

Molina's myhealthmylife

a newsletter just for Senior Whole Health members Winter '24-'25



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Two decades of care.

One health plan you can trust.



Celebrating 20 years of caring for you

2024 marks Senior Whole Health's 20th anniversary. Built on a strong foundation with over two decades of experience, **we're here to stay.**



We're here to help!

Call **(888) 794-7268 (TTY: 711)** if you need us.

We're here seven days a week, 8 a.m.-8 p.m. local time.

Refer to this section when you see Member Services mentioned in this newsletter. This phone number can also be found on your member ID card.



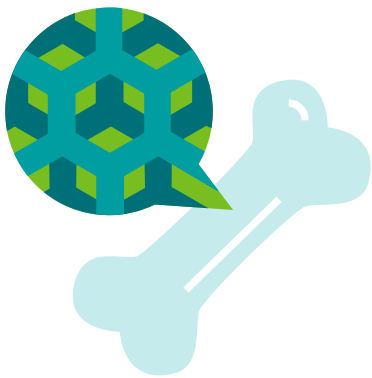
Emergency care coverage



We always have and always will be dedicated to giving you the best care possible. In the event of an emergency, **always go to the nearest hospital**, whether it is in or out of network.

You should not get any bills or claims when you receive emergency care as a member of Senior Whole Health. If you do, please call Member Services. **Your care will be covered.**

Osteoporosis and bone health



Osteoporosis is a disease where bones are thin, weak and break easily. Women with osteoporosis can have weak bones. It is not uncommon to have fractures or broken bones. If you suffer a fracture, it is important to get help.

Ask your doctor about a bone scan. A bone scan will measure how strong your bones are and can show if you have osteoporosis. If you already have osteoporosis or a broken bone, your doctor may order special medication to make your bones strong. Ask your doctor about your treatment options.

Start using your new Healthy You card in 2025



Now through NationsBenefits®

NationsBenefits® is the new supplier of Senior Whole Health's over-the-counter, grocery, prepared meals and fresh produce benefits. You should have received a new debit card and a product catalog in the mail recently. If you have not received this, please call Member Services.

Get started by going to Molina.NationsBenefits.com and logging into your **Benefits Pro™** account. If this is your first time using Benefits Pro, follow the prompts to register your account and log in. Get products delivered to your doorstep at no extra cost!

Overview of your 2025 benefits

More benefits, more savings, more value!

\$0 premiums, copays and deductibles for primary care, specialty care and prescription drugs

Benefit	What you get this year with Senior Whole Health
Dental	X-rays, exams, cleanings, crowns, fillings, dentures, oral surgery (including extractions) and up to four dental implants
Vision	Eye exam plus a set of glasses and lenses + \$200 for eyewear
OTC	\$75 per month for over-the-counter (OTC) items
Fitness	No-cost access to 16,000+ fitness centers, plus a home fitness kit
Transportation	No-cost trips to doctor visits and the pharmacy and 80 one-way trips for non-medical transportation
Grocery*	\$45 per month for groceries
Utility*	\$100 reimbursement every three months for electric, gas and water

*Special Supplemental Benefits (“SSBCI”) might be available to you if you have any of the following conditions: chronic heart failure, cardiovascular disorders, diabetes, cancer and end-stage liver disease. Other eligible conditions not listed. These conditions may not apply to all types of SSBCI mentioned. Eligibility for this benefit cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact Member Services.



Join our Member Advisory Committee!

Do you want to help make a difference? We want to hear what you have to say.

We're looking for members and caregivers to join our Member Advisory Committee. This is a great way to let us know how we're doing as a health plan. Meetings take place every three months and last no more than an hour. You can join the meetings on your computer or phone. We will have an interpreter available if you need one. We want to make it easy for you to join these meetings and can help you if needed.

This is your chance to make your voice heard and learn more about your benefits and services. Together, we can create new programs and materials for members. Join our committee so that your ideas can make a difference in your health care. Your feedback will help us improve the member experience.

Please call Member Services if you would like to join or learn more!

Staying safe when you leave hospital

Discharge tips

A return trip to the hospital can be stressful. Do what you can to stay healthy and stay home after you are discharged!

Here are some tips to avoid going back:

- Tell your doctor you were in the hospital.
- Make sure you schedule a follow-up visit with your doctor. If possible, you should be seen within seven days.
- Follow your discharge instructions.
- Get new prescriptions filled and take your medications.
- Call your doctor or nurse care manager if you have questions about what to do.

For help scheduling your follow-up visit, call Member Services.

Follow-up after a behavioral health emergency

Follow-up is very important after going to the emergency room (ER) for mental health reasons. Call your doctor to tell them about your visit. You should see your doctor within seven days.

We're here to help you schedule a visit with a behavioral health provider – just call Member Services. If you have a behavioral health crisis, call **911** or go to the nearest ER for help.

Community Behavioral Health Center Adult Mobile Crisis Intervention

Call **(877) 382-1609**

Suicide and Crisis Lifeline

Call **988**
For TTY, dial **711**

Medication reconciliation

What is it?

A process that checks your medicines against your health record to ensure safety

Why is it important?

- It improves safety
- It makes sure your medication list is up-to-date and complete



Who does it?

Your:

- Doctor,
- Pharmacist, or
- Nurse care manager

How can you help?

- Bring all your medicines to your follow-up visit after a discharge
- Make a list of all the medicines you take
- Update the list when your medications change

Member support focus workgroups

Senior Whole Health will partner with the community to teach you how to maintain healthy blood pressure. We will travel to places near you to speak with members just like you. Our clinical, quality and sales staff will be there. They will provide education on blood pressure management and answer any questions you may have. We also offer interpretation services.

Things we may talk about include:

- What your blood pressure means
- How to take your blood pressure
- How we can treat high blood pressure
- Tools and tips on how to keep your blood pressure within a healthy range

We want to give you the tools to live a healthy life. We welcome you and your caregivers to join us. If you wish to attend one of our workgroups, please call Member Services to learn more.



Resources to help you maintain healthy blood pressure



How to check your blood pressure at home

1. Sit comfortably for at least five minutes before taking measurements.
2. Keep your feet flat on the floor and your back against the back of a chair.
3. Rest your arm at the same level as your chest with your palm facing up. You can rest it on a table to be at your chest level.
4. Wrap the cuff around your arm, with the bottom just above the bend in your elbow. The cuff should fit snugly but not too tight or too loose.
5. Stay still and do not talk before pushing the button to start your blood pressure machine. Stay quiet and still while it is working.
6. Let the cuff deflate all the way before removing it from your arm. The reading will be shown on the screen.
7. Write down the reading, date and time in your blood pressure log.
8. Bring the log to your appointments.

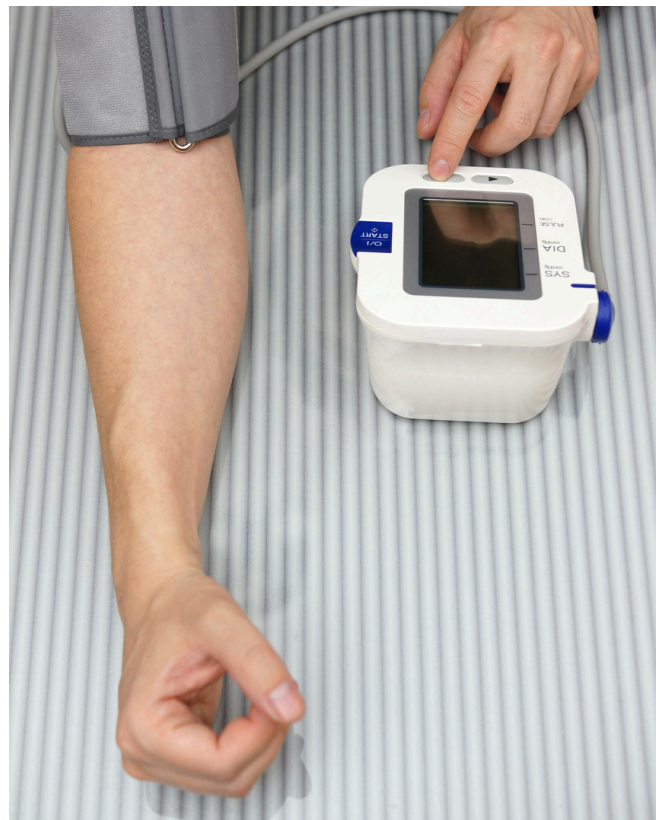
Tips

Do not smoke, drink caffeine or exercise for at least 30 minutes before checking your blood pressure.

Try to check your blood pressure in the same arm each time.

If you do not have a blood pressure cuff, you can call your doctor's office and ask for a prescription.

If you need help, speak with your nurse care manager or call Member Services.



How to cook a low-sodium meal: Apricot and lemon chicken

Enjoying a low-sodium (salt) diet helps control blood pressure and keep your heart healthy. Eating foods with too much sodium can raise your blood pressure. Avoid adding extra salt to foods when cooking. Look for labels that say low or reduced sodium.

Apricot and lemon chicken

Makes four servings

Ingredients

- 4 medium chicken breasts, boneless and skinless
- 1 teaspoon cumin
- 5 tablespoons apricot spread
- 1 fresh lemon, juiced
- 2 tablespoons water

Steps

1. Wash hands with soap and water.
2. Rub cumin over chicken and place in skillet.
3. Cook on medium-high for six minutes on each side or until cooked through. Remove from pan and keep warm.
4. Add apricot spread, lemon juice and water to skillet. On medium heat, stir until smooth.
5. Spoon sauce over chicken. Serve with your favorite low-sodium side dishes such as brown rice, veggies or tortillas.

Scan this QR code with a smartphone camera to find nutrition facts and more meals like this one:



Tip: If adding canned beans or veggies, always rinse before serving to lower the amount of salt

Instead of:	Try:
Cumin	Italian seasoning, yellow curry powder, cinnamon with ginger, Thai basil, oregano, garlic or cayenne pepper
Fresh lemon	Three tablespoons of lemon juice
Apricot spread	Honey, sweet chili sauce, low-sodium salsa or low-sodium soy sauce



Senior Whole Health
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Important health plan information.

Molina Healthcare is a DSNP and HMO plan with a Medicare contract. DSNP plans have a contract with the state Medicaid program. Enrollment depends on contract renewal.
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