

FALL 2023

# Health and Wellness Newsletter



## 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 appointment. These tips can help you with that.

1. Make a list of questions and concerns you may have about your health.
2. Bring a list of your current medications.
3. Bring a friend or family member, if allowed.
4. Be open and honest with your provider and office staff.
5. Plan transportation ahead of time. Talk to a friend or family member to plan a schedule. If needed, you can call Member Services to schedule a ride for free!
6. Know your family and past medical history.
7. Arrive on time to your appointment. If possible, arrive a little early to complete paperwork.
8. Have your labs and other tests done ahead of time.
9. Bring your Molina ID Card – if you do not have your card, call Member Services for a replacement. While you wait for it to come by mail, you can also access your card via the MyMolina App!
10. Be patient – you can expect to receive a routine appointment within 5 weeks of request.

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

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

## Opt-in to receive electronic communications

Would you like an easy way to get updates on your health plan and reminders for your preventive services that keep you healthy? **Opt-in to receive text messages and/or emails from Molina! To opt-in, contact Member Services. You can also opt-in through the Molina Member Portal.**

## Tackling the flu and COVID this winter

Flu season is here. 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 member you can receive a flu shot for free. You can visit your doctor or pharmacies such as CVS or Walgreens to receive your flu shot.

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 you to be protected after you receive the shot.

Did you know you can get the flu and COVID at the same time? The flu and COVID are both respiratory illnesses but are caused by different viruses. The flu shot will not protect you against COVID. Talk to your healthcare provider about getting the COVID shot (or booster) this winter. You can get both shots in the same visit.



### Claim your 2023 rewards!

Visit the “Member Rewards” page on our website to see if you qualify for a reward in 2023. Go to our website and under “Members” you will see the option to view “Member Rewards.”



# Using the Find a Dentist tool

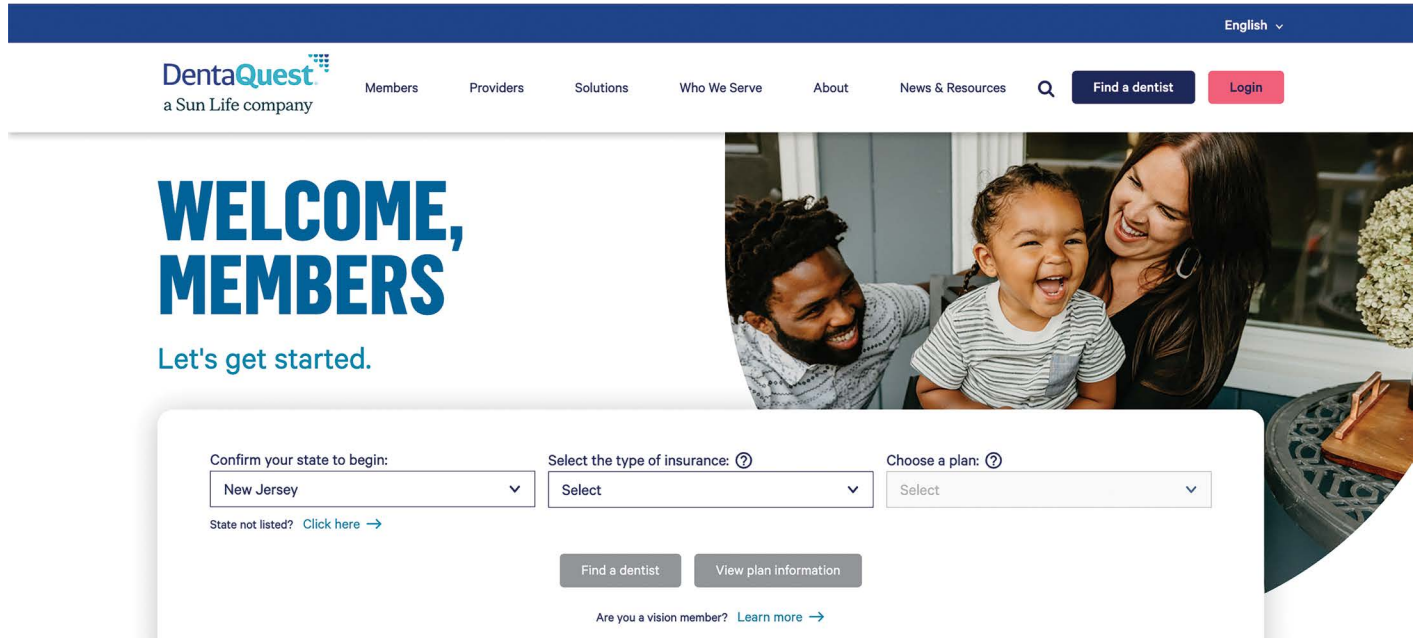
Get the most value from your coverage by choosing a dentist or specialist in your plan's network. Use our online Find a Dentist tool to easily find an in-network provider near you.

## Step 1: Search

There are two ways to search on [DentaQuest.com](https://DentaQuest.com):

### 1 – Quick search

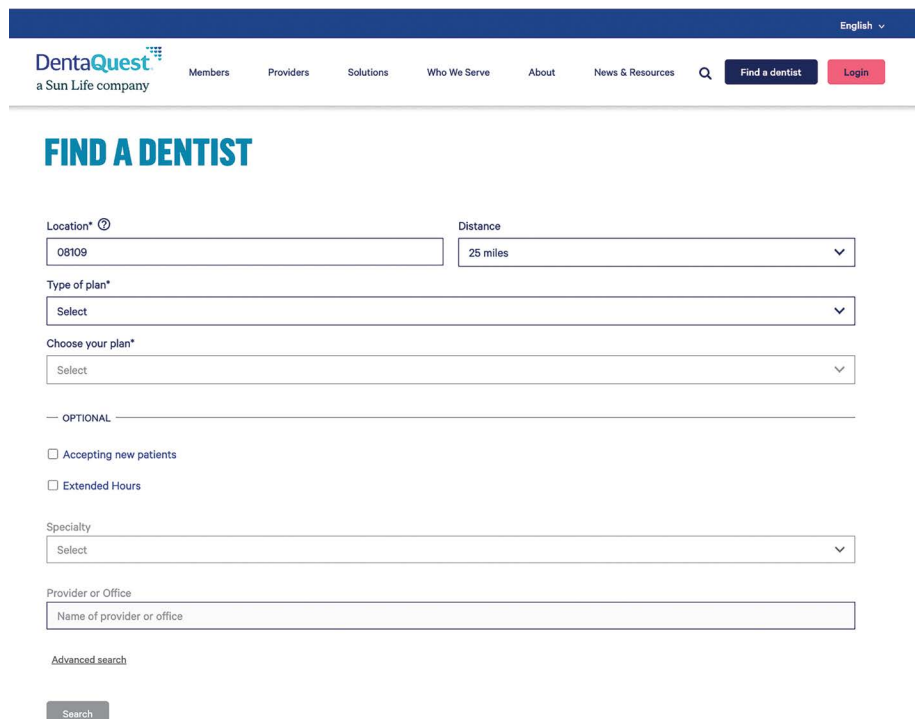
Your **state** will be listed in the first drop-down menu on the home page. Pick the **type of plan** and **choose your plan** in the other drop-down menus, then click on **Find a dentist**.



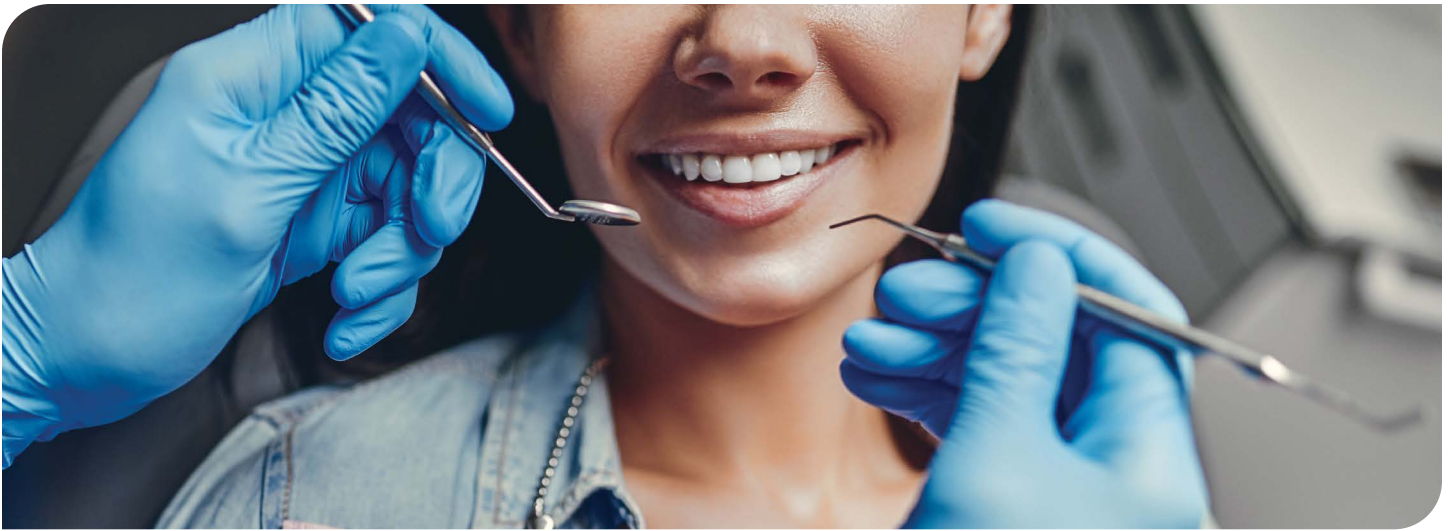
### 2 – Detailed search

Click on the **Find a dentist** button at the top of the home page. If it is not already listed, add in your **location, type of plan** and **plan name**. You can also add in an **optional provider** or **office name**. Click on **Advanced search** to filter on languages, location services and more. Then click on **Search**.

**Note:** Location can be city, state, zip or a specific place. You must choose **type of plan** and **plan** to perform an advanced search.







## Step 2: Results

View search results by **provider** or **office**.

If needed, change the items listed under **Location & plan** and **Filters** and click on **Update search results**.

**View details** to learn more about the provider/office.

**View on map** or use an icon in the **interactive map** to see provider/office location information.

The screenshot shows the DentaQuest website interface. At the top, there is a navigation bar with the DentaQuest logo (a Sun Life company) and links for Members, Providers, Solutions, Who We Serve, About, and News & Resources. A search bar contains "Find a dentist" and a "Login" button. Below the navigation bar, the "FIND A DENTIST" section is active, with "Providers" selected. The search criteria are set to "Closest Distance" and "Download" is available. On the left, the "Location & Plan" filter is expanded, showing "Location\*" set to "Pennsauken Township, NJ 08109", "Distance" set to "25 miles", "Type of plan\*" set to "Medicare", and "Choose your plan\*" set to "Clover Medicare". Below this, the "Filters" section shows "Accepting new patients" as an unchecked option. The main content area displays "Showing 41 - 50 of 432 results". Two results are visible: "Santos, Richard D" (General Dentistry, (856) 583-2400, Camcare Health Corporation-East Camden, 2610 Federal St, CAMDEN NJ, 08105, 3.3 Mile(s) - Get Directions, Extended Hours, 2 Languages, Accepting new patients) and "Svarcbergs, Juris M" (General Dentistry, (856) 583-2400, Camcare Health Corporation-East Camden). Each result has "View Details" and "View on map" buttons. On the right, an interactive map shows the Philadelphia area with red location pins. Dashed lines connect the "View on map" buttons to their corresponding pins on the map.

**Note:** If your state is listed as your location, all results will be located in the center of the state.

## Step 3: View provider/office details

Details include plans accepted, specialties, languages spoken, office hours and more. Click on **Back to search results** to go back to the results list.

English ▾

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## SANTOS, RICHARD D

[Accepting new patients](#)

Plans Accepted	NJ Clover Medicare
Specialties	General Dentistry
Gender	Not Specified
Languages Spoken	English Spanish
Accepting New Patients	Yes - Accepting some new patients: Up to 110 years old
State License Number	1043301591
Accessibility	Wheelchair accessible
Additional provider details	
Special Needs Experience In:	<ul style="list-style-type: none"><li>Persons with limited vision</li></ul>

Select an office to view its details

Camcare Health Corporation-East Camden ▾

Address	2610 Federal St CAMDEN NJ, 08105	<a href="#">Get Directions</a>
Phone	(856) 583-2400	
Website	<a href="#">camcare.net</a>	
Hours	Monday 08:00AM - 09:00PM Tuesday 08:00AM - 05:00PM Wednesday 08:00AM - 05:00PM Thursday 08:00AM - 09:00PM Friday 08:00AM - 05:00PM Saturday 08:00AM - 12:00PM Sunday Closed	

English ▾

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## CAMCARE HEALTH CORPORATION-EAST CAMDEN

[Accepting new patients](#)

Plans Accepted	NJ Clover Medicare
Specialties	Federally Qualified Health Center (FQHC) General Dentistry
Languages Spoken	English Hindi Spanish
Accessibility	Wheelchair accessible
Additional office details	

View the details of a provider at this location

Select a provider ▾

Address	2610 Federal St CAMDEN NJ, 08105	<a href="#">Get directions</a>
Phone	(856) 583-2400	
Website	<a href="#">camcare.net</a>	
Hours	Monday 08:00AM - 09:00PM Tuesday 08:00AM - 05:00PM Wednesday 08:00AM - 05:00PM Thursday 08:00AM - 09:00PM Friday 08:00AM - 05:00PM Saturday 08:00AM - 12:00PM Sunday Closed	

If you need help finding a dentist, call us at **888-278-7310**, Monday through Friday from 8 a.m. to 8 p.m. ET. You will also find your plan's telephone number on the back of your ID card.

Molina Healthcare of Illinois (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of 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.

Molina provides free aids and services to people with disabilities to communicate effectively with us, such as.

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need services, contact the Civil Rights Coordinator. If you believe that Molina has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Civil Rights Coordinator  
200 Oceangate  
Long Beach, CA 90802  
Email: [Civil.Rights@MolinaHealthcare.com](mailto:Civil.Rights@MolinaHealthcare.com)

You can file a grievance in person or by mail or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
(800) 368-1019, (800) 537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

English	<b>ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-687-7861 (TTY: 711).</b>
Spanish	<b>ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-687-7861 (TTY: 711).</b>
Polish	<b>UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-687-7861 (TTY: 711).</b>
Chinese	<b>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 1-855-687-7861 (TTY: 711)。</b>
Korean	<b>주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-687-7861 (TTY: 711) 번으로 전화해 주십시오.</b>
Tagalog	<b>PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-687-7861 (TTY: 711).</b>
Arabic	<b>ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-687-7861 (رقم هاتف الصم والبكم: 711).</b>
Russian	<b>ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-687-7861 (телетайп: 711).</b>
Gujarati	<b>સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષ સહાય સેવાઓ તમારા માટે ઉપલબ્ છે. ફોન કરો 1-855-687-7861 (TTY: 711).</b>
Urdu	<b>خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1855-687-7861 (TTY: 711).</b>
Vietnamese	<b>CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-687-7861 (TTY: 711).</b>
Italian	<b>ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-687-7861 (TTY: 711).</b>
Hindi	<b>ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-687-7891 (TTY: 711) पर कॉल करें।</b>
French	<b>ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-687-7861 (TTY : 711).</b>
Greek	<b>ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-855-687-7861 (TTY: 711).</b>
German	<b>ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-687-7861 (TTY: 711).</b>



Molina Healthcare of Illinois  
1520 Kensington Road, Suite 212  
Oak Brook, IL 60523

## 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 Healthcare member, you can talk to a nurse right away! The Nurse Advice Line is a covered service for Molina Healthcare members. The call is no cost to you.

### When should you call Molina Healthcare's 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.