



## Schedule a Checkup and Get the Health Care You Need

### Get to Know Your PCP

Schedule your checkups with your primary care provider (PCP). Your PCP should be the main point of contact for all of your health care needs. Your PCP will treat you for any ongoing conditions and will give you care to prevent health problems from occurring or getting worse.

### Schedule Your Appointment

Call in advance to schedule your checkups. It is best to call six weeks in advance to schedule an appointment. Adults should have checkups once a year, but young children need checkups more often.

A checkup may include:

- Questions about your medical history, including any allergies you may have and all the medications you take
- 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
- A vision test
- A hearing test
- A review of your immunization history and updates to your immunizations if you need them
- A review of your dental health history
- Blood tests, depending on your age and condition
- A check to be sure you are eating a healthy diet
- Advice on nutrition, physical activity and emotional well-being

### Be Prepared

Remember to arrive at your appointment a few minutes early and bring your health care ID card with you.

### Talk to Your PCP

Write down any questions you have about your health or your child's health and bring them with you to your appointment. Discuss the questions with your PCP during your checkup.

### Follow Through

Your PCP may make recommendations on things you can do to be healthier. Be sure to follow through on your PCP's instructions. If you have any questions or concerns about what your PCP is recommending, talk about it. Your PCP is there to help you!

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### Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at [www.MolinaHealthcare.com](http://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.

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# Are You Prepared to Beat the Flu Bug?

Flu season is almost here. Don't get caught off guard. While you can't completely avoid getting sick, you can take simple steps to avoid getting the flu. Here are some tips that can help you stay healthy this flu season:

- Get the flu shot(vaccine)
- Practice good hygiene
- Boost your immune system
- Learn the facts about the flu

To learn more about these four tips, read below.

## Get the Flu Shot

Your best defense against the flu is to get a flu shot. Getting the flu shot can greatly reduce your risk of getting the flu. The Centers for Disease Control and Prevention (CDC) recommends that all people six months of age and older should get an annual flu shot. Certain people have a higher risk for flu complications. These people include:

- Pregnant women.
- People 65 years of age 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.
- Day care workers of children six months of age or younger. These children are too young to be vaccinated. Vaccinated adults reduce the risk of passing the virus to young children.
- Health care workers.

Ask your provider if the flu shot is right for you.

## Practice Good Hygiene

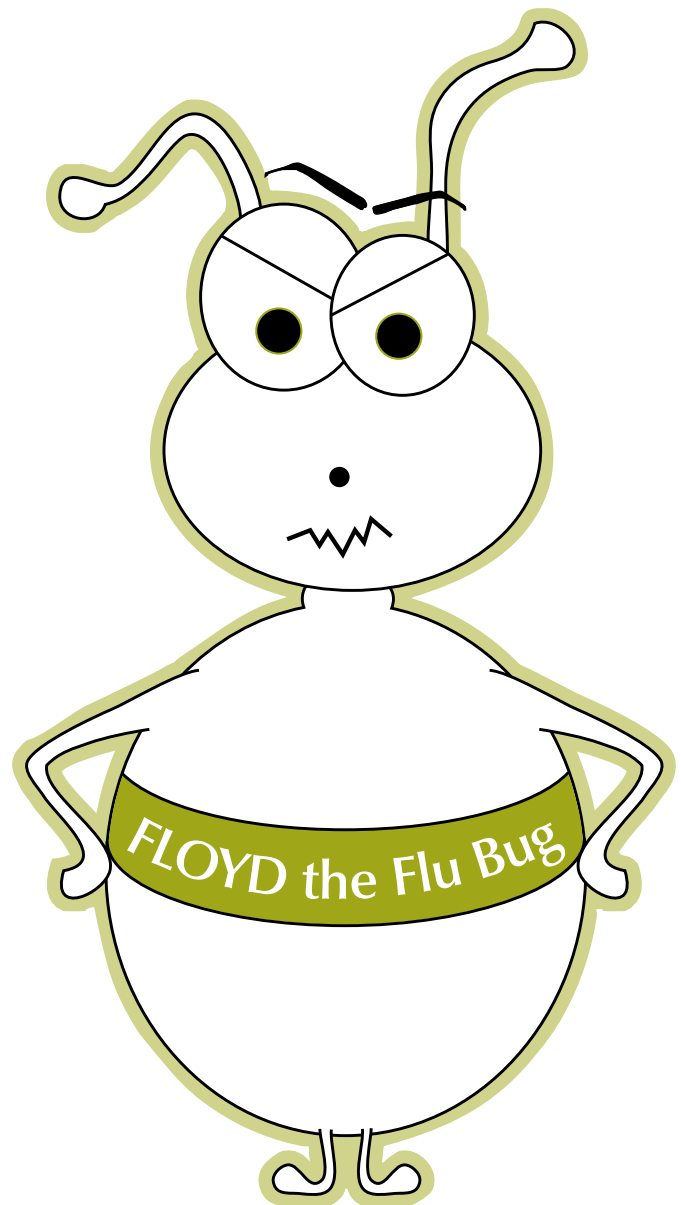
The flu virus can spread easily. Coughing and sneezing spreads infected droplets. You can get the flu if you inhale these droplets. You can also get the flu if you touch the droplets then touch your eyes, nose or mouth before washing your hands.

This is why it is important to wash your hands often. Make sure to use soap and warm water. Teach your children to wash their hands for at least 20 seconds. Make it fun. They can count to 20 or sing the happy birthday song while they wash. Keep hand sanitizer nearby for when soap and water are not available.

## Boost Your Immune System

To stay healthy this flu season make sure to keep your immune system strong. You can do this by:

- Eating a healthy diet. Eat at least five servings of fruits and vegetables each day.
- Exercising often. Be active most days of the week. Aim for 30-60 minutes a day.
- Managing stress. Try to maintain a balance between work, family and personal life. Ask for support from friends and family when needed.
- Getting enough sleep. Adults need 7-9 hours of sleep a night. Children and teens need more. Visit [www.sleepfoundation.org](http://www.sleepfoundation.org) for more information.



## Flu Facts

Knowing the facts about the flu can help you stay healthy this flu season.

**Myth:** The flu vaccine (shot) can give you the flu.

**Fact:** You cannot get the flu from the flu vaccine (shot).

**Myth:** The flu is a mild illness.

**Fact:** The flu can make you very sick. A mild viral illness, such as a cold, can be confused with the flu. The flu is serious.

**Myth:** I got the flu vaccine (shot) last year. I don't need it again this year.

**Fact:** You need to get the flu vaccine (shot) every year. Flu virus strains often change from year to year. The flu vaccine (shot) is made to work against the predicted strains for that season.

**Myth:** The flu vaccine (shot) only works if I get it during October or November.

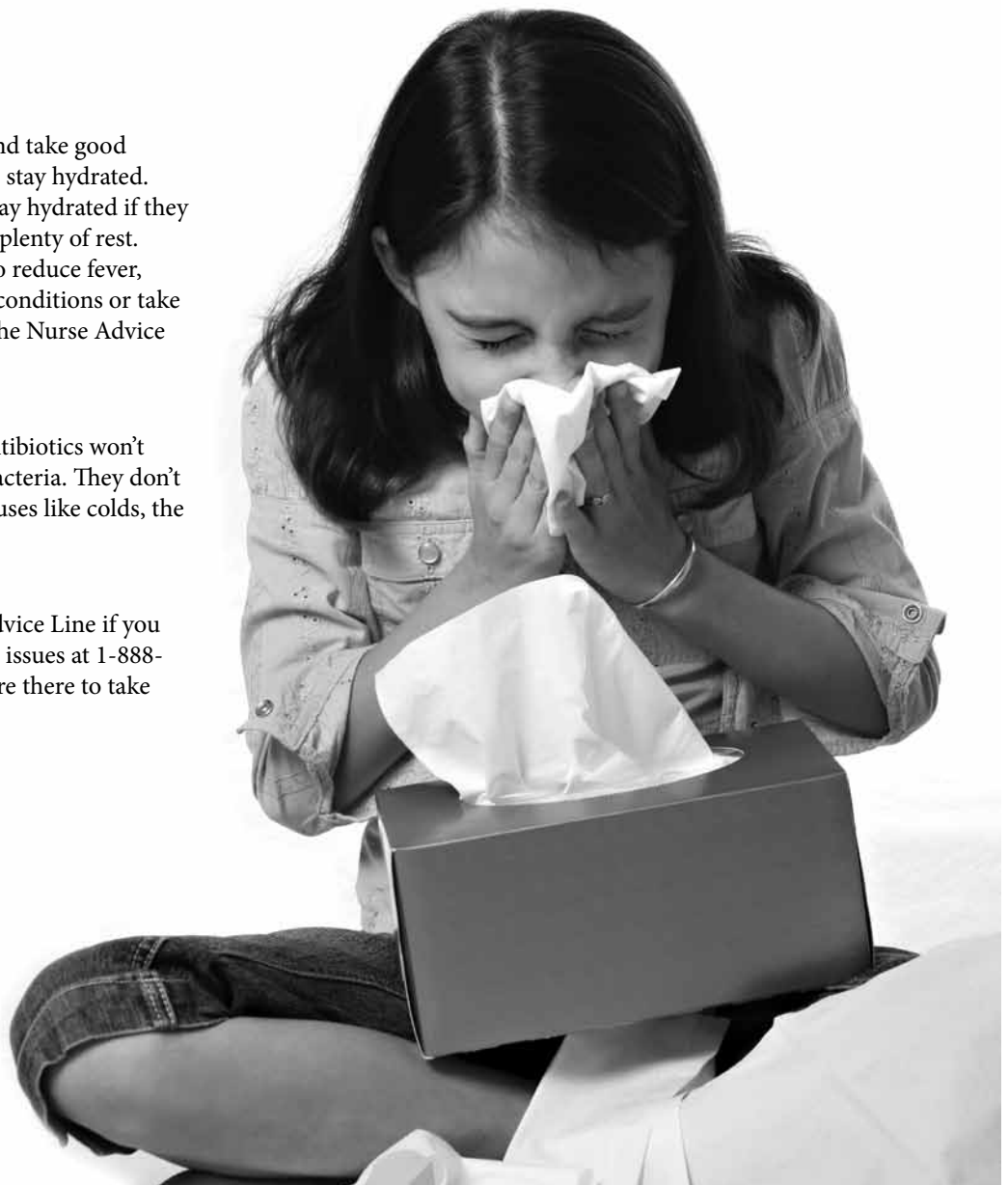
**Fact:** The flu vaccine (shot) protects you from the flu as long as the flu viruses are out there. Flu season can last as late as May. It is recommended that you get the flu vaccine (shot) as soon as it is available in the fall. It will last throughout the year.

## Treating the Flu

If you get the flu, make sure to stay home and take good care of yourself. Eat well and drink fluids to stay hydrated. Popsicles are a good way to help children stay hydrated if they refuse all other liquids. You should also get plenty of rest. 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 provider or call the Nurse Advice Line before taking additional medicines.

Remember, the flu is a virus. That means antibiotics won't cure it. Antibiotics fight illness caused by bacteria. They don't work against illnesses usually caused by viruses like colds, the flu, or most coughs and sore throats.

Call Molina Healthcare's 24-Hour Nurse Advice Line if you have questions about the flu or other health issues at 1-888-275-8750 (TTY: 1-866-735-2929). Nurses are there to take your call 24 hours a day, seven days a week.



# Medication Tips to Help You Manage Your Health

Molina Healthcare wants you to be healthy and safe when taking your medicines. Knowing how to manage your medicines can help you avoid side effects and unexpected health care provider and emergency room visits. Here are a few tips to keep you on track!

## Know your medications

- Know the name of the medicine and what it is supposed to do.
- Know what condition the medicine is supposed to treat.
- Know what possible side effects you may feel.
- Create a list of all your medicines. Take this list and your bottles of medicines with you to each doctor visit.

## Talk with your health care provider

- Tell your provider about all medicines that you are taking, including over-the-counter medicines (for example, Tylenol), dietary supplements (for example, glucosamine), and vitamins.
- Consult your doctor first before you stop taking any medicine.
- If you have questions, make sure to ask your doctor.

## Take your medications on time

- Always take your medicines as directed by your provider.
- Take your medicine at the same time each day.
- If you have trouble remembering to take your medicine, try using a pill box and/or setting a watch alarm or posting a note in a visible place.
- For your safety and convenience, get your medicines from the same provider and pharmacy each time.



# Teen Checkups and Sports Physicals

Many physical, emotional and social changes take place over the teen years. An annual checkup gives your teen's primary care provider (PCP) a chance to perform a thorough history and physical exam. In addition to a complete physical exam, teens can discuss topics with their PCP such as nutrition, school, puberty, behavior, substance abuse, sexual activity, family life, social issues and extracurricular activities like sports.

As you may know, many teens play sports and most schools require proof of an annual checkup in order to participate. While sports physicals do have the benefit of being convenient, it is important to understand even if teens get a sports physical, they still need to have an annual well checkup with their PCP.

## What are the differences?

**Annual Checkups** include a comprehensive medical history and exam that focus on all aspects of a teen's physical and emotional health.

**Sports Physicals** focus specifically on physical capacity for playing a sport.

Remember to schedule a well checkup for your teen every year, even if they have had a sports physical. You may want to ask your provider to do both exams at the same time. And remember to monitor teens while they play sports. If there are changes in their physical condition, be sure to mention the changes to the PCP and coach.





# The Quality of Care You Receive is Important to Us

Molina Healthcare wants you and your family to receive the best care possible. We have a Quality Improvement (QI) Program to set goals for the quality of care you receive and measure how we do each year.

## Our goals for this year include:

- Understanding your health care needs
- Helping to make sure you receive the care that you need
- Ensuring that you have access to the care you need
- Helping to make sure that your care is coordinated among your health care providers
- Improving the service we provide you

## What have we done to reach our goals?

- We measured how often you got the care you needed last year through HEDIS® (Healthcare Effectiveness Data and Information Set) scores. These scores tell us how often our members got the care recommended for them based on their age and medical conditions. What are some things that improved in 2010?
  - o Well Child Care from birth through adolescence
  - o Lead Screening in children under 2 years of age
  - o Cervical cancer screening
  - o Chlamydia screening
  - o Timeliness of prenatal care
  - o Postpartum care
  - o Use of appropriate medications for people with asthma
  - o Medical management of antidepressant medicines
- We put programs in place to let you know about the care recommended for you and encourage you to seek the care you need, like:
  - o Rewards for Healthy Choices preventive service incentive program for eligible members



- o Reminder postcards for prenatal and postpartum care, childhood immunizations, flu vaccines, asthma and dental care
- o Reminder phone messages for dental care for children, flu vaccines and other preventive services
- o Preventive Health Guidelines posted to our website
- o Be Your Best series of health education brochures covering 12 different health topics

- We worked with your health care providers to let them know the services you may have missed.
- We reviewed our health care provider network to be sure we have the right providers to meet your needs.
- We have a team of nurses to help coordinate health care for members with complex needs.
- We measured how satisfied you are with your health plan and our customer service through an annual member satisfaction survey and sent you the “Top 10 Tips for Getting the Most Out of Your Health Care Benefits” brochure to help you get the best care and service.

Molina Healthcare does not reward providers or employees for denying medical coverage or services, nor does Molina Healthcare provide financial incentives for utilization management decisions that could result in denials or underutilization. Utilization Management decision-making is based only on appropriateness of care and service and existence of coverage.

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).

# Women's Health – Stay Healthy!

Every woman should make time for healthy habits like regular exercise, choosing the right foods and managing stress. In addition, recommended medical screening tests for women can often detect disease in the earliest stages, even before symptoms may appear. Reducing your risk for disease is easier than you think.

## Four Important Women's Health Screenings

### Breast Cancer Screening

A mammogram is an x-ray of the breast. Mammograms are the best way to detect breast cancer early when it is easier to treat and before it is big enough to feel or cause symptoms. Mammogram screenings are for women 40 years and older – earlier if you have a family history of breast cancer. Talk to your doctor about when and how often you should have a mammogram screenings.

### Cervical Cancer Screening (Pap Test)

You should start getting regular Pap tests at age 21, or within three years of the first time you have sex – whichever happens first. It is important for you to continue getting a Pap test regularly. Talk to your doctor about when and how often you should have a Pap test.

### Chlamydia Screening

You should be screened at least annually for chlamydia if you are sexually active and age 25 years and younger. An annual screening is recommended for older women who have a new sex partner or multiple sex partners. Because chlamydia can be passed from the infected mother to her baby during birth, all pregnant women should be screened.

### Bone Density Test

A bone density test is recommended for women 65 years of age and older and for younger women at risk for the disease. Talk to your doctor about when and how often you should have a bone density test.



## Stay Healthy

**Get Yearly Exams.** Keep appointments for your annual checkups. Developing a relationship with your provider will help you detect any problems early so that they can be treated.

**Exercise.** Women who are overweight are more likely to develop 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 cancers and osteoporosis. Try to limit the amount of alcohol that you drink.

### Protect Yourself

To avoid sexually transmitted infections (STIs), abstain from sexual contact or be in a long-term mutually monogamous relationship with one partner who has been tested for STIs and is known to be uninfected.



## Quest Diagnostics

Molina Healthcare and Quest Diagnostics have partnered to bring you quality lab testing and help you stay healthy. That means better care coordination by making it easier to obtain critical lab testing ordered by your provider.

Quest Diagnostics is the preferred laboratory provider for all Molina Healthcare members effective July 1, 2011. Quest Diagnostics has 90 patient locations in Ohio and offers online appointment scheduling to minimize wait times.

Quest Diagnostics offers a fast and simple way to schedule appointments. Visit the appointment scheduling system online to schedule your next appointment and pick a day and time that works best for you. You will receive an email reminder about your scheduled appointment and location.

If you have a condition that requires routine testing or if you need help remembering to schedule an annual health exam, Quest Diagnostics will send you an email reminder to schedule the appointment. This makes it easier for you to receive recommended lab tests and exams so you can get the checkups you need to stay healthy.

Visit our website [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com) to learn more.



## Safety Steps for Home and Health

Safety at home is just as important to your health as safety when you get medical care. Being safe at home helps keep you healthy by preventing accidental injuries. Actively participating in your health care plan can ensure you receive safe and effective health care. Safety is an ongoing process – but it doesn't have to be hard.

### Here are a few quick and easy tips to keep your home safe:

- Install smoke alarms and carbon monoxide alarms throughout the house. Test them periodically to make sure they work. Batteries should be changed at least once a year.
- Have more than one escape route from your home. Practice these routes with your family as well as general fire safety.
- If you have young children, use cabinet locks on cabinets that have products that contain poisons such as cleaners or detergents.
- Have telephones in easy reach of both your bed and the place you sit most often. Place emergency phone numbers on or near every phone in your home.

### Here are some tips you can follow to get safe health care:

- Make a list of your current symptoms and your medical history. Take it with you to your appointments. This will help your provider evaluate your condition and develop a treatment plan.
- Take an up-to-date list of all the medications you are currently taking, including over the counter medicines, to each provider appointment. This will help to prevent harmful drug interactions.
- Be sure to use your medications according to the package instructions or as directed by your provider. Destroy medications that are past their expiration date.
- You may want to ask a family member or friend to go with you to your appointment. They may help to ask questions and be sure you understand what your provider is telling you.

Remember to stay healthy by taking an active role in being safe – both in your home and during your health care visits.



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.



### Utilization Management:

For questions regarding Utilization Management (UM) issues or processes, please contact the toll-free Member Services number listed above. Staff is also available to accept collect calls. UM staff will be available to answer your questions from 8:00 a.m. to 5:00 p.m. on normal business days. After normal business hours, you can leave a message and UM staff will return your call the next business day.

### 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.