

Winter 2018 Health and Wellness Newsletter

CAHPS® Survey

As part of our Molina family, we take great pride in knowing that you receive quality service during your health care experiences. Your health care and satisfaction is our priority, and we want to hear from you about those experiences! You may receive a survey. The survey is called CAHPS®. CAHPS® stands for the Consumer Assessment of the Healthcare Providers and Systems. This survey will focus on the care you or your child receive from us. You will be able to provide us feedback on the following:

- ✓ Getting Needed Care
- ✓ Getting Care Quickly
- ✓ Customer Service
- ✓ How Well Doctors Communicate
- ✓ Molina as a Health Plan
- ✓ Your Health Care
- ✓ Your Personal Doctor
- ✓ Your Specialists

Please take a moment to complete the survey. Molina looks forward to hearing from you and we're always striving to improve your health care experience. Please look for your 2018 survey in the mail this spring!



Preventing the Flu

Molina wants to help you stay healthy. This year the flu is affecting more people than usual and some sick individuals are ending up in the hospital or worse. Every year flu season begins as early as October and can last as long as May. Children 6 months of age and older as well as adults should make sure they receive the flu vaccine. Call your primary care provider (PCP) to schedule a visit and find out more about the flu vaccine. The flu vaccine is also available at a Molina Healthcare network pharmacy. The flu vaccine is free when you go to a Molina Healthcare network pharmacy or Molina contracted provider.

Stay home if you are ill and stay away from sick people. These illnesses are spread by coughing, sneezing or other contact with mucus or saliva. **Wash your hands frequently!** If you have any questions please contact your health care provider or our 24-hour Nurse Advice Line, toll free, at: **English:** (888) 275-8750; **Spanish:** (866) 648-3537.

All newsletters are also available at www.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.

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 call **711**.

MolinaHealthcare.com



Your Extended Family.