

WE'VE GOT GOOD NEWS AND MORE GOOD NEWS.

See inside!



MolinaHealthcare.com

(855) 631-9048

MOLINA TREATS YOU RIGHT. BECAUSE YOU'RE IMPORTANT TO US!

Molina Healthcare of Idaho (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-809-8445 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-1-844-809-8445 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-844-809-8445 (TTY: 711).

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You're the most important part of what we do.

Message from the President



Dear Member:

Thank you for being part of the Molina Healthcare family! Our mission is to improve the lives of our members and communities here in Idaho.

At Molina, everything we do supports your health and well-being. It's a commitment you can trust me and from the whole staff here at Molina Healthcare of Idaho. In this newsletter, you can read about some of our community events and ways we give back. There are also details about your benefits, and tips to help you feel your best.

Sincerely,

Brandon Hendrickson
Plan President
Molina Healthcare of Idaho

All newsletters are available at MolinaHealthcare.com.

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

Do you want a copy of your member handbook? Call (844) 809-8445 or visit our website at MolinaHealthcare.com. Your Member Handbook explains how to:

- Change providers, disenroll and all you need to know about your Member Rights and Responsibilities
- Register a complaint
- Appeal a decision about your benefits
- Get help if you speak a language other than English

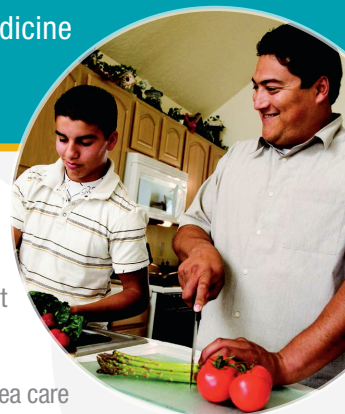
How to manage your blood pressure

First, get an accurate blood pressure reading at your doctor's office:

1. Use the bathroom first
2. Rest a few minutes beforehand
3. Make sure the cuff is the right size
4. Uncross your legs and keep feet flat on the floor
5. Don't talk while the reading is happening
6. If the 1st reading is high, ask for a 2nd reading in a few minutes

Follow your doctor's plan to lower your blood pressure. You may need to:

- ▶ Change your diet
- ▶ Eat less salt
- ▶ Lose weight
- ▶ Exercise
- ▶ Stop smoking
- ▶ Drink less alcohol
- ▶ Lower your stress
- ▶ Take blood pressure medicine
- ▶ Check your blood pressure regularly



- Obtain mental health services
- Get information on providers who contract with Molina
- Access the provider directory
- Get emergency, after-hours and out-of-area care
- Access case management services
- Get details about how Molina pays providers
- Report health care fraud, waste or abuse
- Register Advance Directives for care, which puts your health care choices into writing for your provider and family

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

Do you know when to use emergency or urgent care services? Call (844) 809-8445. Find an Urgent Care Center MolinaHealthcare.com.

Are you having problems with your medical care or our services? You can file a grievance or appeal. Please call (844) 809-8445 or follow instructions MolinaHealthcare.com.



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At Molina Healthcare, you're a really big deal.

We're proud to support the communities we serve.

At Molina Healthcare of Idaho, we're grateful for each chance to give back and fulfill our company goal to serve others. To celebrate Hunger Action Month in September, Molina donated \$5,000 to the Idaho Foodbank, which delivers healthy food to seniors. Additionally, 17 Molina employee volunteers filled 387 boxes with food for local seniors in need.

"Thousands of seniors in Idaho are going without enough food because they can't afford it," said Karen Vauk, President and CEO of the Idaho Foodbank. "Research has shown that food-insecure seniors consumed less calories and lower quantities of key nutrients, which leads to serious health issues such as depression, diabetes, heart disease, and strokes. That is why we are grateful to Molina Healthcare for donating not only funds, but their time to help aging neighbors in need."



At Molina, we're grateful to be able to share what we have with our neighbors and do our part to make life better for all of us.

Molina cares. Every Molina member has a team of health advocates in their corner.

Care Specialist

Your Care Specialist is a seasoned expert who reviews your health needs, coordinates care with doctors and therapists and checks your personal care plan to make sure you have the support you need to live your healthiest life.

Community Connector

Your Community Connector works closely with community-based organizations such as shelters, churches, adult day programs, soup kitchens, and food banks. The Community Connector can meet with you face to face or on the phone to help you build a local support system.

Interdisciplinary Care Team (ICT)

Think of the ICT as a collection of coaches helping you make the best choices about complex care needs. The ICT brings leaders from clinical, behavioral health, case management and pharmacy management groups together to chart a care plan with your well-being at the heart of it.

Reach your Care Team at
MHIDCaseManagement@molinahealthcare.com.
Talk to the Team: Call Member Services at (844)-809-8445 to be put in touch.



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Molina Healthcare is here to make good health easy.

That's why we offer you convenient ways to help you feel your best:



24-Hour Nurse Advice Line: For answers to your medical questions, day and night
English: (888) 275-8750 Spanish: (866) 648-3537
Deaf and Hard of Hearing: (TTY 711)



MyMolina: Your online account for finding a provider, changing your doctor, checking your benefits and claims, requesting a new ID card and much more



A large provider network: To serve you close to home, including approximately 30 hospitals, and 6042 specialists



Health education tips: Just go to MolinaHealthcare.com for tips on maintaining your health



The way back to hope: A True Molina Story.

At age 64, Vickie had her own home, savings, and a pension. She was ready to retire--until getting knee surgery changed all her plans. Vickie was infected by MRSA, a type of bacteria that resists medication, and can even be deadly.

Thankfully, Vickie's infection was cured. She moved into a nursing facility to get better, but soon she had spent her savings and even had to sell her house. "I used everything up. I lost everything I had in life," she remembers.

But the system hadn't lost Vickie. Her Molina Case Manager and Long-Term Services and Supports (LTSS) worker connected with a community-based organization to help her with a healthy transition. Together, they got Vickie an apartment with paid utilities, groceries, a wheelchair and other equipment, and a Home Health Aid to help with daily activities.

Today, Vickie enjoys not being dependent on others but still isn't ready to retire. She'd rather work at her new job: advocating for people with disabilities.



"I'm so excited about going to work! This has been a good transition."

About Our Members: Protecting Your Privacy:

Your privacy is important to us. We respect and protect your privacy. 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 at MolinaHealthcare.com. You also may ask for a copy of our Notice of Privacy Practices by calling Member Services at (844) 809-8445.

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. Call toll-free (866) 606-3889 TTY 711, 24 hours a day, seven days a week. You may also report your concerns on the AlertLine website at <https://MolinaHealthcare.AlertLine.com>.