

Molina's myhealthmylife

a newsletter just for Nevada members

Fall 2023



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 Division of Welfare and Supportive Services (DWSS) at dhcftp.nv.gov/updatesmyaddress. This makes sure you can 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 includes your:

- Phone number
- Email address
- Mailing address

To change your information, you can call DWSS at (800) 992-0900. You can also go in person to a DWSS office. To see office locations, visit Welfare District Offices-South (nv.gov) or Welfare District Offices-North (nv.gov).

Renew my Medicaid!

Get information to help you renew on time. Visit MolinaHealthcare.com/NV and click Renew My Medicaid.



Open enrollment is now through October of 2023. This is when members can switch plans.

If you want to stay with Molina, you don't need to do anything!

Take a look at the list of your rewards and enhanced services under [Benefits and Rewards | Medicaid \(MolinaHealthcare.com/NV\)](https://MolinaHealthcare.com/NV).

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We can help you fill out your Health Risk Assessment

Completing a Health Risk Assessment (HRA) is very important. It helps us understand your current 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 complete 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 help with anything else, call Member Services at (833) 685-2102 (TTY: 711). Our team will help you find resources in your area.



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 free and low-cost programs and services in your area. It's available in 120 languages and can find resources for housing, transportation, education, childcare and more!

Visit MolinaHelpFinder.com to start your search.

Lean on Molina Member Experience

Join Molina Healthcare and meet your community! Enjoy beverages and snacks while learning about your member rewards, free Sam's Club and Boys & Girls Club memberships, and your health plan benefits. You will also get a chance to meet your Molina team!

Bring your family and friends to join in the fun and learn what Molina offers, such as details on upcoming health fairs and events. To learn more about events in your neighborhood, email NV_GCE_Team@MolinaHealthcare.com.



We reward wellness check-ups!

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 their doctor for a well-child checkup from July 1, 2023, to December 31, 2023.

If your child is 15 to 30 months old and they go to the doctor for a well-child checkup twice during that time, you can earn a **\$75 gift card per child!**

If your child is 3 to 20 years old and goes to the doctor for a well-child checkup, you can earn a **\$100 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 discuss the vaccines your child needs to stay healthy.

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

- 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 should my child get?
- What kind of development can I expect to see in my child by the next checkup?

Molina cares about your children's health. Please make an appointment today for a well-child checkup. If you need help making an appointment, please call us at (833) 685-2102.

Call our Wellness Reward Center at (833) 685-2117 to claim gift cards.



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 offers the flu shot, download the My Molina® mobile app or call Member Services at (833) 685-2102 (TTY: 711).

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.

Need to know 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 (833) 685-2104 (TTY: 711).

Mental health matters

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

- National Suicide Prevention Hotline – dial 988
- Crisis Support Services of Nevada – dial 988
(775) 784-8085
(800) 799-4889

Free, private, and caring support to members in crisis:

- Molina's Nurse Advice Line: (833) 685-2104 (TTY: 711)



For help in an emergency, these agencies can help you:

- Children's Mobile Crisis Response Team
- Southern Nevada/Rural Nevada:
(702) 486-7865
- Northern Nevada:
(775) 688-1670

The mobile crisis team is for children up to age 18. They provide mental health resources and short-term stabilization for members in a crisis.

If you need non-emergency behavioral and medical health care, please call:

- Molina Healthcare of Nevada Member Services:
(833) 685-2102 (TTY: 711)

To find more services by ZIP code, visit [MolinaHelpFinder.com](https://www.molinahelpfinder.com).

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