



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!

English and other languages:
(888) 275-8750

Spanish:
(866) 648-3537

Your health is our priority!

TTY users should call 711.

Fall 2019 Health and Wellness Newsletter



Breast Health Awareness

Breast health is one of the most important components of women's health. There are certain lifestyle changes that may help lower a woman's risk of encountering health issues. These lifestyle changes include:

- » Getting to, and maintaining, a healthy weight
- » Being physically active
- » Limiting or avoiding alcohol
- » Consuming a diet rich in vegetables, fruits, poultry, fish and low-fat dairy

In addition to these changes, women who are at risk should receive a mammogram. This may help avoid breast health issues. Women ages 50-74 should receive a mammogram every two years. Depending on family history, you may need one sooner. It's important to talk with your doctor to determine the appropriate age to start receiving mammograms.

Continued on page 3

In This Issue

Breast Health Awareness 1

Rights and Responsibilities . . . 2

Non-Discrimination
and 1557 4-5

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.

Rights & Responsibilities:

Your rights:

- » Be treated with respect and dignity at all times.
- » Have your personal health information and medical records kept private except where allowed by law.
- » Be protected from discrimination.
- » Receive information from Molina Healthcare in other languages or formats such as with an interpreter or Braille.
- » Receive information on available treatment options and alternatives
- » Receive information necessary to be involved in making decisions about your healthcare treatment and choices.
- » Refuse treatment and be told what may happen to your health if you do.
- » Receive a copy of your medical records and in some cases request that they be amended or corrected.
- » Choose your own primary care provider (PCP) from Molina Healthcare. You can change your PCP at any time.
- » File a complaint (sometimes called a grievance), or appeal without fear of mistreatment or backlash of any kind.
- » Request and receive in a reasonable amount of time, information about your Health Plan, its providers and policies.
- » Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.

The Importance of Early Detection (Mammograms)

- » Early detection is your best defense against breast cancer.
- » Early detection largely decreases your chances of developing a life-threatening form.
- » Early detection gives you more treatment options if a diagnosis is made.
- » Early detection has a 98% survival rate compared to 27% when breast cancer is found in advanced stages.

Next Steps

- » Contact Molina’s Member Services or Case Management department to get your Mammogram scheduled today;
 - » *Member Services Line-* (855) 687-7861
 - » *Case Management Line-* (888) 858-2156
- » Utilize our Secure Transportation Service to get to and from your screening at no cost to you;
 - » *Secure Transportation-* (844) 644-6354



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

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>.



Non-Discrimination Tag Line– Section 1557
Molina Healthcare of Illinois, Inc.

English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-687-7861 (TTY: 711).
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).