

# myhealthmylife™

2021 ISSUE 3

 **PASSPORT  
HEALTH PLAN**  
BY MOLINA HEALTHCARE

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# Get Your COVID-19 Vaccine



## Still need your COVID-19 vaccine? We have great news about a special incentive for Passport members!

You may qualify for a \$100 gift card to Walmart, Amazon, Kroger, or CVS!

### To qualify, you must:

- Be 12 years or older.
- Be an active Passport member.
- Get a COVID-19 vaccine after June 1, 2021.  
This includes:
  - One dose vaccine received in June or later
  - OR-
  - Two dose vaccine – if your first dose was in May or later and your second dose was in June or later.

### How to Claim Your Gift Card

**Step 1:** Get your COVID-19 vaccine.

**Step 2:** Call us at (833) 986-0072 or download our app, My HealthInHand.

You will need to show proof of your vaccine and select the gift card vendor of your choice. Please allow 4-6 weeks for your gift card to ship. Gift cards are available for a limited time only!

# and Earn \$100 Gift Card!



## Still need to get your vaccine? Here's how!

- Visit [vaccine.ky.gov](https://vaccine.ky.gov)
- Call (855) 598-2246 (TTY: 855-326-4645) 8 a.m. to 7 p.m. EST, Monday through Friday
- Text your zip code to **GETVAX** (for English) or **VACUNA** (for Spanish)

## We are here to help!

Call Passport at (800) 578-0603 if you need transportation, help making an appointment, or have any questions.

## Are you unsure about getting the vaccine? Want to make sure it's right for you?

We get it! Call your doctor for answers to your questions.

# Have Kidney Problems? We Can Support You!

If your doctor has diagnosed you with Chronic Kidney Disease (CKD) or Kidney Failure, we can help you!

## Our Care Managers are here for you.

### We can help you:

- Understand your condition.
- Set goals to become healthier, such as food choices and lifestyle changes.
- Coordinate care between your Primary Care Provider (PCP), your kidney doctor, and other specialists.
- Answer any questions you have about your care and health plan.

If you would like to speak to a Care Manager about CKD or Kidney Failure, please call us at (800) 578-0603 (TTY: 711).

## What is Chronic Kidney Disease (CKD)?

CKD is when your kidneys are damaged and cannot filter blood as well as they should. Even though CKD gets worse over time, treatment and making healthy lifestyle changes can help slow it down.

## What is Kidney Failure?

When your kidneys stop working it's called Kidney Failure. Once you have Kidney Failure, you'll need to have dialysis or get a kidney transplant.

Reference: Centers for Disease Control and Prevention (CDC)



# Children and Lead Don't Mix!

Did you know just a small amount of lead can hurt your child's growth and IQ? Children who are around lead may have reading problems, miss more school days and are less likely to finish school.

## How do children get lead in their bodies?

- **Eating paint flakes.** Older paint may have lead in it. Children can put things in their mouths that have paint flakes or paint dust on them.
- **Playing in dirt.** Some dirt may have lead in it.
- **Drinking hot water from faucets in homes built before 1978.** Some old pipes have lead in them.
- **Inhaling dust that has lead in it.**



## Protect Your Child

You can protect your child with a lead test at ages 12 and 24 months. Ask your child's primary care provider (PCP) to do a lead test at your child's next checkup.

**Our Early and Periodic, Screening, Diagnosis and Treatment (EPSDT) program covers your child's checkups.**

## Children and teens need checkups at these ages:

1 month	9 months	24 months
2 months	12 months	30 months
4 months	15 months	Every year from ages 3 and up

## What can parents do to help?

Kentucky is part of the Federal Lead and Copper Contamination Program and works to make sure your water is safe. As a parent you can also do these things:

- If you rent a home or apartment, talk with your landlord about fixing any peeling paint.
- Keep children away from chipping paint.
- Remove any lead-based products from the home.
- Contact your local water company and ask for home water testing materials.



Source: American Academy of Pediatrics line at [www.PassportHealthPlan.com](http://www.PassportHealthPlan.com)

# Get Tested for Colorectal Cancer

Colorectal or colon cancer is a cancer that starts in the colon or the rectum. It's the 3<sup>rd</sup> most common cancer in men and women in the United States.

Getting regular tests for colon cancer is the key to preventing it. Have your first colon test at age 45, or sooner if you have a family history of colon cancer or a higher risk for any reason. Talk to your doctor about when to get your first test.

## There are several types of tests for colon cancer:

- Stool-based tests look for cancer in your stool. These tests are often called "FIT."
- Visual exams, such as a colonoscopy or CT colonoscopy, look for polyps and cancer in your colon or rectum.

Talk to your doctor about which test is best for you. These tests are FREE for Passport members and we can help with transportation if you need a ride! Just call us at (800) 578-0603 (TTY: 711).

**No matter which test you get, the most important thing is to get tested!**



## To learn more, visit:

- The American Cancer Society Guideline for Colorectal Cancer Screening at <https://www.cancer.org/cancer/colon-rectal-cancer/detection-diagnosis-staging/acs-recommendations.html>
- Cancer screening during the COVID-19 pandemic at <https://www.cancer.org/cancer/colon-rectal-cancer/detection-diagnosis-staging/acs-recommendations.html>
- U.S. Preventive Services Task Force (USPSTF) recommendation for colorectal cancer screening in adults at <https://www.uspreventiveservicestaskforce.org/uspstf/recommendation/colorectal-cancer-screening>

# Stay Well — Get a Flu Shot

We are moving into flu season and now is the time to **protect yourself and your family** with a flu shot. Getting a flu shot is the best way to avoid the flu. This year we are thankful to also have the COVID vaccine. If you haven't had your COVID vaccine, this shot is important too. You'll want to get both vaccines to fight off the flu and COVID.

## Who needs a flu shot every year?

Everyone (age 6 months and older) who can get the flu shot should get it, unless you're allergic to eggs or the flu shot.

## It's Covered!

The flu shot is covered for you at no cost. Call your primary care provider (PCP) today to make an appointment. If you need help getting an appointment, call us at **1-800-578-0603**. You may also get a flu shot at your local pharmacy.

Source: Centers for Disease Control and Prevention



# Tips to Stay Well this Season

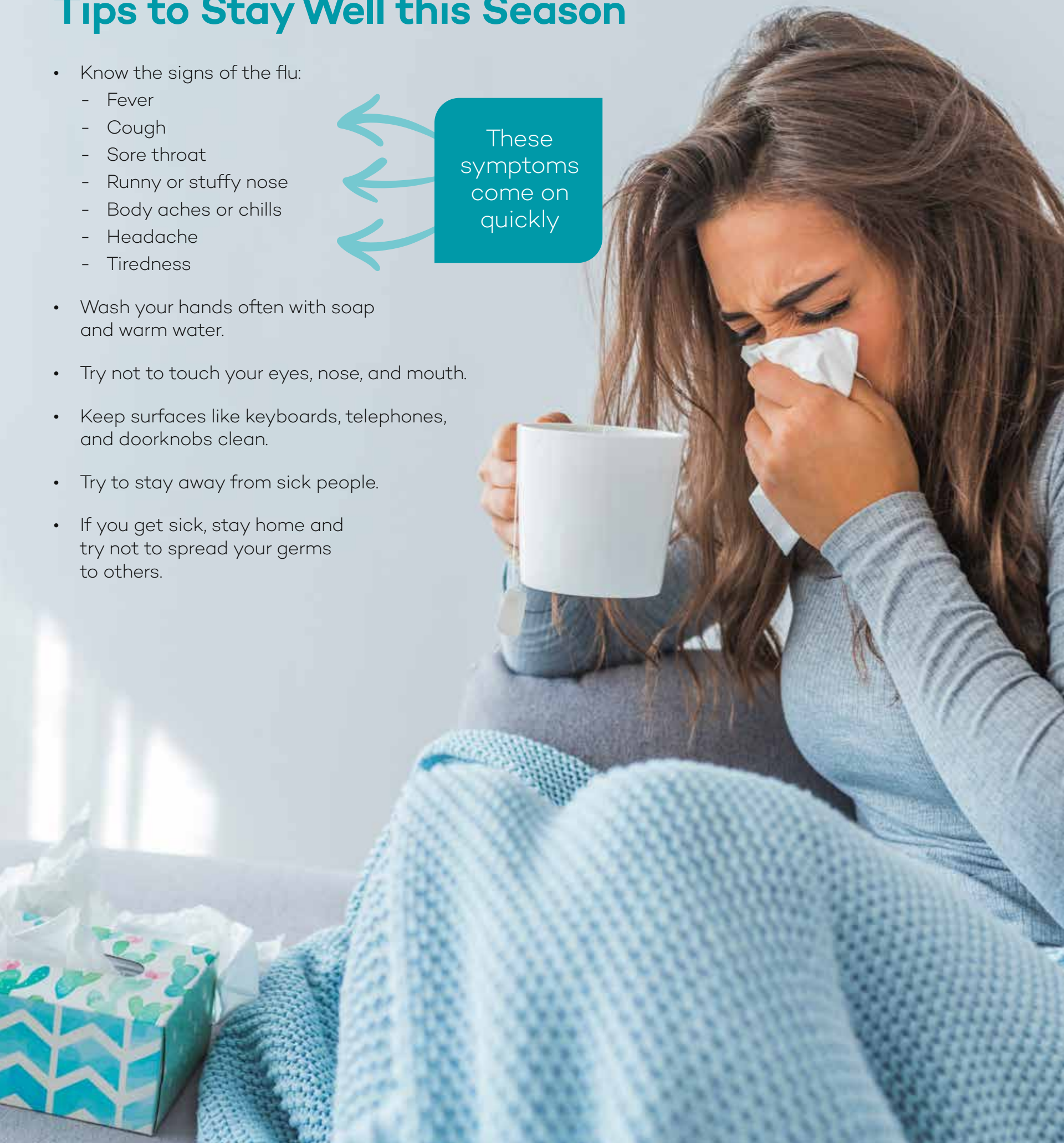
- Know the signs of the flu:

- Fever
- Cough
- Sore throat
- Runny or stuffy nose
- Body aches or chills
- Headache
- Tiredness



These symptoms come on quickly

- Wash your hands often with soap and warm water.
- Try not to touch your eyes, nose, and mouth.
- Keep surfaces like keyboards, telephones, and doorknobs clean.
- Try to stay away from sick people.
- If you get sick, stay home and try not to spread your germs to others.



# We're Here to Help with Substance Use

We know life can be tough sometimes, especially when dealing with substance use disorder or substance misuse.



We have a special team of nurses, Substance Use Disorder Navigators, and doctors who get it and are here to help!



Our team is trained and skilled in the recovery process. We have peer support specialists who have lived through addiction and want to help you succeed in your recovery. They are here to listen and support you.

If you or someone you love has Passport and wants to benefit from this type of help, please call us at (800) 578-0603 (TTY: 711). When you call, just ask for a Case Manager.



# One Stop to Better Health

All across Kentucky, Passport Health Plan by Molina Healthcare is dedicated to improving the health and quality of life of our members.

Visit [www.PassportHealthPlan.com/onestops](http://www.PassportHealthPlan.com/onestops) to find more details about the location near you!



## Services Offered:

At our One Stop Shops, we offer the following (and much more)!



Training, education, and access to special programs



Member walk-ins welcome



Free Wi-Fi, meeting rooms, and telehealth



Face-to-face help with accessing health care and community resources

# Breast Cancer Awareness

In October, we raised awareness for breast cancer. Breast cancer is the 2<sup>nd</sup> most common cancer among women, but **anyone** with breast tissue can get it.



## Who's at risk for breast cancer?

- Anyone over 50
- Anyone with a personal or family history of breast cancer

## What can you do to lower your risk?

- Get regular exercise
- Keep a healthy weight
- Limit alcohol use
- Stop smoking
- Set up a medical home with a primary care provider (PCP) and go for yearly visits

## When to Call Your Doctor

It's important to do regular breast self-exams to check for lumps. Be sure to call your doctor if you notice:

- Any changes in your breast shape or size
- Any new lumps in your breast or armpit
- Nipple discharge that is not breast milk



## Get Tested!

If you are over age 50, have a mammogram every other year or as ordered by your doctor. Getting a mammogram can find any problems early on, and could **save your life!**



## Passport Health Plan DOES:

- Follow federal civil rights laws
- Provide free aids and services to people with disabilities such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats)
- Provide free language services to people whose primary language is not English such as:
  - Qualified interpreters
  - Information written in other languages

Si habla español, tenemos servicios de asistencia lingüística de forma gratuita. Ofrecemos también, sin costo, servicios de interpretación de documentos en su idioma. Por favor, llame al (800) 578-0603. Los usuarios de TTY pueden llamar al 711.

若您的慣用語言是中文，我們提供免費的語言協助服務。您也可以享受免費的口譯服務；我們可以將任何文件翻譯成您的慣用語言並唸給您聽。請致電 (800) 578-0603。TTY 使用者請撥打 711。

Wenn Sie Deutsch sprechen, stehen für Sie kostenlos Sprachassistenzenzdienste zur Verfügung. Sie können sich auch jedes Dokument in Ihrer Sprache vorlesen lassen, ohne dass für Sie Kosten entstehen. Bitte wählen Sie die Rufnummer (800) 578-0603. Schreibtelefon (TTY/TDD): 711.

Nếu quý vị nói tiếng Việt, dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn dành cho quý vị. Quý vị cũng có thể nhận được hỗ trợ phiên dịch bằng lời miễn phí; chúng tôi có thể đọc bất kỳ tài liệu nào cho quý vị bằng ngôn ngữ của quý vị. Vui lòng gọi (800) 578-0603. Người dùng TTY hãy gọi 711.

## Want a copy of the Preferred Drug List (PDL)?

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

This PDL changes from time to time. To find the most up-to-date list, please visit [PassportHealthPlan.com](http://PassportHealthPlan.com). If you do not use a computer and would like some help, just call Member Services at **(800) 578-0603 (TTY: 711)**.

### No COPAYS!

There are no copays for your prescriptions.

## Passport Health Plan DOES NOT:

- Discriminate on the basis of race, color, national origin, age, disability, sex, health status, need for health services, religion, sexual orientation, or gender identity.
- Exclude people or treat them differently because of race, color, national origin, age, disability, sex, health status, need for health services, religion, sexual orientation, or gender identity.

If you need any of these services listed to the right, you may contact:

Passport's Member Services Team  
(800) 578-0603

Passport's Care Connectors Team  
(877) 903-0082

If you believe Passport has not provided these services or has discriminated against you, you may file a grievance. You can file a grievance by contacting:

Civil Rights Coordinator  
5100 Commerce Crossings Drive  
Louisville, KY 40229  
(502) 212-6767 | Fax: (502) 585-7985  
PHPCompliance@passporthealthplan.com

You may file in person or by mail, fax or email. If you need help filing a grievance,

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. You can:

- Visit the Office for Civil Rights Complaint Portal at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://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, please visit <http://www.hhs.gov/ocr/office/file/index.html>

تدعاسملا تامدخ نإف، ةيبرعل ا شحتت تنك اذإ  
أضي أ يقلتت دقو. أن اجم كل ةحاتم ةيوعلل ا  
أرقن ن أننكمي؛ ةين اجم ةيفش ةيروف ةم جرت  
يلع ل اصلتال ا جري. كت غلب ةقيثو يا كل  
ي مدخت سمل نكمي. (800) 578-0603 مقرل ا  
711 مقرل ا يلع ل اصلتال ا ي ص نل ا فتاهل ا

Ukoliko govorite srpski jezik, usluge jezičke pomoći su vam dostupne besplatno. Pružamo i usluge besplatnog usmenog prevoda; možemo da vam pročitamo bilo koji dokument na vašem jeziku. Pozovite (800) 578-0603. Korisnici koji upotrebljavaju tekstualni telefon mogu da pozovu broj 711.

日本語を話される場合、無料の言語支援サービスをご利用いただけます。また、無料の読み上げサービスをご利用いただけます。あなたの言語で文書を読み上げます。(800) 578-0603までお電話ください。TTYユーザーは711に電話できます。

Si vous parlez français, vous pouvez bénéficier gratuitement de services d'assistance linguistique. Vous pouvez également recevoir une interprétation orale gratuite ; nous pouvons vous lire n'importe quel document dans votre langue. Veuillez appeler le (800) 578-0603. Les utilisateurs d'un ATS (TTY) peuvent appeler le 711.

한국어 사용자는 무료로 언어 지원 서비스를 이용할 수 있습니다. 아울러, 어떤 서류든 모국어로 읽어주는 무료 구두 통역도 받을 수 있습니다. (800) 578-0603번으로 전화하십시오. TTY 사용자는 711번으로 전화하실 수 있습니다.

Wann du Deitsch schwetzscht un Hilf mit Englisch brauchscht, kenne mer dich helfe fer nix. Du darfscht aa en Interpreter/Translator griege fer nix; mir kenne enicher Text lese zu dich in dei Schprouch. Ruf (800) 578-0603 uff. Leit as TTY yuse darfe 711 uffrufe.

तपाईले नेपाली बोल्नुहुन्छ भने भाषा सहायता सेवाहरू तपाईंको लागि निःशुल्क रूपमा उपलब्ध हुन्छन्। तपाईंले निःशुल्क मौखिक दोभाषे पनि प्राप्त गर्न सक्नुहुन्छ; हामी तपाईंको लागि तपाईंको भाषामा कुनैपनि कागजात पढ्न सक्छौं। कृपया (800) 578-0603 मा फोन गर्नुहोस्। TTY प्रयोगकर्ताहरूले 711 मा फोन गर्न सक्नुहुन्छ।

Kan dubbattu Afaan Oromo yoo ta'e, tajaajilliwwan gargaarsa afaanii kanfaltii malee siif jira. Akkasumas turjumaana afaanii bilisaan argachuus ni dandeessa; afaan keetiin galmee kamiyyuu siif dubbisu ni dandeenya. Maaloo (800) 578-0603 irratti bilbili. Fayyadamtoonni TTY 711 irratti bilbilu.

Если вы говорите на русском языке, вам могут быть предоставлены бесплатные услуги переводчика. Также вам может быть бесплатно предоставлен устный переводчик; любой документ может быть зачитан вам на вашем языке. Звоните по телефону (800) 578-0603. Телетайп (TTY): 711.

Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqadda waxaa laguugu heli karaa adiga bilaash. Sidoo kale waxaad heli kartaa turjumaad hadalka ah oo bilaasha ah; waxaanu kuugu akhriyi karnaa adiga warqad kasta luqaddaada. Fadlan soo wac (800) 578-0603. TTY isticmaalayaashu waxay soo waci karaan 711.

Kung nagsasalita ka ng Tagalog, makakagamit ka ng mga serbisyo ng tulong sa wika nang walang bayad. Maaari ka ring makatanggap ng libreng oral interpretation; maaari naming basahin para sa iyo ang anumang dokumento sa sarili mong wika. Mangyaring tumawag sa (800) 578-0603. Ang mga gumagamit ng TTY ay maaaring tumawag sa 711.



Marketing and Community Engagement Department  
5100 Commerce Crossings Dr.  
Louisville, KY 40229



**Get MORE with Passport!**

Any information included in this newsletter is not intended to replace medical care or advice from your doctor. Any references to other companies or internet sites are not an endorsement or guarantee of the services, information or products provided. Passport does not take responsibility for anything that may result from the use, misuse, interpretation or application of the information in this newsletter.

Passport does not guarantee the availability or quality of care. We are not responsible for any act or omission of any provider. All providers contracted with Passport are independent contractors and not employees or agents of Passport.

Molina KY 890 (MMBRO4879)\_APP 10/21/2021

# Passport Health Plan by Molina Healthcare Mobile App Changing!

Attention, Health in Hand mobile app users!  
On November 1, 2021, we will move from the current Health in Hand mobile app to the **My Molina mobile app**. The app will look and feel the same – with the same features and tools. Only the name will change.

Please go to the Apple App Store or Google Play store and download My Molina. Use your same login ID and password.

**Questions?**  
Call Member Services at 1-800-578-0603.

