

# Molina's myhealthmylife

a newsletter just for Illinois members

Fall 2024

## WHAT'S INSIDE

Maintaining Great  
Oral Health: Tips and  
Reminders

2

Get the Care  
You Need

4

Protect Yourself from  
Pneumonia by Getting  
Vaccinated!

6

Claim Your  
Rewards

8







# Maintaining Great Oral Health: Tips and Reminders

At DentaQuest, we are committed to making sure that you have great oral health. Here are some important tips and reminders to help you keep a healthy, beautiful smile:

**1. Schedule regular checkups.** Regular dental visits are crucial for maintaining good oral health. We recommend:

- Scheduling dental visits every six months for cleanings and exams
- Taking advantage of early detection to prevent more serious problems

By keeping up with routine checkups, your dentist can catch and address potential issues before they become major concerns.

**2. Don't ignore dental problems.** It's important to address dental issues as soon as possible.

- Dental problems never improve on their own and can worsen if left untreated
- Delaying treatment may lead to more complicated and costly procedures
- If you need to see a specialist, ask your primary dentist for:
  - A referral
  - A written summary of concerns to be reviewed by the specialist

**3. Practice good oral hygiene.** Having a consistent oral hygiene routine is important.

- Brush your teeth twice daily
- Floss at least once a day

These simple habits can greatly reduce the risk of tooth decay and gum disease.

**4. Watch your diet.** Your diet plays a crucial role in your oral health.

- Limit sugary and acidic foods/drinks, as they can erode tooth enamel
- Drink plenty of water to help rinse away bacteria and food particles

A balanced diet not only benefits your overall health but also contributes to stronger teeth and healthier gums.

DentaQuest is here to support you on your oral health journey.

Visit [DentaQuest.com](https://www.dentaquest.com) to view your dental benefits or find a dentist.

Together, we can keep your smile healthy and bright for years to come!

# Get the Care You Need



## See your doctor for a yearly checkup.

The best way to stay on top of your health is to get a yearly check-up, even if you feel healthy. During your exam, talk to your doctor about what preventive health screenings and services you need.

## Why are health screenings important?

Health screenings may help with catching certain diseases early. Regular health screenings may also help find health problems, including cancer early. If you 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 can help keep you healthy.

Get rewarded for completing needed health screenings before the end of the year! See the information on our 2024 rewards below. You can claim your 2024 rewards on or before 1/31/2025 for services completed on or before 12/31/2024.

Service	Who should get it	How often?	Member Reward(s)
Pap Smear/HPV Tests (Cervical Cancer Screening)	Female members aged 21-64	1 screening every 3 years*	\$100 Gift Card
Mammogram (Breast Cancer Screening)	Female members aged 50-74	1 mammogram every 2 years*	\$100 Gift Card
Prenatal Visit	Pregnant members in their first trimester or within 42 days of becoming a Molina member	1 prenatal visit in the first trimester of pregnancy	<ul style="list-style-type: none"><li>• \$50 Gift Card</li><li>• Bump Box</li></ul>
Postpartum Visit	Members who have recently delivered a baby	7-84 days after delivery	<ul style="list-style-type: none"><li>• \$50 Gift Card</li><li>• Bump Box</li></ul>
Well-Baby Visit(s)	<ul style="list-style-type: none"><li>• Babies 0-15 months old</li><li>• Babies 15-30 months old</li></ul>	<ul style="list-style-type: none"><li>• 6 visits in the first 15 months of life</li><li>• 2 visits between 15-30 months</li></ul>	<ul style="list-style-type: none"><li>• \$10 Gift Card per visit (up to \$60)</li><li>• \$10 Gift Card per visit (up to \$20)</li></ul>

\*A member's doctor may schedule these screenings more often, depending on the member's needs. Members can claim these rewards once per eligibility period.

After completing your screening(s), visit the Illinois Member Rewards page on [MolinaHealthcare.com](https://MolinaHealthcare.com) for information on how to claim your reward(s). Your Molina benefits also cover transportation to and from the doctor. If you need a ride to your doctor's visits, or to the pharmacy to pick up your medication, call Member Services.

# Protect Yourself from Pneumonia by Getting Vaccinated!

Pneumonia is a serious lung infection. It can make you very sick and even cause death, especially in older people, young kids, and those with certain health problems. But don't worry, there are vaccines that can help protect you from pneumonia.



## How does the Pneumonia Vaccine work?

The pneumonia vaccine helps your body make special proteins called antibodies. These antibodies stay in your body and stop you from getting sick from the bacteria in the vaccine. The vaccine is given as a shot in your upper arm.

## What are the side effects of the Pneumonia Vaccine?

Most side effects are mild and last 1 or 2 days. They may include redness or soreness where the shot was given, fever, and muscle aches. Serious side effects are rare.

## What types of Pneumonia Vaccines are available?

There are two types of pneumonia vaccines:

- Pneumococcal Polysaccharide Vaccine (PPSV23)
- Pneumococcal Conjugate Vaccine (PCV15, PCV20, and PCV21)

## Who Should Get Vaccinated?

- All children under the age of 5: PCV vaccines are given in a series of four shots starting at 2 months old. If your child starts late or misses a shot, their doctor can help them catch up.



- All adults aged 50 years and older.
- People with certain health conditions: This includes those with heart disease, lung disease, diabetes, alcoholism, liver disease, and those with weak immune systems.

Getting vaccinated is an important step in protecting yourself or your loved ones from pneumonia. Talk to your doctor about which vaccine is best for you and make sure to stay up to date with your vaccinations.



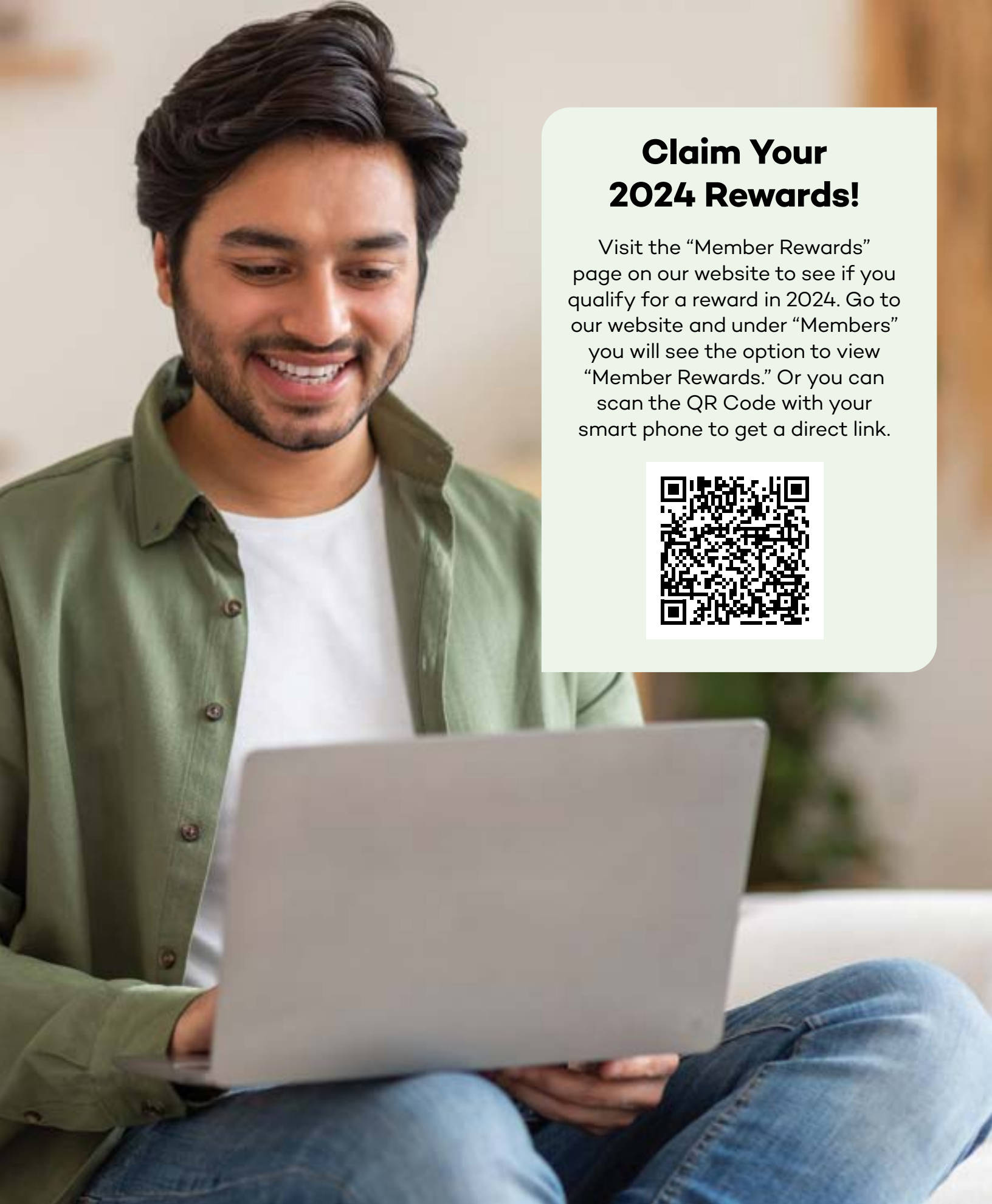
## Opt-in to Receive Electronic Communications

Would you like an easy way to get updates on your health plan and reminders for your preventive services that keep you healthy? **Opt-in to receive text messages and/or emails from Molina! To opt-in contact Member Services. You can also opt-in through the Molina Member Portal.**



## Transportation

Need help getting to a medical appointment, the pharmacy, or an appointment at the Women, Infants and Children (WIC) office? **Call Molina's transportation support at (844) 644-6354 for reservations, TTY/Illinois Relay Service: 711.** You can also call Molina Member Services at the number on your Molina ID card for assistance with transportation.



## **Claim Your 2024 Rewards!**

Visit the “Member Rewards” page on our website to see if you qualify for a reward in 2024. Go to our website and under “Members” you will see the option to view “Member Rewards.” Or you can scan the QR Code with your smart phone to get a direct link.





Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin (including limited English proficiency), race, or sex. Discrimination on the basis of sex includes sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes.

To help you effectively communicate with us, Molina Healthcare provides services free of charge and in a timely manner:

- Molina Healthcare provides reasonable modifications and appropriate aids and services to people with disabilities. This includes: (1) Qualified interpreters (including qualified sign language interpreters). (2) Written Information in other formats, such as large print, audio, accessible electronic formats, and Braille.
- Molina Healthcare provides language services to people who speak another language or have limited English skills. This includes: (1) Qualified oral interpreters. (2) Information translated in your language.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Molina Member Services at 1-855-687-7861 or TTY/TDD: 711, Monday to Friday, 8:00 a.m. to 5:00 p.m., local time.

If you believe we have failed to provide these services or have discriminated in another way on the basis of age, color, disability, national origin, race, or sex, you can file a grievance with our Civil Rights Coordinator. You can file a grievance by phone, mail, email, or online. If you need help writing your grievance, we will help you. You may obtain our grievance procedure by visiting our website at: <https://www.MolinaHealthcare.com/members/common/en-US/Notice-of-Nondiscrimination.aspx>

Call our Civil Rights Coordinator at 1-866-606-3889, TTY/TDD: 711 or submit your grievance to:

Civil Rights Unit  
200 Oceangate  
Long Beach, CA 90802

Email: [Civil.Rights@MolinaHealthcare.com](mailto:Civil.Rights@MolinaHealthcare.com)  
Website: <https://MolinaHealthcare.Alertline.com>

You can also file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, online through the Office for Civil Rights Complaint Portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
Phone: 1-800-368-1019  
TTY/TDD: 800-537-7697

Complaint forms are available here: <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

- ENGLISH:** For free language assistance services, and auxiliary aids and services, call 1-855-687-7861 (TTY: 711).
- SPANISH:** Para obtener servicios gratuitos de asistencia lingüística, así como ayudas y servicios auxiliares, llame al 1-855-687-7861 (TTY: 711).
- ESPAÑOL**
- POLISH:** Aby uzyskać bezpłatną pomoc językową oraz dodatkowe wsparcie i usługi, należy zadzwonić pod numer 1-855-687-7861 (TTY: 711).
- POLSKI**
- CHINESE:** 如需免费的语言协助服务以及辅助工具和服务，请致电 1-855-687-7861 (TTY 用户请拨打 711)。
- 中文 (简体)**
- KOREAN:** 무료 언어 지원 서비스와 보조 지원 및 서비스를 원하시면 1-855-687-7861 (TTY: 711)로 연락 주시기 바랍니다.
- 한국인**
- TAGALONG:** Para sa libreng serbisyo sa tulong sa wika, at mga auxiliary aid at serbisyo, tumawag sa 1-855-687-7861 (TTY: 711).
- ARABIC:** اتصل على الرقم 1-855-687-7861 (الهاتف النصي): (TTY) لتلقي خدمات المساعدة اللغوية المجانية والخدمات والمساعدات الإضافية.  
العربية
- RUSSIAN:** Для получения бесплатных услуг языковой помощи, а также вспомогательных средств и услуг, позвоните: 1-855-687-7861 (телетайп: 711).
- Русский**
- GUJARATI:** મફત ભાષા સહયોગ સેવાઓ અને સહાયક સાધનો તથા સેવાઓ માટે 1-855-687-7861 (TTY: 711) પર કોલ કરો.  
ગુજરાતી

- URDU:** زبان کی مفت معاونتی سروسز، معاونتی امداد اور سروسز کے لیے،  
اردو 1-855-687-7861 (TTY: 711) پر کال کریں۔
- VIETNAMESE:** Để sử dụng dịch vụ hỗ trợ ngôn ngữ miễn phí cũng  
Tiếng Việt như các dịch vụ và tính năng hỗ trợ thêm, hãy gọi  
1-855-687-7861 (TTY: 711).
- ITALIAN:** Per i servizi di assistenza gratuiti in italiano  
Italiano nonché per supporti e servizi ausiliari, chiamare  
1-855-687-7861 (TTY: 711).
- HINDI:** नःशुलुक भाषा सहायता सेवाओं और सहायक ऐड एवं  
हदी सेवाओं के लिए 1-855-687-7861 (TTY: 711) पर कॉल  
करें।
- FRENCH:** Pour bénéficier de services d'assistance lin-  
Français guistique gratuits, ainsi que de services et  
aides complémentaires, appelez le 1-855-687-  
7861 (ATS: 711).
- GREEK:** Για δωρεάν υπηρεσίες γλωσσικής υποστήριξης, καθώς  
Ελληνικά και βοηθητικά μέσα και υπηρεσίες, καλέστε στο  
1-855-687-7861 (TTY: 711).
- GERMAN:** Kostenlose Sprachassistentendienste, Hilfsmittel  
Deutsch und Dienstleistungen erhalten Sie unter 1-855-  
687-7861 (TTY: 711).



Molina Healthcare of Illinois  
2001 Butterfield Road, Ste. 750  
Downers Grove, IL 60515

## Mobile Unit

Molina's Mobile Health Unit is bringing care to you. We are now traveling across the state to serve communities. The unit can perform health and wellness screenings. Visit our website to learn more about the Mobile Health Unit and upcoming clinic days and locations.



## Questions about your health?

### Call our 24-Hour Nurse Advice Line!

Health issues can come up at night or on the weekend. As a Molina Healthcare member, you can talk to a nurse right away! The Nurse Advice Line is a covered service for Molina Healthcare members. The call is no cost to you.

### When should you call Molina Healthcare's 24-Hour Nurse Advice Line?

- You may have a medical question during or after normal business hours.
- You may think of a question after you visit your provider.
- You may be sick and not sure what to do.
- You may be sick or hurt and not sure where to go for care.



### Your health is our priority!

English and other languages:  
**(888) 275-8750**, Spanish: **(866) 648-3537**  
TTY users should call 711.

