

Molina's myhealthmylife

a newsletter just for Iowa members

Fall 2023

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We reward checkups!

Preventing sickness before it starts can help you live a longer and healthier life. You can earn a gift card after you take your child to the doctor for a well-child checkup. You must do this before December 31, 2023.

What rewards can I earn?

- If your child is 15 to 30 months old and they go to the doctor for a well-child checkup twice between **July 1** and **December 31**, you can earn a **\$25 gift card** for each child.
- If your child is 3 to 21 years old and goes to the doctor for a well-child checkup, you can earn a **\$25 gift card** per child.

During a well-child checkup, the doctor does a physical. The doctor checks your child's height, weight and heart rate. They might ask how your child plays, talks, acts, moves and eats. They will also tell you about vaccines (shots) your child needs to stay healthy.

Well-child checkups are a good time to ask any questions like:

- Does my child have a healthy height and weight?
- What should my child be eating?
- How much exercise should my child get each day?
- How much sleep does my child need?
- What kind of development should I see in my child by the next checkup?

We care about your child's health! Make an appointment today for a well-child checkup. If you need help making the appointment, please call us at **(844) 236-0894 (TTY: 711)**, Monday-Friday from 7:30 a.m. to 6 p.m.



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. To find a network pharmacy that gives the flu shot, download the My Molina® mobile app or call Member Services at **(844) 236-0894 (TTY: 711)**, Monday-Friday from 7:30 a.m. to 6 p.m. You can use our Provider Online Directory at MolinaProviderDirectory.com/IA to find a network pharmacy.

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.

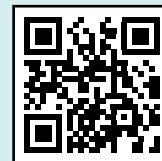
Need to know if you have the flu? Here are some symptoms to look for:

- Fever between 100°-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 **(844) 236-2096 (TTY: 711)**.

Download the My Molina mobile app

Get smart health plan access to your smartphone. With the My Molina mobile app, you can see your ID card, change your primary care provider (PCP) and so much more! To view online, go to MyMolina.com.





Mental health matters

Most crises can be prevented with early support from skilled providers. If you're having a crisis of any kind, here are some important resources:

- National Suicide Prevention Hotline – Dial **988**
- Your Life Iowa – Dial **(855) 581-8111** – available 24 hours a day, 7 days a week.
Text **(855) 895-8398**.

Free, private and caring support if you have a crisis:

- Molina's 24-hour Nurse Advice Line: **(844) 236-2096 (TTY: 711)**

Need help finding community resources near you?

We're proud to offer you the Molina Help Finder. Molina Help Finder is an online search tool that helps you find low- and no-cost programs and services in your area. It's available in 120 languages and can help you find housing, transportation, education, childcare and more resources! Visit **MolinaHelpFinder.com** to start your search.





Keep your contact information up-to-date!

One of the most important things you can do is to keep your contact information up-to-date with the Iowa Department of Health and Human Services (HHS). This makes sure you keep your coverage and get the care you need when you need it. It also helps you get key updates and reminders from us.

Your contact information is your:

- Phone number
- Email address
- Mailing address

To change your information, call Iowa Medicaid at **(800) 338-8366** or go to your nearest HHS office. To find an office near you, go to [HHS.iowa.gov/dhs_office_locator](https://www.hhs.iowa.gov/dhs_office_locator).





Renew my Medicaid

To keep your benefits, you must renew your coverage each year. To get details on how to renew on time, visit MolinaHealthcare.com/IA and click **Renew My Medicaid**.

Steps to renew:

1. Watch your mail

- The Iowa HHS will send you a renewal letter when it's time to renew.

2. Review and sign the form

- Review and update the form and return all documents.

3. Send in the form

- Return the form and documents to the address on the renewal letter or go in person to your local HHS office.

Renew today to avoid losing your coverage! If you need help, email us at HealthPlanRenewals@MolinaHealthcare.com or call **(844) 236-2491**. We're here to help!

We can help you fill out your Health Risk Assessment

Completing a Health Risk Assessment (HRA) is very important. It helps us understand your health needs and how we can help you. It only takes a few minutes to fill out an HRA.

We're here to help you. We can:

- Help you fill out your HRA over the phone or email an HRA to you
- Help you find a doctor if needed
- Schedule your appointments
- Help you find a ride to your appointments

If you need any other help, call Member Services at **(844) 236-0894 (TTY: 711)**, Monday-Friday from 7:30 a.m. to 6 p.m. Our team is here to help!

In the community

We love supporting your communities. Take a look at some of our recent events!



**Mane & Maintain:
A Gentleman's
Grooming and
Wellness Day**
6/13



**Virtual Baby
Shower**
9/14



**Future Fest
Resource Fair**
7/20



NAMI Walk
9/29



Gigi Fit 5k
8/12



We want your feedback!

Tell us how we're doing – we'd love to hear from you! Call Member Services at **(844) 236-0894 (TTY: 711)**, Monday-Friday from 7:30 a.m. to 6 p.m.

Nondiscrimination language

Molina Healthcare of Iowa (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex.

Language help

Molina Healthcare of Iowa Member Services: (844) 236-0894 (TTY: 711)

English: Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above.

Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número