

FALL 2021

# Health and Wellness Newsletter



## The Dental Chair



It is important to take care of your teeth and gums to stay healthy. How can you do this?

- Brush and floss your teeth every day
- Make an appointment to get your routine dental checkup every 6 months
- Watch your sugar content such as soda, fruit juices, and candy
- Get a dental check-up when you are pregnant
- Keep your dental appointment or call to reschedule
- Children can receive their dental checkups through the school programs

Throughout the year, Molina partners with several dental offices in your area to have a Molina Dental Day. The dental office opens appointments just for Molina members. We identify members in the local area and call them to set up an appointment. Be sure to take advantage!

**As always, if you need help finding a dentist or need any kind of dental help, we have a dental call center ready to answer your questions.**

**Medicaid:** 855-687-7861  
**MMP:** 855-704-0433

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All newsletters are also available at [MolinaHealthcare.com](http://MolinaHealthcare.com).

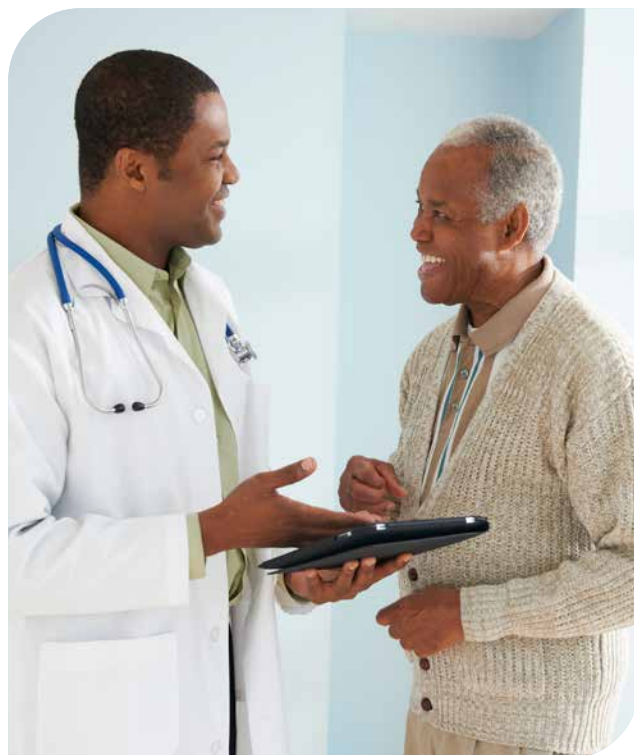
To get this information in your preferred language and/or accessible format, please call Member Services. The number is on the back of your Member ID card.

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

## Get Your Appointment Today!

There's still time to complete preventive services in 2021. Please reach out to your provider for help with scheduling appointments for you and your family. Molina can also help schedule your appointment and arrange transportation to your visit. You may call **Member Services** at **(855) 687-7861**; TTY:711, Monday through Friday, 8 a.m. to 5 p.m. You may also call to schedule transportation at (844) 644-6354; TTY:711.

Molina wants you to stay up to date with your preventive healthcare screenings and services. The list below shows the preventive services and incentives available to Molina members. Your Molina benefits also cover transportation to and from these visits. Be sure to schedule your appointment today!



Service	Who should get it	How often?	Member Reward
<b>COVID Vaccine</b>	All eligible members		\$100 if second dose received on or after 8/1/21
<b>Pap smear/ HPV Tests</b>	Female members age 21-64		\$50 Gift Card
<b>Mammogram</b>	Female members age 50-74		\$50 Gift Card
<b>Prenatal Visit</b>	Pregnant members in the first trimester or within 42 days of becoming a Molina member		\$50 gift card
<b>PPC- Postpartum</b>	Members who have recently de-livered a baby	7-84 days after delivery	\$50 gift card
<b>Annual Wellness Visit</b>	Adults 20 years and older		\$25 gift card
<b>Well baby visit</b>	Babies 0-15 months old	6 visits in the first 15 months	\$10 gift card per vis-it up to \$60
	Babies 15-30 months old	2 visits between 15-30 months	\$10 gift card per vis-it up to \$20
<b>Annual Check-Up</b>	Children and teens age 3-17	Once a year	\$25 gift card
<b>Blood Pressure Check</b>	Adults 18-85 who have a diagnosis of high blood pressure	Once per quarter	\$25/quarter for blood pressure (<140/90)

## How to Prepare for Your Appointment and What to Expect

Having a plan and knowing what to expect can help you make the most of your appointment! These tips can help you with that!

1. Make a list of questions and concerns you may have about your health
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 your provider office know of any issues that may stop you from completing your appointment, such as transportation or language needs
6. Know your family and past medical history
7. Arrive on time to your appointment
8. Have your labs and other tests done ahead of time
9. Bring your Molina ID Card
10. Be patient – you can expect to receive a routine appointment within 5 weeks of request





## Tackling the Flu

Flu season is almost here. The flu shot is even more important this year because of the spread of COVID-19. The best way to reduce your risk of catching the flu is to get a flu shot annually.

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

A flu shot is recommended for everyone six months of age and older, even if you are healthy.

As a HealthChoice Illinois member you can receive a flu shot for free. You can visit your doctor or pharmacies such as CVS or Walgreens to receive your flu shot. Your doctors and pharmacies have taken steps to make their offices and stores safe for you to visit.

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 your to be protected after you receive the shot.

**Good hygiene habits may help stop the spread of germs and prevent illness, like the flu. Here are some tips to help you stay healthy.**

- Cover your mouth and nose when you sneeze
- Wash your hands often, with soap and water, for at least 20 seconds
- Don't touch your face. If you touch a germ then touch your face, you can catch the flu
- Avoid people who are sick
- Talk to your children and grandchildren. Teach them how to prevent the spread of germs. Children may spread the flu (or other viruses) to each other while at school, or by playing together.
- Make sure you get your flu shot early.

People with a chronic condition are at the higher risk for flu complications. Be prepared this flu season. Talk to your doctor or pharmacists today and learn more about getting your flu shot.

**Flu and COVID-19**

The flu and COVID-19 are both respiratory illnesses but are caused by different viruses. You can get both the flu and COVID-19 at the same time. The flu shot will reduce your chance of getting the flu. It will not protect you against COVID-19. Reducing your risk of flu can help reduce pressure on the health care system.

If you haven't gotten your COVID-19 vaccine, you can get that at the same time as your flu vaccine (one shot per arm)!



Molina Healthcare of Illinois (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Molina provides free aids and services to people with disabilities to communicate effectively with us, such as.

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need services, contact the Civil Rights Coordinator. If you believe that Molina has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Civil Rights Coordinator  
200 Oceangate  
Long Beach, CA 90802  
Email: [Civil.Rights@MolinaHealthcare.com](mailto:Civil.Rights@MolinaHealthcare.com)

You can file a grievance in person or by mail or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available 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  
(800) 368-1019, (800) 537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

English	<b>ATTENTION:</b> If you speak English, language assistance services, free of charge, are available to you. Call 1-855-687-7861 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-687-7861 (TTY: 711).
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-687-7861 (TTY: 711).
Chinese	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 1-855-687-7861 (TTY: 711)。
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-687-7861 (TTY: 711) 번으로 전화해 주십시오.
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-687-7861 (TTY: 711).
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-687-7861 (رقم هاتف الصم والبكم: 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-687-7861 (телетайп: 711).
Gujarati	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષ સહાય સેવાઓ તમારા માટે ઉપલબ્ છે. ફોન કરો 1-855-687-7861 (TTY: 711).
Urdu	خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1855-687-7861 (TTY: 711).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-687-7861 (TTY: 711).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-687-7861 (TTY: 711).
Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-687-7891 (TTY: 711) पर कॉल करें।
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-687-7861 (TTY : 711).
Greek	ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-855-687-7861 (TTY: 711).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-687-7861 (TTY: 711).



Your Extended Family.

Molina Healthcare of Illinois  
1520 Kensington Road, Suite 212  
Oak Brook, IL 60523

## 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.