



HEDIS® Update

Your health is important to Molina Healthcare. It is important to us that you get quality healthcare. Healthcare quality can be measured in many ways. Molina Healthcare uses the Healthcare Effectiveness Data and Information Set® (HEDIS®) measurement set by the National Committee for Quality Assurance (NCQA). This allows us to compare our results with similar plans across the country.

HEDIS® scores tell us how many of our members truly get the services they need every year. There are scores for getting shots, well-child exams, Pap and mammogram screenings, diabetes care, prenatal and after delivery care for new mothers and many other services.

In 2011, our HEDIS® results showed us more new mothers got their prenatal and after-delivery exams and more members are visiting their provider to help control their blood pressure. More pre-teen and teenage members went to their provider for well-child exams in 2011. The results also show that more of our female members aged 40-69 need to have a mammogram at least every two years.

Another way we measure quality is through surveys. Every year, we send out the Consumer Assessment of Health Plans Survey (CAHPS®). In 2011, the survey asked questions about your child's healthcare and the services your child gets from Molina Healthcare. The survey showed that you are very happy with your child's provider and how he or she talks to you and your child. The survey also showed us that getting your medicine quickly and having appointments with specialists are very important to you. We are still working hard to improve the other areas you were not as happy with.

Molina Healthcare's 2011 HEDIS® and CAHPS® results can be found on our web site www.MolinaHealthcare.com. To learn more or to request a copy of our current HEDIS® or CAHPS® results, call our Member Services Department at 1-800-869-7165.

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Check Out the Molina Healthcare Website

Check out our website at www.MolinaHealthcare.com and "click" on the member button. Choose your state in the drop-down box. You can get information on our website about:

- Molina Healthcare's contracted providers and hospitals
- Your benefits, including co-payments 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 providers can prescribe)
- How to contact Utilization Management staff about prior authorizations
- How to get primary care, hospital, specialty and emergency services
- How to get care after normal office hours
- Preventive health guidelines and immunization schedules
- Your rights and responsibilities and the privacy of your information
- 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 to approve new technology

You can ask for printed copies of anything posted on the website by calling Member Services at 1-800-869-7165. Your member handbook is also a good resource. You can find it on our website.

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Are You Prepared to Beat the Flu Bug?

Flu season is almost here. Do not get caught off guard. While you can not completely avoid getting sick, you can take simple steps to avoid getting the flu. Here are some tips that can help you stay healthy this flu season:

- Get the flu shot (vaccine)
- Practice good hygiene
- Boost your immune system
- Learn the facts about the flu

To learn more about these four tips, read below.

Get the Flu Shot

Your best defense against the flu is to get a flu shot. Getting the flu shot can greatly reduce your risk of getting the flu. The Centers for Disease Control and Prevention (CDC) recommends all people six months of age and older get an annual flu shot. Certain people have a higher risk for flu complications. These people include:

- Pregnant women
- People 65 years of age and older
- People of any age with certain chronic medical conditions, such as asthma or diabetes
- People who live in nursing homes or other long-term care facilities
- People who 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
- Day care workers of children six months of age or younger. These children are too young to be vaccinated. Vaccinated adults reduce the risk of passing the virus to young children
- Healthcare workers

Ask your provider if the flu shot is right for you.

Practice Good Hygiene

The flu virus can spread easily. Coughing and sneezing spreads germs. You can get the flu if you inhale these droplets. You can also get the flu if you touch the germs then touch your eyes, nose or mouth before washing your hands.

This is why it is important to wash your hands often. Make sure to use soap and warm water. Teach your children to wash their hands for at least 20 seconds. Make it fun. They can count to 20 or sing the happy birthday song while they wash. Keep hand sanitizer nearby for when soap and water are not available.

Boost Your Immune System

To stay healthy this flu season make sure to keep your immune system strong. You can do this by:

- Eating a healthy diet. Eat at least five servings of fruits and vegetables each day.
- Exercising often. Be active most days of the week. Aim for 30-60 minutes a day.
- Managing stress. Try to maintain a balance between work, family and personal life. Ask for support from friends and family when needed.
- Getting enough sleep. Adults need 7-9 hours of sleep a night. Children and teens need more. Visit www.sleepfoundation.org for more information.

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Treating the Flu

If you get the flu, make sure to stay home and take good care of yourself. Eat well and drink fluids to stay hydrated. Popsicles are a good way to help children stay hydrated if they refuse all other liquids. You should also get plenty of rest. Over-the-counter medicines may be used to reduce fever, aches and pains. If you have other medical conditions or take other medicines, ask your provider or call the Nurse Advice Line before taking additional medicines.

Remember, the flu is a virus. That means antibiotics won't cure it. Antibiotics fight illness caused by bacteria. They do not work against illnesses usually caused by viruses like colds, the flu or most coughs and sore throats.

Call Molina's 24-Hour Nurse Advice Line if you have questions about the flu or other health issues. Call 1-888-275-8750 (TTY: 1-866-735-2929). Nurses are there to take your call 24 hours a day, seven days a week.

Quality Improvement Plan

Every year, Molina Healthcare sets goals to improve our services. These goals are part of our Quality Improvement (QI) plan. We want to help you take better care of yourself and your family. Our 2011 goals include:

- Improving the quality of healthcare, services and member safety to our members
- Making sure the workings of our health plan and the information we give you are used to improve the quality of your care
- Using feedback from our partners to improve our services
- Meeting our State guidelines and contract duties
- Focusing on the customs and languages of our membership to provide better service to all

While some of these goals mean improving the way we do our jobs at Molina Healthcare, they still lead us to our main goal – to improve the quality of care and service that you receive.

Flu Facts

Knowing the facts about the flu can help you stay healthy this flu season.

Myth: The flu vaccine (shot) can give you the flu.

Fact: You cannot get the flu from the flu vaccine (shot).

Myth: The flu is a mild illness.

Fact: The flu can make you very sick. A mild viral illness, such as a cold, can be confused with the flu. The flu is serious.

Myth: I got the flu vaccine (shot) last year. I don't need it again this year.

Fact: You need to get the flu vaccine (shot) every year. Flu virus strains often change from year to year. The flu vaccine (shot) is made to work against the predicted strains for that season.

Myth: The flu vaccine (shot) only works if I get it during October or November.

Fact: The flu vaccine (shot) protects you from the flu as long as the flu viruses are out there. Flu season can last as late as May. It is recommended that you get the flu vaccine (shot) as soon as it is available in the fall. It will last throughout the year.



Many of Molina Healthcare's positive changes in 2010 are shown in our CAHPS® (member satisfaction) and HEDIS® results. We continue to be fully accredited by the National Committee for Quality Assurance (NCQA), with a successful audit in November 2010. We are also audited every year by state agencies. However, we know we need to focus harder in areas we can improve. We are working hard to meet your needs, both now and in the future.

To learn more or to request a copy of our current QI plan results, please call our Member Services Department at 1-800-869-7165.



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Questions about your health?

Call Our Nurse Advice Line!

English: 1-888-275-8750

Spanish: 1-866-648-3537

OPEN 24 HOURS!

Your family's health is our priority!

For the hearing impaired please call

TTY (English): 1-866-735-2929

TTY (Spanish): 1-866-833-4703