

# Summer 2020 Health and Wellness Newsletter

## Tackling the Flu

Flu season is almost here. The flu shot is even more important this year because of the spread of COVID-19. The best way to reduce your risk of catching the flu is to get a flu shot annually. Getting a flu shot can reduce your risk of flu illness, hospitalizations and death.

A flu shot is recommended for everyone six months of age and older, even if you are healthy.

As a Molina Dual Options Medicare-Medicaid Plan member you can receive a flu shot at no cost. You can visit your doctor or pharmacies such as CVS or Walgreens to receive your flu shot. Your doctors and pharmacies have taken steps to make their offices and stores safe for you to visit.

You cannot catch the flu from the flu shot. The flu shot is made from an inactive virus. The vaccine may cause mild symptoms like achy muscles or a low-grade fever due to an immune response from your body. It takes up to two weeks for your to be protected after you receive the shot.

Good hygiene habits may help stop the spread of germs and prevent illness, like the flu. Here are some tips to help you stay healthy.

- Cover your mouth and nose when you sneeze
- Wash your hands often, with soap and water, for at least 20 seconds

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

To get this information in your preferred language and/or accessible format, please call Member Services at (877) 901-8181, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. . The number is on the back of your Member ID card.

[MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals)

# How to Report Abuse, Neglect, Exploitation and Other Critical Incidents



Fraud, Waste and Abuse, in addition to Neglect are all incidents that need to be reported. Fraud occurs when someone receive benefits or payments they are not entitled to.

Some other examples of fraud are:

- Using someone else's ID card or letting them use yours.
- A provider billing for services that you did not receive.

Abuse is when someone causes physical or mental harm or injury.

Here are some examples of abuse:

- **Physical abuse** is when you are harmed such as slapped, punched, pushed, or threatened with a weapon.
- **Mental abuse** is when someone uses threatening words at you, tries to control your social activity, or keep you isolated.
- **Financial abuse** is when someone uses your money, personal checks or credit cards without your permission.
- **Sexual abuse** is when someone is touching you inappropriately without your permission.



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Neglect occurs when someone decides to hold the basic necessities of life such as food, clothing, shelter or medical care.

If you believe you are a victim you should report this right away. You can call Member Services at (877) 901-8181. You may also call one of the following agencies. All reports are confidential and can be anonymous.

### **Nursing Home Hotline – (800) 252-4343**

Illinois Department of Public Health Nursing Home Hotline is for reporting complaints regarding hospitals, nursing facilities, and home health agencies and the care or lack of the patients.

### **Office of the Inspector General – (800) 368-1463**

The Illinois Department of Human Services Office of Inspector General Hotline is to report allegations of abuse, neglect, or exploitation for people 18-59 years old.

### **Adult Protective Services Hotline – (866) 800-1409**

To report abuse, neglect, or exploitation of individuals 18 – 59 years of age with a disability or people 60 years of age and older, call Adult Protective Services Hotline.

### **Supportive Living Facility (SLF) Complaint Hotline – (800) 226-0768**

The Illinois Department of Healthcare and Family Services' Hotline is to report abuse, neglect, or exploitation for people living in Supportive Living Facilities.

Suspected fraud and abuse may also be reported directly to the state of Illinois at:

Illinois State Police  
Medicaid Fraud Control Unit  
8151 W. 183rd Street, Suite F  
Tinley Park, Illinois 60477



[MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals)

# Tackling the Flu

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- Don't touch your face. If you touch a germ then touch your face, you can catch the flu
- Avoid people who are sick
- Talk to your children and grandchildren. Teach them how to prevent the spread of germs. Children may spread the flu (or other viruses) to each other while at school, or by playing together.
- Make sure you get your flu shot early.

People with a chronic condition are at the higher risk for flu complications. Be prepared this flu season. Talk to your doctor or pharmacists today and learn more about getting your flu shot.

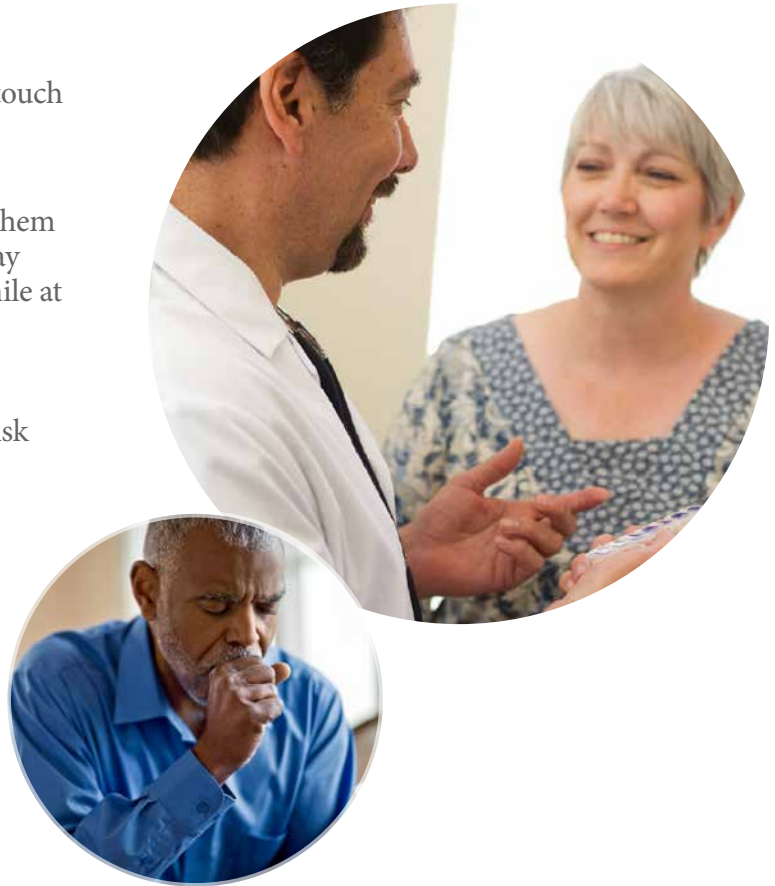
Molina Dual Options Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees.

## Flu and COVID-19

The flu and COVID-19 are both respiratory illnesses but are caused by different viruses. You can get both the flu and COVID-19 at the same time. The flu shot will reduce your chance of getting the flu. It will not protect you against COVID-19. Reducing your risk of flu can help reduce pressure on the health care system.

You can get this document for free in other formats, such as large print, braille, or audio. Call (877) 901-8181, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.

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.



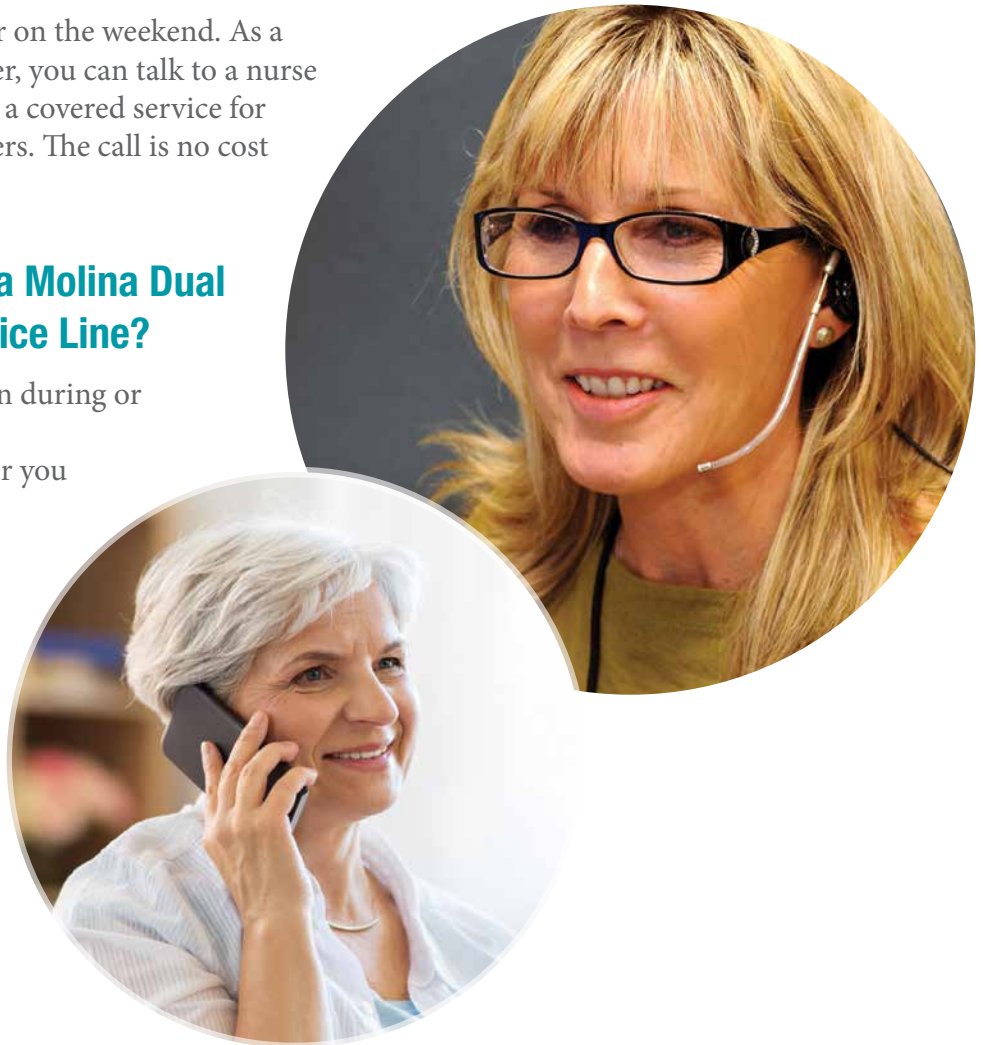
# Questions about Your Health?

## Call Our 24-Hour Nurse Advice Line!

Health issues can come up at night or on the weekend. As a Molina Molina Dual Options member, you can talk to a nurse right away! The Nurse Advice Line is a covered service for Molina Molina Dual Options members. The call is no cost to you.

## When should you call Molina Molina Dual Options' 24-Hour Nurse Advice Line?

- » You may have a medical question during or after normal business hours.
- » You may think of a question after you visit your provider.
- » You may be sick and not sure what to do.
- » You may be sick or hurt and not sure where to go for care.



## Your health is our priority!

English and other languages:  
(888) 275-8750

Spanish:  
(866) 648-3537

TTY users should call 711.

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



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