



Molina Healthcare – *Your Extended Family*



Did you know that Molina Healthcare was founded by a doctor? Dr. C. David Molina was an emergency room doctor who realized that the healthcare needs of some of the people in his community were not being met, so he opened a healthcare clinic where he cared for patients regardless of their ability to pay. Now, Molina is one of the most experienced managed healthcare companies in the country, serving more than a million people in ten states.

Molina Healthcare is still run by the Molina family, and we still have the same priority – to be sure that our members receive quality healthcare so that you can be as healthy as possible. That is why we want you to have a Primary Care Provider who can treat you when you are sick. It is why we encourage you to get preventive care, such as the flu shot, to avoid getting sick in the first place. And, it is why we offer extra benefits - like the transportation benefit to be sure you can get to your appointments.

When you joined Molina Healthcare of Ohio, you became a part of our extended family. We are happy you are a part of our family, and we hope that you are with us for many healthy years to come!

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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
- FAQs (frequently asked questions and answers)
- How to contact Utilization Management (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 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.

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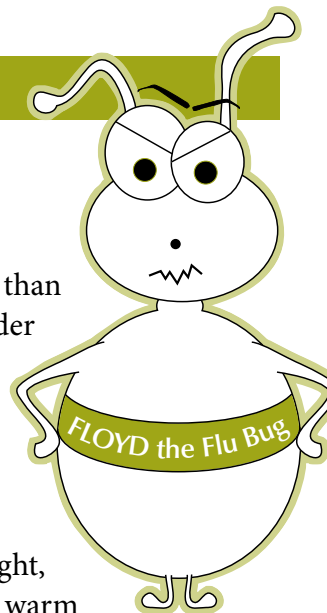
Molina Healthcare does not discriminate in providing medical care on the basis of preexisting health conditions, race, color, religion, age, national origin, disability, or sex.

Flu Season is Here!

Anyone who wants to lower their risk of getting the flu should get the flu vaccine; however, people who are at high risk for flu complications are strongly encouraged to get vaccinated. They are:

- Children 6 months of age through 18 years of age
- Pregnant women
- People 50 years of age and older
- People of any age with certain chronic conditions, such as asthma or diabetes
- People who live in nursing homes and other long term care facilities
- People who live with or 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
- Out-of-home caregivers of children less than 6 months of age
- Healthcare workers

This year you may need to get more than one vaccine. Talk to your provider about what vaccines you may need. Here are also some other tips to help prevent you from getting the flu bug!



1. **Wash your hands often.** That's right, washing your hands with soap in warm water for 15-20 seconds kills flu germs.
2. **Don't touch your face.** Touching your face with your hands is one of the most common ways to get the flu. It is easy to transfer germs to your eyes or mouth.
3. **Keep it covered.** Use a tissue when you cough or sneeze.
4. **Stay home.** If you feel sick, you probably are. Listen to your body. Stay home and rest.
5. **Don't share stuff.** Sharing things like cups, utensils, phones, keyboards and other objects can spread flu germs.

Need a Ride?

Need help getting to your provider for a flu shot? Molina provides transportation--30 one-way or 15 round trips every 12 months for medical appointments, WIC and CDJFS redetermination appointments when other transportation is not available to you. Here are some tips to help you use the transportation benefit.

- Call as far in advance as possible, but no less than 48 hours before your appointment.
- Remember that Molina provides transportation in a number of ways, including cars, vans, and bus vouchers.
- When you call to schedule your transportation, let the representative know if you have any special considerations that need to be made. For example, be sure to mention if you are in a scooter or a wheelchair. The representative will give you any special instructions that you need to know for your transportation.

The Quality of Care You Receive is Important to Us

Are you getting the care and the services you expect and deserve from your providers and your health plan? Molina 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 an independent member satisfaction survey that many of you receive every year. The survey measures how well we do, both the health plan and our providers. If you receive a survey, please don't miss the chance to let us know what you think. Tell us what we are doing well and where we need to improve in order to serve you better. 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 healthcare that is recommended for them. Here are some results:

What Improved in 2009

Childhood Immunizations
Cervical Cancer Screenings
Diabetes Care

What Needs to Improve in 2010

Cholesterol Management
Controlling High Blood Pressure
Prenatal and Postpartum Care

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

To help make sure you are getting the preventive care recommended for you, we have put many programs in place in 2008 and 2009:

- * 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

To learn more about our QI program, call Member Services at ABD: 1-866-408-9501, CFC: 1-800-642-4168, (TTY for the hearing impaired: 1-800-750-0750 or 711). Don't forget to call our 24-Hour Nurse Advice Line at 1-882-275-8750, (TTY for the hearing impaired: 1-866-735-2929) if you have questions about your health or if you are feeling sick and your healthcare provider's office is closed.

Teamwork

You have the right and the responsibility to play a major role in the management of your own health. It is your job to learn about your medical condition. With that knowledge, you will be able to work together with your primary care provider (PCP) to make the best decisions regarding your care.

Where can you get this information? Your PCP is a good place to start. Pamphlets or other learning tools may be available from the office staff. Information is also available at public libraries and on the Internet.

Always discuss any questions or concerns you have about any diagnosis with your PCP. Sometimes, more than one choice of medication or treatment is available. Your PCP can discuss with you the pros and cons of each option. Working together, you and your PCP can determine exactly what treatment is the best for you.



Keeping it Real

Are you getting the care and the services you expect and deserve from your providers and your health plan?

Molina is working very hard to make sure that your needs are met, but we are counting on YOU to tell us just how well we are doing.

Every year, some of our members are asked to complete an independent survey that measures how well we, both health plan and providers, are doing our jobs. Some of the surveys arrive in the mail, and sometimes the surveys are completed by phone.

If you receive a survey, please don't miss the chance to let us know what you think. Tell us what we are doing well and where we need to improve in order to serve you better.

If we can't find you, we can't ask for your opinion!

Please be sure to call Molina Member Services any time there is a change in your phone number or address.

ID IQ – Be smart about your Molina ID Card!

- Don't allow anyone else to use your Molina Identification (ID) card. Your health insurance is your own. Letting an uninsured friend or family member "borrow" your coverage is illegal, and it puts you at risk for having your medical identity stolen. If you have a friend or family member who needs health insurance coverage, let them know about the Ohio Benefit Bank (OBB). OBB will help them determine if they qualify for their own healthcare benefits.
- Always bring your Molina ID card and a picture ID with you to your medical appointments and to the pharmacy. Your ID lets your providers and the pharmacy know

that your healthcare is paid for by Molina, and it helps make sure that no one else is using your insurance.

- Your Molina ID card replaces your monthly Medicaid card and is good for as long as you are a member of Molina. You will not receive a new card each month as you did with the Medicaid card.
- If you lose your Molina ID card, or if you change your PCP, call Molina Member Services. We will update your information and send you a new card. Once you get your new card, be sure to destroy your old card.

Kids and Sports Injuries

1 in 5 emergency department visits for kids are caused by sports injuries, according to the Agency for Healthcare Research and Quality (AHRQ). Here are some tips for kids, so that they can avoid injuries while playing their favorite sports.

- **Wear your protective gear.** If there is protective gear for your sport, such as a helmet and pads, be sure to wear them. They are designed to help prevent injuries.
- **Warm up and cool down.** Warm-ups get your muscles ready to play so that you are much less likely to get hurt, and cool downs help you stretch out the muscles that you have just worked.
- **Heads Up!** Watch out for others, and follow the rules of the game.
- **Drink plenty of water.** When you sweat, your body loses fluids. Be sure to put fluids back into your body by drinking water.
- **Don't play when you are injured.** Playing when you're hurt can lead to an even worse injury. Give your body time to heal before you get back in the game.



Accidents Happen

What if an injury does occur? If it is an emergency, go to the nearest hospital emergency department (ED). Emergencies are conditions that are serious enough to need immediate medical attention. Examples of emergencies are:

- Miscarriage/pregnancy with vaginal bleeding
- Seizures or convulsions
- Unusual or excessive bleeding
- Unconsciousness
- Overdose / Poisoning
- Severe burns
- Broken bones
- Chest pain
- Difficulty breathing

If the injury is not an emergency, your primary care provider (PCP) is the first person you should see for care. If the injury occurs outside of your PCP's normal office hours, go to an urgent care center.

If you have to go to the emergency department or an urgent care center, be sure to contact your PCP for follow-up care. Take any paperwork that was given to you, and be sure to tell your PCP about any medications that you were given or prescribed.

Remember, it is best to see your PCP for follow-up care rather than return to the ED. If you are not sure where to go for care, call Molina's Nurse Advice Line. The nurses will help you pick the best place to go for treatment of the injury.

Got a Cold? Put Antibiotics on Hold

When your child is sick it is natural to want them to feel better and quick! Antibiotics can't and won't fight the viruses or infections that cause colds and flu. Antibiotics only work against bacterial infections. Antibiotics can be harmful if they are used when not needed. A virus has to run its course, which usually lasts from 7 to 14 days.

The best cure for your child is to make sure they get plenty of rest and drink lots of fluids. Your healthcare provider can help you find out when antibiotics work and when they don't.

- Antibiotic use increases the risk of an antibiotic-resistant infection.
- Ask your healthcare provider about safe home remedies and appropriate over-the-counter medications that may offer symptom relief.
- Explain good hygiene practices to your child, including hand washing and covering coughs and sneezes.

Please remember, Got a Cold? Put Antibiotics on Hold.



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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 or 1-866-648-3537
(Español); TTY 1-866-735-2929.

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

Ohio Benefit Bank:

1-800-648-1176