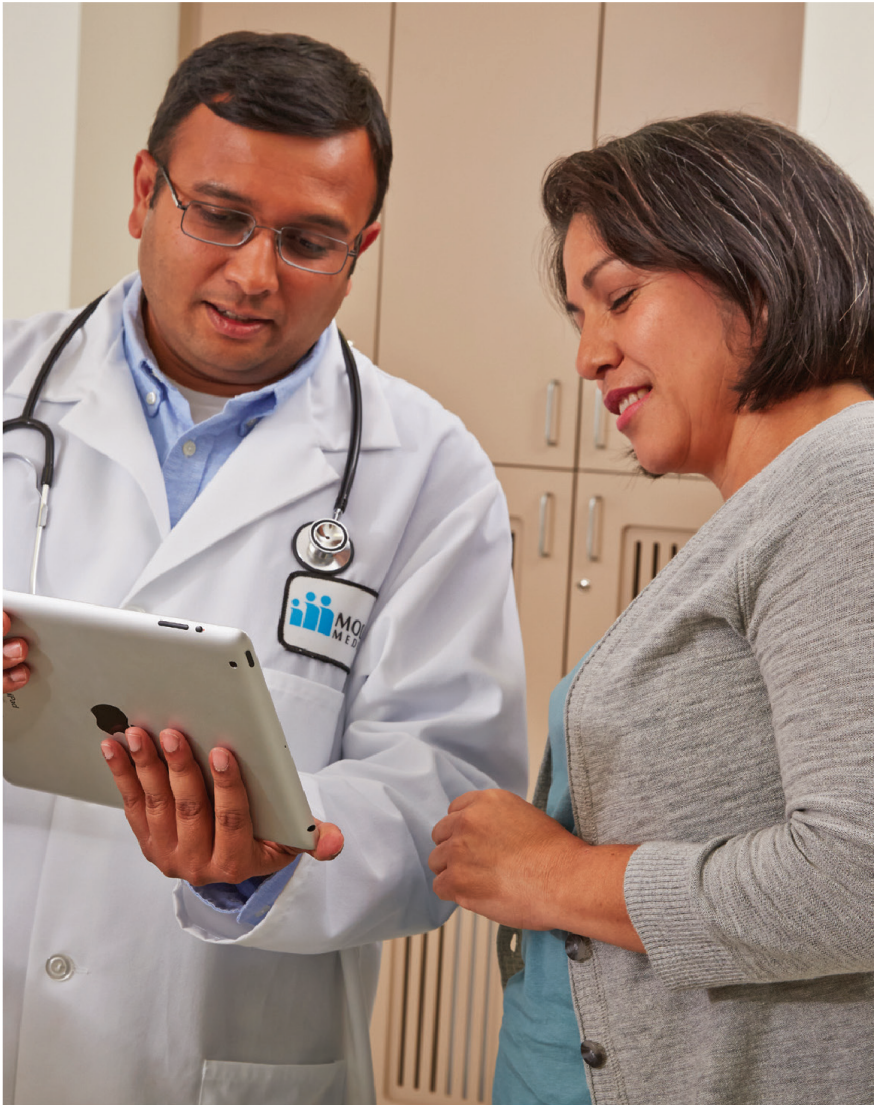


# Summer 2019 Health and Wellness Newsletter



## High Blood Pressure

It is important to keep your heart healthy. Keeping your blood pressure within normal range is a good start.

### What is high blood pressure?

A normal blood pressure is 120/80 mm/Hg and below. Elevated blood pressure can be up to 139/89, high blood pressure is 140/90 or higher.

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

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.

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





## Can high blood pressure affect my body?

Yes, high blood pressure that is not under control can lead to a heart attack or stroke. Having high blood pressure for a long time can cause your kidneys to fail and could even cause memory problems or dementia.

## How can you control high blood pressure?

Elevated or high blood pressure can be controlled with medication management and life-style changes. These changes may include:

- Checking your blood pressure on a regular basis at your doctor visits and at home. You can get an electronic blood pressure monitoring device free of charge through Molina Dual Options Medicare-Medicaid Plan if your provider is in network and writes an order for the device. The order is given to a Molina Dual Options network medical equipment supplier.
- Quit smoking.
- Eat a healthy diet with more fruits, vegetables and whole grains. Limit the amount of salt, saturated fats, trans fats, and cholesterol you eat.
- Drink less alcohol.
- Read food labels to help cut back on the amount of salt in your diet.
- Increase activity and maintain a healthy weight.

Molina Dual Options can help you find a provider or set up an appointment. Call Member Services at (877) 901-8181; TTY 711. Representatives can help you Monday through Friday, 8 a.m. to 8 p.m.



# How to report abuse, neglect, exploitation and other critical incidents

Fraud, Waste and Abuse, in addition to Neglect are all incidents that need to be reported. Fraud occurs when someone receives benefits or payments they are not entitled to.

## Some other examples of fraud are:

- Using someone else's ID card or let them use yours.
- A provider billing for services that you did not receive.

Abuse is when someone causes physical or mental harm or injury.

## Here are some examples of abuse:

- **Physical abuse** is when you are harmed such as slapped, punched, pushed or threatened with a weapon.
- **Financial abuse** is when someone uses your money, personal checks or credit cards without your permission.
- **Mental abuse** is when someone uses threatening words at you, tries to control your social activity, or keep you isolated.
- **Sexual abuse** is when someone is touching you inappropriately and without your permission.

Neglect occurs when someone decides to hold the basic necessities of life such as food, clothing, shelter or medical care.

If you believe you are a victim you should report this right away. You can call Member Services at (877) 901-8181. You may also call one of the following agencies. All reports are confidential and can be anonymous.

## Nursing Home Hotline – (800) 252-4343

Illinois Department of Public Health Nursing Home Hotline is for reporting complaints regarding hospitals, nursing facilities, and home health agencies and the care or lack of the patients.

## Office of the Inspector General – (800) 368-1463

The Illinois Department of Human Services Office of Inspector General Hotline is to report allegations of abuse, neglect, or exploitation for people 18 to 59 years old.

Suspected fraud and abuse may also be reported directly to the state of Illinois at:

### Illinois State Police

Medicaid Fraud Control Unit  
8151 W. 183rd Street, Suite F  
Tinley Park, Illinois 60477

## Adult Protective Services Hotline – (866) 800-1409

To report abuse, neglect, or exploitation of individuals 18 to 59 years of age with a disability or people 60 years of age and older, call Adult Protective Services Hotline.

## Supportive Living Facility (SLF) Complaint Hotline – (800) 226-0768

The Illinois Department of Healthcare and Family Services' Hotline is to report abuse, neglect, or exploitation for people living in Supportive Living Facilities (SLF).



[MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals)

# Tackling the Flu

Flu season is almost here and the best way to reduce your risk of catching it is to get a flu shot. A flu shot is recommended for everyone six months of age and older.

As a Molina Dual Options member you can receive a flu shot for free. You can visit your doctor or pharmacies such as CVS and Walgreens to receive a flu shot.

Good habits may help stop the spread of germs and prevent illness, like the flu. Here are some tips to help you stay healthy this season:

- Cover your mouth and nose when you sneeze.
- Wash your hands often with soap and water for at least 15-20 seconds.
- Don't touch your face. If you touch a germ then touch your face, you can catch the flu.
- Avoid people that are sick.
- Talk to your children and grandchildren. Teach them how to prevent the spread of germs. Children may often spread the flu (or colds) to each other at school or while playing.
- Make sure to get your flu shot.

People with a chronic condition are at higher risk for flu complications. Be prepared this flu season. Talk to your provider today to learn more about getting your flu shot.

Molina Dual Options Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees.

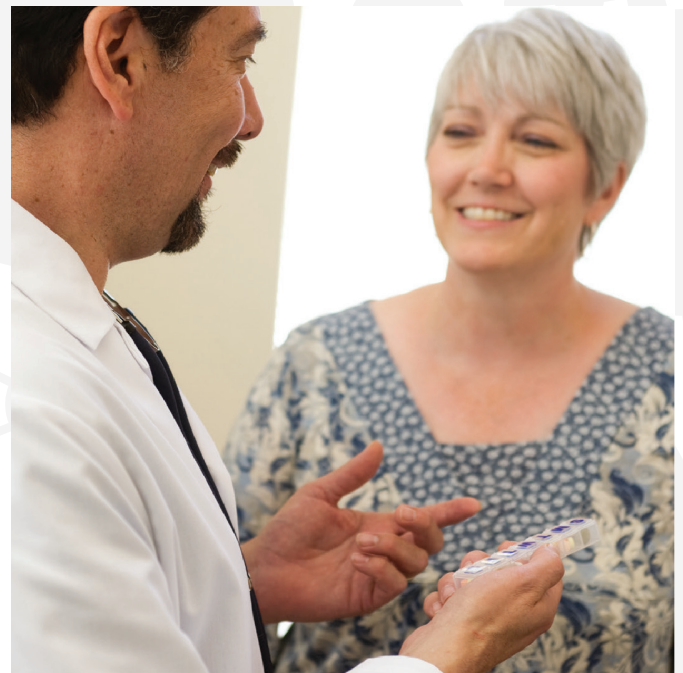
You can get this document for free in other formats, such as large print, braille, or audio. Call (877) 901-8181, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.

# Vaccines at Pharmacies

Great news! Molina Dual Options covers flu shots and other vaccines in participating network pharmacies. These shots are offered at no cost to you.

Molina Dual Options offers some vaccines free of charge at network pharmacies. This is to help protect you from getting sick. Members may visit a network pharmacy for services. Molina Dual Options covers shots for influenza, pneumonia (Pneumovax 23 and Prevenar 13), shingles (Shingrix) and Tdap (Tetanus, Diphtheria, Pertussis vaccines shots).

Call Member Services at (877) 901-8181; TTY: 711 for more information or to locate a pharmacy near you.





Molina Healthcare of Illinois (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to 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. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
  - Skilled sign language interpreters
  - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
  - Skilled interpreters
  - Written material translated in your language
  - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (877) 901-8181; TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., local time.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator  
200 Oceangate  
Long Beach, CA 90802

You can also email your complaint to [civil.rights@molinahealthcare.com](mailto:civil.rights@molinahealthcare.com). Or, fax your complaint to (562) 499-0610.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.



### English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-901-8181 (TTY: 711).

### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-901-8181 (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 1-877-901-8181 (TTY : 711)。

### Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-901-8181 (TTY: 711).

### French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-901-8181 (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 1-877-901-8181 (TTY: 711).

### German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-901-8181 (TTY: 711).

### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-901-8181 (TTY: 711) 번으로 전화해 주십시오.

### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-901-8181 (телетайп: 711).

### Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-901-8181 (رقم هاتف الصم

والبكم: 711).

## Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-901-8181 (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 1-877-901-8181 (TTY: 711).

## Portugués

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-901-8181 (TTY: 711).

## French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-901-8181 (TTY: 711).

## Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-901-8181 (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。1-877-901-8181 (TTY: 711) まで、お電話にてご連絡ください。

## Greek

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-877-901-8181 (TTY: 711).

## Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-877-901-8181 (TTY: 711).

## Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں (TTY: 711) 8181-901-877-1



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.

[MolinaHealthcare.com/Duals](https://www.molinahealthcare.com/Duals)

