

Quarterly Newsletter

Summer 2014

Please call your Care Coordinator for a Health Risk Assessment

Molina Healthcare offers Care Coordination services to all members. Care Coordinators will conduct Health Risk Assessments (HRA) over the phone for all members. We may also ask you to complete an in-home Comprehensive Needs Assessment (CNA), if your health warrants it. Your Care Coordinator will review your medical, behavioral and long-term care needs and help you get services.

Please call your Care Coordinator if you have not done an HRA. If you do not know the name of your Care Coordinator, call Member Services. The number is on the back of your ID card. We will connect you to your Care Coordinator.

Take Control of Your Health Care

You can help keep yourself healthy and safe. It is important to be involved in your own health care decisions. You can help prevent mistakes in your care. Try to:

- Tell your provider your health goals.
- Speak up if you have questions or concerns.
- Learn about your treatment plan.
- Read all medical forms. Make sure you understand what you are signing.
- Ask a family member or trusted friend to be your advocate, if needed.
- Know what medicine you take. Write it down and bring your medicine with you to all provider appointments.

Take part in all decisions about your health care. You are the center of your health care team.

Source: The Joint Commission "Speak-Up" Brochure Series

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Taking Depression Medication

Molina is here to help you.

You are not alone. Research shows that almost one in ten people suffer from depression. That is 15.8 million adults. Medicine and “talk therapy” can help you get better.

Take your medicine as prescribed by your provider. Talk to your provider before you stop taking your medicine. This will lower your risk of having depression come back.

Take Your Depression Medicine Every Day

Your medicine can take 4-6 weeks before it makes you feel better.

Most medicine therapy for depression lasts 6 to 9 months. If you stop taking your medicine before that time, you are at risk of having the depression return. Talk with your provider about issues you may have with taking your medicine.

Side Effects

All medicines can have side effects. Side effects are unwanted symptoms from a medicine. Ask your provider if there might be side effects from taking your medicine. This will help you know the symptoms of side effects, if you have them.

What should you do if you have side effects?

Call your provider to talk about the side effects. Your provider might do one or more things to manage the side effects. Your provider may:

- Ask you to take the medicine longer to see if the side effects go away
- Ask you to take a lower dose of medicine
- Give you different medicine to try
- Suggest ways to lessen the side effects
- Suggest ways to help you cope with the side effects



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Molina Healthcare's 24-Hour Nurse Advice Line

Skilled nurses will answer your questions and help you, any time of day or night.

English: **(888) 275-8750**

Spanish: **(866) 648-3537**

Deaf and Hard of Hearing: **711**

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.

You can call Molina Healthcare's Nurse Advice Line 24 hours a day, 7 days a week.

Who are Molina Healthcare's nurses?

- They are registered nurses.
- They speak English and many other languages.
- They will answer any questions about your health.

When should I 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.

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QI Department

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Questions about your Health?

Call Our 24-Hour Nurse
Advice Line!

English: (888) 275-8750

Spanish: (866) 648-3537

OPEN 24 HOURS!

Your health is our priority!
For the hearing impaired, please call
TTY (English and Spanish): 711

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Your Extended Family.