

Winter 2020 Health and Wellness Newsletter

CAHPS® Survey

Molina Healthcare of Illinois wants to make sure you are receiving quality care. Your health care and satisfaction is our priority. We want to hear about your experiences! You may receive a survey this spring. This survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. The survey will focus on how you feel about care you or your child has received, your doctors and other topics:

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



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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.

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Your responses will not impact your benefits. Your responses help us improve your health care experience and meet your needs. We use your responses and work with our doctors to improve and give you a better experience. Please look for the 2020 survey in the mail this spring. Please help us by completing the survey.

If you would like to give us feedback on your experiences or have questions about CAHPS, please email **Quality-HealthCampaigns@MolinaHealthcare.com**. Please include “CAHPS Feedback” in the email subject line.

For more information on the CAHPS survey please visit:

<https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/index.html>.



Detecting and Tackling High Blood Pressure

People with high blood pressure may have headaches, shortness of breath, fatigue, confusion, chest pain, or pounding in chest, neck or ears. Many people with high blood pressure will have no signs or symptoms. High blood pressure is largely symptomless and known as the “silent killer”.

It's important to visit your doctor and know your blood pressure numbers. A normal blood pressure is 120/80 mm/Hg and below. High blood pressure is when the body has a range higher than 120 mm/Hg, while at rest.

Can high blood pressure affect my body?

Yes. High blood pressure that is not under control can lead to a heart attack or stroke. High blood pressure can harden arteries, decrease oxygen and reduce blood flow to the heart, brain, kidneys, and eyes. High blood pressure may also lead to memory problems or dementia.



How can you control high blood pressure?

High blood can be controlled with medication and life style changes. These changes include: :

- » Checking your blood pressure regularly (at your doctor visits and at home). You can get a blood pressure monitoring device free of charge if your provider is in-network and writes an order for the device. The order is given to a Molina network durable medical equipment supplier.
- » Quit smoking
- » Eat a healthy diet. Eat more fruits, vegetables, potassium, whole grains. Eat less sodium, saturated fats, trans fats, and cholesterol.
- » Drink less alcohol
- » Read food labels and lower your sodium intake
- » Get active and maintain a healthy weight

Molina can help you get a provider and set up an appointment. Call Member Services at (855) 687-7861; TTY 711. Representatives can help you Monday through Friday 8 a.m. to 5 p.m.



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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>.

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).



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



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.

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