



How to Talk with Your Provider – *Things You Will Need*

Paper and pen

1. Know your medicines and your medical conditions. Calling a medicine the “blue pill” does not help your provider (especially if it’s a new provider). If you have all your medicines and dosages listed on a piece of paper, you will be better able to tell your provider what you are taking. This will be a time saver.
2. Make a warning signs diary. When you start having problems, write down what the warning signs are, when they started and what makes them better or worse. Note how long things have been bothering you and how they have changed (better, worse, different location, etc.).
3. Write down your questions ahead of time. This is so important! Once you get in the office, you will be sidetracked and you may not remember the questions you have.
4. Make sure you ask the provider to explain anything you do not understand. Do not be frightened! This is your health and your life, and you must understand what is expected of you in order to take charge of your own care. Do not let the provider make all the decisions for your care without your input.
5. Tell the provider the whole story. Do not leave things out because you are embarrassed or do not think something is important. If a provider does not know all the facts, things may be missed in the diagnostic process.
6. Ask for health education materials about your illness or condition. These could be handouts, pamphlets or a website. These materials will help you remember what the provider told you.

Tips

Keep a file for each provider you see often. In this file you can keep pamphlets, insurance information, your warning signs diary and instructions from your doctor. If you see many providers, this will help you stay on top of things.

In This Issue

Talking with Your Provider	pg 1
Flu Season is Here!	pg 2
Women’s Health	pg 2
After Delivery Check-Up	pg 3
Keep Your Little One Healthy	pg 3
Nurse Advice Line	pg 4

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 1-800-869-7175. Your member handbook is also a good resource. You can find it on our website.

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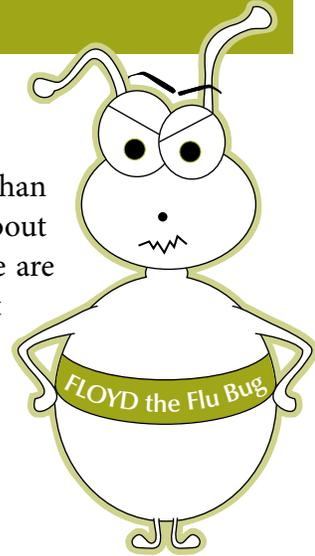
Flu Season is Here!

Anyone who wants to lower their risk from getting the flu should get the flu vaccine. However, there are certain people who are at high risk for flu complications and are highly recommended to get the flu vaccine. They are:

- Children aged 6 months 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.



Let's Talk about Women's Health...

With all the demands on your time, it is easy to come up with reasons to put off your annual women's health check-up. However, there really are no good reasons for failing to make and keep your appointment.

The American Cancer Society reminds us that annual exams for screening and early detection are key in fighting breast, cervical, and ovarian cancers.

With this in mind, there is no time like the present to schedule your annual check-up with your provider. We care about your health. Please call your provider and ask if you should schedule your women's health exam before the end of the year.

Women's Health exams include the following:

Pap Smear: This screening is used to find abnormal, pre-cancerous and cancerous cells in the cervix.

Pelvic Exam: Your provider will do this exam to check for ovarian cancer. Most cases of ovarian cancer occur in women over age 50.

Breast Exam: Your provider will also do a breast exam. Women over age 40 should have an annual mammogram. If you have a family history of breast cancer, talk with your provider about when you should get a mammogram, which may be earlier than age 40. You should also learn how to do monthly self breast exams.

If you need help finding a provider, please call Member Services at 1-800-869-7165.

The Postpartum or After Delivery Check-up

You will need to visit the provider who delivered your baby for a postpartum exam about three to six weeks after your baby is born. Some providers may have you come in for your visit two weeks after delivery. Your provider will make sure your body is healing the way it should. You and your provider should also discuss your physical and emotional health, family planning, and any other concerns you may have.

Call your provider if you have any of the following:

- A temperature above 100.4 degrees Fahrenheit
- Thoughts of harming yourself or your baby
- Increasing or persistent pain in the vaginal area
- Itching, burning, or a foul smelling discharge from your vagina
- Bright red bleeding from the vagina for more than five to seven days or the discharge has changed from pink or colorless to red.

- Pain, swelling, or tenderness in your legs

As a new mom, you have a lot to remember. Molina Healthcare of Washington, Inc. will help remind you about your after delivery exam. You will get an After Delivery letter in the mail shortly after the birth of your baby.

When you get your letter make sure you do the following:

- Choose your gift of either a Digital Thermometer or a Baby-Go-To-Sleep CD
- Take your letter with you to your after delivery exam and give it to the provider

One of our nurses or health educators may also call and remind you about your after delivery exam. It is very important to keep this appointment for your health and the health of your baby!

Keep Your Little One Healthy

Q. What happens if your 15 to 24 month old child is not up-to-date with their shots?

A. Without being up-to-date, your child is at greater risk of catching a vaccine-preventable disease. Your child can also infect others with a vaccine-preventable disease. Vaccines are safe and work at keeping your child healthy.

Did you know the following diseases are still a threat to children in the United States?

- Pertussis or “whooping cough” is a very dangerous disease for infants. It is not easily treated and can result in permanent brain damage or death. During 1997–2000, nearly 30,000 cases of pertussis were reported in the United States. Of infected infants younger than age 6 months, two-thirds needed to be hospitalized. In 2004, 25,827 cases were reported—the most cases reported since 1959.
- Measles is dangerous and very contagious. Worldwide, measles kills approximately 500,000 children each year.
- Diphtheria is an infectious disease of the nose and throat that can lead to serious breathing problems, heart failure, paralysis, and even death. In recent years, there have been fewer cases of diphtheria in the United States due to immunizations.

- Chickenpox is now preventable. Before the vaccine, almost every child suffered from this disease. During 1988–1995, up to 10,000 people were hospitalized each year from complications of chickenpox—most of them previously healthy children.

Children who are not up-to-date on shots can pass diseases throughout the community. Unvaccinated people can pass diseases on to babies who are too young to be fully immunized. Unvaccinated people are a threat to children and adults who can not be immunized for medical reasons. Most state laws release parents from required immunizations for religious or personal reasons. However, concerned parents should still think about what may happen if their child is not immunized.

Molina Healthcare of Washington, Inc. shares this concern with you. After the first birthday, your child will get a birthday letter as a reminder to get a Well-Child check up. You may also get a reminder call from one of our nurses or health educators. When your child has a Well-Child check up, you are also making sure your child’s shots are up-to-date. Remember, you can also choose a gift for your child on the birthday letter.

Please keep your child healthy and up-to-date.



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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

TTY/866-735-2929 English

TTY/866-833-4703 Spanish