

Member Newsletter

for Affinity by Molina Healthcare Members

Spring 2023



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Get Ready to Renew

Members will need to take action soon to renew their health insurance.

Please be on the lookout for communications about the process when it is your time to renew.

One of the most important things you can do is to keep your contact information up to date. It helps make sure you get important updates and reminders from us.

Please make sure to update your contact information with us and the NY State of Health.

Your contact information includes your:

- o Phone number
- o Email address
- o Mailing address

How to update your contact information:

Step 1: Update your contact information with Affinity by Molina Healthcare by:

My Molina mobile app

- Download My Molina mobile app from the [Apple App Store](#) or [Google Play Store](#). You can also scan the QR code below using your smart phone.



- Register or log in with your Molina or Affinity member ID number.
- Go to Menu > My Account Settings > **Contact Information**
- Add/edit your phone number, email and mailing address.
- Choose your preferred phone number and email to receive communications from Molina or Affinity.

My Molina or My Affinity member portal

- Go to [MyAffinityPortal.com](#)
- Register or log in with your Affinity member ID number
- Click on the **Communication Preferences** button.
- Add/edit phone number, email and mailing address.
- Choose your preferred phone number and email to receive communications from Affinity.

Member Services

- Call us and we'll update your contact information for you: (800) 223-7242 (TTY:711)

Step 2: Update your contact information with NY State of Health by:

- **Online:** Go to the NY State of Health website at <https://nystateofhealth.ny.gov/>.
- **Phone:** Call the NY State of Health at (855) 355-5777.

Have questions?

We're here to help. Call us at (800) 223-7242 (TTY:711) Monday thru Friday, 8.am. – 6p.m.

Member Benefit Updates

There are several member benefit updates for 2023. Please read below carefully and contact Member Services at (800) 223-7242 (TTY:711) with any questions.

Medicaid and Molina Healthcare PLUS (HARP) Members Only:

Effective April 1, 2023: Pharmacy Benefit Change

Starting April 1, 2023, your prescriptions will not be covered by Molina Healthcare of New York, Inc.. They will be covered by Medicaid NYRx, the Medicaid pharmacy program.

Medicaid NYRx has a list of covered drugs. Over-the-counter drugs and most drugs are on the list. This list of covered drugs can be found at: <https://www.emedny.org/info/formfile.aspx>.

- Some drugs need prior approval before they can be filled. This list will tell you if a drug needs prior approval. Your doctor will call to get prior approval.
- If your drug is not on this list:
 - o Your doctor can ask Medicaid for approval to let you get the drug, or
 - o Your pharmacist can talk to your doctor about changing to a drug that is on the list.

Medicaid NYRx pharmacy plan also has a preferred drug list. This list can be found at: https://newyork.fhsc.com/downloads/providers/NYRx_PDP_PDL.pdf.

- If you need a drug that is listed as a non-preferred drug, you will be able to get a one-time only fill of this drug from April 1, 2023, through June 30, 2023.
- If you need a non-preferred drug, please contact your pharmacist or doctor so that they can get approval for you to get this drug.

Click [here](#) to read the full member handbook insert on our website.

Effective January 1, 2023: Gambling Disorder Treatment

Effective January 1, 2023, Molina Healthcare of New York, Inc. will cover Gambling Disorder Treatment provided by Office of Addiction Services and Supports (OASAS) certified programs. You can get Gambling Disorder Treatment:

- face-to-face; or
- through telehealth

Click [here](#) to read the full member handbook insert on our website.

Medicaid Members Only:

Effective January 1, 2023: Applied Behavior Analysis (ABA) Services

Starting October 1, 2021, Molina Healthcare of New York, Inc. will cover Applied Behavior Analysis (ABA) therapy provided by:

- Licensed Behavioral Analyst (LBA)
- Certified Behavioral Analyst Assistant (CBAA) under the supervision of an LBA, or
- Other individuals specified under Article 167 of NYS education law.

Click [here](#) to read the full member handbook insert on our website.

Child Health PLUS (CHP) Members Only:

Effective April 1, 2023: Benefit Added- Residential Rehabilitation Services for Youth (RSSY)

Effective April 1, 2023, we will pay for Residential Rehabilitation Services for Youth (RRSY) provided by a program licensed, certified or otherwise authorized by the Office of Addiction Services and Supports. Services must be clinically indicated and specified in the individualized treatment/recovery plan and/or progress notes.

Effective January 1, 2023: Several Benefits Added:

- Assertive Community Treatment Services.
- Medical Supplies.
- Orthodontic Services for a Severe Physically Handicapping Malocclusion.
- Air Ambulance Services.
- Transportation Between Facilities.
- Children and Family Treatment and Support Services.
- Core Limited Health-Related Services.
- Health-Related Services

Click [here](#) to read the full Child Health Plus Subscriber Contract Amendment

Smile BIG at every age

Have you had a cavity recently?

If so, you are more likely to get another. Read on to learn how you can reduce your risk!

What causes cavities?

Cavities are formed by acid on your teeth. When you eat sugary or starchy foods, bacteria mixes with the acid and attacks your tooth enamel which is the hard outside surface of your teeth. Eventually this forms a cavity.

How can I avoid getting more cavities?

There are lots of ways to reduce your risk of more cavities.

Brush the right way

We all know to brush our teeth, but we don't always do it correctly. And that may leave plaque on our teeth. Here are some simple tips that make a big difference:

- Brush for a minimum of two minutes, twice a day, with fluoride toothpaste.
- Brush your teeth after eating sugary or starchy foods.
- Brush each tooth in a small, circular motion.
- Use a toothbrush with soft bristles.
- Replace your toothbrush every two months or when the bristles are frayed and worn.



Floss daily

Flossing removes food trapped between teeth. It reduces plaque and helps your gums stay healthy too. Flossing is an important tool in cavity prevention. You should floss once a day.

Eat a healthy diet

A healthy diet helps prevent cavities. Here are some suggestions:



- Drink lots of water, preferably fluoridated. (Bottled water usually does not contain fluoride.)
- Eat foods that have fluoride in them such as fish, tea, grape juice, and green leafy vegetables.
- Eat fruits and other products that have a natural sweetener called Xylitol. Xylitol helps fight cavities.

Visit your dentist regularly

If you have had a cavity recently, you should revisit your dentist in six months for another oral exam and cleaning.

Ask about fluoride

Fluoride makes tooth enamel strong and resistant to decay. It can even help to reverse the early stages of decay. Your dentist can provide in-office treatments such as fluoride varnish. If you need more fluoride, your dentist can also prescribe fluoride supplements.

Ask about sealants

Children who have had a cavity may benefit from having sealants placed on their teeth. A dental sealant is a plastic material that your dentist places onto the chewing surfaces of molars to help prevent cavities.

Sources: American Dental Association, Mouthhealthy.org



How to change your PCP

One of the best ways to take good care of your health is to have a primary care provider (PCP). Your PCP is your main doctor who provides most of your care and makes referrals. Your PCP will get to know you and know how to best treat you.

The name of your PCP is listed on your Passport ID card and on our website. Please make sure your PCP is listed correctly and that the contact information we have for you is correct. If you need to make any changes, here's some information for you.

- You are allowed to change your PCP changes every 30 days, if needed.
- If we assign you to the PCP and you call within the first month of membership, the change will be backdated to the first of the current month.
- All other PCP changes are effective immediately upon request.
- When you change your PCP, you will get a new ID card in the mail.

You can update your contact information or change your PCP by visiting MyAffinityPortal.com or calling Member Services (800) 223-7242 (TTY: 711).

Manage your health care online with My Molina Health Plan!



Change your doctor



Update your contact information



Request an ID card



Get health reminders on services you need



View service history



All About Vaccines

Schedule your vaccines today!



Myth: The flu shot will give you the flu.

Fact: The injectable flu vaccine is an inactive (killed) virus. It won't cause you to get the flu.



Myth: Shingles can't be prevented

Fact: Shingles can be prevented by getting a shingles vaccine.



Myth: I'm young and healthy, so I don't need to worry about getting seriously sick from COVID.

Fact: About 20 percent of total COVID-19 deaths have involved patients younger than 65.

Talk to your doctor or Care Manager today if you have questions or need help finding a place to get your shot.

- **Flu Vaccine**
- **Pneumococcal Vaccine**
- **MPOX Vaccine**
- **COVID 19 Booster**
- **Shingles Vaccine**

Children and vaccines - What Parents should Know?

Parents want to do the best to protect and care for their child, and it isn't always easy. Making sure you and your child get your vaccines on time is one of the most important things you can do to make sure your family stays healthy for their whole lives. Vaccines are the best way to stay protected against disease.

Are vaccines (shots) safe?

Yes, vaccines are safe. Vaccines have been carefully reviewed by doctors, scientists, and other healthcare professionals over many years. Some people have serious allergic reactions to them, but this is very rare. Be sure to let your doctor know if you or your child has any allergies before getting a vaccine.

Why should I vaccinate my child?

Vaccines (shots) help your child's immune system fight diseases and protects them from life-threatening sickness. Making sure your family has their shots can also help stop diseases from spreading. There are some diseases that don't exist anymore because generations of people got vaccinated.

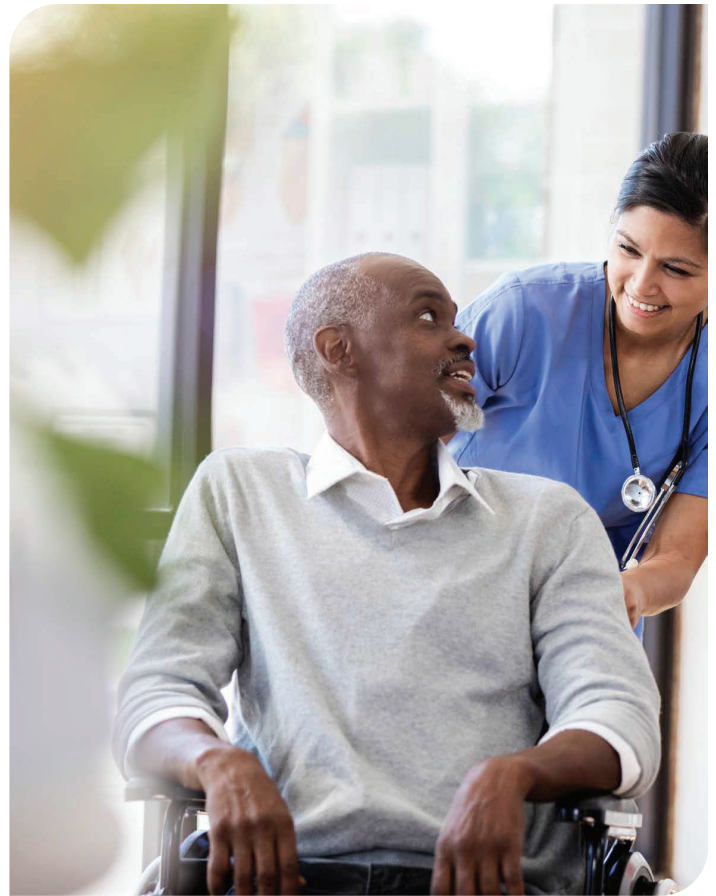
When does my child need their shots?

Making sure your baby or child gets the necessary vaccines on time helps boost their immune system before they come in contact with viruses and germs that can make them very sick. Babies are born with low immune systems and this can cause them to get sick very easily, so getting them vaccinated when it is recommended by their doctor can help build up their immune system and keep them from getting sick.

Please visit the CDC website at <https://www.cdc.gov/vaccines/schedules/index.html> to see when to get your baby or child vaccinated.

REFERENCES:

- <https://www.cdc.gov/vaccines/growing/images/global/CDC-Growing-Up-with-Vaccines.pdf>



Kids and lead don't mix!

Did you know just a small amount of lead could hurt your child's growth and brain development? Children exposed to lead may develop learning problems and miss more school days. They are also less likely to finish school.



How do kids get lead in their bodies?

Eating paint flakes. Older paint found inside and outside the home may have lead in it. Kids can put paint flakes or paint dust in their mouth.

Playing in dirt. Some dirt may contain lead. Children can be exposed by touching, breathing or playing in soil.

Drinking water. Some old pipes, faucets and other plumbing fixtures contain lead that can get into the water.

Inhaling dust that has lead in it.

What happens if my child has higher blood lead levels?

If your child tests high for lead, your local health department and your child's doctor will contact you to schedule follow-up care.

Lead blood test

Lead tests are covered at no cost to you! Children need a lead blood test by age 12 months and again by 24 months. Ask your child's primary care provider (PCP) to do a lead test at their next checkup.

If your child is older than 24 months and hasn't had a lead blood test, don't worry! The PCP can still do one and make sure your kid has the best chance at healthy development. If the PCP cannot do blood lead tests, they will refer you to local lab.



How to keep lead out of the body

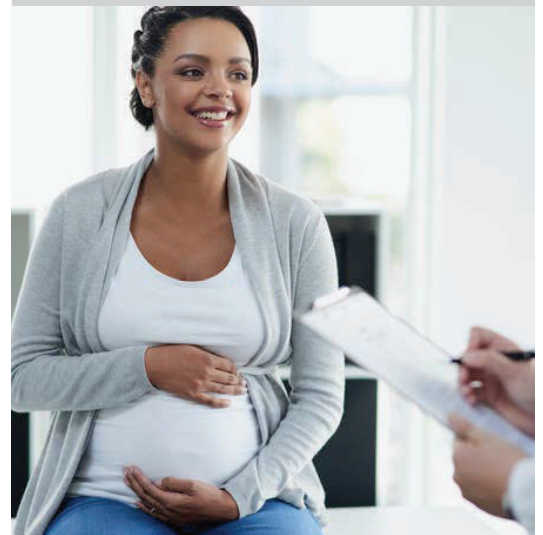
Make sure you and your kids follow these tips to avoid lead exposure:

- Eat foods with calcium (milk and cheese), iron (lean red meat, beans, peanut butter), and vitamin C (oranges, green and red peppers, tomatoes, juices).
- Cook and store food safely. Pottery from other countries could have lead in the glaze.
- Wash hands and toys after working or playing in dirt or dusting the home.
- Take your shoes off when you come inside. This helps keep any dirt with lead in it from spreading through the home.
- If you rent a home or apartment, talk with your landlord about fixing any peeling paint. If you own your home, take care of any repairs safely. Be extra careful when sanding or scraping paint.
- Keep children away from chipping paint and clean it up carefully.
- Remove any lead-based products from the home. This can be toys, jewelry and even spices that come from outside the United States.
- Contact your local water company and ask for home water testing materials.

Source: Centers for Disease Control and Prevention (CDC)

Moms-to-be

Lead exposure can start during pregnancy. If you're expecting a baby, make sure you follow these tips to make sure your unborn baby isn't exposed to lead.



Want to know more?

To learn more about lead, visit New York State's Childhood Lead Poisoning Prevention Program (NYS CLPPPP+) at <https://nchh.org/tools-and-data/technical-assistance/nys-clpppp/>



Suicide Awareness and Prevention

There are an average of 123 suicides each day in this country. It is the tenth leading cause of death in America — second leading cause of death for ages 25-34, and third leading cause of death for ages 15-24. In order to create awareness and strengthen the fight against suicide, the entire month of September is Suicide Prevention Month. Participate in the fight by getting involved with local organizations and listening to those who need help.

988 is the new, three-digit number for the National Suicide Prevention Lifeline (NSPL). 988 is now available nation-wide.

988 is more than just an easy-to-remember number. It is a direct connection to caring support for anyone in mental health distress. This may include:

- thoughts of suicide
- substance use crisis
- emotional distress

988 is a free service available to everyone. It can be used by members, caregivers, providers or anyone who believes they know of someone who can benefit.

HOW TO CONTACT 988

Members, caregivers or providers can contact 988 by chat, text, or phone.

Call or text 988 to be connected with a trained crisis counselor. When you call, you can access support in Spanish by pressing 2. Interpretation services are available in over 150 languages.

To access 988 via chat, visit [988 lifeline.org](https://www.988lifeline.org).

To access additional information and resources follow the link below:

<https://www.preventsuicideny.org/support-and-resources-for-individuals/>

The ABCs of Breast Health

According to the Centers for Disease Control, breast cancer is the most common cancer in women and persons with breasts: one out of eight women in the United States will develop breast cancer. Although you cannot prevent it, being screened for breast cancer and following the ABCs of breast health can lower your risk.

The ABCs of Breast Cancer • Annual mammogram • Breast awareness • Clinical breast exam

The ABCs are important because you can find changes in your breasts early, find out quickly if the changes are benign or not, and increase your chances of a cure if you detect cancer.

Mammograms

Mammograms are quick, easy and safe x-rays. We sometimes can see things on a mammogram that we cannot feel, making it easier to find problems early. For those of average risk, the American Cancer Society suggests that women aged 40-44 get a mammogram only if your doctor suggests it. They recommend yearly mammograms for all women starting at age 45.

Breast Awareness

Learn how your breasts usually look and feel. Do breast self-exams and look for lumps, thickness and other changes. If you think something is not right, see your doctor. Most breast lumps are not cancer.

Clinical Breast Exam

A doctor, nurse or midwife does the clinical breast exam. Women over the age of 40 should have this manual exam every year. If you are in your 20s or 30s, have an exam every three years.

A good breast exam includes:

- A personal health history review
- A manual exam of the whole breast while you are standing or lying down
- A lesson about breast health and how to examine your own breasts

Developing breast cancer

- Age (the older you get, the greater the risk)
- Gender (women are more likely to get breast cancer, but men can get it, too)
- You or a close family member (mother or sister) had breast cancer
- You started your period early in life
- You went into menopause late
- You had your first child after the age of thirty

Preventing breast cancer

- Keeping a healthy weight, eating a healthy diet and exercising regularly.
- Limiting alcohol and not smoking
- Breastfeeding your babies
- Guidelines for a healthy diet: Eat plenty of fruits, vegetables and lean proteins; avoid high fat foods; increase your fiber; limit processed foods; replace white flour, bread and pasta with whole grain

Finding a mammogram testing facility

Call **866.442.CANCER (2262)** for breast cancer screening locations in your area. Mammograms are provided in certified healthcare settings everywhere in New York State.



Setting Goals for Your Health: Diabetes Edition

A diabetes diagnosis may feel as if it has taken over your life. You want to get better and healthier. You want to **feel** better and healthier. You're told to lose weight, lower your blood sugar, eat healthier. All very important goals, but for many they may be too broad or vague.

When setting goals to improve your diabetes, you need to make S.M.A.R.T. goals: specific, measurable, attainable, relevant, and time-based.

Specific: Instead of “eat healthy,” you should aim to make specific healthy food substitutions, e.g., eat brown rice instead of white, substitute zucchini for half the noodles in your pasta dish, or mash cauliflower instead of potato.

Measurable: If you can't measure an activity, how will you know it was successful? For example, track everything you eat. After two weeks, you'll know if you succeeded in meeting your food goal!

Attainable: You want to set goals you know you can achieve, especially when you're starting out. If you're not used to exercising, don't sign up for a marathon just yet; start by walking around the block a few times.

Relevant: Your goals need to make sense for you. If you want to eat healthy for the rest of your life, be sure to choose healthy foods and recipes you know you will enjoy. Setting yourself up for failure will only make getting healthy more difficult.

Time-Based: A year-long goal is difficult to achieve. Instead, set goals with a two-week or month limit; if something doesn't work, you can adjust that goal without feeling like you didn't achieve success. Maybe you tracked all your foods and learned that you get most of your sugar from snacks. Next month, you can focus on how to make healthy snack substitutions.

Talk to your doctor about setting specific goals and about what you need to do to be able to achieve a healthier lifestyle. Be sure to write down your questions and objectives and bring them to your appointment so you'll have them handy when you meet with your provider. Remember you can always bring someone with you, if it will make you more comfortable.

SOURCE:

- www.diabetesselfmanagement.com/about-diabetes/general-diabetes-information/setting-goals-for-healthy-living/
- www.med.umich.edu/1libr/MEND/Diabetes-CookingSubstitutions.pdf
- www.diabetesforecast.org/2012/dec/11-steps-to-setting-your-health-goals.html

Caring for Someone with Diabetes

Receiving a diagnosis of diabetes can make anyone nervous or frightened. Making the necessary lifestyle changes and following doctor's orders can be overwhelming. Taking care of someone with diabetes can be just as challenging, especially if you live with them or are their caretaker. First and foremost, you must take care of yourself. You cannot take care of someone else if you are sick or exhausted. Other important tips for caregivers include:

1. Understand that a chronic illness is just that – ongoing. Any support you offer ideally should be for the long term. Be honest with yourself and your loved one about your limitations.
2. Keep educating yourself. The American Diabetes Association website, [diabetes.org](https://www.diabetes.org), is a good place to start. As a caregiver, you should go with your family member to all doctor's appointments. The doctor will have advice and instructions for you as well as for the patient.
3. Live the lifestyle with them. Exercise and eating healthy will benefit you both! A big reason lifestyle changes are so hard is that they isolate the person making the change. Cook food you both can and want to eat.
4. Listen to the concerns your loved one may have. They might be scared or depressed – let them vent. Take it step by step.

As a caregiver you will come across medical terms which you may not have heard, or don't quite understand. Always ask questions if you're unsure. Below are just some words and phrases you will need to know. For a complete glossary, you should visit the American Diabetes Association website.

Diabetes mellitus: Usually just called diabetes, which a person develops when his or her blood sugar levels are too high and their body is not able to use the blood sugar for energy as it should.

Hyperglycemia: High blood sugar

Glucose: One of the simplest forms of sugar. A body uses glucose for energy.

Insulin: A hormone made by the pancreas that helps the body use glucose for energy. Insulin resistance is when the body is unable to use its own insulin.

A1C: The test that measures a person's average blood sugar level over the past two to three months.

Fasting blood glucose: A check of a person's blood sugar level after the person has not eaten for at least eight hours.

Blood glucose meter: A small portable machine used by people with diabetes to check their blood sugar levels.

Talk to your doctor about setting specific goals and about what you need to do to be able to achieve a healthier lifestyle. Be sure to write down your questions and objectives and bring them to your appointment so you'll have them handy when you meet with your provider. Remember you can always bring someone with you, if it will make you more comfortable.

SOURCE:

- www.diabetes.org/resources/for-students/common-terms
- www.care.com/senior-care-caring-for-seniors-with-diabetes-p1143-q317305.html
- www.diabetesselfmanagement.com/managing-diabetes/general-health-issues/information-and-support-for-caregivers/
- www.mayoclinic.org/diseases-conditions/diabetes/expert-answers/caring-for-a-loved-one-with-diabetes/faq-20424136
- www.webmd.com/diabetes/diabetes

Medication-Assisted Treatment for Substance Use Disorder

Medication-Assisted Treatment (MAT) is the use of medications, in combination with counseling and behavioral therapies, to provide a “whole-patient” approach to the treatment of substance use disorders. MAT with counseling and therapy provides the greatest chance of a successful recovery.

MAT Medications: The Food and Drug Administration (FDA) has approved several different medications to treat alcohol and opioid use disorders. MAT medications relieve the withdrawal symptoms and psychological cravings that cause chemical imbalances in the body. Medications used for MAT are evidence-based treatment options and do not just substitute one drug for another.

Alcohol Use Disorder Medications - Acamprosate, disulfiram, and naltrexone are the most common drugs used to treat alcohol use disorder. They do not provide a cure for the disorder but are most effective in people who participate in a MAT program.

- **Acamprosate** - is for people in recovery, who are no longer drinking alcohol and want to avoid drinking. It works to prevent people from drinking alcohol, but it does not prevent withdrawal symptoms after people drink alcohol. It has not been shown to work in people who continue drinking alcohol, consume illicit drugs, and/or engage in prescription drug misuse and abuse. The use of acamprosate typically begins on the fifth day of abstinence, reaching full effectiveness in five to eight days.
- **Disulfiram** - treats chronic alcoholism and is most effective in people who have already gone through detoxification or are in the initial stage of abstinence. Disulfiram should never be taken while intoxicated and it should not be taken for at least 12 hours after drinking alcohol.
- **Naltrexone** - blocks the euphoric effects and feelings of intoxication and allows people with alcohol use disorders to reduce alcohol use and to remain motivated to continue to take the medication, stay in treatment, and avoid relapses.

Opioid Dependency Medications - Buprenorphine, methadone, and naltrexone are used to treat opioid use disorders to short-acting opioids such as heroin, morphine, and codeine, as well as semi-synthetic opioids like oxycodone and hydrocodone. These MAT medications are safe to use for months, years, or even a lifetime. As with any medication, consult your doctor before discontinuing use.

- **Buprenorphine** - suppresses and reduces cravings for opioids.

- **Methadone** - reduces opioid cravings and withdrawal and blunts or blocks the effects of opioids. Methadone used to treat those with a confirmed diagnosis of Opioid Use Disorder can only be dispensed through a SAMHSA certified Outpatient Treatment Program. Some of the medications used in MAT are controlled substances due to their potential for misuse.
- **Naltrexone** - blocks the euphoric and sedative effects of opioids and prevents feelings of euphoria.

Opioid Overdose Prevention Medication – Naloxone saves lives by reversing the toxic effects of overdose.

- **Naloxone** – used to prevent opioid overdose, naloxone reverses the toxic effects of the overdose. Narcan was one of the first brands of Naloxone and many refer to Naloxone as Narcan.

SOURCE: *Substance Use and Mental Health Services Administration (SAMSHA)*

<https://www.samhsa.gov>

Sexually Transmitted Infections: Testing and Next Steps

A sexually transmitted infection (STI) is a type of infection that is passed from one person to another through sex. STIs are very common.

Is there more than one type of STI?

Yes, there are different types of STIs. They can be put into three basic categories: bacterial, viral and parasitic. Bacterial and parasitic infections can be cured. Viral infections can be treated but not cured completely.

- Bacterial and parasitic infections include chlamydia, gonorrhea, syphilis, trichomoniasis and bacterial vaginosis (BV).
- Viral infections include genital herpes, human papillomavirus (HPV) and HIV/AIDS.

How do I know if I have an STI?

Many people who have an STI do not feel sick or have any symptoms. Some can experience changes in their body like itching, discharge, a rash or blisters in the genital area (penis, vagina, anus) and sometimes pain during sex. The only way to know you don't have an STI is to get tested or checked by your doctor.

You should get tested if you see symptoms or if you:

- have had oral, vaginal or anal sex without a condom
- have a new sexual partner
- are having sex with more than one person
- think you have been exposed to an STI from someone you had sex with

What happens when I get tested?

Getting tested is quick and easy! You can ask to get tested at your annual check-up or go to the doctor just to get tested. The doctor may ask you for a urine sample, do a blood test or take fluid from your mouth or genital area to check you for any STIs.

You will get your results back from the doctor in a week or less. If you have an STI the doctor will let you know what to do next to make sure you get healthy or keep people you are having sex with healthy.

Why is it important to get treatment?

STIs can cause serious health problems if they aren't treated. Without treatment STIs can damage your vision, hearing, brain and heart. You also are at risk for spreading an STI to any current or future sexual partners. If you have an STI, getting treated is the best way to make sure you stay healthy and safe.

To find places near you that offer free or low-cost, confidential STI testing:

- Visit <https://gettested.cdc.gov/>
- Text your ZIP code to KNOW IT (566948)
- Call 800.CDC.INFO (800.232.4636)
- If you're in New York City:
 - call 311 or
 - visit <https://www1.nyc.gov/site/doh/services/sexual-health-clinics.page>

To learn more:

- **Centers for Disease Control and Prevention (CDC):**
<http://www.cdc.gov/std/default.htm>
- American Sexual Health Association: <http://www.ashasexualhealth.org/stdsstis/>
- **New York City Department of Health and Mental Hygiene:**
<http://www1.nyc.gov/site/doh/health/health-topics/sexually-transmitted-diseases.page>
- <http://www1.nyc.gov/site/doh/services/clinics.page>

Sources:

American Sexual Health Association (ASHA). www.ashasexualhealth.org

American Sexual Health Association (ASHA), "Get Tested".

<http://www.ashasexualhealth.org/stdsstis/get-tested/>

NYC Health, "Sexually Transmitted Infections (STIs)".

<https://www1.nyc.gov/site/doh/health/health-topics/sexually-transmitted-diseases.page>

Sutter Health Palo Alto Medical Foundation, "Treating STIs".

<http://www.pamf.org/teen/sex/std/stis.html>

My Molina Mobile App - Help is just a touch away!

Did you know you can print out a new member id card, change your PCP, update your contact information and more at the MyAffinityPortal member portal? You can also do the same things through your phone or tablet by downloading the Molina App. Follow the instructions below to learn more. Rather speak to someone offline, call our customer service line at 1-800-223-7242.

**If you need any HELP (transportation, case management, new doctor)
from Affinity by Molina Healthcare,
Please contact Customer Service:**



Call (800) 223-7242 (TTY/TDD : 711)
Monday - Friday 8 a.m. to 6 p.m.



Visit: [MyAffinityPortal.com](https://www.MyAffinityPortal.com)



Scan this barcode to
**Download the
My Molina mobile app!**

MolinaHelpFinder.com - Sometimes you need a little extra help. We're here when you do.

Molina Healthcare of New York, Inc. is proud to introduce Molina Help Finder! Help Finder is your one-stop shop for finding low- and no-cost resources in your community when you need them. Find services near you using our online search tool at MolinaHelpFinder.com.

Molina Help Finder helps you find resources to meet your basic needs like:

- Food
- Health
- Education
- Housing
- Job training
- Work
- Transportation
- Child care
- Legal

With Molina Help Finder, you can self-refer or apply for the services you need, right from your My Molina member portal. Your doctor might also refer you to resources and follow up to make sure you got the help you needed.

We want you to get the information you need in the language you're most comfortable with. That's why Molina Help Finder is available in more than 120 languages.

MolinaHelpFinder.com – the help you need, close to home.



Molina Help
Finder



Affinity by Molina Healthcare offers Teladoc Services to All Members!

Teladoc is a benefit that is available to all members! These virtual services provide quick access to a network of board-certified doctors who can help treat a wide range of health issues, including mental health. If you or your child are feeling sick or are in pain, you or your child can now skip the trip to the ER or urgent care center by scheduling a virtual consultation with a doctor anytime and anywhere. If you or your child are experiencing a life threatening condition such as chest pain, severe bleeding or head trauma, call 911 or visit an emergency room rather than using Teladoc or an urgent care center.

With Teladoc, you may speak with a family doctor about non-urgent conditions like the flu, sinus infections, stomach aches, and other concerns. As a part of your visit, you may use the Teladoc app to upload images of your or your child's health issue to help with a treatment plan and prescription, if necessary.

Set up your Teladoc account today at Teladoc.com/molina-ny and receive treatment from the comfort of your home, day or night. All you need is a phone or internet connection and your Affinity ID to get started. Visit Teladoc.com/molina-ny to learn more.

Healthy Recipe

Baked Cinnamon Stuffed Apples

Fruit dishes like these Baked Cinnamon Stuffed Apples can make a wonderful, healthy dessert around the Holidays! The smell of these apples baking in the oven will have your mouth watering.

Prep time Cook time Servings Serving size
10 Min **30 Min** **8** **1/2 apple**



| Nutrition Facts | |
|-------------------------------|------------------|
| 8 Servings | |
| Serving Size | 1/2 apple |
| Amount per serving | |
| Calories | |
| Total Fat 5g | |
| Trans Fat 0.9g | |
| Cholesterol 0mg | |
| Sodium 25mg | |
| Total Carbohydrate 26g | |
| Dietary Fiber 3g | |
| Protein 1g | |

Ingredients

| | | | |
|--|---------|-----------------------------------|---------|
| large McIntosh or Golden Delicious Apples (cored) | 4 | lemon (juiced) | 1/2 |
| Splenda® Brown Sugar Blend | 6 tbsp | oatmeal | 1/4 cup |
| ground cinnamon | 1 tsp | margarine (trans-fat-free) | 2 tbsp |
| pecans (finely chopped) | 1/4 tsp | | |

Directions

1. Preheat oven to 425 degrees.
2. Drizzle lemon juice over apples.
3. In a small bowl, mix together remaining ingredients. Stuff each apple with approximately 1/4 cup oat mixture.
4. Place apples in an oven safe baking dish and bake for 25-30 minutes





Fraud, Waste or Abuse

If you suspect cases of fraud, waste, or abuse, you must report it to Molina. You may do so by contacting the Molina Healthcare Alert Line or submit an electronic complaint.

Telephone

The Molina Healthcare Alert Line is available 24/7. It can be reached at any time (day or night), over the weekend, or even on holidays. To report an issue by telephone, call the tollfree at **(866) 606-3889**.

Online

To report an issue online, visit:

<https://molinahealthcare.AlertLine.com>

Community Service Offices are Open

Affinity by Molina and Molina NY Community Service Offices are open! Your health and safety are our primary focus, and we continue to take the necessary **following state and local guidelines concerning COVID-19**. Molina Healthcare of NY and Affinity by Molina have 17 community offices located throughout New York State, including 14 in New York City metro area. A new office will be opening in Chinatown by end of Spring.

As part of the neighborhoods which we serve, our Community Service Centers are focused on taking care of your healthcare, and healthcare-related needs. Whether you are looking to see if you qualify, enroll or renew your coverage, have questions about your membership, or need to connect to community resources, our friendly, experienced associates are there to help you. If you need to speak to one of our representatives, please stop by a community service center near you.

For a full list of our offices in your area, including hours of operation, please go to AffinityPlan.com/VisitUs.

A New Look is Coming!

**We're making
some changes,
so keep an
eye out!**



**You'll notice things look a little different when
you get information from us.**

Affinity by Molina Healthcare is getting a new look, new colors and a new logo.



will be



Thank you for being an Affinity by
Molina Healthcare Member!



Affinity by Molina Healthcare
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Bronx, NY 10461

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