

Molina's myhealthmylife

for Molina Healthcare of Utah members

Winter 2024

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Respiratory Syncytial Virus (RSV) and how it spreads

RSV stands for respiratory syncytial virus. It's a common germ that can make you feel like you have a cold. Most people get better in a week or two, but it can be serious for babies and older people. If you are 60 or older, there is a vaccine to help you not get really sick from RSV. Pregnant moms can get a vaccine between 32 and 36 weeks to protect their babies. If the baby is born, they can get an antibody shot, like a vaccine. This helps lower the chances of getting RSV. Ask your doctor if these are right for you and your family.

Who can get RSV?

Anyone who has been in close personal contact with someone who has RSV.

How does RSV spread?

RSV can spread when:

- An infected person coughs or sneezes
- You get virus droplets from a cough or sneeze in your eyes, nose or mouth
- You have direct contact (kissing or touching) with someone who has RSV
- You touch a surface that has the virus on it, like a doorknob, and then touch your face before washing your hands

When should I get tested for RSV?

If you think you or your child might have RSV or have been close to someone who is sick, call your doctor to see if you need to be tested. To help stop the virus from spreading, the doctor might quickly take you to a special room so you don't have to wait in the usual area.

What should I do if I have symptoms?

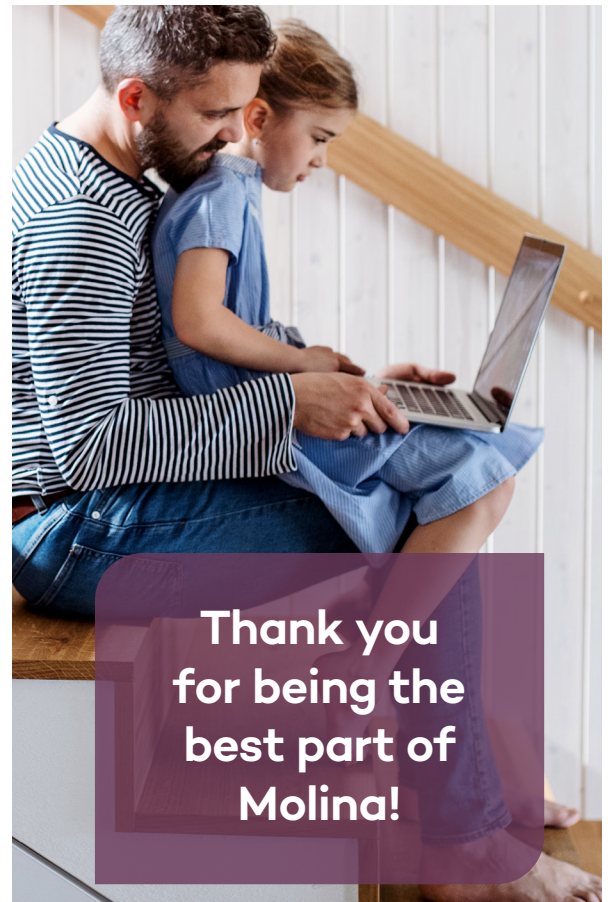
- Stay isolated if you have a fever, sore throat, nasal congestion or cough.
- Only go out to see a doctor for an emergency.
- Avoid public transportation.
- If you must leave isolation, wear a well-fitting mask.

How can we stop RSV?

There are things you can do to help stop RSV from spreading. If you feel sick and think you might have RSV:

- Cover your mouth and nose with a tissue or your sleeve when you cough or sneeze.
- Wash your hands with soap and water for at least 20 seconds.
- Don't get too close to other people, like kissing, shaking hands, or sharing cups and forks.
- Clean things that you touch often, like door handles and phones.

If you have more questions, please call our **24-hour Nurse Advice Line** at **(888) 275-8750 (TTY: 711)**.



**Thank you
for being the
best part of
Molina!**



Get your flu shot this season

Did you get your flu shot this season? If you did, good job taking care of your health! If not, there's still time to protect yourself and your family.

Flu season starts in October and ends in May, so visit your doctor or local pharmacy. You will be happy you did!

If you have questions about the flu, call our **24-hour Nurse Advice Line** at **(888) 275-8750 (TTY: 711)**. To find a pharmacy that offers the flu shot, download the My Molina® mobile app from the Apple App Store or Google Play Store. You can also call **Member Services** at **(888) 483-0760 (TTY: 711)**.

Our Nurse Advice Line is here for you 24/7

Our highly trained nurses are available 24 hours a day, seven days a week, 365 days a year. We're here even on holidays to help you decide what to do and where to go for care.



24-hour Nurse Advice Line
(888) 275-8750 (TTY: 711)

We're here for you!

If you have a question about your health plan, please call **Member Services** at **(888) 483-0760 (TTY: 711)**. We're here Monday – Friday from 8 a.m. to 8 p.m. local time.



Earn rewards with Molina Healthcare of Utah

The Wellness Rewards Program is where you can earn rewards for caring for you and your child's health. We want to help you get the most out of your membership and take care of your health by getting recommended screenings and important health care activities. We cover these screenings and health care activities at no cost to you!

We will let you know if you are eligible to participate in the program. Make sure to review any text messages, emails, calls or mailed letters that we have sent you to learn more about the program.

All health screenings for 2024 must be completed by December 31, 2024.



Do you know your renewal date?

Every year, you need to renew your Medicaid benefits. The Department of Workforce Services (DWS) will send you information before it's time to renew. If you don't know your renewal date, we can help! Call us at **(877) 373-8984** or **DWS** at **(866) 435-7414**.

Ways to renew:

- Online: Visit **Jobs.utah.gov/mycase/**. Click the "log into MyCase" tab.
- By mail: Complete the form that DWS sent you and mail it back to their office. The address is on the front page of the form.
- In person: Visit **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: To renew or update your address, call (866) 435-7414 toll-free.



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

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
- **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.

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)



Molina Healthcare of Utah
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Get connected. Check out our member portal!

Experience our new member portal, which was created just for you! Manage your health care online, anytime!



Go to [MyMolina.com](https://www.mymolina.com) or scan the QR code to download the Molina mobile app and register today.

Follow us on social media!

If you haven't already, be sure to follow us on our social media pages. It's a great way to find health tips and helpful information about your plan benefits.

 Facebook

[@MolinaHealthUT](https://www.facebook.com/MolinaHealthUT)

