

# Winter 2016 Health & Wellness Newsletter

## 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.



## CAHPS® Survey

Your health care is important to us. We want to hear how we are doing. That's why you may have received a survey about Molina Healthcare and your health care. One of these surveys is called CAHPS®. CAHPS® stands for the Consumer Assessment of Healthcare Providers and Systems. This survey asks about the care you or your child receives from us. Molina sends this survey out every year. We want to know what you like about Molina and what things we need to fix.

This year we found out we need to improve on the following:

- How well doctors communicate
- Getting needed care
- Satisfaction with your personal doctor
- How you feel about Molina Healthcare

We also found that you are happy about the following:

- Customer Service
- Health Promotion and Education

Thank you for completing the survey. Your health care is important to us. We will continue to improve your health care. We look forward to hearing from you about the many changes we are making this year. Please look for your 2017 survey in the mail this Spring!

All newsletters are also available at [MolinaHealthcare.com](http://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.

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

[MolinaHealthcare.com](http://MolinaHealthcare.com)



**QI Department**

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## 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.