SNP

We Value Your Feedback!

We want to hear from you! Below are a few of the surveys you may receive in the mail:

- Consumer Assessment of Health Care Providers and Systems (CAHPS): this survey asks members about their experiences with health care.
- Health Outcomes Survey (HOS): this survey asks members about their health and how they make their healthcare choices.

If you receive any of these surveys, please respond. Your feedback will tell us what we're doing well. It can also tell us how we can improve your health care. We want to make sure you are getting the care you deserve.

This book belongs to...

Name: _____

Address: _____

City: _____

State: _____ Zip Code: _____

Phone Number: _____

Email Address: _____

Emergency Contact: _____

Phone Number: _____

Molina Healthcare Contacts



Nurse Advice Line

English: (844) 526-3188

TTY: 711

24 hours a day, 7 days a week



Transportation

Reservation Line: (877) 926-4852

TTY: 711



Member Services

(844) 239-4913

TTY: 711

Monday – Friday, 8 a.m. to 8 p.m., local time



Pharmacy

(800) 665-3086

TTY: 711

8 a.m. to 8 p.m. local time, 7 days a week

Thank you for completing your annual screenings and exams every year!
Remember to get your flu shot each year!

Important Contacts

Health Care Contact	
Provider Type: ☐ Primary Care ☐ Dentist ☐ Vision ☐ Pharmacy ☐ Specialist: _____ ☐ Other: _____	
Name	
Address	
Office Phone	Office Hours
Fax	
E-mail	
Notes	
Health Care Contact	
Provider Type: ☐ Primary Care ☐ Dentist ☐ Vision ☐ Pharmacy ☐ Specialist: _____ ☐ Other: _____	
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Name	
Address	
Office Phone	Office Hours
Fax	
E-mail	
Notes	

Appointment Expectations and Reminders

What should I expect when making an appointment?

When you call to make an appointment, you can expect the wait times below. Your wait will depend on the reason you need to see a provider.

Visit Type	Standard Wait Times
PCP or Specialist – Urgent Care	Within 48 Hours
PCP-Routine or Non-Urgent Care	30 Working Days
PCP-Adult Preventive Care Visit	30 Working Days
Specialist-Routine or Non-Urgent Care	30 Working Days
Non-Urgent with a Non-Physician Behavioral Health Care Provider	10 Working Days

If you are a “walk-in” patient, keep in mind:

1. Always take your Molina Healthcare ID card and any other health plan card you may have to each visit.
2. Your provider may not be able to see you until he/she has seen others who have appointments.
3. If your provider cannot see you, you may be given the choice of seeing another provider at the office.

Before your visit:

1. Write down any questions you would like to ask your provider.
2. Bring your medicines to review with your provider.
3. If you have not been feeling well, make a list of your symptoms.

At your visit:

1. Get to your provider’s office 15 minutes early. You may need to fill out forms.
2. Please be patient if your provider is running late.
3. Tell your provider your concerns and symptoms as best as you can.
4. Ask your provider about ways to improve your health.
5. Ask your provider about treatment options.
6. Ask your provider to explain anything you don’t understand.
7. Make sure your provider answers all your questions before you leave.
8. Your provider may refer you to a specialist or other health care provider.
9. Ask if you will need to schedule the visit. Ask for his/her phone number.

Screenings and Services Checklist

Prevention

Depending on your age and gender, the services below may need to be done with your PCP. Talk with your PCP for more information.

☐ Annual Comprehensive Exam

Completion Date(s): _____

☐ Flu Vaccine

Completion Date(s): _____

☐ Breast Cancer Screening

Completion Date(s): _____

☐ Colon Cancer Screening

Completion Date(s): _____

☐ Immunizations

Completion Dates(s)/Immunization: _____

(Talk with your PCP about what immunizations/shots you need)

Completion Dates(s)/Immunization: _____

Completion Dates(s)/Immunization: _____

Diabetes Care

☐ Kidney Health Evaluation

Completion Date(s): _____

☐ Diabetic Eye Exam

Completion Date(s): _____

☐ HbA1c Test (Every 3-6 Months)

Completion Date(s): _____

☐ Blood Pressure

Completion Date(s): _____

Other Services

Members ages 65 and older may need:

☐ Pneumonia Vaccine (2 Doses)

Completion Date(s): _____

Members with Rheumatoid Arthritis may need:

☐ Rheumatoid Arthritis education

Completion Date(s): _____

☐ At least 1 filled prescription

Completion Date(s): _____

Talk to your PCP!

Talk to your PCP about these health topics at each visit. Use the table below to record the date you spoke with your PCP.

Well Check-up

Checkups can make sure you are in good health. Seeing your provider for a checkup can also help find health problems early. Health problems that are found early can be treated to keep the problem from getting worse.

Physical Activity

Routine physical activity is good for you. It can help prevent many health problems. Always ask your PCP before you start any exercise program.

Physical Health

Talk to your PCP about your health. Ask him/her ways to eat healthy, quit smoking, or lose weight. Discuss topics that you think will help you have good health.

Emotional and Mental Health

Talk to your PCP if you feel sad for long cycles of time or have a low energy level. He/She can check your emotional health and give you tips to feel better.

Medication Review

Medicine helps you manage or treat a health problem or illness. It is vital to review all of your prescribed medicines, and over-the-counter medicines with your PCP. Medicine can become dangerous if it is not taken correctly or if it reacts with other medicines you take.

Pain Management

Talk to your PCP at each visit if you have any type of pain. Discuss treatment options with your PCP.

Advance Directive

An Advance Directive is a legal form that tells health care providers what kind of care you want if you are very ill and cannot speak for yourself. To avoid choices being made against your will, it is vital to have one. Talk to your PCP about making an Advance Directive. Review it with your PCP at least once a year.

Fall Prevention

Do not let a fear of falling keep you from being active. Let your PCP know if you have fallen, have trouble walking, or have balance problems. He/She may suggest testing your blood pressure, vision, or hearing to treat balance problems.

Improving Bladder Control

There are many ways to treat leakage of urine. Your PCP can help you treat and often cure leakage of urine. He/She may suggest training exercises, medicines or surgery. Discuss choices with your PCP that are best for you.

Questions to ask my PCP:

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____

Topic	Date Discussed
Well Check-up	
Physical Activity	
Physical Health	
Emotional/Mental Health	
Medication Review	
Pain Management	
Advance Directive	
Fall Prevention	
Improving Bladder Control	

Medication Management

It is vital to take your medicine as prescribed by your PCP. Use this page to keep a list of your medicines and to write down any questions you have. Call a pharmacist in our MTM (Medication Therapy Management) program if you have questions about your medicine or other health issues. The pharmacist phone number is listed below.

MTM Program

(855) 658-0918, TTY: 711

Monday - Friday, 8 a.m. to 6 p.m., MT

Medication Name:	
Reason for taking:	
Drug Allergies:	
When to take:	
Notes:	

Medication Name:	
Reason for taking:	
Drug Allergies:	
When to take:	
Notes:	

Medication Name:	
Reason for taking:	
Drug Allergies:	
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Medication Name:	
Reason for taking:	
Drug Allergies:	
When to take:	
Notes:	

Medication Name:	
Reason for taking:	
Drug Allergies:	
When to take:	
Notes:	

January 2021

Monthly Health Topic: Jumpstart Your New Year

To Do:

- Schedule your annual wellness exam.
- Talk to your PCP about screenings for the year.
- Make appointments for your screenings. Write down the date and time of your visit in your planner.
- Register for Molina's member web portal: My Molina to manage your health care online, any time day or night. It's easy!
- Download Molina's Mobile App from the Apple App Store or Google Play Store and register. Once registered, you can easily manage your health care from your phone.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February 2021

Monthly Health Topic: Love Your Heart

To Do:

- Check your cholesterol and blood pressure.
- Stick to a heart healthy diet. Reduce salt and fat intake.
- Check your BMI (Body Mass Index).
- Quit smoking.
- Take your hypertension medicine daily.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

March 2021

Monthly Health Topic: Be Active

To Do:

- Ask your PCP about the type of physical activity that is safe for you.
- Try new workouts and find something you enjoy.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
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22	23	24	25	26	27	28
29	30	31				

April 2021

Monthly Health Topic: Fall Prevention

To Do:

- Make sure your home is well lit. If needed, equip your home or family members' homes with railings to help with safety.
- Think about using a walker, cane, or wheelchair if advised by your PCP. Or help a family member get a walker, cane, or wheelchair, if needed.
- Talk about any medicines that may affect your balance with your PCP.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May 2021

Monthly Health Topic: Diabetes Awareness

To Do:

- Talk to your PCP. Ask about your risk for diabetes. If you have diabetes, schedule your lab tests.
- Call your eye care provider if you need a diabetic eye exam this year.
- Check the skin and feeling in your feet. Tell your PCP if you have sores, reduced feeling or poor blood flow.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June 2021

Monthly Health Topic: Medication Management

To Do:

- Speak with your PCP about your medicines.
- Take your medicine daily and as prescribed even when you feel okay.
- Start a routine for prescription refills.
- Use the mail order pharmacy or request 90 day supplies when possible. Contact Member Services for more details.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July 2021

Monthly Health Topic: Arthritis Awareness

To Do:

- Ask your PCP for medicine recommendations to manage any pain or discomfort.
- Instead of lifting a heavy pot, try to slide it across the counter. Hold books in the palm of your hands, not with your fingers.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August 2021

Monthly Health Topic: Healthy Eating

To Do:

- Eat a large variety of veggies.
- Try to eat more lean meats. Start by making small changes in your weekly diet.
- Plan your meals ahead of time and make sure they are balanced.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September 2021

Monthly Health Topic: Flu Season Begins

To Do:

- Visit a Molina Healthcare network pharmacy or PCP for your flu vaccine.
- Wash your hands often.
- Stay home if sick.

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13	14	15	16	17	18	19
20	21	22	23	24	25	26
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October 2021

Monthly Health Topic: Breast Cancer Awareness

To Do:

- Ask your PCP about the right time to start screening for breast cancer.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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November 2021

Monthly Health Topic: Osteoporosis Awareness

To Do:

- Tell your PCP if you have any severe falls or physical trauma.
- Speak with your PCP about bone density screening.
- Ask about medicine to help with pain management or bone health.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
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22	23	24	25	26	27	28
29	30					

December 2021

Monthly Health Topic: Have a Happy Holiday

To Do:

- Volunteer near your home.
- Call our Nurse Advise Line if you need support. We are here for you!

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		1	2	3	4	5
6	7	8	9	10	11	12
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Notes

[illegible]

This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There is no handwriting or other markings on the paper.

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.
Call 1-844-239-4913 (TTY: 711).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-239-4913 (TTY: 711).

Chinese

注意：如果 使用繁體中文， 可以免費獲得語言援助服務。請致電 1-844-239-4913 (TTY : 711)。

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-239-4913 (TTY: 711).

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-239-4913 (ATS : 711).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-239-4913 (TTY: 711).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: 1-844-239-4913 (TTY: 711).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-239-4913 (TTY: 711) 번으로 전화해 주십시오.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-239-4913 (телетайп: 711).

Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-239-4913 (رقم هاتف الصم والبكم: 711).

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-239-4913 (TTY: 711) पर कॉल करें।

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-239-4913 (TTY: 711).

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-239-4913 (TTY: 711).

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-239-4913 (TTY: 711).

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-239-4913 (TTY: 711).

Japanese

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-844-239-4913 (TTY: 711) まで、お電話にてご連絡ください。

Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-844-239-4913 (TTY: 711).

Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-844-239-4913 (TTY: 711) تماس بگیرید.

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա
ձեզ անվճար կարող են փափաքովել լեզվական
աջակցության ծառայություններ: Ձանգահարեք
1-844-239-4913 (TTY (հեռախոս)՝ 711):

Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ,
សេវាជំនួយ ផ្នែកភាសា ដោយមិនគិតល្អិត
គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-844-239-4913
(TTY: 711)។

Albanian

KUJDES: Nëse flitni shqip, për ju ka në dispozicion
shërbime të asistencës gjuhësore, pa pagesë. Telefononi
në 1-844-239-4913 (TTY: 711).

Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ
ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚስተለው ቁጥር
ይደውሉ 1-844-239-4913 (መስማት ለተሳናቸው:711)።

Bengali

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে
নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন
1-844-239-4913 (TTY: 711)।

Cushite (Oromo language)

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila
gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa
1-844-239-4913 (TTY: 711).

Dutch

AANDACHT: Als u Nederlands spreekt, kunt u gratis
gebruikmaken van de taalkundige diensten. Bel
1-844-239-4913 (TTY: 711).

Greek

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας
βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες
παρέχονται δωρεάν. Καλέστε 1-844-239-4913 (TTY: 711).

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક
ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન
કરો 1-844-239-4913 (TTY: 711).

Kru (Bassa language)

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̩ [Bàsɔ̀ò-wùdù-po-
nyò] jũ ní, nií, à wuɖu kà kò dò po-poò béin m̩ gbo
kpáa. Ðá 1-844-239-4913 (TTY:711)

Ibo

Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na
call 1-844-239-4913 (TTY: 711).

Yoruba

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa
fun yin o. E pe ero ibanisoro yi 1-844-239-4913
(TTY: 711).

Laotian

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ,
ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ,
ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-844-239-4913
(TTY: 711).

Navajo

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné
Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éi
ná hóló, koji' hódíílnih 1-844-239-4913 (TTY: 711.)

Nepali

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको
निम्ति भाषा सहायता सेवारू नि:शुल्क रूपमा उपलब्ध
छ।फोनगर्नुहोस् 1-844-239-4913(TTY:711)(टिपिवाइ711)

Panjabi

ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ
ਧਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।
1-844-239-4913 (TTY: 711) ‘ਤੇ ਕਾਲ ਕਰੋ।

Pennsylvania Dutch

Wann du [Deutsch (Pennsylvania German / Dutch)]
schwetzsch, kannsch du mitaus Koschte ebber gricke,
ass dihr helft mit die englisch Schprooch. Ruf selli Nummer
uff: Call 1-844-239-4913 (TTY:711) (TTY: 711).

Romanian

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție
servicii de asistență lingvistică, gratuit. Sunați la
1-844-239-4913 (TTY:711) (TTY: 711).

Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge
jezične pomoći dostupne su vam besplatno. Nazovite
1-844-239-4913 (TTY:711) (TTY- Telefon za osobe sa
oštećenim govorom ili sluhom: 711).

Syriac (Assyrian language)

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1-844-239-4913 (TTY:711)

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-844-239-4913 (TTY: 711).

Tongan

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-844-239-4913 (TTY: 711).

Ukrainian

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-844-239-4913 (телетайп: 711).

Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں (TTY: 711) 1-844-239-4913

Burmese

ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူ ဖြစ်ပါက သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-844-239-4913 (TTY: 711) တွင် ဖုန်းခေါ်ဆိုပါ။

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (844) 239-4913 (TTY: 711).