

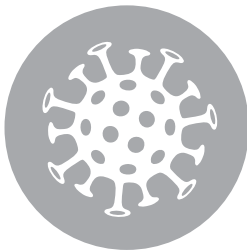
# Spring 2020 Health and Wellness Newsletter

## COVID-19 Molina Member Information

### General Questions

#### What is COVID-19?

COVID-19 is a new strain of virus (coronavirus). The name COVID-19, is short for “coronavirus disease 2019.” This virus causes a lung illness, and has infected thousands of people worldwide. Organizations (CDC and WHO) are actively monitoring the outbreak of this new coronavirus strain. For more information please visit the Centers for Disease Control and Prevention COVID-19 website at <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>



#### What are the symptoms of COVID-19?

Common signs of infection include fever, dry cough and shortness of breath or breathing problems. In more severe cases, this virus can cause pneumonia, severe breathing problems (acute respiratory distress syndrome), kidney failure, and heart problems and even death.

People who are over the age of 65 or have other medical conditions (diabetes, heart, lung or kidney disease) or have a weak immune system are at a higher risk for severe problems with this illness.

*Continued on page 2*

## Follow Up After a Mental Health Crisis

If you have a mental health issue and are hospitalized, please follow the instructions you receive on discharge. Follow up should occur with a mental health practitioner within 7 days of discharge. Your follow-up appointment should occur no later than 30 days after discharge.

Keep taking your medicines and seeing your provider. It's important you participate in your care plan. If you are having a behavioral health emergency, please call our 24-Hour Crisis Hotline at (888) 275-8750; TTY 711. For Spanish please call (866) 648-3537.



### In This Issue

COVID-19 Molina Member Information.....1-3

Follow Up After a Mental Health Crisis.....1

Non-Discrimination and 1557.....4-5

Questions About Your Health.....7

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

# COVID-19 Molina Member Information *Continued from page 1*

## How is COVID-19 spread?

It is thought to be spread by little fluid droplets from an infected person's lungs to others through:

- the air by coughing, sneezing or breathing near someone else.
- close personal contact such as touching or shaking hands.
- contact with surfaces in public places.

## Protecting Yourself

How can you help protect yourself or others from COVID-19?

Although there are no vaccines available to protect against this virus, you may be able to reduce your risk of infection by:

- staying at least 6 feet away from anyone if you are away from your home.
- wearing a mask or face covering if you are away from your home.
- washing your hands often with soap and water for 20 seconds.
- avoiding touching your face with unwashed hands.
- avoiding contact with people who are sick.

If you or a member of your home feels ill, with a cold, or flu-like symptoms, stay home. Try to keep the sick person separated from the rest of the home. If you have to go out, practice social distancing. Social distancing means keeping at least 6 feet away from any other person.

Listen to the news and the guidance from the CDC. In Illinois, residents are asked to stay at home, with exception of essential activities such as pharmacy or grocery store visits. Residents are encouraged to maintain 6 feet distance when doing those essential activities outside of their homes.

Wipe down frequently-used surfaces with disinfectant wipes regularly.

## What should you do if you suspect you or someone else has COVID-19?

Most people with this illness will recover on their own. Although there are no treatments for illnesses caused by this type of virus (human coronavirus), you can take the following actions to help relieve symptoms if you are mildly sick:

- Take pain and fever medications. Ask your pharmacist how they may interact with any medications you currently take. (NOTE: The **CDC** and **American Academy of Pediatrics (AAP)** recommend not giving aspirin to children).
- Drink plenty of liquids.
- Stay home and rest.
- Use the Molina Nurse Advise Line to discuss your symptoms and treatment options. English: (888) 275-8750; Español: (866) 648-3537; Illinois Relay Service: 711
- Consider a telemedicine visit if you are not very ill.
- If you are concerned about your symptoms, please contact your local health care provider before going to the office, the ED (emergency department) or an Urgent Care setting.

## Does getting the flu, pneumonia, or other vaccines reduce your risk of developing COVID-19?

No, but since there is no treatment for COVID-19, getting available immunizations for other lung infections (such as flu, pneumonia and whooping cough) is a good idea. This is important for those who have weakened immune systems or who may have a more serious illness. Don't forget to get your children vaccinated.

## Who should be tested for COVID-19?

The Centers for Disease Control (CDC) recommended anyone with symptoms of COVID-19, who could have been in contact with someone who may have had the virus within the last 14 days, be tested for the virus.

### **How can I get COVID-19 testing?**

Patients who have concerns that they may have had contact with COVID-19 or may have symptoms of COVID-19 should contact their primary care provider to discuss whether to get tested. If you meet the rules for testing (per the CDC) then your doctor can order the test. The test will likely be nasal swabs that are then sent to a laboratory.

### **Does Molina cover testing for COVID-19?**

Yes. As long as you meet the guidelines for testing and have a doctor's order, this testing can be done in any approved laboratory location.

### **What about telemedicine visits?**

Molina members should consider telemedicine as an option. Such "virtual visits" may lessen the risk of exposure to other sick people in doctors' offices. Members may request telehealth services directly from their provider. Members may contact their provider directly to confirm that they are able to perform telehealth visits.

### **What about my regular prescriptions?**

You are eligible to fill your prescriptions up to 30 days in advance. You can also have a 30-day supply of your prescriptions mailed to you by having your provider call (877) 864-7744 or by visiting [www.caremark.com](http://www.caremark.com) to enroll online.

---

Molina Healthcare is a Medicaid health plan that contracts with the Illinois Department of Healthcare and Family Services' Medicaid program to provide benefits and services to enrollees. A complete list of covered and non-covered services and additional benefits is on our website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com). For more information, call Molina Healthcare (855) 701-4886 or TTY 711. Illinois Client Enrollment Services will send you information about your health plan choices when it is time for you to make a health plan choice and during your Open Enrollment period.





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](mailto: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>.

English	<b>ATTENTION:</b> 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).

Page is intentionally left blank





**MolinaHealthcare.com**

## Questions about Your Health?

### Call Our 24-Hour Nurse Advice Line!

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.

#### When should you 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.

#### Your health is our priority!

English and  
other languages:  
(888) 275-8750

Spanish:  
(866) 648-3537

TTY users  
should call 711.



Your Extended Family.



**Your Extended Family.**

Molina Healthcare of Illinois  
1520 Kensington Road, Suite 212  
Oak Brook, IL 60523