

Molina's myhealthmylife

A newsletter just for South Carolina members

Fall 2026



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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.



Updated Call Center Hours

Effective July 1, 2026.
Molina Healthcare of South Carolina's Medicaid Member Services hours have changed to 8 a.m. to 8.p.m., Monday - Friday (from 8 a.m. to 6 p.m.).



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.



Fall health tips

Fall brings cooler air, shorter days and new routines. A few simple habits can help you feel your best this season.

Get ready for cooler weather

- Dress in layers to stay warm during morning and evening hours.
- Keep moving with walks, stretching or indoor activities.
- Wash your hands often to help avoid colds and flu.

Eat and drink well

- Enjoy fall foods like squash, apples and soups.
- Watch portion sizes during holidays and gatherings.
- Drink water even when you do not feel thirsty.

Stick to your routine

- Try to eat, sleep and take medicine at the same time each day.
- Use reminders on your phone or calendar if your schedule changes.

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.



Trualta

Molina Healthcare offers Trualta at no cost.

Trualta is a online resource for members and their caregivers. It's an online space where people who help others can find answers, get support and connect with community that gets it.

Visit trualta.link/molinasc-support.

Grievance and appeal rights



Your voice matters.

If you ever want Molina to review your care or a decision that was made, you have options.

- A grievance lets you share concerns about care or service.
- An appeal lets you ask Molina to review a decision about coverage, care, or medicine.

Some appeals can be reviewed faster if waiting could affect your health. You can also ask for a State Fair Hearing after certain decisions.

In some cases, your services may continue while your appeal is reviewed. Help is always available if you have questions or want support.

Advance Directives

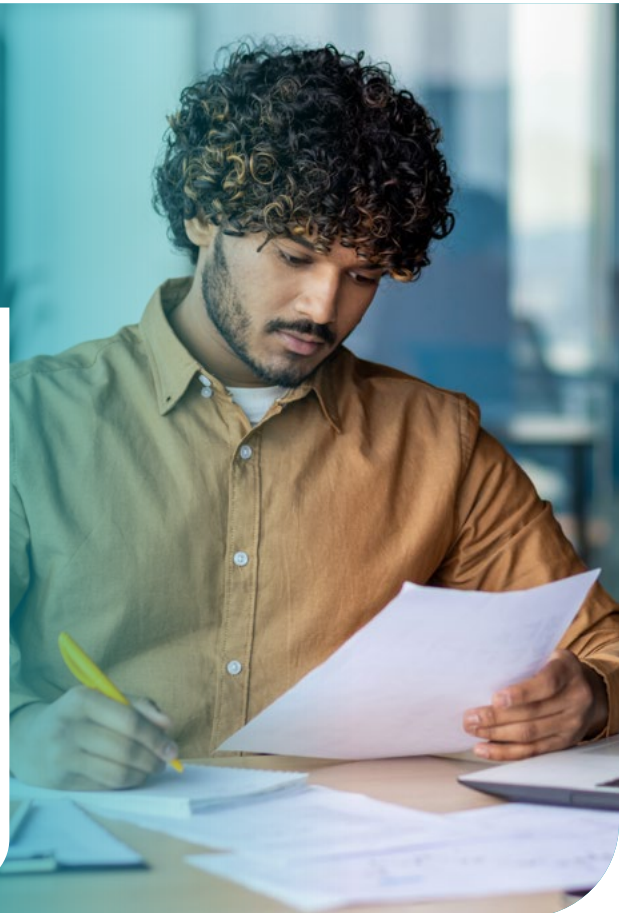
Sharing your wishes helps others care for you.

An advance directive lets you say what kind of medical care you want if you cannot speak for yourself.

You have the right to:

- Create an advance directive
- Change it at any time
- Ask questions and get help

Having one is your choice. If you want forms or more information, Molina can help you find what you need.



How to access covered and excluded services

Not sure where to go? Molina can help.

Your Molina Medicaid plan covers many health services. Some services, like dental care or non-emergency medical transportation, may be provided by another program.

Even when a service is handled outside Molina, we can still help by:

- Sharing the right contact information
- Helping you understand next steps
- Answering questions about who provides the service

If you are unsure what is covered or who to contact, Member Services is a good place to start.



Language and accessibility services

Everyone deserves clear information.

Molina offers help so you can understand your health care.

You can get:

- Interpreter services at no cost
- Help in your preferred language
- Information in large print, Braille, or other formats

If you need help reading, hearing, or understanding information, just let us know. Help is always free.



Need a different doctor?

Your Primary Care Provider (PCP) is the doctor who helps manage your health care. If you are not happy with your PCP, or if your needs change, you may be able to choose a different doctor.

A PCP can:

- Give regular checkups
- Treat common illnesses
- Help you get specialist care when needed
- Keep track of your health history

If you want to change your PCP, Molina can help. Call Member Services at **(855) 882-3901 (TTY: 711)**. We can help you find a doctor near you and answer your questions.



Tips for choosing a PCP:

- Check the Provider Directory to see if your provider is in network.
- Pick a doctor close to home.
- Ask if the office accepts new patients.
- Choose a provider who meets your family's needs.
- Make your first appointment as soon as possible.

Your health is important. Having a PCP you trust can help you get the care you need when you need it.



New Website Coming Soon

A new Molina Healthcare website is coming soon. It will be simple to use and help you get answers faster.

We can't wait to share it with you.