

SUMMER/FALL 2022

Health and Wellness Newsletter



FREE virtual care for Molina Marketplace members

Get medical advice without leaving the house.

Virtual care is free to Molina Marketplace members through Teladoc. Teladoc allows you to talk to a doctor using your phone or mobile app in the convenience of your own home, 24 hours a day, 7 days a week.

Use your cell phone, video or mobile app for:

- Virtual doctor visits with no cost share.
- No appointment needed. Get the right care, right now.
- If needed, Teladoc doctors can send a prescription to your local pharmacy.

Teladoc is an easy way to treat:

- Cold and flu symptoms
- Sore throat
- Allergies
- Respiratory infection
- Sinus problems
- Skin problems
- And more!



Mark Your Calendar!

The 2023 Open Enrollment Period begins November 1, 2022 and ends January 15, 2023. This is the time to renew your Molina coverage or select a new Molina health plan.

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All newsletters are also available at [MolinaHealthcare.com](https://www.molinahealthcare.com).

To get this information in your preferred language and/or accessible format, call Marketplace Customer Support Center, 1 (888) 560-2043, TTY: 711, Monday-Friday, 8 a.m.-6 p.m.



Care you don't want to miss

Molina reminds you to stay up to date with your health screenings and services. Schedule an appointment if you or anyone in your family needs any of the screenings below.

Be sure to also make an annual appointment to see your doctor. This is called a preventive visit and is important to get early help or learn what medical needs you might have.

Your Health Screening Guide

Care for all Adults

- **Adult Preventive Visit:** Age 20 or older (once a year)
- **Colonoscopy:** Ages 50-75 (to be done every 1-10 years, depending on which test you receive)
- **Diabetic Testing:** A1c test, kidney test, and eye exam (each of these tests are needed at least once a year)
- **Influenza (flu) Vaccine:** Every year, starting at six months old. Best time to get the vaccine: September or October

Care for Women

- **Prenatal Visits:** Once you learn you are pregnant and then regularly during pregnancy
- **Postpartum Visit:** 7-84 days after delivery
- **Mammogram:** Women 50-74 (to be done every two years)
- **Pap Smear:** Women 21-64 years (to be done every 3-5 years)

Care for Children and Teens

- **Well-Baby Visits:** 6 or more visits before 15 months
- **Baby Immunizations:** Series of vaccines given before second birthday
- **Adolescent Immunizations:** Series of vaccines given before the 13th birthday
- **Annual Visits:** Ages 3-19 years



Having a plan and knowing what to expect can help make the most of your doctor appointments!

These tips can help you with that!

1. Make a list of your questions and concerns.
2. Bring a list of your medications.
3. Bring a friend or family member, if allowed.
4. Be open and honest with your provider and office staff.
5. Let Molina or your provider office know in advance if you need interpreter services for your doctor appointment.
6. Be prepared to share your family and past medical history if you are seeing a new doctor for the first time.
7. Arrive on time to your appointment or call before your appointment if you need to reschedule.
8. Have your labs and other tests done before your doctor's appointment.
9. Plan ahead – Doctor appointments fill up quickly. Be sure to make your appointments far enough in advance so you can secure a timeslot.



Make an Appointment Today!

There is still time to complete your health screenings and schedule an annual preventive doctor visit in 2022. Call your provider to schedule appointments for you and your family.

Molina can also help schedule your visit. Call the Molina Marketplace Customer Support Center at (888) 560-2043, TTY: 711, Monday through Friday, 8 a.m. to 6 p.m.

How to Get Information About your Molina Covered Benefits

If you have questions about your covered benefits and services, call the Molina Marketplace Customer Support Center at (888) 560-2043, TTY: 711. Ask for a copy of the Molina Member Handbook.

Remember: You can ask for any Molina member information in Spanish or any other language or format. Just call the Molina Marketplace Customer Support Center at (888) 560-2043, TTY: 711.

Say “NO” to soda.

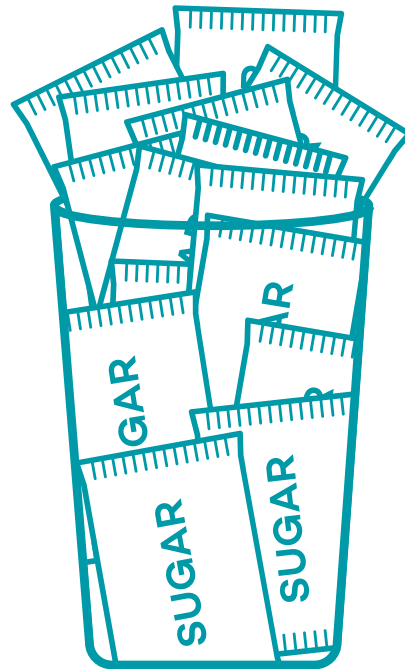
Don't let the good
taste fool you.

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.

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.

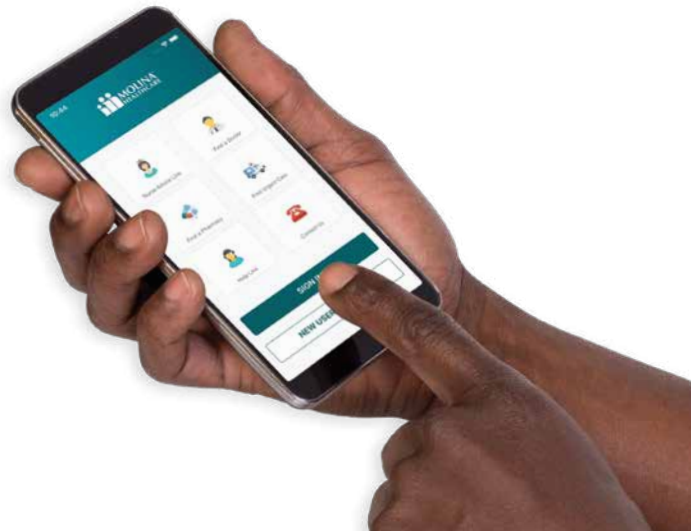
Wisconsin Lifeline is not able to send an in-person response. An in-person response requires a transfer to another service. This could involve your county's crisis team and/or law enforcement.

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.



Molina Mobile App— Your 24/7 Connection to Molina!



Download Molina Mobile



Steps to download the Molina Mobile App

1. Scan the correct QR code for your device using your phone camera and it will direct you to the app
2. Download the Molina Mobile App
3. Sign in with your MyMolina username and password.>

Access all these features and more

- Virtual ID cards with sharing and printing options
- Urgent Care Finder
- Pharmacy Finder
- Symptom Checker
- Prescription information
- Access to lab results
- Find/change a primary care provider
- Access the Molina 24-hour Nurse Advice Line. Nurses are available to help you 24 hours a day, 7 days a week.



Need a username and password?

Follow these steps:

1. Visit [MyMolina.com](https://www.molinamolina.com)
2. Enter your Member ID, date of birth, ZIP Code and email
3. Create a username and password



Questions Call Molina Marketplace Customer Support, (888) 560-2043, TTY: 711, Monday - Friday, 8 a.m. - 6 p.m.



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 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.



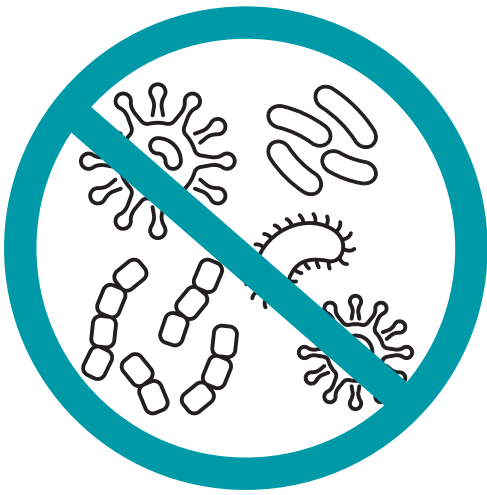
Molina's 24-hour Nurse Advice Line

English: 1 (888) 275-8750

Español: 1 (866) 648-3537

TTY/TDD: 711

For life-threatening emergencies call 911



STOP THE FLU

Annual flu shot—a must for 2022!

Make plans to get the flu shot early in fall, before flu season begins. Everyone, 6 months of age and older, should get a flu shot.

The CDC recommends people get a flu vaccine by the end of October. A flu shot is your best defense against the “ugly” of the flu. However, vaccinations are effective even when received throughout the flu season, even into January or later. In September, call your doctor’s office to schedule a flu shot.

Explore the new My Health Perks platform



My Health Perks is a member engagement program that provides you access to wellness programs, healthy information and the \$50 wellness incentive program.

The program is voluntary and free to all members. The program is available to dependents 18 years and older.

Get started today

Complete these two steps to receive your \$50 gift card

- 1. Complete the Molina Wellness Assessment.** To do this, log into your My Molina Portal and visit the My Wellness page.
- 2. Complete your annual physical.** Visit your primary care doctor for your annual wellness examination.

Once these steps are completed, Molina will notify you by email on how to claim your \$50 gift card. It will take a few weeks to get this email. Track progress on your reward by checking MyMolina.com.

Other My Health Perks advantages

Check out Molina’s wellness programs and information, including interactive programs to help manage asthma, heart disease, depression, diabetes, high blood pressure and high cholesterol.



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.

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For help, call us at 1 (888) 560-2043
or go to www.MolinaMarketplace.com



Your Extended Family.

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



Mark Your Calendar!

The 2023 Open Enrollment Period begins November 1, 2022 and ends January 15, 2023. This is the time to renew your Molina coverage or select a new Molina health plan.

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