



Molina's myhealthmylife

for Molina Healthcare of New Mexico members

Fall 2024

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Learn about our new
Pregnancy Celebration Program

Check out page 6 for details!

Keep your benefits. Renew on time.


As part of your health care family, we want to make sure you're able to get the care you need, when you need it. Did you know you need to renew your Molina Healthcare of New Mexico Medicaid program benefits every year?

We'll send reminders so you don't forget to renew on time. We've also added everything you need to know on the renewal page at MolinaHealthcare.com.

You can talk to our Member Services staff to confirm your renewal date. We can help you keep your coverage. Just call us at **(844) 862-4543 (TTY: 711)**. For more information, go to MolinaHealthcare.com.

Keep your contact information up-to-date!

- It's important to keep your contact information up to date with Molina and New Mexico Health Care Authority (HCA).
- HCA may send your renewal information by mail when it's time for you to renew. If your information's not correct, you may miss an important message about your renewal.
- Please remember to tell us if your phone number or address has changed. That way, we can send reminders and other important information to you.



Thank you
for being the
best part of
Molina!

Questions about your health?

Call our 24-hour Nurse Advice Line!

Health issues can happen any time, even on nights and weekends. As a Molina member, you can talk to a nurse right away! Our 24-hour Nurse Advice Line is a covered service that is available 24/7.

Speak to a nurse when you:

- Have a medical question any time of the day or night
- Think of a question after you visit your doctor
- Feel sick and aren't sure what to do
- Feel sick or hurt and don't know where to go for care

Keep these phone numbers handy!

24-hour Nurse Advice Line:

Call **(833) 965-1558 (TTY: 711)**

for medical advice and answers to medical questions
24 hours a day, 7 days a week.



Get well, stay healthy

Did you know one of the best ways to stay well is by getting annual checkups and regular screenings? This helps your doctor catch potential problems early while you have the best chances for the best outcomes.

Below is a guide for how often you should get screenings and services. Make an appointment if you or anyone in your family hasn't received these this year.



Visits needed	When they are needed
Adult preventive visits	Age 20 and older (yearly)
Well-baby visits	Six or more visits before 15 months
Baby immunizations	Series of shots before 2nd birthday
Well-care visits	Ages 3 to 21 years (yearly)
Prenatal visits	Series of visits up to delivery
Post delivery visit	7 to 84 days after delivery
Mammogram (checks for breast cancer)	Women 50 to 74 years (yearly)
Pap Test (checks for cervical cancer)	Women 21 to 64 years, as recommended by your doctor
Colonoscopy (checks for colon cancer)	Ages 50 to 75 years, as recommended by your doctor
Diabetic testing (A1c test, kidney test and eye exam)	Ask your doctor how often you need these tests
Behavioral health follow-up appointment	1 to 7 days after discharge from an ER visit or hospitalization for mental health care
Flu shot	Yearly flu
Dental visit	Once every 6 months
Vision visit	Yearly

How to prepare for your appointment and what to expect

Having a plan and knowing what to expect can help you make the most of your doctor's visit.

These tips can help you with that!

1. Make a list of your questions and concerns.
2. Bring a list of your medicines, even vitamins and herbal supplements.
3. Bring a friend or family member, if you can.
4. Be open and honest with your doctor and office staff.
5. Let your doctor's office know if you need transportation or have language needs.
6. Know your and your family's medical history.
7. Arrive on time.
8. Bring your member ID Card.
9. Be patient – you can expect to get a routine appointment within 5 weeks.



Take control of your health! Complete your Health Risk Assessment (HRA).

We want to help you stay healthy

You will get a call from us to help fill out your HRA. This will help us learn more about your current health so we can better meet your needs.

If you have any questions, please call **Member Services** at **(844) 862-4543 (TTY: 711)** Monday-Friday from 8 a.m. to 5 p.m. MT.



Get our full list of member rewards

To learn more about all of your Molina Benefits, go to MolinaHealthcare.com and click on:

1. "Benefits and Services"
2. "With Molina you have additional benefits and services"



Pregnancy Celebration Program!

As you prepare to welcome your new baby, we are excited to help you with the care and support you need. During your first trimester contact our Women's Health Line at **(833) 700-0920** to confirm you are pregnant and claim your baby gift box. You can also earn two food boxes from FarmBox RX if you:

1. Complete a prenatal visit in the first trimester or within 42 days of enrollment.
2. Complete a postpartum visit 7-84 days after delivery.

If you have not already seen your doctor and need help, use our find a doctor tool at **MolinaHealthcare.com** or call **Member Services (844) 862-4543 (TTY: 711)**.



Our Preferred Drug List

The Preferred Drug List (PDL) is a list of all the medicines we cover and any limits that apply. We also cover some over-the-counter (OTC) medicines when your doctor gives you a prescription.

The PDL changes from time to time. To find the most up-to-date list, please visit the Member Materials & Forms page at [MolinaHealthcare.com](https://www.molinahealthcare.com). If you do not use a computer and would like some help, just call **Member Services** at **(844) 862-4543 (TTY: 711)**.

There are no copays for your prescriptions.



Follow us on social media!

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

 Facebook

@MolinaHealthcareofNewMexico

Why are immunizations so important?

Immunizations are shots that help the body fight disease. Each shot fights a different disease, like chickenpox, measles or mumps. Kids need shots to keep them safe from disease and to get ready for school.

Talk to your doctor about which shots your kids need. Remember, these shots are covered at **no cost to you**.

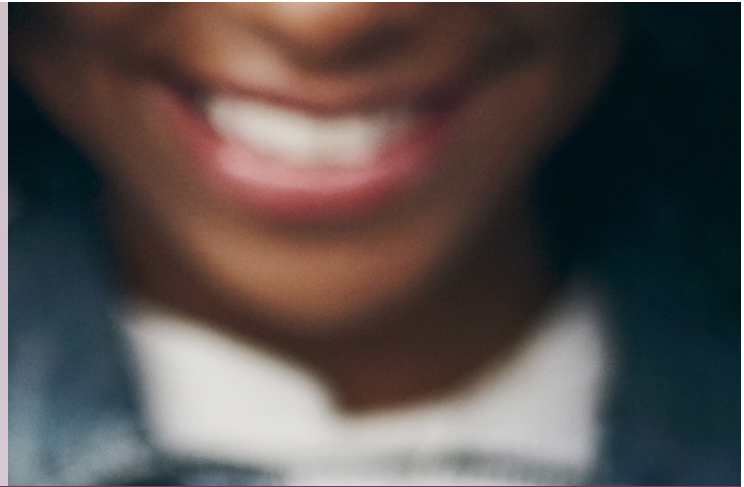
Here's a look at the 2024 shot schedule recommended by the Centers for Disease Control and Prevention (CDC):



Shots your kids need	When they need them	
Hepatitis B (HepB)	<ul style="list-style-type: none"> 1st dose: Birth 2nd dose: 1 to 2 months 	<ul style="list-style-type: none"> 3rd dose: 6 to 18 months
Rotavirus (RV): RV1 (2 doses) RV5 (3 doses)	<ul style="list-style-type: none"> 1st dose: 2 months 2nd dose: 4 months 	<ul style="list-style-type: none"> 3rd dose: 6 months
Diphtheria, Tetanus, Acellular Pertussis (Dtap)	<ul style="list-style-type: none"> 1st dose: 2 months 2nd dose: 4 months 3rd dose: 6 months 	<ul style="list-style-type: none"> 4th dose: 15 to 18 months 5th dose: 4 to 6 years
Haemophilus Influenza Type B (Hib) (3 or 4 doses)	<ul style="list-style-type: none"> 1st dose: 2 months 2nd dose: 4 months 	<ul style="list-style-type: none"> 3rd dose: 6 months 4th dose: 12 to 15 months
Pneumococcal Conjugate (PCV13)	<ul style="list-style-type: none"> 1st dose: 2 months 2nd dose: 4 months 	<ul style="list-style-type: none"> 3rd dose: 6 months 4th dose: 12 to 15 months
Inactivated Poliovirus (IPV)	<ul style="list-style-type: none"> 1st dose: 2 months 2nd dose: 4 months 	<ul style="list-style-type: none"> 3rd dose: 6 to 18 months 4th dose: 4 to 6 years
Influenza (IIV) or Influenza (LAIV)	Yearly shot (1 or 2 doses): 6 months to 18 years	
Measles, Mumps, Rubella (MMR)	<ul style="list-style-type: none"> 1st dose: 12 to 15 months 	<ul style="list-style-type: none"> 2nd dose: 4 to 6 years
Varicella (VAR)	<ul style="list-style-type: none"> 1st dose: 12 to 15 months 	<ul style="list-style-type: none"> 2nd dose: 4 to 6 years
Hepatitis A (HepA)	2 doses: 12 to 23 months	
Tetanus, Diphtheria, Acellular Pertussis (Tdap)	11 to 12 years	
Human Papillomavirus (HPV)	<ul style="list-style-type: none"> 2 doses: 9 to 14 years 	<ul style="list-style-type: none"> 3 doses: 15 years and older
Meningococcal	<ul style="list-style-type: none"> 1st dose: 11 to 12 years 	<ul style="list-style-type: none"> 2nd dose: 16 years

Get smart health plan access with your smartphone. With the My Molina® mobile app, you can easily see, print or send your ID card. You can search for new doctors, change your primary care provider (PCP) and much more. Anytime, anywhere.

Download the My Molina mobile app today from the Apple App Store or Google Play store.



Download the My Molina mobile app

Search for providers

Use our advanced search options to find providers that meet your needs.

Digital ID card

View both sides of your ID card. You can print it from the app or email a copy to your provider.

Change your PCP

Search for and change your PCP using the doctor finder. All within the app.

Other features

- View benefits at a glance
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care near you
- View medical records
- Call our Member Services team
- Speak to a nurse through our 24-hour Nurse Advice Line
- Receive important notifications



Nondiscrimination Notice

Molina Healthcare of NM 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 NM 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 NM's Member Services (844) 862-4543 | (TTY: 711)**

If you think Molina 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
(866) 606-3889 (TTY:711)
Civil.Rights@MolinaHealthcare.com

You may file in person or by mail, **fax** or email. If you need help filing, we 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](https://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](https://hhs.gov/ocr/office/file/index.html)**.



PO Box 3887, Albuquerque, NM 87190

This information is available in other formats, such as Braille, large print, and audio. Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location. For accommodation of persons with special needs at meetings call (800) 665-3086 (TTY: 711). ATTENTION: If you need language assistance services, they are free of charge, and are available to you. Call (866) 440-0127 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (866) 440-0127 (TTY: 711). Díí baa akó nínizin: Díí saad bee yáníłt'i'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hóló, kojji' hódíłnih (866) 440-0127 (TTY: 711)

Such services are funded in part with the State of New Mexico

Women's screening: Detect breast cancer early

Breast cancer screening means checking a woman's breasts for cancer before there are signs or symptoms of the disease. As a woman, your doctor will need to inform you about the best screening options. You and your provider can decide what's best for you.

Breast cancer screening cannot prevent breast cancer. It can help find breast cancer early, when it is easier to treat.



Talk to your doctor about which breast cancer screening tests are right for you, and when you should have them.

For more info visit:

[Cdc.gov/breast-cancer/screening/index.html](https://www.cdc.gov/breast-cancer/screening/index.html)