

Tell Us Your Story

Molina Healthcare is committed to treating you with respect and getting you the help you need. We want to hear about how Molina Healthcare has made a difference in your life. Your experiences remind us of our mission to provide quality care, remove barriers to health services and advocate on behalf of our members.

Your input is a valuable resource. A personal story can provide inspiration and motivation, helping others in your community receive the support and care they need. Share your health care success story with us today! Call us at 1-800-642-4168 or TTY for the hearing impaired at 1-800-750-0750 or 711.

Your Holiday Plate

The holidays are a special time for gatherings with friends, family and food. Maintaining a nutritious diet should be on all of our minds so we can stay healthy and enjoy the festivities. Common holiday foods can be high in fat and low in nutritional value. We want to remind you to carefully consider your options and pick healthy foods.



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Here are some helpful tips:

Category	Grains	Vegetables	Fruits	Oils	Milk	Meats & Beans
Recommendation	Half of all grains should be whole grains.	Vary the types of vegetables you eat.	Eat a variety of fruits. Go easy on juices.	Most fat should be from fish, nuts and vegetable oils.	Eat low-fat or fat-free dairy products.	Eat lean cuts, seafood and beans. Avoid frying.
Daily Amount Based on a 2,000 calorie diet	6 oz.	2.5 cups	2 cups		3 cups	5.5 oz.



**Available
24/7!**

My Molina is Coming Soon

New online tools to help you manage your health care!

A new service called MyMolina.com will soon be available. This new service can assist you in managing your health services. It can also help you save time. To access MyMolina.com you will need access to the internet. With MyMolina.com you will be able to:

- 🖨️ Print a temporary Member ID card
- 🖨️ Request a new card be sent to you if you have lost yours
- 👤 Change your provider
- 👤 Check your eligibility
- 👤 Update your contact information
- 👤 Get reminders for health services that you need. You can also get information on why these services are important

You can also view...

- 👤 Your history of services with Molina Healthcare, such as provider visits
- 👤 Information and resources to help you and your family stay healthy and well
- 👤 Services offered for Molina Healthcare members only. These include the Nurse Advice Line, where you can speak to a nurse at any time
- 👤 A list of transportation services and how to access them

This service will be available to all Molina Healthcare members soon. To sign up, visit MyMolina.com. The registration process is easy and simple. Make sure to have your ID card handy. Stay in touch with Molina Healthcare with just the touch of a button!



Coping with Holiday Stress and Depression

The holiday season can be a time full of parties, family gatherings and good cheer. But for many people, it can be a time of self-evaluation, loneliness, reflection on past failures and anxiety about an uncertain future. Molina Healthcare cares about you and wants you to enjoy the holidays. Please consider these tips:

- Keep expectations for the holiday season manageable. Try to set realistic goals for yourself about what you can and can't do.
- Remember, the holiday season does not banish reasons for feeling sad or lonely. There is always room for these feelings to be present. If you have them, share with a family member or good friend.
- Don't set yourself up by comparing today with the past. Focus on the positives in the present and future.
- Save time for yourself. Recharge your batteries. Let others share in the responsibility of planning activities.
- Enjoy free activities, such as taking a drive to look at holiday decorations, going window shopping or making a snowman.
- Be aware that excessive drinking will only increase your feelings of depression.
- Try something new. Celebrate the holidays in a new way.
- Spend time with supportive and caring people. Reach out and make new friends or contact someone you haven't heard from in a while.
- Do something for someone else. Try volunteering some of your time to help others. Your gift of time spent caring for someone less fortunate may bring you joy.

Schedule Your Child's Immunizations

Your child is just completing the first half of the school year. Now is a perfect opportunity to schedule your child's annual checkup to make sure his or her childhood and adolescent immunizations are current. A checkup is a great way for you to ensure he or she is healthy and protected against disease and illness. Molina Healthcare cares about you and your child and we want you both to have a successful school year. Schedule your child's checkup as soon as possible. It is best to call six weeks in advance.

Immunizations help to prevent diseases from spreading in our community. Many serious diseases that used to be common, such as measles, are very rare now because of immunizations. Here are a few important tips:

Talk to your primary care provider (PCP). There is a lot of information about immunizations, but your PCP will help you understand the information and decide what is best for you and your family. Don't be afraid to ask questions.

Stay on schedule. Keep up with the recommended immunizations. If you fall behind schedule, talk to your PCP about getting back on track.

Keep a record. Keep a record of the immunizations that you and your child receive. It will help you keep up with the recommended vaccinations. Carry the record with you each time you get an immunization and bring it along when you visit your PCP.

To schedule your annual checkup, call your PCP's office. Your PCP's name and telephone number are printed on your Molina Healthcare ID card.

Get Prepared for Flu Season

Flu season is here again, which usually means more of us are suffering from stuffy noses, fever, aches and pains. Molina Healthcare knows that no one likes to be sick. That's why we urge you to take a few easy steps to make sure you stay healthy this flu season.

The flu is caused by the influenza virus, a germ that can lead to pneumonia or other dangerous infections. The flu viruses that go around each year are called seasonal flu. But once in a while, a new flu virus may develop or appear such as the H1N1 virus that developed in 2009. You can use many of the same basic steps to help avoid the different flu viruses.

How do you know if you have the flu? Flu symptoms include:

- A fever between 102 and 104 degrees that lasts three days
- Muscle aches and pains
- Feeling very tired
- Headache
- Chest discomfort
- Coughing, stuffy nose, sore throat and sneezing

What if I get the flu?

The best cure for the flu is to stay home and take good care of yourself. Eating well and drinking a lot of fluids will keep you hydrated. Try drinking water and making yourself soup. For children, popsicles are another way to stay hydrated. 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 health care provider or call a nurse before taking additional medication.

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

Should I get the flu shot?

Yes, everyone should get the flu shot as soon as possible. Getting the flu shot can reduce your risk of getting the flu. The Centers for Disease Control and Prevention (CDC) recommend that all people

6 months of age and older get an annual flu shot. However, certain people have a higher risk for flu complications. These people include:

- Pregnant women
- People 65 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 6 months of age or younger. The children are too young to be vaccinated so we need to reduce the risk of passing the virus to them.
- Health care workers

Some people think the flu shot gives you the flu. This is not true. Please ask your primary care provider if the flu shot is right for you.

Remember, whenever you are ill or have questions about the flu, you can call Molina's Nurse Advice Line at any time 24 hours a day, 7 days a week to get more information or ask questions. The phone number is on the back of your member ID card.



English: 1-888-275-8750
TTY: 1-866-735-2929 or 711

Spanish: 1-866-648-3537
TTY: 1-866-833-4703 or 711



Got Questions? Call the Nurse Advice Line!

The Nurse Advice Line is available to all Molina Healthcare members. A registered nurse is just a phone call away any day at any time, day or night. Nurses can answer all medical questions you may have regarding your health and are available 24 hours a day, 7 days a week. Here are a few reasons to call:

- Your child has a high fever.
- You can't decide if you should go to the emergency department or urgent care.
- You have a question regarding the medication you are taking.
- You have a painful stomachache and do not know what to do.

- You need self-care advice for minor illnesses and injuries.
- You need help understanding your diagnosis or conditions.
- You need help managing your chronic disease.
- You need help preparing questions for a provider visit.
- You need help developing and maintaining healthy living habits.
- You need assistance with local community support groups.

Get peace of mind and help when you need it.

English: 1-888-275-8750 TTY: 1-866-735-2929 or 711

Spanish: 1-866-648-3537 TTY: 1-866-833-4703 or 711

Checkups Keep You Healthy

Get to Know Your PCP

Your primary care provider (PCP) should be the main point of contact for all of your health care services. By scheduling regular checkups, you will form a relationship with your PCP that ensures you receive health care specific to your unique 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

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.

Your 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 committed to helping you in every way.

The Quality of Your Care is Important

Molina Healthcare of Ohio cares about you and wants you and your family to receive the best care possible. Our Quality Improvement (QI) Department is dedicated to providing you with health and wellness education and quality health care services from your providers. Our goal is to continually improve the services you receive. We do that by:

- Understanding your health care needs
- Helping you receive the care you need
- Ensuring you have access to the care you need
- Coordinating your care among your health care providers
- Improving the service we provide you

What have we done to reach our goals?

We listen to your concerns and satisfaction with Molina Healthcare because we want to know how we can make our services better for you. Molina Healthcare uses Healthcare Effectiveness Data and Information Set (HEDIS®) rates to evaluate your health care. In 2011, we increased the number of members who received these important preventive services:

- **Adult Body Mass Index (BMI) Assessment** – More members received this test, which measures the amount of body fat by using your height and weight. This measurement can help determine if you have a high risk for certain diseases, such as cardiovascular disease or diabetes.
- **Antidepressant Medication Management** – It is important to take all prescribed medication according to your provider's direction in order to manage depression. In 2011, more members with depression continued taking their prescribed medications for at least six months.
- **Controlling High Blood Pressure** – Consistent high blood pressure can damage your heart and other organs. More members who have been diagnosed with high blood pressure were able to control it at a level of 140/90 or lower in 2011.

In 2012, Molina Healthcare has been working hard to improve the number of members who take the right medication for asthma, as well as those who receive important follow-up appointments after hospitalization for a behavioral health condition.

To make sure you are getting the preventive care recommended for you, Molina Healthcare has put many programs in place. We mail reminder postcards for services you may have missed, encourage you to make appointments with your provider when necessary and give you rewards when you take action to get the care you need.

We are happy to report that overall member satisfaction with Molina Healthcare has increased from 2008 through 2012. Based on what you've told us, we continue to work to improve the quality of the health care you receive.

For more information, visit our website at www.MolinaHealthcare.com. If you have any questions about our QI program call Member Services at 1-800-642-4168 or for hearing impaired TTY/Ohio Relay 1-800-750-0750 or 711. Representatives are committed to treating you with respect and getting you the help that you need. A representative will be available to assist you from 7 a.m. to 7 p.m. Monday through Friday.

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



How Are We Doing?

Molina Healthcare makes every effort to give you and your family the best care possible. By conducting studies throughout the year to find areas for improvement, we are able to take steps to bring you higher quality care and better service.

In the next few months, surveys will be mailed to the homes of randomly selected Molina Healthcare members. If you receive a survey, you will be asked to rate Molina Healthcare and the care you have received. Please take a few minutes to complete the survey. Your answers will help us better understand the needs of our members.

Tell us what you are happy about and let us know where we need to improve. We want you to be satisfied with the care and services provided to you.

If you have any questions, please call Molina Healthcare Member Services at 1-800-642-4168 or for hearing impaired TTY/Ohio Relay 1-800-750-0750 or 711. Representatives are committed to treating you with respect and getting you the help you need. A representative will be available to assist you from 7 a.m. to 7 p.m. Monday through Friday.

Quality Care & Services

Molina Healthcare members receive these benefits and services:

- motherhood matterssm prenatal care program for pregnant women
- Free transportation to and from your provider visits
- Member Services Representatives committed to assisting you and answering your questions
- Access to our 24-Hour Nurse Advice Line
- Health resources from our Molina Healthcare member website at www.MolinaHealthcare.com

Women's Health Checklist

Your health is Molina Healthcare's top priority and it should be yours, too. Making time for healthy habits like regular exercise, choosing the right foods and managing stress is important to a woman's health. Medical screening tests for women can often detect disease in the earliest stages, even before symptoms appear. Reducing your risk for disease is easy.

Your Checklist: Four Important Women's Health Screenings

- ✓ **Breast Cancer Screening.** A mammogram, an x-ray of the breast, is the best way to detect breast cancer early while it is easier to treat and before it is big enough to feel or cause symptoms. Mammogram screenings are for women 40 and older – earlier if you have a family history of breast cancer.

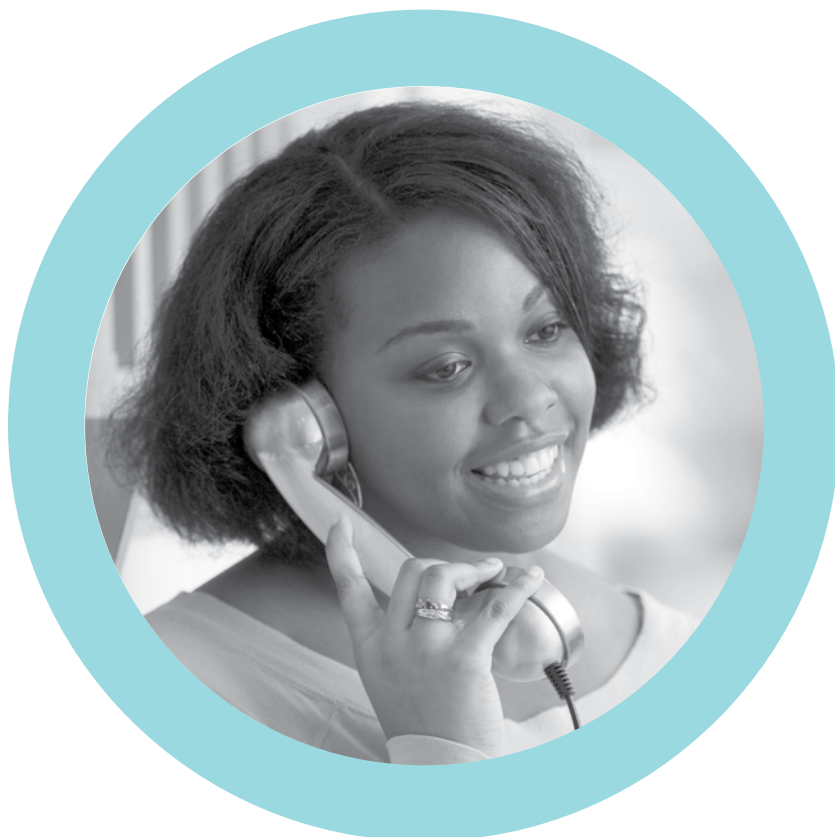
- ✓ **Cervical Cancer Screening (Pap Test).** Start getting annual Pap tests at age 21.
- ✓ **Chlamydia Screening.** All sexually active women 25 and younger and older women who have a new sex partner or multiple sex partners should be annually screened for chlamydia. Chlamydia can be passed from an infected mother to her baby during birth, so all pregnant women should be screened.
- ✓ **Bone Density Test.** A bone density test is recommended for women 65 and older and for younger women who are at risk for the disease.

Talk to your health care provider about when and how often you should receive these screenings and tests.



QI Department
P.O. Box 349020
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Questions about your health?

Call Our Nurse Advice Line!

1-888-275-8750 English

1-866-648-3537 Spanish

OPEN 24 HOURS!

Your family's health is our priority!

For the hearing impaired please call

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