

Fall 2020 Health and Wellness Newsletter



It's Important to Receive Preventive Care During COVID-19

Molina Healthcare of Illinois wants to ensure you and your family get preventive health screenings each year. Scheduling these yearly exams is an important part of your overall health and well-being.

During the COVID-19 pandemic, we understand you might have some concerns about seeing your doctor. Please know that health care providers and hospitals are taking steps for the safety and well-being of patients. When you visit your doctor's office you can expect that:

- Providers, staff, and patients always wear a mask;
- Social distancing markers are set-up;
- Hand sanitizer is offered at the front desk and throughout the office/hospital;
- To avoid overcrowded spaces, patients are asked to wait in their cars or in a designated waiting area until it is time for their appointment; and
- Temperature and health status screening are completed upon arrival

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All newsletters are also available at [MolinaHealthcare.com](https://www.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.

[MolinaHealthcare.com](https://www.molinahealthcare.com)



Your Extended Family.

The Care You Don't Want to Miss

Molina reminds you to stay up to date with your health screenings and services. Here is a guide for screenings and services. Schedule an appointment if you or anyone in your family hasn't received these this year. You may earn gift cards for completing specific services. Molina also covers your transportation to and from these visits. Please don't hesitate to take advantage of it!

Adult Preventive Visit

Age 20 and older

Well-Baby Visits

6 or more visits before 15 months – **\$50 Gift Card**

Baby Immunizations

Series of shots before 2nd birthday

Well-Care Visits

Ages 3-21 years – **\$100 Gift Card Raffle Entry**

Prenatal Visit

First Trimester – **\$25 Gift Card**

Post Delivery Visit

7-84 days after delivery – **\$50 Gift Card**

Mammogram

Women 50-74 years – **\$50 Gift Card**

Pap Smear

Women 21-64 years

Colonoscopy

Ages 50-75 years

Diabetic Testing

A1c test, kidney test, and eye exam – **\$100 Gift Card**

Behavioral Health Visit

1-7 days after discharge

Influenza Vaccine

Annual flu shot – **\$50 Gift Card Raffle Entry**

Dental Preventive Visit

Once every 6 months

Vision Preventive Visit

Annually



How to Prepare for Your Appointment and What to Expect

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

1. Make a list of your questions and concerns
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 barriers upfront, 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

Get Your Appointment Today!

There still time to complete preventive services in 2020. Call your provider for help with scheduling appointments for you and your family. Molina can also help schedule your visit and get transportation for you. You may call Member Services at (855) 687-7861; TTY:711, Monday through Friday, 8 a.m. to 5 p.m. For transportation at (844) 644-6354; TTY:711.

How to Get Information About your Molina Covered Benefits

If you have questions about your covered benefits and services, please call Member Services at (855) 687-7861, TTY 711. You may ask for an extra copy of the Molina Member Handbook and the Description of Coverage. You may also visit www.MolinaHealthcare.com to view the Member Handbook. You may request this and other member information in Spanish or any other language or format.

Member Rights & Responsibilities:

Your rights:

- Be treated with respect and dignity at all times.
- Have your personal health information and medical records kept private except where allowed by law.
- Be protected from discrimination.
- Receive information from Molina Healthcare in other languages or formats such as with an interpreter or Braille.
- Receive information on available treatment options and alternatives.
- Receive information necessary to be involved in making decisions about your healthcare treatment and choices.
- Refuse treatment and be told what may happen to your health if you do.
- Receive a copy of your medical records and in some cases request that they be amended or corrected.
- Choose your own primary care provider (PCP) from Molina Healthcare. You can change your PCP at any time.
- File a complaint (sometimes called a grievance), or appeal without fear of mistreatment or backlash of any kind.
- Request and receive in a reasonable amount of time, information about your Health Plan, its providers and polices.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.

Your responsibilities:

- Treat your doctor and the office staff with courtesy and respect.
- Carry your Molina Healthcare ID card with you when you go to your doctor appointments and to the pharmacy to pick up your prescriptions.
- Keep your appointments and be on time for them.
- If you cannot keep your appointments cancel them in advance.
- Follow the instructions and treatment plan you get from your doctor.
- Tell your health plan and your caseworker if your address or phone number changes.
- Read your Member handbook so you know what services are covered and if there are any special rules.



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
Fax: (630) 203-3993
Email: Civil.Rights@MolinaHealthcare.com

You can file a grievance in person or by mail, fax, 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>.

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| English | ATTENTION: 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 ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ 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 1-855-687-7861 (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 1-855-687-7861 (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



Just a friendly reminder to play an active role in your health care by keeping up with check-ups and preventative screenings.

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.



MolinaHealthcare.com



Your Extended Family.