

Summer 2020 Health and Wellness Newsletter



COVID-19 Molina Member Information

Helping You Understand Coronavirus or COVID-19

Molina wants to keep you informed about staying safe during COVID-19.

Until there is a vaccine, taking safe steps is in your hands. For up-to-the minute COVID-19 information during the upcoming months, visit [CDC.gov](https://www.cdc.gov).

If you have symptoms, call your doctor or Teladoc ([Teladoc.com/MolinaMarketplace](https://www.teladoc.com/MolinaMarketplace)) to speak with a provider and receive advice on what you should do. Teladoc is free to all Molina Marketplace members.

You can also call Molina's 24-Hour Nurse Advice Line at 1 (888) 275-8750 (English); 1 (866) 648-3537, (Spanish); TTY/TDD: 711, and get information to help put your mind at ease.

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All newsletters are also available at MolinaHealthcare.com.

To get this information in your preferred language and/or accessible format, please 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 or someone in your household has signs of COVID-19, call your doctor first. Your doctor is your best resource to give you next steps.

MolinaHealthcare.com

* For your test to be free, you must have a doctor's order, and the test must be done in an approved location.

Signs and symptoms of COVID-19

- ✓ Fever (temperature greater than 100.0)
- ✓ Cough, sore throat
- ✓ Shortness of breath or difficulty breathing
- ✓ A constant feeling of being tired
- ✓ Muscle or body pain
- ✓ New loss of taste or smell
- ✓ Congestion or runny nose
- ✓ Nausea or vomiting
- ✓ Diarrhea

Older people and those with underlying medical problems — such as lung disease, heart problems or diabetes — are believed to be more at risk to develop serious illness.

Things to remember when you leave the house during COVID-19

In general, the closer you interact with others, and the longer those interactions are, the higher the risk of COVID-19 spread. Limit your errands and the number of people who go with you. Do not make errands a family event!

Here are some other important CDC suggestions to think about before you go out!

- ✓ **Face masks work in stopping the spread of COVID-19.** So, wear a face mask when you are in public. Always wear a face mask when you go to the grocery store, the pharmacy, your workplace or ride the bus. Even if it is a quick errand, wear a face mask.
- ✓ When you leave the house, take along hand sanitizer, with at least 60 percent alcohol. Sanitize your hands before and after you touch railings, grocery cart handles, door handles, keypad entries, cash, elevator buttons, etc.
- ✓ Avoid standing or sitting close to anyone. Safe social distancing means keeping 6 feet between you and others.
- ✓ Do not touch your eyes, nose or mouth.
- ✓ When you or others return to your house after being outside — **the first thing to do is everyone should wash their hands with soap and water for 20 seconds.**

If there is a COVID-19 outbreak in your community, **stay home** as much as possible, even if you are healthy and not experiencing symptoms. By following the safety rules, you reduce your risk of getting sick and help reduce the risk of spreading COVID-19 to others.

Tips for getting medications safely

Molina wants you to get the prescriptions you need in the safest way possible.

- ✓ Work with your doctor to stay on top of your prescription refills. Ask if you can secure 90 days of medications. You will save money too.
- ✓ You can have most prescriptions delivered to your home. Molina has partnered with CVS for free home delivery within 10 days. You can get a 3-month supply for the price of a 2-month supply!
- ✓ These medications cannot be delivered: controlled substances, certain specialty drugs, or medications that require refrigeration.
- ✓ Call CVS Caremark FastStart at: 800-875-0867 to request prescription delivery.

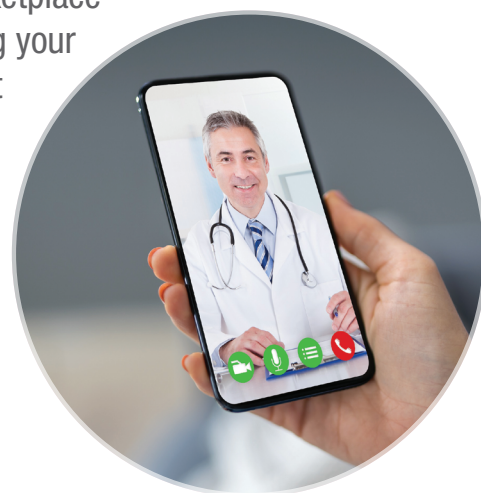


Get free care without leaving home through telehealth

If you need health care during COVID-19, Molina encourages you to use telehealth, a two-way link between you and your care provider. Telehealth 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. Check out the advantages of using Teladoc:

- ✓ No appointment is needed.
- ✓ If needed, Teladoc doctors can send a prescription to your local pharmacy.
- ✓ Virtual doctor visits with no cost share.

Visit Teladoc (Teladoc.com/MolinaMarketplace) or download the app Teladoc.com/mobile to set up your account today.



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Take care of your mental health during COVID-19

Feelings of increased stress and confusion during this COVID-19 time can happen. These feelings can include:

- ✓ Trouble sleeping
- ✓ Feeling of anxiety
- ✓ Feeling less safe
- ✓ Feeling more body aches or headaches than usual
- ✓ Increased drinking or drug use
- ✓ Increased irritability or arguing with people close to you
- ✓ Social isolation

Molina reminds you of some steps you can take to improve your mental health.

- ✓ Keep in contact with your mental health providers safely in-person or through telehealth services.
- ✓ Connect with your support system with phone calls, texting, email and social media.
- ✓ Try exercise, meditation, or practice preferred religious beliefs to help decrease stress.
- ✓ Limit how much time you spend per day watching or reading news.
- ✓ Practice slowing down your breathing when you feel stress and anxiety building: breathe in for 4 counts, hold it for 4 counts, and breathe out for 8 counts. Do this several times until you feel more relaxed.

[MolinaHealthcare.com](https://www.molinahealthcare.com)

Food safety during COVID-19

After shopping, handling food packages, or before preparing or eating food, always wash your hands with soap and water for at least 20 seconds.

Here are other suggestions from the CDC:

✓ Fresh Produce

- Do NOT wash produce with soap, bleach, sanitizer, alcohol, disinfectant or any other chemical.
- Gently rinse fruits and vegetables under cold running tap water.
- Scrub uncut firm produce (melons, cucumbers, potatoes) with a clean brush, even if you don't plan to eat the peel.
- Salt, pepper, vinegar, lemon juice and lime juice have not been shown to be effective at removing germs on produce.

✓ Handling Packaged Foods

- When unpacking groceries, refrigerate or freeze meat, poultry, eggs, seafood and other perishables within 2 hours of purchasing.
- **Do not** use disinfectants designed for hard surfaces, such as bleach or ammonia, on food packaged in cardboard or plastic wrap.
- Keep reusable cloth bags clean. Wash and dry them on the warmest appropriate settings.



Tips for pet owners during COVID-19

There have been some reports that COVID-19 can spread from people to animals. Until there is more information about how COVID-19 affects animals, treat pets as you would your family to keep them from a possible infection.

- ✓ Limit your pet's interaction with people outside your household.
- ✓ Keep cats indoors.
- ✓ Walk dogs on a leash at least 6 feet away from others.
- ✓ Avoid public places where many people are gathering.
- ✓ Do not put face coverings on pets.
- ✓ When you get home from exercising your pet — wash your hands with soap and water for 20 seconds!

[MolinaHealthcare.com](https://www.molinahealthcare.com)



Keep up on your child's vaccinations!

The CDC and the American Academy of Pediatrics recommend every child continues to receive routine vaccinations during the COVID-19 outbreak. Children who are not protected by vaccines may be more likely to get diseases like measles and whooping cough.

Children need to be protected against vaccine-preventable diseases. Well-child visits and vaccinations are essential.

Make sure your children are protected. The importance of getting your child vaccinated on time has never been more important.

Schedule preventive care service for children and adolescents. Make sure they are school ready with the required vaccines.

- ✓ Call your doctor's office to find out what shots are needed and schedule the necessary appointments.
- ✓ Ask what extra safety steps your doctor's office is taking to make sure your child and you are safe. Ask what safety steps you must take before bringing in your child.
- ✓ All newborns should be seen by a pediatric doctor shortly after hospital discharge (3-5 days of age).



Annual flu shot—a must for 2020!

Make plans to get vaccinated 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, you can get this important flu shot at any time during the flu season, even into January or later. In September, call your doctor's office to schedule a flu shot.



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.