

# Molina's **my**health**my**life

a newsletter just for Illinois members

Winter 2025

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# Why Regular Eye Exams Are Important

Regular eye exams are good for your vision and overall health. They catch problems early and ensure your eyes stay healthy and your vision stays clear.

## Detect Vision Problems Early

Vision problems can develop over time and may not show obvious symptoms.

Regular eye exams lead to timely treatment.

## Prevent Serious Eye Diseases

Eye exams can detect serious conditions. This includes glaucoma, cataracts, and conditions related to diabetes. These conditions are treatable if caught early.

## Monitor Overall Health

Did you know your eyes can show signs of other health issues? Eye exams can detect high blood pressure and even cancers.

## Ensure Childhood Success

Eye exams are important for kids. Poor vision can impact learning. Addressing issues like lazy or crossed eyes can impact success at school.

## Check for Changes

Your vision can change over time. Regular check-ups ensure your glasses in focus. Seeing well helps prevent headaches or eye strain.

## Maintain Independence

For older adults, clear vision helps maintain independence. Tasks like driving and reading can help maintain a high quality of life.

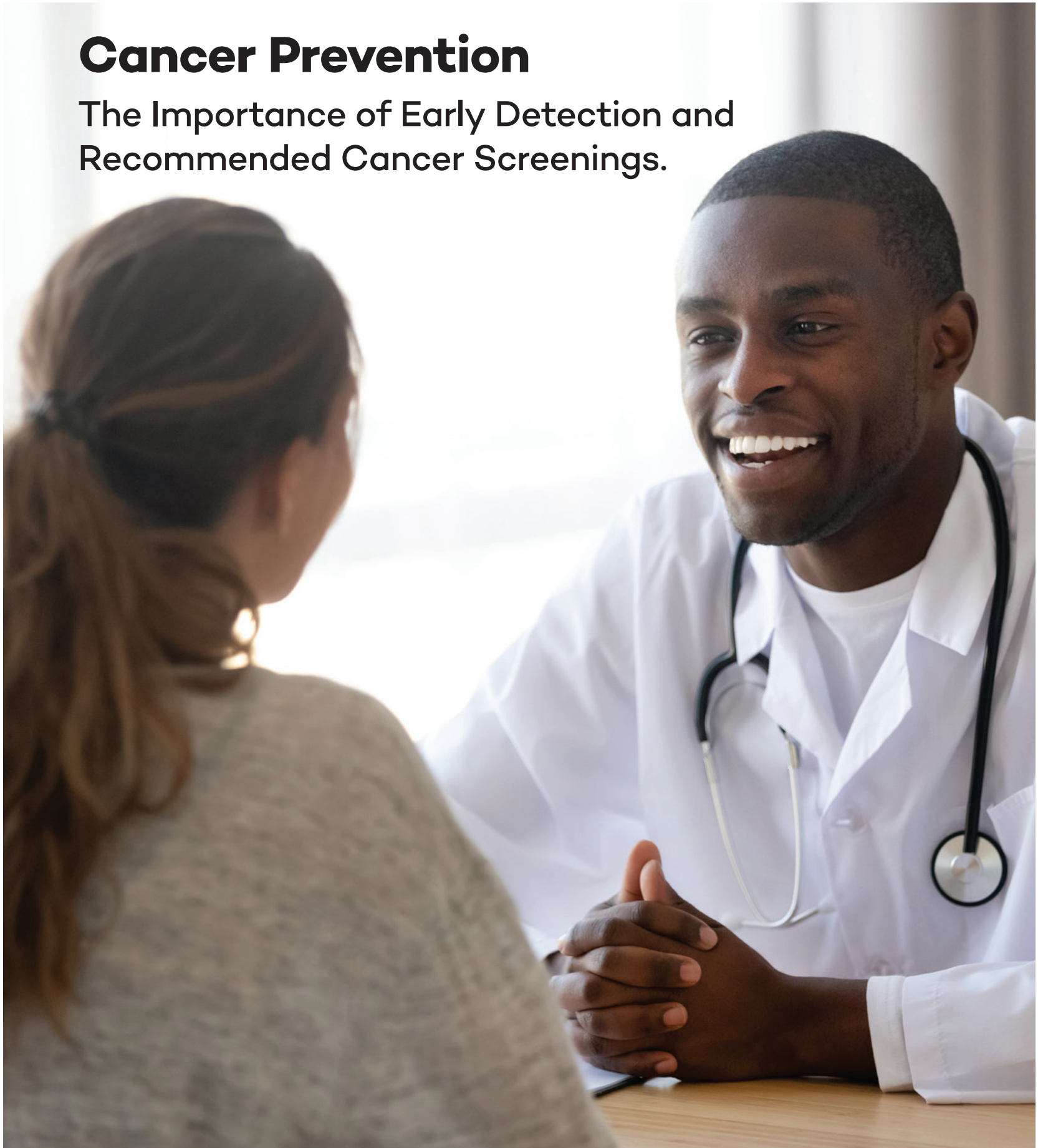
## When to Schedule an Eye Exam

**Adults:** At least once every year or as recommended by your eye doctor.

**Children:** An eye exam by 6 months, once before starting school and then each year.

# Cancer Prevention

The Importance of Early Detection and Recommended Cancer Screenings.



Health screenings can detect certain diseases in their early stages. Regular health screenings can also identify health issues, such as cancer, at an early stage.

**Cervical cancer** is preventable and treatable.

Did you know that there are two tests that can detect cervical cancer before it starts? Please talk with your provider about when you should be tested.

1. Cervical Cancer Screening (CCS), also called a pap smear- can help detect changes that could lead to precancer or cervical cancer. A CCS is recommended for women starting at age 21-64 and should be repeated every 3-5 years depending upon your age and your health history.
2. HPV Test- This is a test that looks for viruses that can cause certain types of cervical cancer.

**Breast health** is one of the most important elements of women's health.

There are certain lifestyle changes such as limiting or avoiding alcohol and being physically active that may help lower a woman's risk of having health issues.

In addition to lifestyle changes, women 50-74 should receive a preventative Breast Cancer Screening (BCS), also called mammograms, every two years. Depending on your family history, you may need one sooner. Mammograms are the best way for doctors to find breast cancer early. Early detection is the best defense against breast cancer.

**Colon cancer** starts from small growths inside your colon called polyps.

Screening tests can find these polyps before they become cancer.

Certain lifestyle factors may increase the risk of colon cancer, including a diet high in red and processed meats, smoking, and drinking too much alcohol.

In addition to lifestyle changes, it is recommended that you be screened for colon cancer starting at age 45. Please talk with your healthcare provider about which test is right for you.

1. A cancer screening test- checks for cancer before symptoms appear. If abnormalities are found, further testing may be recommended.
2. A colonoscopy- is an exam of the inside of your colon.



# Maternal Health

## Staying Healthy During Pregnancy and After Delivery.

Pregnant or planning to be? Take care of yourself!

### Steps to Prepare:

- Go to all your doctor's visits for health advice.
- Talk about HPV, Chlamydia, prenatal, and genetic testing with your doctor.
- Take your medicine as prescribed and add a prenatal vitamin with folic acid.
- Ask about needed vaccines like flu, RSV, and Tdap.
- Make lifestyle changes: stop smoking/drinking, eat healthy, and exercise.
- Schedule a dental check-up.
- Get support if you feel scared, upset, or sad.
- Go to a birthing class.



### **When to Seek Help:**

Call your doctor or get help right away if you have:

- Constant headache
- Dizziness or vision problems
- Fever of 100.4°F or higher
- Extreme swelling in hands/face, trouble breathing, or chest pain
- Severe nausea/vomiting
- Heavy bleeding or fluid leakage from the vagina
- Harmful thoughts about yourself or your baby
- Strong contractions even after resting

After your baby arrives, it's important to continue getting care after delivery. Please schedule your postpartum visit between 7-84 days after your baby is born.

# Flu

## Preventing the Flu Virus

The flu season is upon us. The best way to lower your risk of catching the flu is to get a yearly flu shot.

Getting a flu shot can lower your risk of flu, illness, and death.

A flu shot is recommended for everyone ages six months and older, even if you are healthy. As a Molina member, you can receive a flu shot for free, by visiting your doctor or a pharmacy such as Walgreens or CVS.

Practice good hygiene. Cover your mouth and nose with a tissue when you cough or sneeze, wash your hands, and regularly clean highly touched surfaces such as countertops and doorknobs.

You cannot catch the flu from the flu shot. The flu shot is made from an inactive virus. The vaccine may cause mild symptoms like achy muscles or a low-grade fever due to an immune response from your body. It takes up to two weeks for you to be protected after you receive the shot.





# Molina Healthcare of Illinois' Rewards and Benefits

Molina encourages you to take care of your health. When you complete certain health screenings you can earn rewards. For more information on our 2025 rewards or to claim preventative care rewards please visit the Illinois Member Rewards Page. <https://www.molinahealthcare.com/members/il/en-us/mem/medicaid/overview/Member-Rewards.aspx>.

## We also offer:



### Transportation

Your Molina benefits also cover transportation to and from the doctor. To schedule transportation to your doctor's visits, 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.



### Providers Across the State

If you need help finding a healthcare provider and scheduling an appointment, please call us at (855) 687-7861 TTY/ Illinois relay service 711.



### Mobile Unit

Did you know that Molina has a traveling health clinic that helps bring preventative health care, including cervical cancer screenings, to the community? It's just one way Molina works to make healthcare within reach. You can learn more about the Molina Mobile Help Center including when it will travel to a location near you and the services offered by checking out our website.

# We want to hear from you!

At Molina Healthcare of Illinois, we want to offer you quality service and care. If you receive a survey in the mail, you can help us by filling it out and returning it. The survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). It asks about your experience with us and our network of providers.

Here's what we've worked on as a result of past responses:

- We've worked hard to expand our network of doctors and clinics. As a Molina member, you have more options for providers and facilities than most Medicaid plans.
- We've added extra customer service staff to help you. We've focused on improving your experience with us.
- We've partnered with providers to offer telehealth services, so you get the care you need – when and where you need them.
- We've added more options for getting your prescriptions. Most prescriptions are now available through mail order, saving you a trip to the pharmacy.
- There are many ways to get information on your benefits, eligibility and recommended services, such as:
  - o Email
  - o Text
  - o The My Molina® member portal and mobile app

We're committed to your satisfaction. If you get a survey in the mail, please complete and return it. Your feedback will help us improve and provide you with quality care and service.

If you want to talk to a Molina representative about your care, benefits, or other questions you may have, please contact Member Services at 1-855-701-4886.



# Health Benefits of Quitting Smoking

Quitting smoking can improve your health and help you stay healthy. There are many benefits to quitting smoking. Some of these benefits are listed below.<sup>1</sup>

- It improves your health and increases your life expectancy.
- It lowers your risk of cancer.
- It lowers your risk of cardiovascular disease.
- It lowers your risk of some poor reproductive health outcomes.
- Quitting smoking can save you money.

Quitting smoking can be hard. Talk to your doctor about ways to quit smoking and medicines that can help you quit. You can also get help from Molina's Tobacco Cessation program at 1-866-472-9483 (TTY/TDD: 7-1-1) or visit our website at <https://www.molinahealthcare.com/members/il/en-us/mem/medicaid/overview/coverd/hm/healthwell.aspx>

## Additional Resources

- Illinois Tobacco Quitline
  - <https://quityes.org/>
  - 1-866-QUIT-Yes (1-866-784-8937)
  - TTY 1-800-501-1068
- National Tobacco Quitline
  - <http://www.cdc.gov/quit>
  - 1-800-QUIT-NOW (1-800-784-8669)
  - 1-855-DEJELO-YA (1-855-335-3569) (Español, Spanish)
  - TTY 711



<sup>1</sup>CDC - Smoking and Tobacco Use

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>

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

- 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:** नःशुलक भाषा सहायता सेवाओं और सहायक ऐड एवं  
हर्दी 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).



# 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.

