

Molina's myhealthmylife[®]

A newsletter just for South Carolina members

Fall 2025

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Stay healthy — Get your flu shot!



The flu season is here, and getting a flu shot is the best way to stay healthy. A flu shot protects you from the flu and helps keep your family safe, too.

Who needs a flu shot?

Medical experts say everyone 6 months old or older should get a flu shot yearly! But those with certain allergies may need to talk to their doctor first.

No cost to you!

The flu shot is covered. Call your primary care provider (PCP) today to make an appointment or visit a local pharmacy to get one. We also cover at-home flu and COVID tests. Ask your doctor or pharmacist for help getting these tests.

How to stay healthy

Medical experts advise you to:

- Know the flu symptoms, such as fever, cough, sore throat, runny nose or feeling very tired.
- Wash your hands often.
- Avoid touching your eyes, nose or mouth.
- Keep things clean, like keyboards, phones and doorknobs.
- Stay away from people who are sick.
- If you get sick, stay home so others won't get sick too.

Don't forget about the COVID-19 shot

- Everyone 6 months and older should also get a COVID shot.
- The COVID shot helps keep you safe from getting very sick, going to the hospital or worse.
- It's extra important for people 65 and older, those who might get very sick or anyone who hasn't had the shot before.
- The protection wears off over time, so getting this year's shot is important to stay safe.

Back-to-school tips

The new school year is here, and now is the time to help your child get healthy and ready! Check out this easy-to-do list for parents and guardians:



Get vaccines: Make sure your child has all the shots they need. Vaccines help keep everyone safe from getting sick. Molina covers these for you.



Sports physical: If your child wants to play sports, now is the time to get a sports physical. Molina covers these for you.



Set a bedtime: Start going to bed and waking up at school times. It helps your child feel rested and ready to learn.



Eat healthy food: Begin the day with a good breakfast. Pack healthy snacks and lunches to keep your child strong and focused.



Wash hands: Teach your child to wash their hands often. Clean hands stop germs from spreading.



Be active: Help your child play or exercise after school. Staying active is good for the body and mind.



Talk about feelings: Ask your child about school worries or how they feel. Talking helps them handle stress.



Doctor visits: Take your child for a regular check-up, and don't forget dental and eye exams to keep them feeling their best. Molina covers these for you.



What to do when you're sick

Are you feeling sick and unsure what to do? Don't worry—we're here to help!



Primary care provider (PCP)	Virtual health visits or urgent care center	Emergency room (ER)
Call your PCP day or night. If it's after hours, the staff will call you back.	Telehealth and urgent care centers are great for after-hours care.	Call 911 or go to the nearest ER.
When you have a minor issue like: • Colds or cough • Flu • Regular checkups • Earache • Sore throat • Medicine or refills • Diarrhea	When it's not an emergency, but you need care right away, like: • Severe cold or flu symptoms • Ear pain • Sore throat • Stomach flu or virus • Wound that needs stitches • Sprain, strain or deep bruise	When you think your life or health is in danger, like when you have: • Very bad bleeding • Very bad stomach pain • Chest pain or pressure • Head injury or trauma • Sudden dizziness or trouble seeing

Not sure what to do or where to go for medical care?

Nurse advice is just a phone call away! Call the Nurse Advice Line 24 hours a day, 7 days a week.

(844) 800-5155 (TTY: 711)

What to do when you need after-hours or emergency care

After-hours care

You may need care when your PCP's office is closed. After hours, call the 24-hour Nurse Advice Line at **(844) 800-5155**. Highly trained nurses are here 24 hours a day, 7 days a week to:

- Answer your medical questions
- Help you decide if you need care right away
- Make an appointment for you

Emergency care

An emergency is a serious problem that needs help right away and can put your health or life at risk. If you think you have an emergency, **call 911 or go to the nearest hospital**.

We pay for all emergency care in the United States and some care in Canada or Mexico. You can go to any emergency room or other facility not part of Molina. You can get care 24 hours a day, 7 days a week.

You don't need approval to get emergency services. Qualified doctors provide them to help with urgent medical problems. If you need help in a crisis, you can call the Suicide & Crisis Lifeline at **988**. You can call the 24-hour Nurse Advice Line at **(844) 800-5155** for urgent care advice.

- **Emergency medical condition** – A medical problem you think is so serious that it must be treated right away by a provider.
- **Emergency services** – Services provided by a qualified provider to evaluate, treat or stabilize an emergency medical condition.

Post stabilization emergency services

After you visit the emergency room (ER), you can get more help for your health without asking for approval. It's important to call your doctor as soon as you can to set up any care you may need. If you need help finding a doctor, you can call Member Services.

Remember:

Don't go back to the ER for more care—talk to your primary care provider (PCP) instead. If it's not an emergency, always call your PCP first. After normal business hours, you can also visit an urgent care center for non-emergency care.

Urgent care centers are listed in the Provider Directory. If you need help finding one, call Member Services or go to MolinaHealthcare.com/SC.

We can help if you're having a mental health crisis

Emergency contact information:

If you need help right away, call **911** or go to the nearest emergency room. You can also call the National Crisis Hotline at **988** or **(833) 364-2274** to access mobile crisis services.

Examples of emergencies:

- Thinking about hurting yourself
- Trying to hurt yourself or someone else
- Feeling very upset and unable to do everyday things

We help with mental health and substance abuse. If you need help, please call Member Services at **(855) 882-3901 (TTY: 711)**. For more information, you can also call the South Carolina Department of Behavioral Health and Developmental Disabilities (BHDD) at **(803) 896-5555**.

Remember, these numbers are not for emergencies. If you are in a crisis, please call emergency services or go to the nearest hospital.

Your safety is important. Remember, it's okay to ask for help!





We want to hear from you

We're working hard to offer you quality service and care. We value your opinion and want to hear from you! You may get a CAHPS® survey in the mail. If you receive one, please fill it out and return it. Your feedback will help us meet your needs.

What is the CAHPS survey?

CAHPS stands for the Consumer Assessment of Healthcare Providers and Systems. The survey asks about your experience with Molina and our providers.

In the past, we've used your responses to:

- Offer you a larger network of doctors and clinics. As a Molina member, you have more options for providers and facilities than most Medicaid plans.
- Add extra customer service staff to help you. We want you to have a good experience with us.
- Work with providers to offer telehealth services so you can get the care you need, when and where you need it.
- Add more ways to get your prescriptions. Most prescriptions are now available through mail order, saving you a trip to the pharmacy.

We want to keep you happy and offer quality care and service! We look forward to hearing from you.

Download the My Molina® mobile app

Get smart health plan access with your smartphone. With the My Molina mobile app, you can easily see, print or send your ID card. You can search for new doctors, change your primary care provider (PCP) and much more—anytime, anywhere!

Download the My Molina mobile app from the Apple App or Google Play store today.

Search for providers

- Use our advanced search options to find providers that meet your needs.

Digital ID card

- View both sides of your ID card. You can print it from the app or email a copy to your provider.

Change your PCP

- Search for and change your PCP using the doctor finder—all within the app.

Other features

- View your benefits
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care center near you
- View your medical records
- Use Live Chat to speak with Member Services
- Speak to a nurse through our 24-hour Nurse Advice Line
- Get important updates
- Redeem rewards

Take charge of your health care

Learn how to make your health care simple and easy! Our **Guide to Getting Quality Health Care** tells you who to call for help, what services and programs we have and ways to stay healthy. To learn more, visit MolinaHealthcare.com/Newsletter/SC.



Stay healthy this fall!

Fall is here, and it's a great time to take care of yourself and your family! Here are some easy ways to stay healthy and happy this season.



Tips for everyone



Keep the air fresh. Open your windows to let in clean air.



Wash your hands. Make sure to wash your hands often to stay germ-free.



Cover your coughs and sneezes. Use a tissue or your elbow to stop spreading germs.



Get good rest. Babies should sleep on their backs in a safe space, and everyone needs plenty of sleep to stay healthy!



Stay active. Play outside or do fun activities to keep moving.



Wear sunscreen. Even in cooler weather, protect your skin when you're outside.



Stay safe when eating. Be careful with food that could cause choking for little ones.

Tips for parents and families



Drink water. Cooler weather can make you forget, but staying hydrated is important.



Get outside. Enjoy fresh air and sunshine—it's good for you and your kids!



Ask for help. Don't be shy to reach out to friends or family if you need help or support.



Be kind to yourself. Being a parent can be hard, so take it one step at a time.

More ways Molina can support you

We have lots of ways to help you with your health care needs. Please visit MolinaHealthcare.com/AnnualReminders for more information.

You can find information about:

- Your membership, your rights and responsibilities and benefits
- Your Member Handbook and Provider Directory

Have you heard about our health education programs?

At Molina, we have special programs to help you stay healthy. We have a team of nurses and social workers ready to serve you. They are called care managers. They will give you extra attention if you have conditions like:

- Asthma
- High blood pressure
- High-risk pregnancy
- Sickle cell disease
- Diabetes
- Chronic obstructive pulmonary disease (COPD)
- Other serious conditions

To learn more about our programs, click [here](#).



Ending your membership

As a Managed Care Organization (MCO) member, you can end your membership at certain times during the year. You can end your membership during the first 90 calendar days of your membership or during your yearly re-enrollment period. SC Healthy Connections Choices will mail you something to tell you when your annual re-enrollment period will be.

If you want to end your membership during the first 90 calendar days of your membership or re-enrollment period for your area, you can call SC Healthy Connections Choices at **(877) 552-4642** (TTY: **(877) 552-4670**).

- Most of the time, if you call before the last ten days of the month, your membership will end the first day of the next month.
- If you call after this time, your membership will not end until the first day of the following month.
- If you chose another MCO, your new plan would send you information in the mail before your membership start date.
- The same time frames that apply to enrollment will be used for changes in enrollment and disenrollment.
- If the SCDHHS receives your request to be disenrolled or change plans by the internal cut-off date for the month, the change will start on the last day of the month.
- Changes will start no later than the last day of the month after the disenrollment form is received if submitted after the cut-off date.





Earning rewards is easy when you make healthy choices

As a Molina member, you can earn extra benefits under the Healthy Connections program and more! You can earn rewards such as:

- \$10 Healthy Rewards after completing a well-visit with your primary care provider (PCP).*
- \$150 Walmart gift card to buy a bike and helmet after your child completes an 8, 9 or 10-year-old well visit. Get a handle on health! **
- A free car seat for eligible members who complete six prenatal visits.*
- Up to three weeks of home-delivered meals for pregnant and postpartum members who complete a phone health screening. Call **(866) 891-2320** and press 1.

To learn more about these rewards, go to MolinaHealthcare.com/SC-Rewards.

To find out how to get these rewards, call Member Services at **(855) 882-3901 (TTY: 711)**.

*Keep an eye out for mailers from us with details on how to redeem rewards.

**One per lifetime benefit. The benefit must be redeemed within 365 days of the completed well-visit with your doctor.