

FALL 2021

Health and Wellness Newsletter



Keep Your Teeth, Eyes Healthy

You only get one set of teeth and eyes. Be sure you and your family members get the dental and vision care you need to keep your eyes and teeth at their healthy best. These benefits are part of your Molina health benefits and are **FREE** to you.

Getting Dental Care

As a Molina member, you have the right to a routine dental appointment within 90 days of requesting an appointment.



Molina provides covered dental services in these counties:

- Milwaukee
- Racine
- Washington
- Kenosha
- Waukesha
- Ozaukee

For help scheduling a dental appointment, call Molina Member Services, 1 (888) 999-2404, TTY: 711.

LIVE OUTSIDE THESE COUNTIES

For Molina members who live outside these counties, the State covers your dental services. Members must get covered dental services from a Medicaid-enrolled provider who accepts the ForwardHealth ID card. To find a Medicaid-enrolled dental provider, call ForwardHealth Member Services at 1 (800) 362-3002.

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

In This Issue

Keep Your Teeth, Eyes Healthy.....	1-2
The Care You Don't Want to Miss	3
How to Prepare for Your Appointment and What to Expect	4
Get Your Appointment Today!.....	4
FREE Gift for Pregnant Moms.....	5
COVID-19 Vaccine: A Choice You Can Live With!	6-7
Need Help With a Health Issue?.....	8
Non-Discrimination and 1557.....	9-11

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

To get this information in your preferred language and/or accessible format, 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.



Keep Your Teeth, Eyes Healthy (cont'd)

Getting Vision Care

Molina covers vision services, including eyeglasses. However, some limitations apply. Molina partners with Herslof Optical Company Inc. to provide covered vision services.



The following vision services are covered by Molina:

- Routine eye exams by a physician or an optometrist
- Glasses when medically necessary

How Do Members Get Care

For vision care, Molina members should call:

Milwaukee County
1 (414) 760-7400

All other Counties
1 (800) 822-7228



For More Information

Read the Molina Medicaid Member Handbook at [MolinaHealthcare.com](https://www.molinahealthcare.com) or call Molina Member Services at 1 (888) 999-2404, TTY: 711, and ask that a copy be sent to you.

The Care You Don't Want to Miss

Molina reminds you to stay up to date with your health screenings and services. Schedule an appointment if you or anyone in your family needs any of the screenings below.

Be sure to also make an annual appointment to see your doctor. This is called a preventive visit and is important to get early help or learn what medical needs you might have.

Your Health Screening Guide

Care for all Adults

- **Adult Preventive Visit:** Age 20 or older (once a year)
- **Colonoscopy:** Ages 50-75 (to be done every 1-10 years)
- **Diabetic Testing:** A1c test, kidney test, and eye exam
- **Behavioral Health Visit:** 1-7 days after discharge from a hospital stay related to mental health, or alcohol and other drug usage
- **Influenza (flu) Vaccine:** Once a year. Best time to get: September or October.

Care for Women

- **Prenatal Visits:** Once you learn you are pregnant and then regularly during pregnancy.
- **Post Delivery Visit:** 7-84 days after delivery
- **Mammogram:** Women 50-74 (to be done every two years)
- **Pap Smear:** Women 21-64 years (to be done every 3-5 years)

Care for Children

- **Well-Baby Visits:** 6 or more visits before 15 months
- **Baby Immunizations:** Series of shots before 2nd birthday
- **Annual Visits:** Ages 3-19 years

Dental Care

- **Dental Preventive Visit:** Children twice a year, adults once a year

Vision Care

- **Vision Preventive Visit:** Once a year



Need Transportation

Need transportation to get to a screening or any medical appointment?
For FREE rides, call
1 (866) 907-1493,
TTY: 711.

Having a plan and knowing what to expect can help make the most of your doctor appointments! 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 Molina or your provider office know of any barriers before your appointment, such as transportation or language needs
6. Be prepared to share your family and past medical history if you are seeing a new doctor for the first time
7. Arrive on time to your appointment or call before your appointment if you need to reschedule.
8. Have your labs and other tests done before your doctor's appointment
9. Bring your ForwardHealth ID Card
10. Plan ahead – Routine preventive care visits may be booked out up to 30 calendar days. Routine dental care visits may be booked out up to 90 calendar days. However, you can schedule further out to make sure you get the appointment that works for you.



Make an Appointment Today!

There is still time to complete your health screenings and schedule an annual preventive doctor visit in 2021. Call your provider for help with scheduling appointments for you and your family.

Molina can also help schedule your visit. Call Molina Member Services at 1 (888) 999-2404; TTY: 711, Monday through Friday, 8 a.m. to 5 p.m. For help getting free transportation to your appointment, call 1 (866) 907-1493; TTY: 711.

How to Get Information About your Molina Covered Benefits

If you have questions about your covered benefits and services, call Molina Member Services at 1 (888) 999-2404, TTY: 711. Ask for a copy of the Molina Member Handbook.

Remember: You can ask for any Molina member information in Spanish or any other language or format. Just call Molina Member Services at 1 (888) 999-2404, TTY: 711.

FREE Gift for Pregnant Moms

Are you a pregnant Medicaid Molina member who needs a **FREE** car seat?

Consider enrolling in the new Molina Healthy Starts Car Seat Program.

The program supports pregnant women to get regular doctor visits. The program also includes regular pregnancy health information.

Mothers who complete the program will receive a FREE Cosco Scenera NEXT Convertible Car Seat. The car seat is suitable for a baby/toddler weighing 5-40 pounds.



Program Requirements

1. Be a Medicaid Molina member
2. Enroll in the Molina Healthy Starts Car Seat Program while pregnant and before you deliver your baby
3. Go to at least 6 prenatal visits
4. Select a doctor for your baby **before you deliver**

*FREE car seat gift may vary from car seat pictured above.



How to Enroll

To enroll, call Molina Community Engagement at **1 (414) 436-8385**.



Importance of Prenatal Visits

Prenatal care means regular doctor checkups during your pregnancy. Your health and the health of your baby is being tracked by the doctor. This important care supports a healthy birth.

What to expect:

- Routine checkups and screening tests to monitor your health and the health of your growing baby.
- Doctor advice on healthy eating, safe physical activity, tests you may need, recommended vaccines or shots, and what to expect during labor and delivery.

COVID-19 Vaccine: A Choice You Can Live With!

For the past months, Molina surveyed members about the COVID vaccine.

What Molina Members are Saying:

“I had COVID. I know firsthand how terrible it is. I never want to get it again. **I wouldn't wish it on my worst enemy.** So, that's why I had to get the vaccine. I don't want to take any chances that I will get it again.”

“Even if you don't get really sick from the virus, **taking the vaccine can help you have a clear conscience** that you're not going to get it and make others really sick or cause some to die from it.

“I wanted to get back out in the world and play open mic gigs. I wanted to see people again **without the fear of getting sick or dying from COVID.**”

“I got the shot because **I had COVID and it was no joke.** If you get COVID, it's going to be hard for you. You're going to have to stay in your house and quarantine, or you'll be in the hospital fighting for your life.

Make an Informed Decision

Learn all you can about the COVID-19 vaccine from reliable sources.



A good resource: [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Questions from Molina Members

Q: What if I don't have transportation to get a COVID 19 shot?

A: To get **FREE** transportation for your COVID vaccine, call 1 (866) 907-1493. To schedule a **FREE** COVID-19 vaccine near you, call 1 (844) 684-1064.

Q: Will I get sick or have side-effects from the vaccine?

A: After the shots, you might experience a sore arm, a mild fever or body aches. If these symptoms happen at all, they usually last only a day or two. They signal a natural response as your body's immune system learns to recognize and fight COVID. These side effects could be: redness and swelling in the arm where you got the shot, tiredness, headache, muscle pain, chills, fever and nausea.

Q: Our entire family had the virus and recovered. Do we still need the vaccine?

A: You should be vaccinated even if you had COVID-19. That's because experts do not yet know how long you are protected from getting sick again after recovering from COVID-19. Studies show the vaccination provides a strong boost in protection in people who have recovered from COVID-19.

Q: Not comfortable with a vaccine rushed to market. How do I know it's safe?

A: Scientists began work on the COVID-19 vaccine in January 2020. The development of the COVID-19 vaccines did not cut corners on testing for safety and efficacy. Dedicated vaccine funding helped move vaccine candidates through the pre-clinical/clinical assessments and trials both quickly and thoughtfully. This has enabled researchers to advance into phase 3 clinical trials (testing the vaccine on large groups of people to evaluate safety and effectiveness) in six months instead of the typical two years.

Q: Will my allergies be an issue when getting the vaccine?

A: The CDC says people with allergies to certain foods, insects, latex and other common allergens can get a COVID-19 vaccine. If you ever had a severe allergic reaction to a vaccine, be sure to discuss that with your doctor. Your doctor can evaluate you and assess your risk. However, if you are severely allergic to any of the coronavirus vaccines' ingredients, you should not be vaccinated.

The U.S. Food and Drug Administration (FDA) approved the COVID-19 vaccine known as the Pfizer-BioNTech COVID-19 Vaccine. This FDA approval provides additional confidence for people to get the COVID vaccine.

What About the Delta Variant?

"You're dealing with a virus and the Delta variant is highly efficient and spreads easily from person to person. So, it's clear that if you are vaccinated, your risk is extraordinarily low. If you are unvaccinated, you have a high risk of getting this very nasty variant, the Delta variant."

-Dr. Anthony Fauci, Chief Medical Adviser to President Biden

Need Help With a Health Issue

Need help with a medical problem or chronic condition, such as diabetes? Turn to a Molina Care Coordinator. A Care Coordinator is a nurse or other health care professional who can help you get the medical care and arrange for other services you may need.

This service is FREE.

A Molina Care Coordinator can help you complete your Health Risk Assessment (HRA).

They can also help schedule your in-person exams or other medical appointments.

Molina Care Coordinators Can Help:

- Get answers to your questions about your medical condition
- Make doctor appointments
- Get rides to your medical appointments (if needed)
- Schedule interpreter services for your medical appointments (if needed)
- Get medical supplies and equipment you need
- Explain the medicines you take
- Transition you from one setting to another, such as from a hospital back to your home
- Find community resources for services you need, such as “Meals on Wheels”
- Work with your caregiver to make sure they have what they need for your care

Your Molina Care Coordinator can also work with your family or friends who help you with your health care needs.

Need more information about Molina Care Coordinators, call 1 (888) 999-2404.





Your Extended Family.

Non-Discrimination Tag Line– Section 1557 Molina Healthcare of Wisconsin, Inc. Medicaid

- English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-999-2404 (TTY: 711).
- Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-999-2404 (TTY: 711).
- Hmong LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-999-2404 (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 1-888-999-2404 (TTY: 711)。
- Laotian ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-665-3086 (TTY: 711).
- Burmese ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူ ဖြစ်ပါက သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-888-999-2404 (TTY: 711) တွင် ဖုန်းခေါ်ဆိုပါ။
- Russian ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-999-2404 (телетайп: 711).
- Somali Somali FIIRO GAAR AH: Hadii aad ku hadasho Ingiriisiga, adeega kaalmada luuqada, oo bilaa lacag ah, ayaa kuu diyaar ah. Lahadal 1-888-999-2404 (TTY: 711).
- German ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-999-2404 (TTY: 711).
- Arabic ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-999-2404 (رقم مات فالصم والبكم: 711).

Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-999-2404 (TTY: 711) 번으로 전화해 주십시오.
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-999-2404 (TTY: 711).
Pennsylvanian Dutch	Wann du Deitsch (Pennsylvania German schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-888-999-2404 (TTY: 711).
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-999-2404 (TTY : 711).
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-999-2404 (TTY: 711).
Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-999-2404 (TTY: 711) पर कॉल करें।
Albanian*	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-999-2404 (TTY: 711).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-999-2404 (TTY: 711).
Serbo-Croatian	PAŽNJA: Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite 1-888-999-2404 (TTY: 711).

Non-Discrimination Notification

Molina Healthcare of Wisconsin Medicaid

Molina Healthcare of Wisconsin (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. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (888) 999-2404, TTY: (800) 947-3529 or 711.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (414) 831-2886.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.



Your Extended Family.

Molina Healthcare of Wisconsin
PO Box 242480
Milwaukee, WI 53224-9931

Call Molina's 24-Hour Nurse Advice Line

As a Molina Healthcare member you have a registered nurse just a phone call away—24 hours a day, 7 days a week. The call is **FREE**.

Get the Help You Need:

- Caring help in your language
- Step-by-step tips for what to do at home to feel better
- Answers to your questions when you or your child is sick
- Make a doctor appointment for you if necessary

For life-threatening emergencies, call 911.



24-Hour Nurse Advice Line

Add this number to your phone contacts!

English and other languages:

**1 (888) 275-8750,
TTY: 711**

Spanish:

**1 (866) 648-3537,
TTY: 711**