



Your Extended Family.

Molina Healthcare of Illinois  
1520 Kensington Road, Suite 212  
Oak Brook, IL 60523



Questions about Your Health?

Call Our 24-Hour Nurse Advice Line!

Health issues can come up at night or on the weekend. As a Molina Healthcare member, you can talk to a nurse right away! The Nurse Advice Line is a covered service for Molina Healthcare members. The call is no cost to you.

When should you call Molina Healthcare’s 24-Hour Nurse Advice Line?

- » You may have a medical question during or after normal business hours.
- » You may think of a question after you visit your provider.
- » You may be sick and not sure what to do.
- » You may be sick or hurt and not sure where to go for care.

Your health is our priority!

English and other languages: (888) 275-8750  
Spanish: (866) 648-3537  
TTY users should call 711.

Winter 2019 Health and Wellness Newsletter



Urgent Care vs. Emergency Room

Urgent Care Centers treat medical problems that can’t wait until your next Primary Care Provider (PCP) visit, but are not life-threatening. Most Urgent Care Centers see you on a walk-in basis. Many are open evenings and weekends. Waiting time is shorter than in the Emergency Room (ER).

| Urgent Care                                                                                                                                                                                                                                                                                                                           | Emergency Room                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Use Urgent Care for conditions such as:                                                                                                                                                                                                                                                                                               | Use the Emergency Room (ER) for sudden injury or sickness such as:                                                                                                                                                                                                                         |
| <ul style="list-style-type: none"><li>» Sore throat, cough or runny nose</li><li>» Muscle strains/sprains</li><li>» Minor cuts/ burns</li><li>» Earache</li><li>» Rashes</li><li>» Fever</li><li>» General wound care</li><li>» Animal bite</li><li>» Urinary tract infection</li><li>» Mild asthma</li><li>» Flu screening</li></ul> | <ul style="list-style-type: none"><li>» A lot of bleeding</li><li>» Poisoning (Poison Control Center (800) 222-1222)</li><li>» A bad burn</li><li>» Trouble breathing</li><li>» Drug overdose</li><li>» Miscarriage</li><li>» Chest pain</li><li>» Broken bones</li><li>» Stroke</li></ul> |

In This Issue

Urgent Care vs. Emergency Room.....1

Non-Discrimination and 1557.....2-3

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.

Molina Healthcare of Illinois (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Molina provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need services, contact the Civil Rights Coordinator. If you believe that Molina has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Civil Rights Coordinator  
200 Oceangate  
Long Beach, CA 90802  
Fax: (630) 203-3993  
Email: [Civil.Rights@MolinaHealthcare.com](mailto:Civil.Rights@MolinaHealthcare.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
(800) 368-1019, (800) 537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Your Extended Family:**

|            |                                                                                                                                                                  |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| English    | <b>ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-687-7861 (TTY: 711).</b>                      |
| Spanish    | ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-687-7861 (TTY: 711).                            |
| Polish     | UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-687-7861 (TTY: 711).                                    |
| Chinese    | 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 1-855-687-7861（TTY：711）。                                                                                                          |
| Korean     | 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-687-7861 (TTY: 711) 번으로 전화해 주십시오.                                                                           |
| Tagalog    | PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-687-7861 (TTY: 711).          |
| Arabic     | ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-687-7861 (رقم هاتف الصم والبكم: 711).                            |
| Russian    | ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-687-7861 (телетайп: 711).                                 |
| Gujarati   | સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-855-687-7861 (TTY: 711).                                             |
| Urdu       | خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-855-687-7861 (TTY: 711).                                             |
| Vietnamese | CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-687-7861 (TTY: 711).                                           |
| Italian    | ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-687-7861 (TTY: 711). |
| Hindi      | ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-687-7861 (TTY: 711) पर कॉल करें।                                    |
| French     | ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-687-7861 (TTY: 711).                      |
| Greek      | ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-855-687-7861 (TTY: 711).         |
| German     | ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-687-7861 (TTY: 711).                |