

2019 Marketplace Health and Wellness Newsletter

Check out what Molina offers online

Have you logged on to the Molina website lately?

You have many resources to help you better understand how Molina works. The Molina Provider Directory, an important tool for selecting providers and your best way to manage your provider costs, is available to you online. Visit MolinaHealthcare.com/ProviderSearch.

Get answers to some of the most frequently asked questions and get the meaning of insurance words that may be new to you, including Prior Authorization, Medical Necessity and Explanation of Benefits (EOB). You will also find resources, newsletters and other information on a variety of health care topics.



Did you know you can pay your bill on any device, anytime?

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Consider registering with MyMolina, Molina’s safe and secure online portal, available at MyMolina.com. MyMolina allows you to manage your health plan, anytime and anywhere. Stay connected to Molina from any device, including your computer or mobile phone.

Once enrolled, you will have quick access to review your claims, find a doctor, get health reminders for services you need, pay your premium, order or print new ID cards, and set-up auto payment.

Remember to schedule your annual checkup

See your provider for an annual checkup. It is important to discuss what screenings you need and when you need them. Visit your provider even if you feel healthy.

Why are screenings important? Screenings can help prevent certain diseases. They also help find health problems early, when they are easier to treat. If you do have a health problem, your provider can help you manage it.

Your age, health, family history, and other factors affect how often you need to visit your provider. Regular preventive visits to your provider can help keep you healthy and prevent more expensive medical treatments down the road.

MolinaMarketplace.com

Getting care in the right place can save you money

You have alternatives for after-hours medical treatment and advice.

As a Molina member, you have a registered nurse just a phone call away — 24 hours a day, seven days a week. The 24-Hour Nurse Advice Line is a great resource. Consider adding the 24-Hour Nurse Advice Line to your phone contacts.

- Call (888) 275-8750, TTY/TDD: 711
- Espanola — (866) 648-3537, TTY/TDD: 711

Urgent Care and After-Hours Clinics

Need medical treatment and can't wait to see your doctor. If not life-threatening, consider using an Urgent Care Center or After-Hours Clinic in the Molina Provider Network. Find the locations closest to you, and keep the phone numbers and addresses in a visible place in your home.

Always call the clinic in advance — just to be sure they are open. In some cases you can make an appointment, eliminating long waits at the clinic.

Some advantages of Urgent Care and After-Hours Clinics:

- Shorter wait times
- You will be seen on a walk-in basis
- Many are open evenings and weekends
- Staff includes registered nurses and accredited doctors

Urgent Care or After-Hours Clinics can help with a variety of medical conditions, including:

- Twisted or sprained ankle
- Cough, cold or sore throat
- Minor skin rash
- Earache
- Cuts, bumps, sprains
- Fever or flu symptoms
- General wound care
- Animal bite
- Urinary tract infection
- Fever
- Mild asthma
- Flu Shot

Emergency Room (ER)

The ER is for serious, life-threatening medical emergencies, including but not limited to:

- Poisoning (for guidance call Wisconsin Poison Center at (800) 222-1222, TTY: 711)
- A lot of bleeding
- A bad burn
- Severe shortness of breath (trouble breathing)
- Drug overdose
- Chest pain
- Broken bones

If you think you have a life-threatening emergency, call 911.

- 24-Hour Molina Nurse Advice Line. **FREE**
- Primary Care Provider — An appointment with doctor. **\$**
- Walk-in Clinics — Same day help for minor health issues. **\$\$**
- Urgent Care — Same day help for serious medical issues. **\$\$\$**
- Emergency — Life-threatening, immediate help required. **\$\$\$\$**

**Different costs
for different places.
Choose wisely and
responsibly!**

MolinaMarketplace.com

Make good food choices!

No matter the season, what you eat can help you have a healthy body.

Making good food choices can be easier once Farmers Markets open. Click wifarmersmarkets.org to find a Farmers Market in your area.

Plan to shop the Farmers Markets or grow some fresh vegetables in your garden. Limited space? Think about planting tomatoes, lettuce, spinach, herbs or peppers in a planter or container.

See the chart below and learn about the vegetables and fruits packing power with vitamins and nutrients!

VEGETABLES

Item	Good Source of	Benefits
Broccoli	Potassium, Calcium, Iron, Vitamin C and K	Helps boost your immune system, fight cancer and keeps you from aging as fast.
Carrots	Iron, Calcium, Potassium, Protein, Vitamin A and C	Helps improve your eyesight (mainly your night vision) and protects against cancer.
Asparagus	Calcium, Iron, Fiber, Potassium, Vitamin A, C, K and B	Helps reduce weight, inflammation and depression.
Onions	Vitamin C, Fiber, Potassium, Protein, Calcium and Iron	Helps boost immunity, reduce inflammation and fight infections.
Spinach	Calcium, Iron, Potassium, Vitamin B, C, E and K	Prevents cancer, protects your eyes from cataracts and is great for your skin (acne and aging).

FRUITS

Item	Good Source of	Benefits
Apples	Protein, Calcium, Iron, Vitamin A and C	Lowers cholesterol; reduces your risk of heart disease, stroke and cancer.
Apricots	Fiber, Iron, Potassium, Vitamin A, C and E	Protects your eyes, prevents heart disease, skin cancer and help relieve constipation.
Bananas	Potassium, Protein, Iron, Vitamin A and C	Lowers your risk of high blood pressure and stroke. Bananas help restore normal bowel action.
Blueberries	Vitamin C	Protects against heart disease, stroke and cancer. Blueberries help prevent Alzheimer's disease.
Red Grapes	Iron, Potassium, Fiber, Calcium and Vitamin C	Helps prevent heart disease and cancer.

Protect yourself from the sun this summer

Skin cancer is the most common form of cancer. Ultraviolet (UV) rays damage your skin. Ask your doctor to check your skin for signs of skin cancer and point out any skin discolorations, moles or raised freckles.

Key steps to protect your skin:

- Wear sunscreen with at least SPF 15. Reapply throughout the day. Remember sunscreen is needed, even on days when it is partly cloudy.
- Limit your time in the sun. UV rays are the strongest from 10 a.m. to 4 p.m.
- Protect your skin with clothing.
- Wear a hat and sunglasses that block UV rays when in the sun.
- Avoid tanning beds and sun lamps.

Babies younger than 6 months should be kept out of direct sunlight and protected from the sun using hats and protective clothing.

No matter what the season — drink plenty of water

Anyone may become dehydrated, but the condition is especially dangerous for young children and older adults. Thirst isn't always a reliable early indicator of the body's need for water.

Signs of dehydration in babies and young children include a dry mouth and tongue, crying without tears, no wet diapers for three hours or more, a high fever and being unusually sleepy or drowsy.

As you age, your body's fluid reserve becomes smaller, your ability to conserve water is reduced and your thirst sense may decrease.

What is Dehydration?

Dehydration occurs when your body loses more water than you consume. If you don't replace lost fluids, you will get dehydrated. The best way to prevent dehydration is to drink plenty of water.

How do you know if you are dehydrated?

Check your urine color. If you are drinking plenty of water, your urine will be light yellow or clear. If you are dehydrated, your urine will be dark yellow or amber.

Symptoms of Dehydration:

- Dry mouth
- Dizziness
- Weakness
- Decreased urine output
- Muscle cramps

How much water should you drink every day?

According to The Institute of Medicine, **men need to drink about 13 cups of water per day. Women need to drink about 9 cups of water per day.** Your overall health depends on water. For example, water helps you digest food and maintain your body temperature. Water gives you energy and keeps your skin healthy. Talk to your primary care provider about other ways you can improve your health.

Add strawberry, lemon, or cucumber slices to water for a refreshing twist!

Molina Healthcare of Wisconsin

Important Contact Information

Stay connected to Molina, your trusted health care partner. Put Molina numbers in your phone for easy access. Bookmark the Molina website for a 24-hour connection to Molina!



Put these numbers in your phone.

HealthInHand—a smartphone application for iPhones and Android phones

Find doctors. View benefits. Update your information. All this can be done on your phone, 24 hours a day! Download on the App Store or get it on Google Play!

24-Hour Nurse Advice Line (7 days a week)

Sick. Hurt. A registered nurse is just a phone call away to help you with step-by-step tips to feel better. Add this number to your phone contacts!

English: 1 (888) 275-8750 / TTY: 711 Español: 1 (866) 648-3537 / TTY: 711

Molina Customer Support Center

Questions about your benefits. Trouble getting a prescription filled. Need to find a provider. Call the Molina Customer Support Center. Your one stop for fast answers!

1 (888) 560-2043 / TTY: 711 (Monday – Friday 8 a.m. to 5 p.m.)

Pay Your Premium

Make sure your health coverage is not interrupted! Pay premiums by due date.

- **Pay Online:** (Easy and available 24 hours a day!) Go to: molinahealthcare.com
- **Pay By Phone:** 1 (888) 560-2043. — Monday – Friday 8 a.m. to 5 p.m.
- **Autopay:** Go to MyMolina.com to register. The best way to make sure your premiums are paid on time!
- **Mail:** Mail your check 14 days before it is due or risk a delayed premium payment.

My Molina Online Portal — Register at MyMolina.com

Manage your care anytime, anywhere. Some of the things you can do!



Order or print ID Cards



Update your contact information



Pay your premium



Change your Primary Care Providers



Print premium statements



Set up Autopay



Check your eligibility



Review your claims

Marketplace Information – 24 hours a day! (not holidays). Update phone number and address.

- **Online:** healthcare.gov
- **Phone:** 1 (800) 318-2596, TTY: 1 (855) 889-4325



24-Hour Nurse Advice Line

1 (888) 275-8750

Sick. Hurt. Injured.

As a Molina Healthcare member you have a **registered nurse** just a phone call away — 24 hours a day, 7 days a week.

Can't reach your doctor? **Call 1 (888) 275-8750 — Molina's 24-Hour Nurse Advice Line.** For hearing impaired, call TTY/TDD: 711. Española — 1 (866) 648-3537, (TTY/TDD: 711). **Our nurses will tell you the right place to go when you need fast medical help!**

Get the help you need!

- Caring help in your language
- Step-by-step tips for what to do at home to feel better
- Answers your questions when you or your child is sick
- Follow-up call to check if you are feeling better
- Make a doctor appointment for you if necessary



24-Hour Nurse Advice Line

888-275-8750

Add this to your phone contacts!



[MolinaMarketplace.com](https://www.MolinaMarketplace.com)



Your Extended Family.

Non-Discrimination Notification Molina Healthcare

Molina Healthcare (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members and does not discriminate based on race, color, national origin, ancestry, age, disability, or sex.

Molina also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

To help you talk with us, Molina provides services free of charge in a timely manner:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language

If you need these services, contact Molina Member Services. The Molina Member Services number is on the back of your Member Identification card. (TTY: 711).

If you think that Molina failed to provide these services or discriminated based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY: 711.

Mail your complaint to: Civil Rights Coordinator, 200 Oceangate, Long Beach, CA 90802.

You can also email your complaint to civil.rights@molinahealthcare.com.

You can also file your complaint with Molina Healthcare AlertLine, twenty four hours a day, seven days a week at: <https://molinahealthcare.alertline.com>.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services,
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call (800) 368-1019; TTY (800) 537-7697.

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

Usted tiene derecho a recibir esta información en un formato distinto, como audio, braille, o letra grande, debido a necesidades especiales; o en su idioma sin costo adicional.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Member Services. The number is on the back of your Member ID card. (English)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicios para Miembros. El número de teléfono está al reverso de su tarjeta de identificación del miembro. (Spanish)

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電會員服務。電話號碼載於您的會員證背面。(Chinese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Dịch vụ Thành viên. Số điện thoại có trên mặt sau thẻ ID Thành viên của bạn. (Vietnamese)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Mga Serbisyo sa Miyembro. Makikita ang numero sa likod ng iyong ID card ng Miyembro. (Tagalog)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 회원 서비스로 전화하십시오. 전화번호는 회원 ID 카드 뒷면에 있습니다. (Korean)

تنبيه: إذا كنت تستخدم اللغة العربية، تتاح خدمات المساعدة اللغوية، مجانًا، لك. اتصل بقسم خدمات الأعضاء. ورقم الهاتف هذا موجود خلف بطاقة تعريف العضو الخاصة بك. (Arabic)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele Sèvis Manm. W ap jwenn nimewo a sou do kat idantifikasyon manm ou a. (French Creole)

ВНИМАНИЕ: Если вы говорите на русском языке, вы можете бесплатно воспользоваться услугами переводчика. Позвоните в Отдел обслуживания участников. Номер телефона указан на обратной стороне вашей ID-карты участника. (Russian)

ՈՒՇԱՂԴՈՒԹՅՈՒՆ: Եթե դուք խոսում եք հայերեն, կարող եք անվճար օգտվել լեզվի օժանդակ ծառայություններից: Չանգահարել՝ շահախորդների սպասարկման բաժին: Հեռախոսի համարը նշված է ձեր Անդամակցության նոյնականացման քարտի ետևի մասում: (Armenian)

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。会員サービスまでお電話ください。電話番号は会員IDカードの裏面に記載されております。(Japanese)

توجه: اگر بہ زبان فارسی صحبت می‌کنید، خدمات کمک زبانی، بدون هزینه در دسترس شما هستند. با خدمات اعضا تماس بگیرید. شماره تلفن روی پشت کارت شناسایی عضویت شما درج شده است. (Farsi)

ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਤਾਮਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। ਮੈਂਬਰ ਸਰਵਿਸਿਜ (Member Services) ਨੂੰ ਫੋਨ ਕਰੋ। ਨੰਬਰ ਤੁਹਾਡੇ Member ID (ਮੈਂਬਰ ਆਈ.ਡੀ.) ਕਾਰਡ ਦੇ ਪਿਛਲੇ ਪਾਸੇ ਹੈ। (Punjabi)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Wenden Sie sich telefonisch an die Mitgliederbetreuungen. Die Nummer finden Sie auf der Rückseite Ihrer Mitgliedskarte. (German)

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez les Services aux membres. Le numéro figure au dos de votre carte de membre. (French)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Cov npawb xov tooj nyob tom qab ntawm koj daim npav tswv cuab. (Hmong)