



Questions about your health?

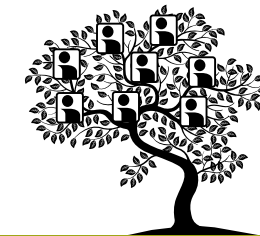
Call Our Nurse Advice Line!

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
TTY/866-735-2929 English
TTY/866-833-4703 Spanish



We Want to Give You Good Care!



Molina Healthcare works with your doctors and hospitals to give you good health care. We make choices about your care based on what you need. We also look at your benefits.

We do not reward doctors to deny you care. We also do not reward staff or other people to deny you care or give you less care. We do not pay extra money to doctors or our staff members to deny tests or treatments that you need to get better or stay healthy.

You may call our Member Services team if you ever have a concern about your health care. Our staff is here to take your call Monday through Friday (except holidays) between 7 a.m. and 7 p.m. They can answer questions about how we make health care choices. Just call the toll-free Member Service number at 1-800-642-4168 for CFC or 1-866-408-9501 for ABD members. For the hearing impaired/TTY, call 1-800-750-0750 or 711. The number is also listed on your I.D. card. If you call after 7 p.m. or on the weekend, please leave a message and your phone number. The Member Services staff will call you back during the next business day.

Looking at What's New

We also look at new services. And we look at new uses for benefits you have now. We review new studies to see if services should be added to your benefit package. Molina Healthcare reviews the type of services listed below at least once a year:

- Medical services
- Mental health services
- Medicines
- Equipment

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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, including copayments and other charges (if they apply)
- What to do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- Drug formulary (approved drugs that doctors can prescribe)
- How to contact UM staff about a UM issue or question
- 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 or 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 we decide about using new technology

You can ask for printed copies of anything posted on the website by calling 1-800-624-4168. 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.

Preventive Health Visits

Why see your doctor when you are well?

Take time to see your PCP for a health check-up (physical exam). Many people do not have the money or health benefit to see doctors for health check-ups. They wait until they are very sick to go see a doctor. You do not need to wait. You do have this health benefit and it can help keep you and your family stay healthy. If problems are found during the exam, they can be found early when they are easier to treat.

Remember you benefit from these check-ups!

- Get to know your doctor and share important information about yourself.
- Get education about your health.
- Learn about any medical, dental and other problems early.
- Get treatment for problems before they become serious.
- Ask questions about your health or the health of your child.

Regular check-ups for children are called Well Child Exams.

During this exam your child's doctor will:

- Ask questions about your child's health history.
- Give your child a physical exam.
- Give Healthchek Immunizations (shots).
- Do blood lead tests – ages 12 months, 24 months and ages 3 - 6 years.
- Do other lab tests.

You will be able to:

- Share important information about your child with your child's doctor.
- Get information to keep your child healthy and safe.
- Ask questions.
- Get support with parenting concerns.

Check-ups (physical exams) for Adults

You will get a physical examination, health education, answers to your questions, and any needed tests.

Make the most of each visit. Plan ahead using the following tips:

- Write down your questions. Bring the list with you to the visit.
- Be prepared for possible waits. Bring a book to read and snacks while you wait.
- Arrive early to fill out paper work.
- Bring extra diapers for your child.
- Write down anything your doctor tells you to do.
- Take notes, repeat back what you think you are to do, or ask your doctor to write down what you are to do.
- Don't be afraid to ask if something is not clear.

For more information or to get a print copy of Molina Healthcare's guidelines for preventative health, go to our website at www.molinahealthcare.com or call Member Services toll-free at 1-800-642-4168, TTY 1-800-750-0750 or 711, Monday through Friday, 7:00 a.m. to 7:00 p.m.



Prescription Drugs: Are Brand Name Drugs Better than Generic (Non-Brand) Drugs?

No. Brand name drugs are not always better. So what's the difference between brand name drugs and generic drugs?

Drug companies spend a lot of money to make new drugs. The government (FDA) will not allow anyone else to sell the drug for many years after a new drug is made. This is called patent protection. The drug is sold only as a brand name drug during this time.

After this time, the patent ends or runs out. Once the patent has ended any drug company can make and sell the drug as a generic drug. Generic drugs have the same things in them as brand drugs. The generic drug must have the same active ingredients, strength, and dosage as the brand drug to get approved by the FDA. Companies making a generic drug have to prove to the FDA that the drug works just as well and is as safe as the brand drug.

Since many companies are making and selling the generic drugs, the cost is lower.

Always make sure your doctors know what drugs you are taking.



Do You Need Help with a Health Problem?

COMPLEX CASE MANAGEMENT IS HERE

Living with health problems and managing them can be hard. We have a program that can help. The Complex Case Management program is for members with difficult health problems who need extra help with their health care needs. The program allows you to work with a nurse. The nurse can help you learn more about your health problems. He or she can teach you how to better manage them. The nurse also will work with your family or others who help care for you. The nurse will work with your doctor to make sure you get the care you need.

There are many ways you can be referred to this program. One way to enroll is through your doctor. You also can self-refer to the program by calling Member Services. There are certain requirements that you must meet.

This program is voluntary. You can choose to be removed from the program at any time. You can get more information about the program by calling Member Services at 1-800-642-4168, TTY 1-800-750-0750 or 711, from 7:00 a.m. to 7:00 p.m., Monday through Friday.

Protecting Your Privacy is Important to Us

Your privacy is important to us. We take confidentiality very seriously. Molina Healthcare wants to let you know how your health information is shared or used.

Your Protected Health Information

PHI stands for these words: Protected Health Information. PHI means health information that includes your name, member number, or other things that can be used to identify you, and that is used or shared by Molina Healthcare.

Why Does Molina Healthcare Use or Share Our Members' PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To use or share PHI for other purposes as required or permitted by law

When Does Molina Healthcare Need Your Written Authorization Approval to Use or Share Your PHI?

Molina Healthcare needs your written approval to use or share your PHI for purposes not listed above.

What Are Your Privacy Rights?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI
- To ask us to not use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

How Does Molina Healthcare Protect Your PHI?

Molina Healthcare has many ways to protect PHI across our health plan. This includes PHI in written word, PHI in spoken word, or PHI in a computer. Below are some ways Molina Healthcare protects PHI:

- Molina Healthcare has policies and rules to protect PHI.
- Only Molina Healthcare staff with a need to know PHI may use PHI.
- Molina Healthcare staff is trained on how to protect and secure PHI.

- Molina Healthcare staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Healthcare secures PHI in our computers. PHI in our computers is kept private by using firewalls and passwords.

What Can You Do if You Feel Your Privacy Rights Have Not Been Protected?

- Call or write Molina Healthcare and file a complaint.
- File a complaint with the U.S. Department of Health and Human Services.

If you would like more information, call the Member Services Department from 7 a.m. to 7 p.m. Monday through Friday. CFC members, call **1-800-642-4168**. ABD members, call **1-866-408-9501**. The TTY line is **1-800-0750 (or 711)**.



Baby Teeth Count!



Dental Health

Adults can spread the germs that cause cavities. Do not put anything in your child's mouth if it has been in your mouth.

Children should see a dentist by their first birthday.

Brush your teeth and your child's teeth in the morning and right before bedtime with fluoride toothpaste.

A child needs an adult's help in brushing their teeth until they are 8 years old.

Limit how much your child has juice, sweet drinks and snacks.

Baby Teeth are very important

Children need their teeth for smiling, talking and eating food. Moms, Dads and other caregivers must help take care of teeth.

Things that you can do at home:

Before your baby has teeth, wipe the gums gently with a clean wet cloth after each feeding. Don't put your baby

to bed at naptime or at night with a bottle or sippy cup unless it has only water in it.

As soon as the first tooth appears, start brushing your baby's teeth with fluoride toothpaste in the morning and before bedtime. Fluoride is a mineral that protects the teeth.

Put a small pea-sized dab of toothpaste across a small, soft brush. Wipe off excess toothpaste until child can spit out.

To avoid spreading the germs that can cause cavities, don't put anything in a child's mouth if it has been in your mouth. Don't share spoons, cups, toothbrushes, etc.

Adults can chew sugar-free gum with Xylitol in it right after eating to help prevent the spread of germs to their children.

Things that Dentists and Medical Providers can do:

Dentists, Doctors, and other healthcare providers can also take care of children's teeth.