

FALL 2021

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!



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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. The number is on the back of your Member ID card.

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

If you believe you are experiencing a medical emergency, call 911 or proceed to the nearest emergency room.

Visit Teladoc.com/MolinaMarketplace or download the Mobile app: teladoc.com/mobile to set up your account today. You can also set up an account by phone. **Call 1 (800) 835-2362** for help registering your account over the phone.

Note: You will be asked to provide your medical history. Be assured your health records are 100 percent secure and private. This information is provided only to Teladoc doctors, so they can treat you effectively.

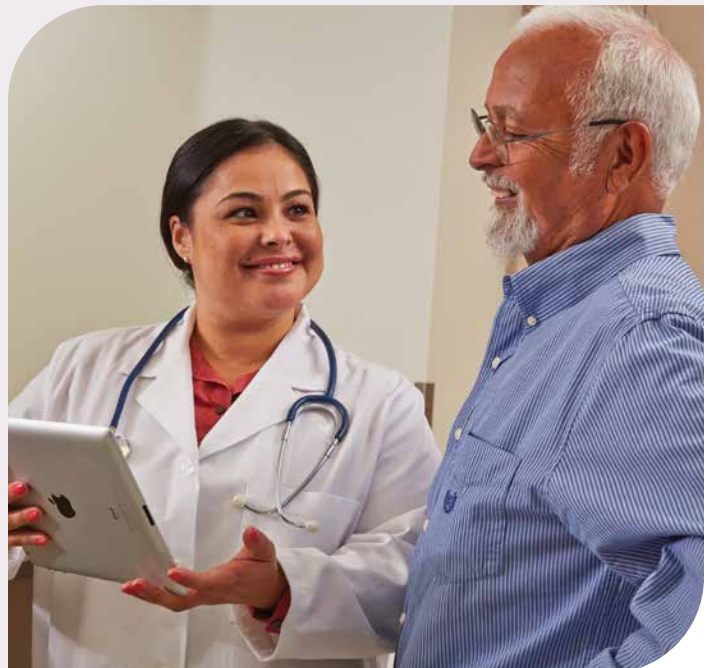


Managing Chronic Conditions

Molina Healthcare wants you to know all you can to help you stay healthy. Molina has programs that can help you manage chronic conditions such as asthma, diabetes and heart disease. These programs provide you with self-management tools to help you:

- Feel more in control of your health.
- Manage difficult symptoms (fatigue, pain, shortness of breath).
- Carry out daily activities (going to work, spending time with loved ones).
- Reduce stress.
- Improve your mood.
- Communicate better with your health care provider(s) about your care.

For more details about our Health Management Programs, call (866) 891-2320, TTY: 711, Monday-Friday, from 8 a.m.-8 p.m.



The 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

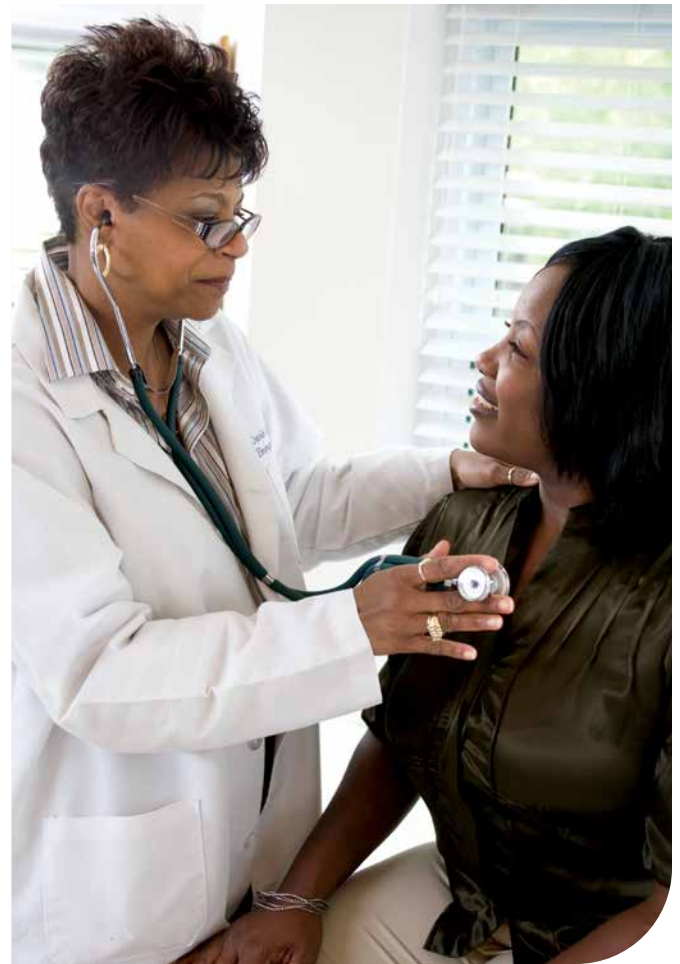
- **Adult Preventive Visit:** Age 20 or older (once a year)
- **Colonoscopy:** Ages 50-75 (to be done every 1-10 years)
- **Diabetic Testing:** A1c test, kidney test, and eye exam
- **Behavioral Health Visit:** 1-7 days after discharge from a hospital stay related to mental health, or alcohol and other drug usage
- **Influenza (flu) Vaccine:** Once a year. Best time to get: September or October

Care for Women

- **Prenatal Visits:** Once you learn you are pregnant and then regularly during pregnancy
- **Post Delivery 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

- **Well-Baby Visits:** 6 or more visits before 15 months
- **Baby Immunizations:** Series of shots before 2nd 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 of any barriers before your appointment, such as transportation or language needs.
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 – Routine preventive care visits may be booked out up to 30 calendar days. However, you can schedule further out to make sure you get the appointment that works for you.



Make an Appointment Today!

There is still time to complete your health screenings and schedule an annual preventive doctor visit in 2021. Call your provider for help with scheduling 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.

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



Download Molina Mobile

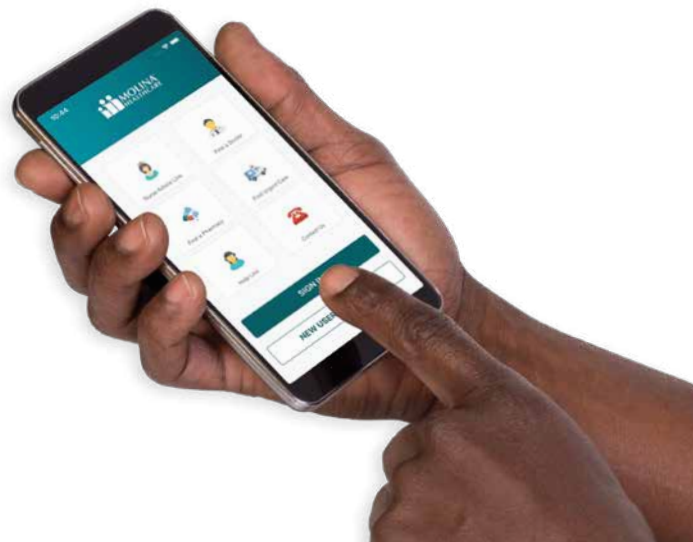


Steps to download the Molina Mobile App

1. Download the QR reader through the Apple App Store or Google Play Store
2. Scan the correct code for your device with the QR Reader and it will direct you to the app
3. Download the Molina Mobile App
4. 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.mymolina.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.

COVID-19 Vaccine: A Choice You Can Live With!

For the past months, Molina surveyed members about the COVID vaccine.

What Molina Members are Saying:

“I had COVID. I know firsthand how terrible it is. I never want to get it again. **I wouldn't wish it on my worst enemy.** So, that's why I had to get the vaccine. I don't want to take any chances that I will get it again.”

“Even if you don't get really sick from the virus, **taking the vaccine can help you have a clear conscience** that you're not going to get it and make others really sick or cause some to die from it.

“I wanted to get back out in the world and play open mic gigs. I wanted to see people again **without the fear of getting sick or dying from COVID.**”

“**I got the shot because I had COVID and it was no joke.** If you get COVID, it's going to be hard for you. You're going to have to stay in your house and quarantine, or you'll be in the hospital fighting for your life.

Make an Informed Decision

Learn all you can about the COVID-19 vaccine from reliable sources.



A good resource: [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Questions from Molina Members

Q: Will I get sick or have side-effects from the vaccine?

A: After the shots, you might experience a sore arm, a mild fever or body aches. If these symptoms happen at all, they usually last only a day or two. They signal a natural response as your body's immune system learns to recognize and fight COVID. These side effects could be: redness and swelling in the arm where you got the shot, tiredness, headache, muscle pain, chills, fever and nausea.

Q: Our entire family had the virus and recovered. Do we still need the vaccine?

A: You should be vaccinated even if you had COVID-19. That's because experts do not yet know how long you are protected from getting sick again after recovering from COVID-19. Studies show the vaccination provides a strong boost in protection in people who have recovered from COVID-19.

Q: Not comfortable with a vaccine rushed to market. How do I know it's safe?

A: Scientists began work on the COVID-19 vaccine in January 2020. The development of the COVID-19 vaccines did not cut corners on testing for safety and efficacy. Dedicated vaccine funding helped move vaccine candidates through the pre-clinical/clinical assessments and trials both quickly and thoughtfully. This has enabled researchers to advance into phase 3 clinical trials (testing the vaccine on large groups of people to evaluate safety and effectiveness) in six months instead of the typical two years.

Q: Will my allergies be an issue when getting the vaccine?

A: The CDC says people with allergies to certain foods, insects, latex and other common allergens can get a COVID-19 vaccine. If you ever had a severe allergic reaction to a vaccine, be sure to discuss that with your doctor. Your doctor can evaluate you and assess your risk. However, if you are severely allergic to any of the coronavirus vaccines' ingredients, you should not be vaccinated.

What About the Delta Variant?

"You're dealing with a virus and the Delta variant is highly efficient and spreads easily from person to person. So, it's clear that if you are vaccinated, your risk is extraordinarily low. If you are unvaccinated, you have a high risk of getting this very nasty variant, the Delta variant."

Dr. Anthony Fauci, Chief Medical Adviser to President Biden

The U.S. Food and Drug Administration (FDA) approved the COVID-19 vaccine known as the Pfizer-BioNTech COVID-19 Vaccine. This FDA approval provides additional confidence for people to get the COVID vaccine.

The Facts About High Blood Pressure

Tips from the American Heart Association

What is High Blood Pressure?

High blood pressure (also referred to as HBP, or hypertension) is when your blood pressure, the force of blood flowing through your blood vessels, is consistently too high.

If you have high blood pressure, you are not alone.

- Nearly half of American adults have high blood pressure. (Many don't even know they have it.)
- The best way to know if you have high blood pressure is to have your blood pressure checked by your doctor.

Know Your Numbers

Blood Pressure Category	Systolic mm Hg (Upper Number)		Diastolic mm Hg (Lower Number)
Normal	Less than 120	and	Less than 80
Elevated	120-129	and	Less than 80
High Blood Pressure (Hypertension) Stage 1	130-139	or	80-89
High Blood Pressure (Hypertension) Stage 2	140 or Higher	or	90 or Higher
Hypertensive Crisis (Consult your doctor immediately)	Higher than 180	and/or	Higher than 120



High Blood Pressure is a “Silent Killer”

- Most of the time there are no obvious symptoms.
- Certain physical traits and lifestyle choices can put you at a greater risk for high blood pressure.
 - Risk factors related to who you are: age, race, gender and family history. Lifestyle choices: diet, weight, exercise, alcohol consumption and smoking.
- When left untreated, the damage high blood pressure does to your circulatory system is a significant contributing factor to heart attack, stroke and other health threats.

Preventing and Managing High Blood Pressure

- Create healthy lifestyle choices such as having a proper diet, exercising and not smoking.
- With proper treatment and management, you can control your blood pressure to help you live a long and healthy life. Make sure to talk to your doctor about medication options.



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

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، مجاناً، 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: Ձանգահարե՛ք Հաճախորդների սպասարկման բաժին: Հեռախոսի համարը նշված է ձեր Անդամակցության նույնականացման 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 به 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 ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। ਮੈਂਬਰ ਸਰਵਿਸਜ਼ (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)

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

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 is 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**