

# Molina's myhealthmylife

a newsletter just for Utah members

Winter 2023

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## Your Medicaid review letter is coming. Don't miss it!

### What to expect:

It's important that everyone check their Medicaid enrollment – or risk losing it.

Do you or a family member currently have health insurance through Utah Medicaid? If so, here's what you need to know.

Be on the lookout for a review letter in the mail from the Department of Workforce Services (DWS). To ensure you receive this important piece of mail: Make sure your address, email and phone number are up to date by calling (866) 608-9422.

This review letter will tell you one of three things:

- Utah is renewing your Medicaid coverage, or
- Utah is ending your Medicaid coverage, or
- DWS needs more information to determine if you or your family member still qualify for Medicaid. If so, a review form will be included.

If you receive a letter stating **DWS needs more information to determine eligibility, follow one of these steps:**

**Online:** Visit [jobs.utah.gov/mycase/](https://jobs.utah.gov/mycase/). Click the “log into MyCase” tab.

**By mail:** Complete the form that DWS sent you and mail back to their office. You can find their address on the front page of the form.

**In person:** Visit [jobs.utah.gov/mycase/](https://jobs.utah.gov/mycase/). Type in your local zip code to find the DWS office closest to you. Bring the documents you need to report your income and fill out a form in person.

**By phone:** Call toll-free (866) 435-7414. You can also call this number to update your address.

Visit [MolinaHealthcare.com/keepmyhealthplan/UT](https://MolinaHealthcare.com/keepmyhealthplan/UT) for more information.

# Flu season is here!

The best way to avoid the flu is to get a flu shot each year. The flu shot is covered for you at no cost. You can get a flu shot by visiting your primary care provider (PCP). You can also get the flu shot at a local pharmacy.



## We want to help you stay healthy. Follow these tips to help stop the spread of the flu:

- Get your flu shot
- Stay home if you're sick
- Wash your hands often
- Cover your mouth and nose when you cough or sneeze
- Avoid touching your eyes, nose and mouth

## Not sure if you have the flu? Here are some symptoms to look for:

- Fever between 100° to 104° F and chills
- Fatigue and weakness
- Headache, muscle or body aches
- Cough, runny or stuffy nose
- Nausea, diarrhea or vomiting

If you have questions about the flu, call our 24-hour Nurse Advice Line at (888) 275-8750 (TTY: 711). To find a network pharmacy that offers the flu shot, download the My Molina Mobile App today from the Apple App store or Google Play store or call Member Services at (888) 483-0760 (TTY: 711).

## No-cost flu shots\* at any network pharmacy.

Find locations at [Caremark.com/  
findapharmacy](https://www.caremark.com/findapharmacy)



 **CVS caremark®**

**Want more convenience?** Simply scan the QR code to schedule a visit at your local CVS Pharmacy®.



**No-cost COVID-19 vaccines are also available.**

[cvs.com/vaccineappointment](https://cvs.com/vaccineappointment)

*\*Flu shots and vaccines may not be available in all pharmacies at all times. Call for availability and to make an appointment, if needed. Most vaccines require a prescription (except for the flu shot). The flu shot and many vaccines to treat common illnesses are generally covered under the Affordable Care Act by non-grandfathered group health plans and non-grandfathered individual and group health insurance coverage typically with no cost sharing if provided by an in-network provider, consistent with specified dosage limits and satisfaction of age and other vaccine specific requirements. Other restrictions may apply. Check with your health plan if you have any questions about your benefits.*

# Well-child visits and immunization schedule

A regular check-up for a child under the age of 18 is often called a “well-child visit.” These visits help infants, children and teens get the care they need to stay healthy. During these visits, the doctor will do a physical exam, track the child’s growth and development, and give any needed immunizations. It is also an opportunity for parents, providers and children to talk about nutrition, safety, immunizations and many important age-appropriate topics. These visits are important – even if your child is healthy! Making sure that your child sees their doctor for well-child visits and recommended immunizations is one of the best things you can do to protect your child and community from serious diseases.

The Centers for Disease Control and Prevention recommends well-child visits around the same time as the immunizations listed below for children from birth through age 18:

Shots your kids need	When they need them
Hepatitis B (HepB)	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: Birth</li> <li>• 2<sup>nd</sup> dose: 1 to 2 months</li> <li>• 3<sup>rd</sup> dose: 6 to 18 months</li> </ul>
Rotavirus (RV): RV1 (2 doses)    RV5 (3 doses)	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: 2 months</li> <li>• 2<sup>nd</sup> dose: 4 months</li> <li>• 3<sup>rd</sup> dose: 6 months</li> </ul>
Diphtheria, Tetanus, Acellular Pertussis (Dtap)	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: 2 months</li> <li>• 2<sup>nd</sup> dose: 4 months</li> <li>• 3<sup>rd</sup> dose: 6 months</li> <li>• 4<sup>th</sup> dose: 15-18 months</li> <li>• 5<sup>th</sup> dose: 4-6 years</li> </ul>
Haemophilus Influenza Type B (Hib) (3 or 4 doses)	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: 2 months</li> <li>• 2<sup>nd</sup> dose: 4 months</li> <li>• 3<sup>rd</sup> dose: 6 months</li> <li>• 4<sup>th</sup> dose: 12-15 months</li> </ul>
Pneumococcal Conjugate (PCV13)	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: 2 months</li> <li>• 2<sup>nd</sup> dose: 4 months</li> <li>• 3<sup>rd</sup> dose: 6 months</li> <li>• 4<sup>th</sup> dose: 12-15 months</li> </ul>
Inactivated Poliovirus (IPV)	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: 2 months</li> <li>• 2<sup>nd</sup> dose: 4 months</li> <li>• 3<sup>rd</sup> dose: 6 to 18 months</li> <li>• 4<sup>th</sup> dose: 4-6 years</li> </ul>
COVID-19	6+ months. Number of doses recommended depends on your child’s age and type of COVID-19 vaccine used.
Influenza (IIV) or Influenza (LAIV)	Yearly shot (1 or 2 doses): 6 months to 18 years
Measles, Mumps, Rubella (MMR)	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: 12 to 15 months</li> <li>• 2<sup>nd</sup> dose: 4 to 6 years</li> </ul>
Varicella (VAR)	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: 12 to 15 months</li> <li>• 2<sup>nd</sup> dose: 4 to 6 years</li> </ul>
Hepatitis A (HepA)	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: 12 months</li> <li>• 2<sup>nd</sup> dose: 18-23 months</li> </ul>
Tdap	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: 11-12 years</li> </ul>
HPV	2 doses: 9-12 years
MenACWY	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> dose: 11-12 years</li> <li>• 2<sup>nd</sup> dose: 16 years</li> </ul>

For more information, visit [CDC.gov/vaccines/schedules](https://www.cdc.gov/vaccines/schedules)

**If you have questions, talk to your doctor or call Molina Healthcare of Utah at (888) 483-0760 (TTY: 711).**

# What to do when you're sick?

Are you feeling sick and not sure what to do?

Don't worry, we're here to help you!



## What are my options?



### Primary care provider (PCP)

Call your PCP day or night. After hours, on-call staff will return your call.

#### When you have a minor issue that requires medical care:

- Colds or cough
- Flu
- Regular checkups
- Earache
- Sore throat
- Medicine or refills
- Diarrhea



### Teledoc (virtual) or urgent care center

Teledoc and urgent care centers are a great option if you need care after hours.

#### When it's not an emergency but you need care right away:

- Severe cold or flu symptoms
- Ear pain
- Sore throat
- Stomach flu or virus
- Wound that needs stitches
- Sprain, strain or deep bruise



### Emergency room (ER)

Call 911 or go to the nearest ER.

#### When you think your life or health is in danger:

- Very bad bleeding
- Very bad stomach pain
- Chest pain or pressure
- Head injury or trauma
- Sudden dizziness or trouble seeing

### Not sure what to do or where to go for medical care?

Our nurse advice is just a phone call away.

Call the 24-hour Nurse Advice Line.

**(888) 275-8750 (TTY: 711)**





# Utah Pregnancy Rewards start here

## Newly pregnant? Congratulations!

**Early pregnancy program:** We want to celebrate you and connect you to important maternal resources. We also have a special gift to celebrate you as you prepare for your new arrival. During your first trimester (12 weeks), contact our Women's Health Line at (833) 700-0920 to let us know you are pregnant and claim your gift!

## Preparing for a new baby is a wonderful time!

**Prenatal program:** Part of good prenatal care is seeing your provider regularly during the first trimester (12 weeks) and throughout your pregnancy. As a program bonus for completing a first trimester visit, you can earn a free meal kit! To find out how, contact our Women's Health Line at (833) 700-0920.

New to Molina? You can qualify for the reward by completing a prenatal visit during the first 42 days after your enrollment. Call the Women's Health Line today!

## Congratulations on your new baby!

**Postpartum program:** Earn a free food box for completing your postpartum visit 1-12 weeks after delivery. Contact our Women's Health Line at (833) 700-0920 to learn more about the free food box.

To learn more, visit [MolinaHealthcare.com/UTPregnancyRewards](https://MolinaHealthcare.com/UTPregnancyRewards).

## Sign up for the Molina newsfeed to get health and benefit messages sent to your phone

**Four ways** to sign up:

1. Scan this QR code



2. Visit [molina-message.com/c/molina/p/medicaid\\_utah/sign-up](https://molina-message.com/c/molina/p/medicaid_utah/sign-up)

3. Call us at (833) 593-1792 (TTY: 711)

4. Text "UTMedicaid" to 79812 to opt in



# Nondiscrimination Notice

## Molina Healthcare of Utah DOES:

- Follow federal civil rights laws
- Give free aids and services to people with disabilities. This may be:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats)
- Give free language services if your primary language is not English. This may be:
  - Qualified interpreters
  - Information written in other languages

## Molina Healthcare of Utah DOES NOT:

- Discriminate based on race, color, national origin, age, disability, sex, health status, need for health care, religion, sexual orientation or gender identity.
- Exclude people or treat them different because of race, color, national origin, age, disability, sex, health status, need for health care, religion, sexual orientation or gender identity.

If you need any of the services listed above, you may call:

**Molina Healthcare of Utah's Member Services (888) 483-0760 | (TTY: 711)**

If you think Molina Healthcare of Utah has not provided these services or discriminated against you, you may file a grievance.

## To file, please contact:

Civil Rights Coordinator  
200 Oceangate Long Beach, CA 90802  
Phone: (866) 606-3889

Fax: (801) 858-0409

Email: [civil.rights@molinahealthcare.com](mailto:civil.rights@molinahealthcare.com)

You may file in person or by mail, fax or email. If you need help filing, the Director of Compliance can help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR). You can:

- **Visit** the OCR Complaint Portal at [Ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://Ocrportal.hhs.gov/ocr/portal/lobby.jsf)
- **Mail to:**  
U.S. Department of Health and Human Services  
200 Independence Avenue,  
SW Room 509F, HHH Building  
Washington, D.C. 20201
- **Call** (800) 368-1019 | TDD: (800) 537-7697

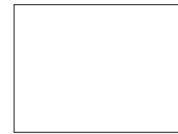
If you need a complaint form, visit [HHS.gov/ocr/office/file/index.html](http://HHS.gov/ocr/office/file/index.html).

Molina Healthcare of Utah (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (888) 483-0760 (TTY: 711).

Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (888) 483-0760 (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 (888) 483-0760 (TTY: 711)



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[state approval code]

## Get connected – stay connected

Experience our new member portal created just for you!

Manage your healthcare online, anytime!

Go to [MyMolina.com](https://www.mymolina.com) and register today or download the Molina mobile app today from the Apple App store or Google Play store.

