



Checkups Are Important!

Annual checkups are important for children, teens *and* adults. During a checkup, your primary care provider (PCP) will follow up on any health problems that you have had in the past, will answer any questions that you have about your health and will help you learn how to treat any conditions before they become a problem.

During your annual checkup, your PCP will make sure that you are healthy and will also get to know about you and your health concerns. That way, your PCP will know how best to take care of you if you do get sick. A checkup includes a medical history and physical exam. The checkup may include:

- ✓ Questions about your medical history, including any allergies you have (especially drug allergies), and all the medications that you take.
- ✓ A check to be sure you are eating a healthy diet.
- ✓ A vision test.
- ✓ A hearing test.
- ✓ A review of your immunization history and updates to your immunizations if you need them.
- ✓ A lead poisoning test.
- ✓ Blood tests, depending on your age and condition.
- ✓ A dental check.
- ✓ A check of your height and weight to be sure you are in a healthy range.
- ✓ A blood pressure check.
- ✓ A check of your heart and lungs.
- ✓ Advice on nutrition, physical activity and emotional wellbeing.

Annual checkups are available at no cost to all Molina Healthcare members! Schedule an appointment with your PCP, and get the health care you need to be your best.

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Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at www.MolinaHealthcare.com. You can use the Internet for free at most public libraries. Click on the member button and drag your mouse down to your state. You can get information on our website about:

- Molina Healthcare's contracted doctors and hospitals
- Your benefits
- What to do if you get a bill or a claim
- How to contact Molina Healthcare about prior authorization requests.
- How to get primary care, hospital, specialty, and emergency services
- How to get care after normal office hours
- Preventive health guidelines and immunization schedule
- Your rights and responsibilities and the privacy of your information
- Restrictions on benefits
- How to obtain care outside the Molina Healthcare service area
- Quality Improvement, Health Education, and Disease Management programs
- How to voice a complaint or appeal a medical decision
- How Molina decides about using new technology

You can ask for printed copies of anything posted on the website by calling ABD: 1-866-408-9501, CFC: 1-800-642-4168, (TTY for the hearing impaired: 1-800-750-0750 or 711). Your member handbook is also a good resource. You can find it on our website.

Health & Family is developed by Molina Healthcare, Inc.

All rights reserved. All information has been written and reviewed by doctors, nurses, health educators, and registered dietitians. All material in this publication is for information only. This does not replace your doctor's advice.

Molina Healthcare does not discriminate in providing medical care on the basis of preexisting health conditions, race, color, religion, age, national origin, disability, or sex.

Flu Season

The flu is an illness caused by a virus called influenza. Every year, outbreaks of the seasonal flu begin in late fall and last until spring, but there are steps you can take to avoid getting the flu:

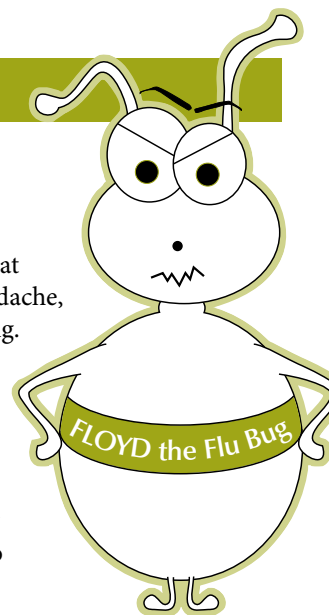
- Wash your hands frequently
- Eat a healthy diet
- Get plenty of rest
- Avoid being around other people who are sick
- Get a flu shot

A flu shot can help prevent you from getting the flu. The Centers for Disease Control and Prevention (CDC) generally recommend that all people 6 months of age and older should get an annual flu shot. However, certain people have a higher risk for flu complications.

- Pregnant women
- People aged 65 years and older
- People of any age with certain chronic medical conditions such as asthma or diabetes
- People who live in nursing homes or other long term care facilities
- People who care for those at high risk for complications from the flu
- People who have household contact with those at high risk for complications from the flu
- Daycare workers in contact with children 6 months of age or younger to reduce the risk of passing the virus to them. Children that age are too young to be vaccinated
- Healthcare workers

Signs that you have the flu include a fever that lasts several days, muscle aches, fatigue, headache, a cough, stuffy nose, sore throat and sneezing. If you do get the flu, stay at home, rest, eat well and drink plenty of fluids. Over-the-counter medicines may be used to reduce fever, aches and pains. If you have other medical conditions or take other medicines, ask your doctor or call a nurse before taking additional medicines. Most flu symptoms go away within two weeks. If they don't, call your doctor.

Remember, whenever you are ill or have questions about the flu, you can call Molina Healthcare's 24-Hour Nurse Advice Line at 1-888-275-8750 or 1-866-648-3537 (Español), (TTY for the hearing impaired: 1-866-735-2929). You may call Molina's Nurse Advice Line at any time to get more information or ask questions.



It's About Time ...

To be sure that all patients get the best care possible, your doctor will schedule appointments based on how quickly you need to be seen for your condition. That way, you can be sure that when you are very sick that you can get in to see your doctor right away, and when you need a checkup, you can plan in advance for the appointment.

For this kind of appointment:	Your appointment will be scheduled within this timeframe:
You need a regular checkup, like a physical exam.	Within 6 weeks.
You feel sick and are not getting better on your own.	The end of the following workday after you contact your doctor.
You need medical advice after your doctor's regular business hours.	After-hours help is always available. Call your doctor's office, or call Molina Healthcare's 24-Hour Nurse Advice Line.
You need to see a specialist.	Within 8 weeks of contacting the specialist.
You are pregnant and need to schedule your first visit with a doctor.	Within 6 weeks of contacting your doctor.
You have an emergency.	Immediately. Call 911 or go to the nearest emergency department.

Your wait time in the office should be 30 minutes or less.

Advance Directives

What Are Advance Directives?

Advance directives are written instructions about your choices for health care. Advance directives are used if you get hurt or sick and are unable to speak for yourself. Advance directives let your doctors know how you would like your medical treatment to be handled. They may also name someone to speak for you if you are not able to speak.

There are different kinds of advance directives designed to address different situations. Kinds of advance directives are:

- Living Will
- Durable Power of Attorney for Medical Care
- Declaration for Mental Health Treatment
- Do Not Resuscitate Order

Advance directives are important so that your doctors are able to provide you treatment according to your wishes. Putting your decisions into writing now, while you are healthy and able to choose, will help assure that your wishes are followed. However, you do not have to fill out an advance directive before getting medical care. No one can make you fill out an advance directive.

A lawyer will be able to give you more information on advance directives. For information about free legal services, call 1-800-589-5888 from 8:30 a.m. to 5:00 p.m., Monday through Friday. Molina Healthcare Member Services can answer questions and can provide you with the advance directive form(s) you need. Call member services at 1-800-642-4168 (TTY for the hearing impaired: 1-800-750-0750 or 711) from 7:00 a.m. to 7:00 p.m., Monday through Friday.

Sharing Insurance Information with Your Doctor

Sharing insurance information with your health care providers may not seem like a big deal, but it is very important. Having complete and accurate health insurance information will help your doctors and your health insurance companies work together to provide your care. ***Sharing information about your insurance will not cause you to lose your health care coverage.***

What do you need to do?

- Present all of your health care insurance identification (ID) cards and your driver's license or state ID card when you check in at your health care provider's office.
- Call your County Job and Family Services caseworker with any updates to your insurance coverage.
- Inform your caseworker and your insurance companies every time there is an important update in your life that can impact your health care coverage. For example, you should report an update if there is a new member of your family or a change in your marital status, student status, address or phone number.

Molina Healthcare of Ohio members are not responsible for paying medical copayments or deductibles, even if you have other health insurance coverage. Keeping your health care coverage information updated will benefit both you and your health care providers.



If you have any problems in reading or understanding this or any other Molina Healthcare information, please contact Molina Member Services at 1-800-642-4168 (TTY for the hearing impaired: 1-800-750-0750 or 711) for help at no cost to you. We can help to explain the information or provide the information orally, in English or in your primary language. We may have the information printed in certain other languages or in other ways. If you are visually or hearing impaired, special help can be provided.

Breast Cancer Screening and Prevention

Breast cancer screenings are important so that any signs of breast cancer can be caught early and treated effectively. If you are a woman, you should do breast self-exams at home, and you should have breast exams done by your doctor during your annual checkup.

Self-Exams

You should do a self-exam once a month. It is helpful if you try to do your self-exam on the same day every month so you don't forget. Doing regular self-exams will help you get to know your body so that it is easier to notice any changes that may be signs of breast cancer.

Stand in front of a mirror and pay attention to how your breasts look. Look at your breasts as you stand with your hands at your sides, over your head and on your hips. You should also stand with your hands on your hips and bend over.

Moving your fingertips in a small circular motion, pay attention to how your breasts feel. Lie down and put one hand behind your head. With the other hand, feel all around your breast and around your collarbone and armpit. Then, switch hands and feel the other side.

If you notice any changes in your breasts during your self-exam, let your doctor know. Changes you might notice are:

- A hard lump in the area around the breast that you had not noticed before.
- A change in your breast shape or size.
- A change in the skin on your breast. It may be dimpled, red or swollen.
- Your nipple has turned in.
- There is fluid coming from your nipple.

Doctor Exams

Your doctor will examine your breasts during your yearly checkup.

Depending on your age and your health history, your doctor may also recommend that you get a mammogram. Mammograms are an x-ray picture of your breast. A mammogram can help find cancer when it is small and easier to treat. Mammograms are recommended for women 40 years old or older, but your doctor may want you to have one earlier if someone in your family has had breast cancer.

Prevention

There are things that you can do to help prevent breast cancer and to detect it early.

Do Monthly Self-Exams - Monthly self-exams help you get to know your body so that you are able to catch any problems early.

Get Yearly Exams - Keeping appointments for your annual checkups and developing a relationship with your doctor will help you detect any problems early so that they can be treated.

Exercise - Women who are overweight are more likely to develop breast cancer. Exercising helps you maintain a healthy weight.

Eat a Healthy Diet - Eating a healthy diet will help you to maintain a healthy weight. Eat a diet with only a little bit of fat and salt and a lot of whole grains, fruits and vegetables.

Avoid Alcohol - Drinking a lot of alcoholic beverages increases your risk of breast cancer. Try to limit the amount of alcohol that you drink.





motherhood matterssm

It is especially important that you take care of your health when you are pregnant. There are services to help you learn how to stay healthy during your pregnancy. As soon as you find out that you are pregnant, be sure to notify Molina Healthcare and your county Job and Family Services caseworker so that you can take advantage of all of the services available to you.

Molina Healthcare offers the motherhood matterssm program to give pregnant women support for a healthy pregnancy. For more information, or to enroll in the program, call us at 1-800-642-4168.

Molina Healthcare will observe the following holiday hours in 2010:

Thanksgiving Day - Closed

Day after Thanksgiving – Closed

December 23rd - Open 7:00 a.m. until Noon

December 24th - Closed

December 30th - Open 7:00 a.m. until Noon

December 31st - Closed

Molina Healthcare's normal business hours are Monday through Friday, 7:00 a.m. to 7:00 p.m.



The Quality of Care You Receive is Important to Us

Molina Healthcare of Ohio (Molina Healthcare) wants you and your family to receive the best care possible. We have a Quality Improvement (QI) Program to measure how we do and see what we can do to improve the services you get.

One way we measure quality is by looking at the results of the Member Satisfaction Survey that is sent to many of you each year. This survey tells us if you are happy with your care. It also tells us what we can make better for you. We are happy to report that your overall satisfaction with Molina Healthcare improved each year from 2007 through 2009. Based on what you've told us, we continue to work to improve our services.

Another way we measure how we are doing is called HEDIS® (Healthcare Effectiveness Data and Information Set). These are scores that tell us how many of our members got the preventive health care that is recommended for them. Here are some results:

What Improved in 2009

Controlling High Blood Pressure
Cervical Cancer Screening
Cholesterol Management

What Needs to Improve in 2010

Lead Screening
Prenatal and Postpartum Care
Appropriate Testing for Children with Pharyngitis

To help make sure you are getting the preventive care recommended for you, we have put many programs in place.

- Rewards for Healthy Choices Coupon Program
- Preventive Care Guidelines are posted on our member and provider websites
- Reminder postcards have been sent to members for:
 - Child Immunizations
 - Flu Vaccine
 - Prenatal Care
 - Postpartum Care
 - Well Child Care
 - Teen Well Care
 - Asthma Care
 - Diabetes Care
- Reminder calls have been made to members for:
 - Preventive Dental Care
 - Child Immunizations

If you have any questions about our QI program, call Member Services at 1-800-642-4168.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Lead Poisoning; Why Your Child Needs to be Tested

Sixty percent of Medicaid children are at risk for lead poisoning. Lead poisoning can occur when lead gets into the body by breathing or swallowing something with lead in it. Lead is found in many places, including some paint, dust, food and juice from cans that are not made in the United States, and even water. Lead poisoning can cause difficulty learning, slow growth, behavior problems, hearing loss, and other serious conditions.

Young children are most at risk because their brains are still developing and they are more likely to put their fingers or toys into their mouths.

Children should have a blood lead test (a small sample of blood is taken from the finger) at 12 months and at 24 months of age. If your child is older than 24 months, but has never been tested for lead, he or she should also be tested. Please make an appointment today for your child with your health care provider to arrange for testing. Blood lead tests can also be done during a regular checkup.

In the meantime:

- ✓ Make sure your children wash their hands after playing outside, before eating and at bedtime

- ✓ Let cold water run before you use it. Cold water will wash away lead that has built up in the water pipes
- ✓ Clean floors and windowsills with a damp cloth or mop to remove any dust that may contain lead
- ✓ Include food that is high in calcium and iron, such as spinach and dairy products, in your meal plan. Children that eat foods with lots of calcium and iron absorb less lead
- ✓ Do not allow your children to play with toys that have been recalled because they contain lead. The US Consumer Product Safety Commission keeps information on recalled toys on its website at <http://www.cpsc.gov/>.

Finally, check with your landlord or local housing authority about the possibility of lead-based paint in your home. Lead-based paint was used in many homes until the late 1970's when it was banned by the government. It remains one of the most common causes of lead poisoning today.

Please do not delay! Make arrangements for lead testing today!

SparkPeople – A Tool for Healthy Living

If you have been looking for a program to support a healthier you, we have just the answer: SparkPeople.com! All you need to sign up is a computer with internet access.

SparkPeople.com is a free online website that can help you reach all of your health and weight loss goals. SparkPeople has information about health, diet and fitness. It gives you tools to kick start your way to a more healthy you.

Here are just a few of the many things SparkPeople has to offer:

- A free diet plan that lets you track what you eat. The website tells you how many calories, fats, and carbohydrates you should eat each day based on your body and how active you are.
- A free recipe library to help you find healthy meals to cook for you and your family.
- A fitness plan for each day of the week that gives you exercise suggestions.
- Message boards and blogs allow you to communicate with other SparkPeople members to get advice and support for your weight loss goals.
- SparkTeams allow you to join a group of people who share common interests. For example, you can join a team for people who like to quilt, play soccer, or for those who are in their 30's. You can even start your own SparkTeam.

SparkPeople also has special sites for pregnant women and teens. If you are pregnant, use BabyFit.com. If you are a teen between the ages of 13-17 years old, join SparkTeens.com.

It is easy to sign up. Go to **SparkPeople.com**, **SparkTeens.com**, or **BabyFit.com** and follow the sign-up instructions.

You should always check with your doctor before starting any diet or exercise program.

Good luck with your health and fitness goals!





P.O. Box 349020
Columbus, OH 43234-9020

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Contact Information:

Member Services Department:

Aged, Blind or Disabled (ABD): 1-866-408-9501

Covered Families and Children (CFC): 1-800-642-4168

TTY for the hearing impaired: 1-800-750-0750 or 711

A representative will be available to assist you from
7:00 a.m. to 7:00 p.m., Monday through Friday.

24-Hour Nurse Advice Line:

1-888-275-8750 Español: 1-866-648-3537

TTY for the hearing impaired: 1-866-735-2929

The Nurse Advice Line is staffed by Registered
Nurses 24 hours per day, 7 days per week.