

FALL 2022 Health and Wellness Newsletter



Stay Protected from the Flu this Season!

At Molina, we want to help you stay healthy this flu season. You can help to prevent the spread of the flu by following these tips:

- Get the flu shot. It's at no cost to you!
- Visit your Primary Care Physician (PCP) to schedule an appointment for your flu shot.
- You can also use the My Molina Mobile App or call Member Services at **(888) 898-7969** to find an approved Molina Pharmacy giving flu shots near you.
- Wash your hands often and cover your mouth when you cough.
- Stay home if you are sick to prevent spreading the flu to others.
- The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months of age and older to get the flu shot by October.

Please tell your PCP if you received your flu shot somewhere else.

If you have already had your flu shot this year, you are all set! There is not a need to get another one.

Remember, the flu shot will not give you the flu!

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

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

It is important to know flu symptoms and how to treat them.

Symptoms:

- Fever between 100° & 104° F & chills
- Fatigue & weakness
- Headache, muscle, or body aches
- Cough, runny or stuffy nose
- Nausea, diarrhea or vomiting

For more information about the flu, call our 24-hour Nurse Advice Line toll free at **(888) 275-8750** (English) **(866) 648-3537** (Spanish) TTY/TDD: 711

If you happen to catch the flu this season, it is important to know how to treat/manage your symptoms.

How to Treat:

- Get plenty of rest
- Drink plenty of fluids
- Cover up with a warm blanket to calm chills
- Put a humidifier in your room to make breathing easier

Over the Counter COVID-19 Home Tests

Beginning April 1, 2022, Molina Healthcare will reimburse for over-the-counter (OTC) COVID-19 home tests that meet the requirements listed below.

Steps for purchasing a covered COVID-19 home test:

1. Purchase an FDA approved or Emergency Use Authorized rapid antigen test from a pharmacy, store or online retailer. The "FDA approved or FDA Emergency Use Authorized rapid antigen test" must be indicated on the packaging.
2. Keep your test kit box and receipt as they both have important information you will have to reference when filing your claim.

*Please Note:

- No prior authorization, prescription or provider direction is needed for these covered home COVID tests.
- Tests must be purchased on or after April 1, 2022
- Reimbursement is limited to 8 individual tests per member for personal use in a 30-day (or one month) period. Note, sometimes tests come in a pack of two. Each individual test counts towards your total limit of 8
- COVID tests for employment or school testing purposes are not covered

Steps for Reimbursement:

Qualifying COVID-19 home test costs can be reimbursed to Molina members in three ways:

1. Make a digital claim through the Caremark mobile app
2. Make a digital claim through a registered profile on Caremark.com
3. Mail in your claim by using our At Home COVID Kit Reimbursement Claim Form. Go to: <https://www.molinamarketplace.com/marketplace/mi/en-us/-/media/Molina/PublicWebsite/PDF/Common/OTC-COVID-Test-Kit-Form.pdf>
 - a. Some of the questions marked required on our standard form do not apply to over-the-counter home test kits for COVID-19. You do not need a prescriber or a prescription number for your over the counter (OTC) test.

*Please note:

- With your claim you will need to include a clear image of your receipt that shows: the date your test was purchased, the brand of your test kit, the full number under the test package barcode.
- You must be enrolled with Molina to participate
- Reimbursement is not guaranteed if all steps and conditions are not satisfied
- Keep a copy of all documents submitted for your records

“988” the New Nationwide Suicide and Crisis Lifeline

How many tests can I be reimbursed for?

You may be reimbursed for over-the-counter COVID-19 rapid tests as necessary, up to 8 COVID-19 rapid tests per member, per rolling 30 day period (or per month).

What if a kit has multiple tests?

Some kits may have multiple tests, and each individual test counts towards the 8 test per person limit.

Is any kind of test eligible for reimbursed for?

The kit must have FDA approval or FDA Emergency Use Authorization (EUA) for detecting COVID-19. The over-the-counter test will indicate this on the front or the back of the packaging.

How long will it take to be reimbursed?

Allow up to 30 days from the time you submit your information for claims processing.

Which COVID-19 Tests are FDA approved?

You can find a listing of all FDA approved COVID-19 test kits by going to www.fda.gov/medical-devices/coronavirus-covid-19-and-medical-devices/home-otc-covid-19-diagnostic-tests#list

I am testing negative but still feel ill.

See your doctor for further guidance.

Similar to 911, there is a new three-digit, nationwide phone number to connect directly to the new 988 Suicide and Crisis Lifeline. By calling or texting 988, you'll connect with mental health professionals with the 988 Suicide and Crisis Lifeline, formerly known as the National Suicide Prevention Lifeline. Many people experience a suicidal crisis or mental health-related distress without the support and care they need, but there is hope. 988 is a direct connection to compassionate, accessible care and support for anyone experiencing mental health related distress – whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress.

Every person anywhere in the country can call for specific help for themselves or a loved one. The 988 Suicide and Crisis Lifeline is a national network of more than 200 crisis centers that help people overcome crisis situations every day. These centers are supported by local and state sources as well as the Department of Health and Human Services' Substance Abuse and Mental Health Services Administration (SAMHSA).

The 988 Lifeline provides 24/7, confidential support to people in suicidal crisis or mental health-related distress. By calling or texting 988, you'll connect to mental health professionals with the Lifeline network. Veterans can press “1” after dialing 988 to connect directly to the Veterans Crisis Lifeline which serves our nation's Veterans, service members, National Guard and Reserve members, and those who support them.

Need Support Now?

If you or someone you know is struggling or in crisis, help is available. Call or text 988 or visit the Lifeline Chat to connect with a trained crisis counselor.

Source: 988 Suicide and Crisis Lifeline | Federal Communications

<https://www.fcc.gov/988Lifeline>

Ten Tips to Take Good Care of Your Teeth

Practicing good dental care from infancy to adulthood can help to keep your teeth and gums healthy. Brushing and flossing daily, not smoking, eating a healthy diet and having regular dental checkups can help you avoid cavities, gum disease, and other dental issues. It may also benefit your overall health.

- 1. Don't go to bed without brushing your teeth.** Brushing before bed gets rid of the germs and plaque that accumulate throughout the day.
- 2. Brush properly.** Take your time, moving the toothbrush in gentle, circular motions to remove plaque. Unremoved plaque can harden, leading to buildup and early gum disease.
- 3. Don't neglect your tongue.** Not brushing your tongue can lead to bad mouth odor and other oral health problems. Gently brush your tongue every time you brush your teeth.
- 4. Use a fluoride toothpaste.** Toothpaste flavor and whitening may be important, but no matter which version of toothpaste you choose, make sure it contains fluoride.
- 5. Treat flossing as important as brushing.** Many who brush regularly neglect to floss. Flossing once a day is usually enough to obtain additional benefits.
- 6. Drink more water.** Water continues to be the best beverage for your overall health — including oral health. Drinking water after every meal can help wash out sticky and acidic foods and beverages.
- 7. Eat crunchy fruits and vegetables.** Ready-to-eat foods are convenient, but eating fresh, crunchy produce not only contains more healthy fiber, but it's also the best choice for your teeth.
- 8. Limit sugary and acidic foods.** Sugar converts to acid in the mouth and can damage the enamel on your teeth. Acidic fruits, teas, and coffee can also wear down tooth enamel.
- 9. Do not smoke or use tobacco products.** Cigarettes and other forms of tobacco cause oral cancer, gum disease, and other oral health problems.
- 10. See your dentist at least twice a year.** You should see your dentist for cleanings and checkups twice a year. A dentist can remove plaque and look for cavities.

Even if you follow all the above, sometimes a dental issue arises. Here are some tips for dealing with an urgent dental issue:

- **Toothache** – Rinse mouth with warm water. Use dental floss in area of ache to dislodge any food that may be causing the pain. Make an appointment with your dental provider.
- **Chipped or Broken Tooth** – Place a cold compress on the injured area. Call your dental care provider immediately.
- **Knocked Out Tooth** – Rinse tooth gently in water. Replace tooth in socket if possible or place in a cup of cold water or milk. Call your dental provider immediately.

Take care of your teeth by accessing dental services:

Healthy Kids Dental (Members under 21)

The Healthy Kids Dental Program helps children with Medicaid have healthy, happy smiles. If your child is under the age of 21, they have dental benefits with Healthy Kids Dental. If you are currently enrolled in Healthy Kids Dental and become pregnant, you will stay in Healthy Kids Dental for prenatal dental services. To find a dentist or learn more about Healthy Kids Dental, visit www.HealthyKidsDental.org.

Pregnant Members (Members over 21)

If you are pregnant, you can find a Molina dental provider by visiting MolinaProviderDirectory.com/MI and Browse by the Category "Dental Care".

If you have any questions, please call the M.O.M. Program at **(888) 898-7969**, Monday - Friday, from 8 a.m. to 5 p.m., EST. If you are hearing impaired, please call Molina Healthcare by dialing our TTY line at 711.

Medicaid Members

The state of Michigan provides dental care through Medicaid fee for service. Medicaid non-pregnant members can visit www.michigan.gov/oralhealth for help with finding a dentist.

Healthy Michigan Plan

If you are in the Healthy Michigan Plan, you have dental benefits. Dental services are available for adults 19 - 64 years of age by a participating Molina dental provider. Preventative services are provided at no cost. To find a Molina Dental Provider, visit MolinaProviderDirectory.com/MI and Browse by the Category "Dental Care". You can also call the Molina Healthcare Molina Dental Line for help with finding a dentist at **(888) 898-7969** TTY:711, Monday - Friday, from 8 a.m. to 5 p.m., EST.

Protecting You and Your Child from the Harmful Effects of Lead

Routine blood lead testing of all pregnant and breastfeeding persons is not recommended by medical experts. However, protecting yourself and child from harmful effects of lead is important.

All pregnant or breastfeeding persons should be checked for risk of lead exposure. You can do this by using the following questions provided by the Michigan Childhood Lead Poisoning Prevention Program:

- Do you live in, or regularly visit a home built before 1978? Has that home had renovations, repair work, or remodeling in the last 12 months?
- Do you live in or regularly visit a home that had a water test with high lead levels?
- Have you recently moved from or lived in an area where environmental lead contamination is high? (e.g., Bangladesh, Mexico, India)
- Do you use imported home remedies, spices, ceramic pottery or cosmetics?
- Do you eat, chew on, or mouth nonfood items? (e.g., clay, crushed pottery, soil or paint chips)
- Do you or others in your household have a job that involves possible lead exposure? (e.g., construction, smelting, auto repair)
- Do you or others in your household have any hobbies or activities that involves possible lead exposure? (e.g., working with stained glass, ceramics, jewelry making)
- Do you have a history of lead exposure? Do you live with someone who has an elevated blood lead level?

(continued on next page)

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If you answered YES or DON'T KNOW to any of these questions, talk to your doctor about blood lead testing.

Use the link below for Information to help protect you and your child from lead:

https://www.michigan.gov/-/media/Project/Websites/mileadsafe/Educational-resources/705538_Pregnant_Breastfeeding_Persons_Final.pdf?rev=91c1b50926944961968dfcfefc9f78f3

For more information, visit www.Michigan.gov/MiLeadSafe or call the Michigan Childhood Lead Poisoning Prevention Program at **517-335-8885**

Molina can take you to your provider visit for free. Call **(888) 898-7969**, Monday-Friday, 8:00 a.m. – 5:00 p.m. Please call at least three business days prior to your appointment.



Molina Member Director Opportunity

Molina Healthcare is looking for enrollees to serve as a Member Director at our Board of Directors' meetings which are held four (4) times a year, one meeting each quarter. Member Directors provide feedback to the Board of Directors from the member viewpoint.

If you are interested, you can nominate yourself, any willing adult member of Molina Healthcare or the current Board Members, Marissa Morgan or JoAnne Smith. Marissa Morgan has served as an enrollee representative for over 10 years and JoAnne Smith has served for 4 years.

Please complete the Member Director Nomination form included with this newsletter and mail it to us with your nomination by December 15, 2022.

Election of top nominees will occur in the Spring Newsletter 2023 by ballot completion. Those elected will be a Member Director participating at Molina Board meetings starting in December 2023 for a term of 3 years. Election results will be announced in the Fall 2023 Newsletter.

Enrollee Board Members

Molina Healthcare would like your help picking new enrollee members for our Board of Directors. Those elected will take part in meetings and give ideas on how we can better serve you. Board meetings are held four (4) times a year, one meeting each quarter.

You may nominate yourself or any adult member of Molina Healthcare. Please make your selection using the Nomination form below and mail it back to us by December 15, 2022.

TEAR HERE

Enrollee Board Member Nomination Form

I wish to nominate: Myself Other Adult Enrollee
(Please list as much information about the nominee as possible.)

NOMINEE FORM

First Name _____ Last Name _____

Street Address _____

City _____ State _____ Zip _____ Phone _____

Member ID No. _____ Date of Birth _____

Please list nominee’s community, civic and other leadership activities.

If you nominated someone other than yourself, please give us your name and phone number.

Name _____ Phone _____

All nominations must be received by December 15, 2022

Mailing Instructions Please fold the nomination form in half, use tape to seal it shut so your information remains confidential. Postage is not required for mailing.

TEAR HERE

TAPE HERE

TAPE HERE



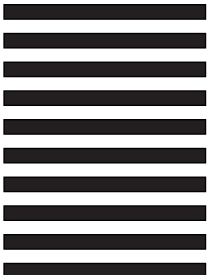
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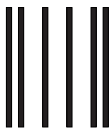
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Don't Let Sickness Slow You Down

Talk to a doctor by phone or video 24/7.

As a Molina Member you have free access to Teladoc! Wherever you are, you and your family have access to doctors all year long. Whether you're at home, work, or traveling, Teladoc can help—day or night.

Get treated for:

- Flu
- Sore throats
- Pink eye
- Bronchitis
- Sinus infections
- Rashes
- Allergies
- And more



Skip the trip to the ER, and talk to a doctor by phone or video. When it's not an emergency, you've got Teladoc. Teladoc doctors are here for you 24/7, by phone or video.

Are You Pregnant?

If You're Pregnant

You don't need to tell your health plan that you're pregnant immediately... but it's worth doing as soon as you're ready!

Letting Molina know as soon as you're aware of the pregnancy gives you access to:

- Molina's MOM Program with access to helpful information & resources
- Expanded dental care coverage
- OB/GYN and Maternal/Infant Health Specialists
- Maternal-Infant Health Program (MIHP) enrollment which provides home visits from nurses and social workers to help with your needs before and after the baby is born
- Incentives for prenatal and well infant appointments

Call Molina Member Services at **(888) 898-7969** between 8 am – 5 pm, Monday-Friday, to let Molina know you're expecting or visit www.michigan.gov/mibridges to access all the additional benefits **today!**

Please go to MyMolina.com if you would like to review your healthcare coverage. If you have questions about coverage, please contact our M.O.M.S. Program at **(888) 898-7969** (TTY:711), Monday – Friday, 8 a.m. to 5 p.m. EST. You may also visit MolinaHealthcare.com or use the My Molina Mobile App.

Setting up your Teladoc account is easy:

3 quick and easy ways to set up your account:



- Download the Teladoc app
- Call Teladoc at **1-800-TELADOC (835-2362)** (TTY:711)
- Visit Teladoc.com/Molina and click "SET UP ACCOUNT"

Download My Molina Mobile App Today!

Get smart health plan access with your smart phone. With the mobile app, you can easily see your ID card, print it or send it by email to your doctor. Search for new doctors, change your primary care provider (PCP) and much more. Anytime, anywhere.

Download the My Molina mobile app today from the Apple App Store or Google Play Store.

- View benefits at a glance
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care near you
- View medical records
- Call our Member Services team
- Speak to a nurse through our 24-hour Nurse Advice Line
- Receive important notifications



Download My Molina



Health Care Fraud, Waste and Abuse

Molina Healthcare of Michigan is focused on ensuring that fraud, waste and abuse does not occur. If you believe fraud, waste and abuse has taken place, you can report it without giving your name. You can contact Molina anonymously by:

Online:

www.MolinaHealthcare.alertline.com

Email:

MHMCompliance@MolinaHealthCare.com

Phone: (866) 606-3889

Fax: (248) 925-1797

Mail:

Molina Healthcare of Michigan
Attention: Compliance Director
880 West Long Lake Road, Suite 600
Troy, MI 48098-4504

Or you can contact:

Online: www.michigan.gov/fraud

Phone: 1-855-MI-FRAUD
(1-855-643-7283)

Mail:

Michigan Department of Health and
Human Services (MDHHS)
Office of Inspector General
P.O. Box 30062
Lansing, MI 48909

For more information, please visit:

www.molinahealthcare.com/members/mi/en-US/mem/medicaid/overvw/quality/fraud.aspx.



Recent Changes to Contact Information?

Any changes in phone number, email, or address should be reported to the Michigan Department of Health and Human Services (MDHHS). You can do this by going to the MI Bridges website at www.michigan.gov/mibridges. If you do not have an account, you will need to create an account by selecting “Register”. Once in your account, when reporting changes, please make sure you do so in both the profile section and the Report Changes area. The Report Changes area is what the local office will use to update the address for your case.

Molina Healthcare of Michigan (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-898-7969 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-898-7969 (TTY: 711).

تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل على الرقم 1-888-898-7969 (للهاتف النصي: 711).



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English and other languages:
(888) 275-8750, TTY 711.
Spanish: (866) 648-3537

Your health is our priority!



Molina Healthcare of Michigan is on Facebook!

Get social with us and see how Molina Healthcare of Michigan is impacting communities across Michigan– Like us on Facebook at <https://www.facebook.com/MolinaHealthMI>

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