

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

a newsletter just for Illinois members

Spring 2025



WHAT'S INSIDE

Four ways to keep your springtime smile	3
Mental health	4
Opioid Use Disorder (OUD)	6
Foodsmart Maternity Meal Program	9
Equal Hope and Molina Healthcare	10
Molina's mobile help center offers school physicals!	12



Four ways to keep your springtime smile healthy

Spring is here, bringing warmer weather, blooming flowers and more time spent outdoors. Whether you are enjoying a picnic, a walk in the park or socializing with friends, a healthy smile is essential. Taking good care of your teeth and gums not only boosts confidence, it also supports your overall health and wellbeing. Here are four simple tips that can help you keep your smile bright and healthy this spring.

- **Brushing** — Brushing is key to getting rid of plaque buildup and bacteria which can lead to tooth decay and gum disease. With more time spent outdoors and at social events, make sure you take time to brush your teeth after meals and before bed. Use a soft-bristle toothbrush to clean all surfaces—tongue, cheek, and the chewing surfaces of your teeth. As a rule, spend about one minute on the top teeth and one minute on the bottom teeth.
- **Flossing** — Flossing removes food and plaque between your teeth and from places a toothbrush cannot reach. As you enjoy all the fresh fruits and treats that come with springtime, make sure you are flossing once a day to help keep your gums healthy. The American Dental Association (ADA) suggests using about 18 inches of floss. Wrap it around the middle finger of one hand and wrap the rest around the same finger on the other hand. Stretch it tight and guide it gently between your teeth. When the floss reaches the gum line, curve it against the tooth and slide it with care along the side. Repeat on all teeth including molars.
- **Rinsing with Mouthwash** — Mouthwash can help freshen breath and clean areas that brushing and flossing might miss. While it does not replace brushing, it can add an extra layer of protection against plaque and gum disease. Look for mouthwash that carries the ADA Seal of Acceptance. Use it after meals or social events to freshen your breath and maintain a clean, healthy mouth.
- **Eating and Drinking Healthy Foods and Beverages** — Spring offers a bounty of fresh fruits and vegetables that are great for your oral health. Foods like cheese, yogurt, leafy greens and almonds are rich in calcium, which helps keep teeth strong. Foods that are high in protein like fish, meat, eggs and dairy products help keep gums healthy, while crunchy fruits and vegetables can help naturally clean your teeth. Drinking plenty of water is important too, especially water with fluoride. And remember to avoid snacking between meals, especially sugary snacks and drinks that are bad for your teeth and gums.

Spring is the perfect time to be outdoors and enjoy life with a healthy, bright smile. By following these simple habits, you will be ready to flash your smile every day of the season and beyond.

Exclude: American Dental Association, (ADA), ADA Seal of Acceptance.

Mental health

Mental health is just as important as physical health. Problems with mental health can change how the brain works and affect thoughts, feelings, and actions. This can cause mood swings, thinking problems, trouble talking, or strange thoughts.

Common mental health diagnoses include Major Depressive Disorder, Bipolar Disorder, Dementia, Schizophrenia, and posttraumatic stress disorder. Signs might be mood changes or staying away from others. Additional problems may include:

- Changes in sleep and eating habits
- Seeing or hearing things that aren't there
- Having trouble with everyday tasks
- Thinking about hurting yourself or other people
- Using drugs or alcohol too much

There are many ways to feel better and doing a few things together might work better. Some common things that may help include:

- Talking to a counselor or therapist
- Taking medicine
- Joining a support group
- Staying in a hospital
- Getting help from others
- Avoiding drugs and alcohol

If you have a mental health diagnosis, it is important to manage this condition. These are some ways to manage the condition:

- Go to all scheduled doctor appointments and counselor visits
- Take your medicine as instructed by your doctor
- Stay away from things that make it worse
- Manage your symptoms well
- Take care of other health problems
- Ask for help when you need it
- Learn ways to deal with stress
- Get help right away if you have thoughts of hurting yourself or others

Eating healthy food, exercising, managing stress, and getting enough sleep are important for feeling happy and well.



Follow-up After a Mental Health Crisis

After staying in a hospital for mental health, follow the plan the hospital gives you. See a mental health doctor within 7 days, and no later than 30 days, after leaving the hospital. Keep taking your medicine and follow your care plan.

For emergencies, call our 24-Hour Crisis Hotline at **(888) 275-8750**; TTY 711. For Spanish, call **(866) 648-3537**. You can also contact the National Suicide & Crisis Lifeline by calling or texting **988** or chatting at [988lifeline.org](https://www.988lifeline.org) for free and private support 24/7.

Call Member Services at **(855) 687-7861**, for Espanol: **(866) 648-3537**, TTY/Illinois relay service 711, for support in finding help. We can also help with rides to your appointments, call **(844) 644-6354** for reservations.



Opioid Use Disorder (OUD)

Molina Healthcare of Illinois wants to teach about Opioid Use Disorder (OUD), help those in need, and celebrate recovery.

What are Opioids?

Opioids like hydrocodone, oxycodone, fentanyl, and morphine help with pain but can be addictive. Heroin is an illegal opioid.

Some street or online drugs may unknowingly contain dangerous additives like fentanyl, which is a potentially deadly drug.

OUD happens when a person can't control how they use opioids. Addiction means needing more of the drug to feel the same way and a strong desire to use the drug even when it is harmful.

Risks of using these drugs include addiction, overdosing, and having long-term health issues.

Signs of having a problem:

- Thinking about using all the time
- Using opioids even when you don't need to
- Using even though it hurts your health or relationships
- Using despite negative outcomes (e.g., losing your job, getting arrested)
- Doing dangerous things to obtain the drug
- Feeling sick when not using

Dangers of using opioids:

- Trouble breathing
- Low blood pressure
- Slow heart rate
- Passing out
- Death

Things you should not take or use with opioids:

- Alcohol
- Medicines for anxiety (e.g., Xanax)
- Sleep medication or muscle relaxers
- Other pain medicine

Ways to Get Help:

- Detoxification (coming off the drug)
- Staying in a hospital
- Living in a treatment center
- Daytime programs
- Outpatient programs
- Medications
- Group therapy
- Individual Therapy or Counseling
- Sober-living homes
- Medication-assisted treatment (e.g, Methadone, Suboxone)

If you use drugs, you might feel bad or embarrassed, but getting help is important. Treatment is different for everyone and may require different approaches to recovery.

Medication-assisted treatment (MAT) helps people stop using opioids. It can also reduce cravings and stops relapses. People may need to stay on this treatment for a long time and see a therapist.

Emergency Treatment:

When to call for help?

- You are thinking about hurting yourself or someone else
- Your treatment plan is not working
- It is hard to breathe
- You have problems when you try to stop using the drug
 - Seeing things that are not there
 - Nausea, Vomiting, Diarrhea
 - Muscle pain
- You think you might have a medical emergency
 - Heart attack or chest pain
 - Seizure (shaking)
 - Bad infection
 - Dehydration
- You have sudden confusion
- You are very sleepy, or it is hard to wake up

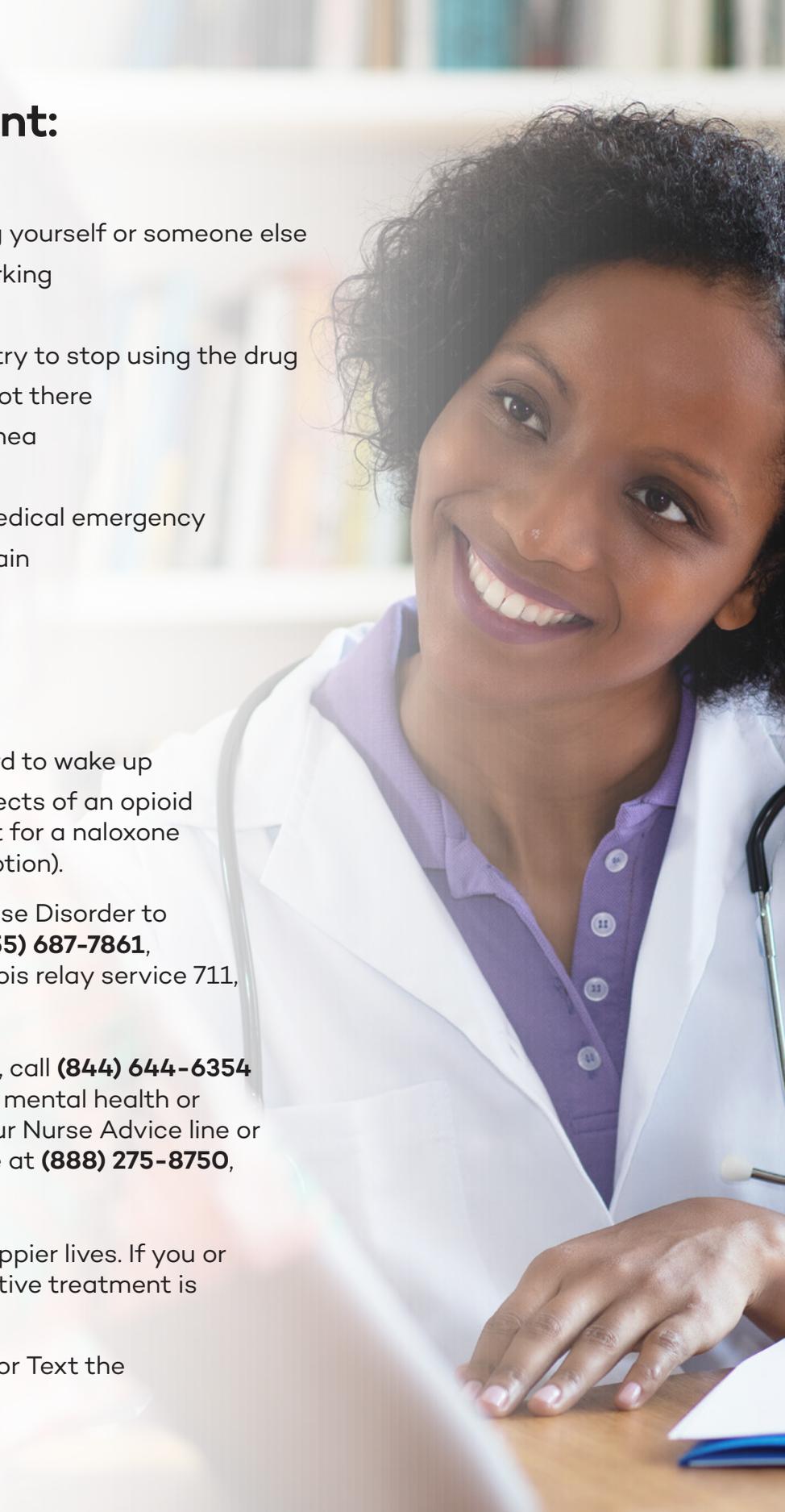
Naloxone can quickly reverse the effects of an opioid overdose. Ask a doctor or pharmacist for a naloxone rescue kit (you do not need a prescription).

Molina wants members with Opioid Use Disorder to get help. Call Member Services at **(855) 687-7861**, for Espanol: **(866) 648-3537**, TTY/Illinois relay service 711, for support in finding help.

We can also help with transportation, call **(844) 644-6354** for reservations. For questions about mental health or substance use, call the Molina 24-hour Nurse Advice line or Behavioral Health Crisis Line toll-free at **(888) 275-8750**, for Espanol: **(866) 648-3537**.

Getting help can lead to healthier, happier lives. If you or someone you know needs help, effective treatment is available and can save lives.

Help is available 24 hours a day. Call or Text the National Crisis Line: **988**





Foodsmart Maternity Meal Program

The Foodsmart Maternity Meal Program is a special plan by Molina Healthcare of Illinois, Inc. and Foodsmart to help pregnant moms and new mothers stay healthy.

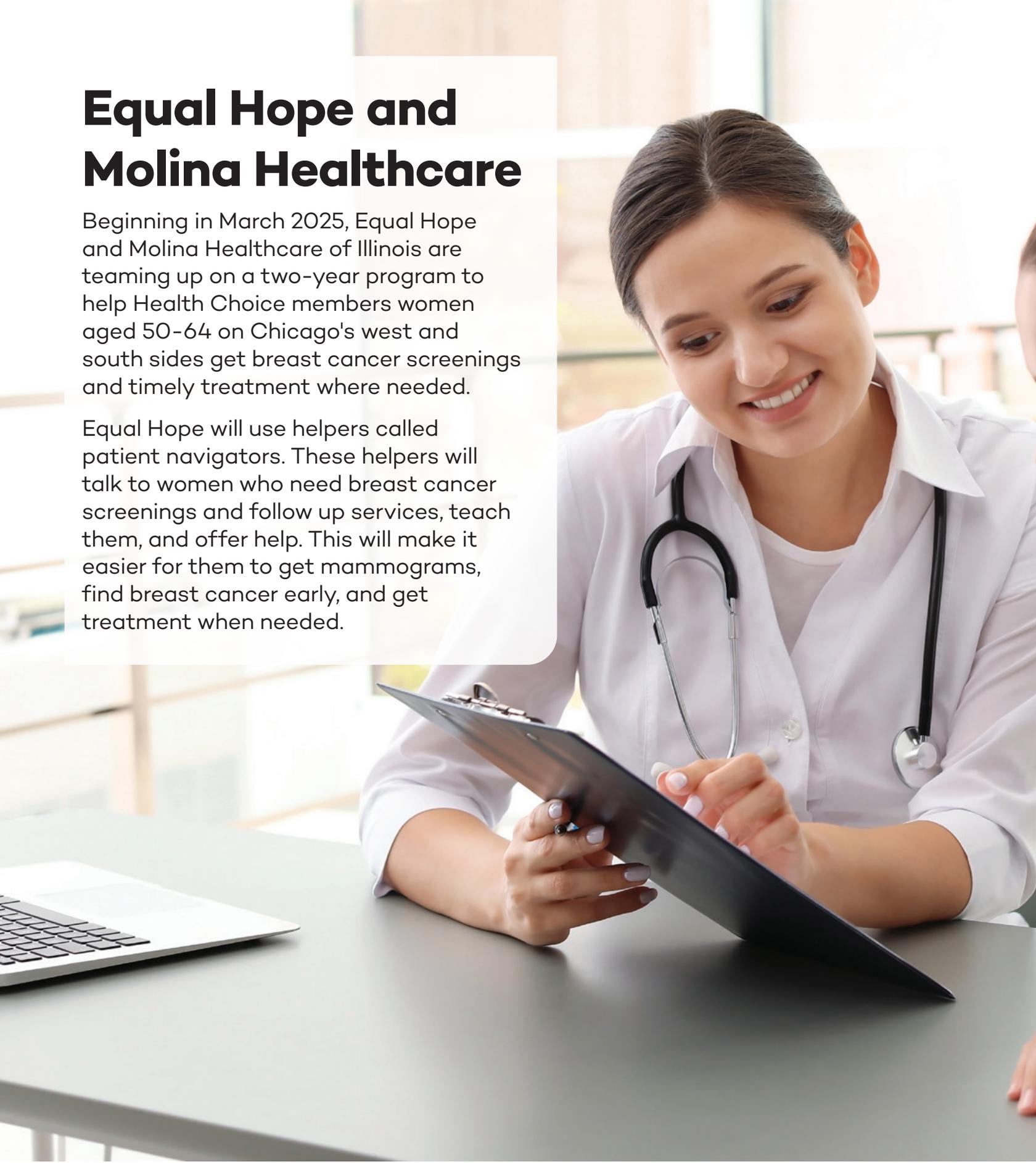
The program started in April 2025. It gives healthy meals, personal nutrition advice, and digital tools to Molina Medicaid members who are pregnant or have had a baby in the last three months. The goal is to make moms and babies healthier by offering classes on nutrition, health, and prenatal care, and delivering healthy meals to their homes.

Members who qualify can get four weeks of home-delivered, medically tailored meals, with up to ten meals per week. We are excited about this partnership and the benefits it will bring to our members.

Equal Hope and Molina Healthcare

Beginning in March 2025, Equal Hope and Molina Healthcare of Illinois are teaming up on a two-year program to help Health Choice members women aged 50-64 on Chicago's west and south sides get breast cancer screenings and timely treatment where needed.

Equal Hope will use helpers called patient navigators. These helpers will talk to women who need breast cancer screenings and follow up services, teach them, and offer help. This will make it easier for them to get mammograms, find breast cancer early, and get treatment when needed.





Equal Hope and Molina aim to:

- Work together to help members get all-around care.
- Make sure more women get checked for breast cancer.
- Help members stay healthier by finding and treating cancer early.
- Make sure those on Healthchoice Medicaid, get the same care for breast cancer.
- Work with doctors and support groups so members stay healthy for a long time.



Molina's mobile help center offers school physicals!

School's (almost) out for summer! As summer starts, we want you to schedule health check-ups for your family before the busy back-to-school time. Annual check-ups are important for checking growth, development, and overall health.

The Molina Mobile Help Center will be available this spring and summer for annual check-ups for adults and school check-ups for kids.



Please visit our website every month for more information, including locations, dates, and times. We look forward to seeing you.

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

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:**
ESPAÑOL Para obtener servicios gratuitos de asistencia lingüística, así como ayudas y servicios auxiliares, llame al 1-855-687-7861 (TTY: 711).
- POLISH:**
POLSKI Aby uzyskać bezpłatną pomoc językową oraz dodatkowe wsparcie i usługi, należy zadzwonić pod numer 1-855-687-7861 (TTY: 711).
- CHINESE:**
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)。
- KOREAN:**
한국인 무료 언어 지원 서비스와 보조 지원 및 서비스를 원하시면 1-855-687-7861 (TTY: 711)로 연락 주시기 바랍니다.
- TAGALONG:** Para sa libreng serbisyo sa tulong sa wika, at mga auxiliary aid at serbisyo, tumawag sa 1-855-687-7861 (TTY: 711).
- ARABIC:**
العربية اتصل على الرقم 1-855-687-7861 (الهاتف النصي): (TTY) 711 لتلقي خدمات المساعدة اللغوية المجانية والخدمات والمساعدات الإضافية.
- RUSSIAN:**
Русский Для получения бесплатных услуг языковой помощи, а также вспомогательных средств и услуг, позвоните: 1-855-687-7861 (телетайп: 711).
- GUJARATI:**
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.