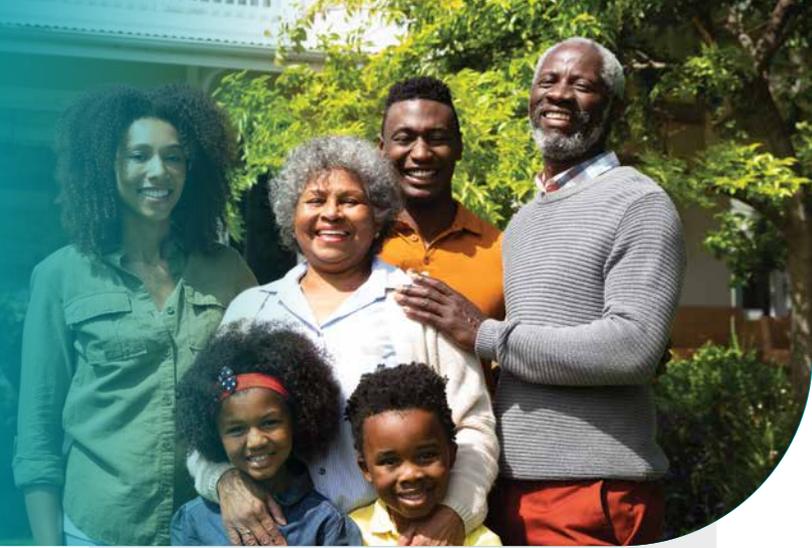


SUMMER/FALL 2022

Health and Wellness Newsletter



Don't risk a gap in your Medicaid

Is your address, phone number and email up to date with ForwardHealth? Remember: use an address where mail can always reach you.

Keep your coverage

1. Always open and read letters you get from the Wisconsin Department of Health Services and Molina.
2. Don't miss key deadlines. The letters tell you what you need to do to get continued benefits.



Next steps

1. Contact your local agency
2. Go to access.wi.gov.

Don't take chances. Make sure your contact information is up to date with the Wisconsin Department of Health Services. Your health matters!



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All newsletters are also available at MolinaHealthcare.com.

To get this information in your preferred language and/or accessible format, call Member Services, 1 (888) 999-2404, TTY: 711, 8 a.m.-5 p.m. The number is on the back of your Member ID card.

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Don't risk a gap in your Medicaid continued

MyACCESS Mobile App—Stay connected to your state programs

Stay up to date with the state programs you are enrolled in, including Wisconsin Medicaid, BadgerCare Plus, FoodShare, etc.

Why get the app?

- Check the status of your benefits
- Have a digital ForwardHealth card on your phone
- Update your address and phone number
- Get alerts for actions you need to take
- Upload documents



How do I get started?

Download MyACCESS for free from the App Store or the Google Play Store. You need to have at least an iOS 10.0 or Android 6.0 phone to download the app.

For help, call ForwardHealth Member Services at 1 (800) 362-3002, Monday through Friday, 8 a.m. to 6 p.m.

988 Suicide & Crisis Lifeline is ready to help!

Get support during a mental health concern, substance abuse issue or thoughts of suicide.

The 988 Suicide & Crisis Lifeline provides **free and confidential support** for anyone experiencing a suicidal, mental health and/or substance use crisis. If you support someone going through a crisis issue, you can also use the 988 Lifeline.

When you use the 988 Suicide & Crisis Lifeline in Wisconsin you are connected with Wisconsin Lifeline, an in-state support center, operating 24 hours a day, seven days a week. Trained counselors answer all calls and texts. You can also chat online at 988lifeline.org.

Counselors will respond to calls and texts as fast as possible. You will get support from

counselors who will listen and support you through your distress. Their focus is on de-escalation and coping skills.

Wisconsin Lifeline is not able to send an in-person response. An in-person response requires a transfer to another service. This could involve your county's crisis team and/or law enforcement.

Bilingual counselors and staff are available for people who call 988. Text and online chats are done in English only.

The Wisconsin Lifeline is supported by the Wisconsin Department of Health Services.

Say “NO” to soda.

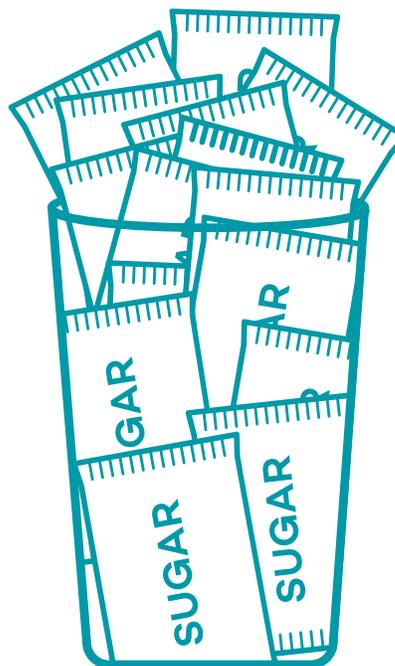
Don't let the good
taste fool you.

Make the smart choice. Drink water and milk for healthy bones, teeth, eyes and skin. Consider flavoring your water with fresh fruit.

Did you know:

- There are more than 10 teaspoons of sugar in a 12-ounce can of soda. That is like 18 packets of sugar.
- There is even **more sugar in orange, grape or fruit punch soda**. So, don't let the color fool you. Soda is basically liquid sugar and there is nothing healthy about that!

These cheap drinks can cause health problems down the road like **diabetes, obesity** and **tooth decay!**



Adults: limit, reduce and eliminate soda from your diets.



Parents: don't get your children hooked on soda.

Why well-child visits matter (Birth to Teen)

As a parent, you are key to giving your child a healthy start. That means—getting your child to doctor visits—and yes—that begins the first week after your child is born.

Even if you think your child is doing fine—it is important to take your child to regular doctor well-child visits.

These visits keep your child healthy as they grow and develop.

No excuses

Don't cut corners. There is no cost to you for these visits. We can help you make the appointment. We can even help you find transportation to get to the doctor's office.

Your child's health is in your hands. It is up to **you** to get them to these doctor visits.

What happens at a well-child visit?

Health checks happen at different times in your child's birth-to-teen years.

Remember: Children grow and develop fast in their first five years. That is why there are lots of doctor visits during these years.

Well-child visits catch health issues early. Your doctor will also talk to you about your concerns with your child—for example poor sleeping and eating habits, rashes, frequent ear pain and crying, allergies, anxiety, lack of attention, etc.

Catch problems early. Missed problems only get bigger as your child gets older.

A head-to-toe physical exam is central to every well-child visit. **By the time your child is 2-1/2 years old—they should have completed 8 well-child visits.**

Here are some things that will be checked.

- ✓ **Eyes** — is your child seeing things clearly.
- ✓ **Ears** — how is your child responding to sounds.
- ✓ **Weight** — does your child have a healthy weight.
- ✓ **Height** — is your child growing on track.
- ✓ **Speech** — What sounds and words is your child making and understanding.
- ✓ **Motor skills** — are arms and legs flexible; is your child's crawling, standing, walking on track.



Does taking my child to the doctor when sick count as a well-child visit?

As a parent, taking your child to the doctor when sick is important. Remember you can also call Molina's 24-hour Nurse Advice Line at 1 (888) 275-8750, TTY: 711 for fast help with your health questions.

However, **taking your child to the doctor when they are sick is not the same as a well-child visit.** In fact—when your child is sick the doctor may not be able to do a well-child exam or give needed vaccinations.

We know you would like to combine visits—but that is not the best idea. If your child is sick—the doctor's focus is on treating your child's illness.

Doing a well-child exam when your child is healthy gives the doctor the time needed to do the right exams and tests. Follow the schedule and do the right thing for your child!

What about vaccines?

Your child needs vaccines. Vaccines will protect your child from serious diseases now and in the future.

Follow the vaccine schedule. **Remember: when you follow the vaccine schedule, you protect your child from 14 serious diseases before their second birthday.** But don't stop there—stay on track with your child's vaccines until they are 18.

Some vaccines are one and done. Some vaccines require up to four doses. **All doses of a vaccine are important.** Don't fall behind. Always talk to the doctor about your concerns.

Have questions

Molina is here to help you. Call Molina Member Services at 1 (888) 999-2404, TTY: 711 for help with finding a new doctor, scheduling and transportation.



The well-child visit schedule

Routine well-child visits are recommended from birth into adulthood, at the following ages:

2-5 days

1 month

2 months

4 months

6 months

9 months

12 months

15 months

18 months

2 years

3-18 years

(One visit every year)

Keep these appointments.

Well-child visits are key to giving your child a healthy start, staying up-to-date on vaccines and catching health problems early, including asthma, allergies, diabetes, obesity and mental health issues.

Why does Molina keep calling me?

Your life is busy. Molina wants to remind you about important doctor visits, follow-up calls after you have received care, Molina-sponsored FREE events, rewards, etc.

It is important we talk only to you. If we leave a message, it is short. We also give you the phone number we would like you to use when you call us back.

When we reach you—we ask questions to confirm we are talking to you and not someone else. That is why we ask a few questions. We might ask what is your date of birth and what is your address. This helps us verify it is really you on the phone. We always want to protect your privacy.

Return Molina calls

If you can't talk when we call, or if you missed our call, remember to call us back with the phone number we provided you.

For another way to get Molina information, download the Molina Mobile App!

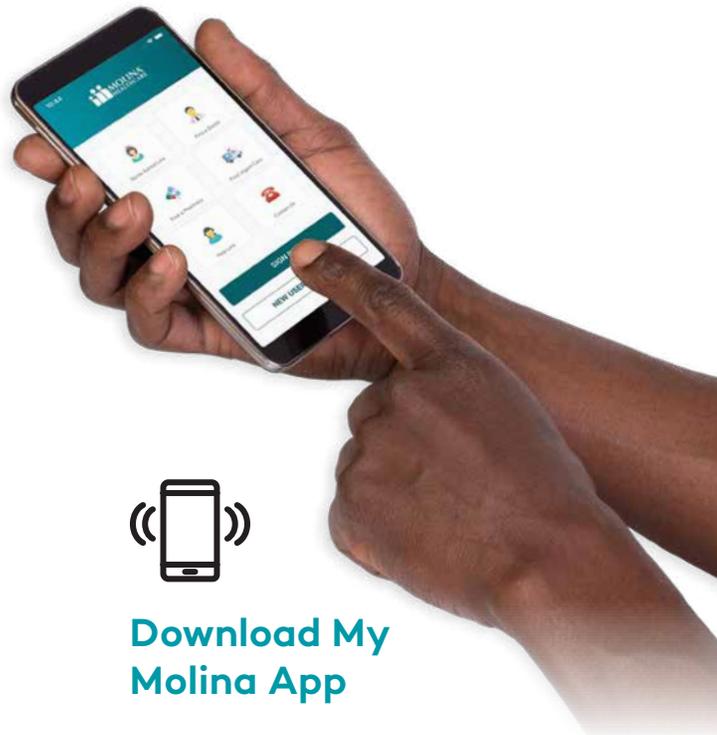
The Mobile App lets everything related to Molina and ForwardHealth get to you faster and safer.

Other features of the Molina Mobile App

- Keeps your ID for easy access
- Has your doctor information handy
- Access lab results
- Quick access to Molina's 24-hour Nurse Advice Line

Need to know more?

Need help getting the Molina Mobile App on your phone or computer. Call Molina Member Services, 1 (888) 999-2404, TTY: 711, Monday-Friday, 8 a.m.-5 p.m.



Download My Molina App





Lead testing alert

There is no safe level of lead exposure in children. Get your child tested **starting at age one.** Lead in your child can stunt growth, cause learning and behavior problems, and harm your child's nervous system. Get your child tested as soon as possible. **The lead test is free.**

The risk of lead exposure to babies and toddlers comes in a variety of ways

- Lead can remain in the dust of older homes, even updated houses. This means all places your child goes, such as grandparents' homes, childcare centers and churches.
- In soil. A child can accidentally ingest outside dirt during normal hand-to-mouth behavior.
- Some toys, plastic, vinyl and painted wood.
- Older glazed dishes.
- Older vinyl miniblinds.
- Imported aluminum cans with soldered seams.
- Drinking water from contaminated pipes.
- Some imported candies.
- Dust on clothes from people who work outside the home.

Don't take chances. Here are some places to have your child tested for FREE:

- **Your child's doctor's office**
- **Most WIC clinics**
- **Most Health Department clinics**



Get rewards for doctor visits

In the next months, Molina will contact you about gift card rewards for important doctor visits. Check them out. You will be surprised how many rewards you can get!



How Molina contacts you about rewards

1. **Phone calls.** Answer calls from Molina. Don't forget to listen to phone messages from Molina.
2. **Mail.** Check your mailbox. Always open mail from Molina or ForwardHealth. Don't miss important information. Have questions about the mail you get, call Molina Member Services at 1 (888) 999-2404, TTY: 711. Molina staff is here to help you.
3. **Email.** Want emails from Molina, **your first step is to call 1 (888) 999-2404.**
4. **Text.** Want text messages from Molina, **your first step is to call 1 (888) 999-2404.**

Let's work together to keep you and your family healthy.



Important health reminder for women

Breast cancer screenings, also called mammograms, are an important part of women's health. Mammograms are the best way to find changes in the breast that could lead to cancer.

You should have a mammogram every two years starting at age 50 until age 74. A mammogram allows the doctor to see changes that happen inside the breast. You cannot find these changes on your own.

During a mammogram, low-energy x-ray pictures are taken of the breasts. Mammograms are safe and are the best test doctors have to find breast cancer early.



Call Molina today at 1 (844) 484-1949!

We can help you schedule a FREE mammogram at a location near you.



**Mammograms
Save Lives!**



Like Us on Facebook.

Get health tips. Learn about
Molina events in Wisconsin!



Are you up to date on COVID protection?



The COVID vaccine and booster shot are one of the best and safest ways to protect yourself and everyone around you.

Children 6 months and older can get the COVID vaccine and booster. Children need this protection so they can safely be in childcare, school and other activities.

Important advice from Molina

- 1. The COVID-19 vaccine and booster shot are FREE.**
For more information go to MolinaHealthcare.com.
- 2. Learn when and where you can get the COVID-19 vaccine and boosters.**
Visit vaccines.gov to find a vaccine location near you. Or, call the Wisconsin COVID Vaccine Scheduling and Information Help Line at 1 (844) 684-1064.
- 3. Stay up to date about COVID-19 and learn more about the vaccine and booster.**
Visit the Centers for Disease Control and Prevention at cdc.gov/coronavirus.



As a Molina member, you can always call Molina's 24-hour Nurse Advice Line for help and answers to your questions.



Molina's 24-hour Nurse Advice Line

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

For life-threatening emergencies call 911



Your Extended Family.

Non-Discrimination Notification Molina Healthcare of Wisconsin Medicaid

Molina Healthcare of Wisconsin (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- 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
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (888) 999-2404, TTY: (800) 947-3529 or 711.

If you think that Molina failed to provide these services or treated you differently 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. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (414) 831-2886.

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, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.



Your Extended Family.

Molina Healthcare of Wisconsin
PO Box 242480
Milwaukee, WI 53224-9931

Call Molina's 24-hour Nurse Advice Line

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

Get the Help You Need:

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

For life-threatening emergencies, call 911.



24-hour Nurse Advice Line

Add this number to your phone contacts!

English and other languages:

**1 (888) 275-8750,
TTY: 711**

Spanish:

**1 (866) 648-3537,
TTY: 711**