

Molina's myhealthmylife[®]

a newsletter just for New Mexico members

Spring 2025

WHAT'S INSIDE

What is
Turquoise Care?

2

Doctor visits
and rides

2

Mental health matters

3



What is Turquoise Care?



Turquoise Care is the new name for New Mexico's Medicaid program, which started on July 1, 2024. Most people on Medicaid are part of a managed care plan. Molina Healthcare is your managed care organization (MCO) for Turquoise Care. Managed Care Organizations (MCOs) are health plans that give health care services to Medicaid members.

Turquoise Care covers physical health, mental health and long-term care. It also covers community benefits, like adult day health and respite care, that can help you stay in your home and community. If you are a member of Molina Healthcare of New Mexico, you do not need to fill out a new application for Medicaid services. But you do need to renew your Medicaid eligibility every year.

With your Medicaid benefits, **you get standard benefits like those listed below.** Some of these benefits will need prior authorization, and others will not. Please see your **Member Handbook** for more information and a full list of services.

Doctor visits and rides

Please remember to cancel your doctor's appointment or transportation ride if you cannot go. Doctors in New Mexico have busy schedules, and if you cancel, they can help someone else. If you can't make it, call your doctor's office at least 24 hours ahead to cancel. This helps you, other patients, and the medical staff.

The same goes for your transportation ride. To cancel, call Superior Transportation Management (Superior) at least 24 hours before you. You can call Superior at no additional cost at **(833) 707-7100**.

In short, remember to:

- Call your doctor's office 24 hours ahead to cancel your appointment.
- If you are a Turquoise Care member, call Superior 24 hours ahead to cancel your ride.

Doing this helps more people get the medical help they need.

Mental health matters

Our mental health is very important. Good mental health helps us do things like:

- Deal with tough times
- Enjoy time with family and friends
- Do well at school and home
- Stay healthy

We all get busy and sometimes feel stressed or worried. It's okay to need help to feel better. Sometimes stress, anxiety or sadness can last a long time. No matter what you're going through, there are ways to get help and feel better.

In-person visits: Some people find it easier to talk in person. To find a counselor close to your home, search for "Mental Health" on your portal.

Phone or video visits: Sometimes, it's hard to talk to a counselor in person because of school or other problems. You can get help by phone or video.

Here are two options:

- Teladoc Health®: You can talk to a doctor or counselor by phone or video. Visit [Teladoc.com/Molina](https://www.teladoc.com/molina) or call **(800) TELADOC (835-2362) (TTY: 711)** to start.
- Brave Health™: You can talk to a counselor or get medicine that might help through video. Visit [BeBraveHealth.com](https://www.bebravehealth.com) or call or text **(305) 902-6347**.

If you need help finding a doctor or counselor, call **Member Services** at **(844) 862-4543 (TTY: 711)**. If you're having a mental health crisis, call or **text 988 (Suicide and Crisis Lifeline)**. If your life is in danger, call **911** right away.

You can also get help by calling the New Mexico Crisis and Access Line:

Crisis and Access Line – (855) NMCRISIS (662-7474)

Peer-to-Peer Warm Line – (855) 466-7100

Or visit [NMcrisisline.com](https://www.nmcrisisline.com).



We ask questions because we care

At Molina Healthcare of New Mexico, we want to make sure you get great health care, no matter who you are. When you sign up for Medicaid, we might ask about things like your race, ethnicity, language, sexual orientation and gender identity. Answering these questions is optional. Whether you choose to share this information or not will not affect your eligibility or health care benefits.

Frequently Asked Questions (FAQs):

Why am I being asked these questions?

We ask about your race, ethnicity, and language to understand your health needs better and give you the best care possible. We care about your health and well-being. Sharing this information with us helps us create health care programs and services that meet your needs.

Who will see my information?

Only certain people will see your information, and we have special teams to keep it safe and private. This information will be protected by the same privacy rules as your other health information, just like any other Protected Health Information (PHI).

What if I don't want to answer these questions?

It's okay if you don't want to answer some or all of the questions. We might ask you again later, but you don't have to answer if you don't want to.

Taking care of people's health is very important. By asking these questions, health care plans can make sure everyone gets the best care. This way, we can build a health care system that helps everyone, no matter who they are.



Heart month

February is American Heart Month. It's a time to learn about heart disease, the top cause of death in America, and how to keep your heart healthy.

How to prevent heart disease:

- Don't use tobacco or vape. Make a plan to quit and stick to it.
- Eat healthy. Cut down on salt and sugar, and eat more fruits and vegetables.
- Try to exercise for at least 30 minutes every day.
- Have a telehealth visit with your doctor to make a health plan.

How can I lower my blood pressure?

Treating high blood pressure can help prevent strokes, heart attacks, heart failure and kidney failure. Here are some steps you can take:

- Keep a healthy weight
- Eat a heart-healthy diet with lots of vegetables, fruits, whole grains, low-fat dairy, poultry, fish, beans, vegetable oils, and nuts. Avoid foods high in salt, sweets, sugary drinks and red meats
- Eat foods rich in potassium, like bananas
- Be more active
- Don't smoke and stay away from second-hand smoke
- Limit alcohol to one drink a day for women or two drinks a day for men
- Take your medicine as your doctor tells you
- Know your blood pressure and work to keep it at a healthy level
- Check your blood pressure regularly
- Visit your primary care provider (PCP) to discuss how to keep your blood pressure healthy and get your questions answered
- Have wellness visits, including your yearly check-ups

A1c/blood pressure checks

If you have diabetes, checking your A1c levels regularly is important. Regular checks can help you manage your condition and stay healthy.

A1c test

The A1c test measures your average blood sugar levels over the past three months. It's very important for people with diabetes. Get your A1c test done! Contact your provider to schedule an appointment.

Healthy habits for better health

Adopting healthy habits like regular exercise, a balanced diet and routine health checks can help keep healthy A1c and blood pressure levels. Start today!

Visit the **CDC** website at [CDC.gov/diabetes/diabetes-testing/prediabetes-a1c-test.html](https://www.cdc.gov/diabetes/diabetes-testing/prediabetes-a1c-test.html) for more tips on healthy living.

Hepatitis C



What is it?

Hepatitis means your liver is infected or swollen. Your liver keeps you healthy by cleaning your blood and breaking down food for energy. If your liver is sick, it can't do its job well. The most common liver infections in the U.S. are Hepatitis A, B and C. New Mexico has more cases of Hepatitis C than many other states.

What can you do about it?

Vaccines prevent Hepatitis A and B. There is no vaccine for Hepatitis C, but it can be cured with medicine.

Why get tested for Hepatitis C?

Hepatitis C often shows no symptoms, so many people don't know if they have it. If not treated, it can cause serious health problems and even death.

Who should get tested?

- All adults aged 18 and older
- All pregnant women
- People using needles to take drugs
- People who have ever used needles to take drugs
- People with HIV
- People on dialysis

The first step is to get tested to see if you have the Hepatitis C virus. Testing is available at no cost at public health offices around New Mexico. You can find local testing locations at [NMHIVGuide.org](https://www.nmhivguide.org). If you need help finding a doctor or getting tested for Hepatitis C, visit your My Molina® member portal or call **Member Services** at **(844) 862-4543 (TTY: 711)**.

Preparing for your baby: Information for people with substance use disorders*

Congratulations on your pregnancy! Getting ready for a new baby can be exciting and challenging.

If you use alcohol or drugs—or are in recovery—this is a good time to think about how to best care for yourself and your baby.

You may have questions about what to expect during pregnancy and after your baby is born. This article can help you.

You are not alone. Many people with substance use disorders (SUDs) or in recovery feel nervous when they find out they're pregnant. The good news is that there are professionals who understand and can help you!

It's important to take steps toward treatment and recovery.

If you're having trouble with alcohol or drugs—and aren't in treatment—try to find a good SUD treatment provider. Some SUD treatment providers focus on working with people who are pregnant or new parents. They understand your needs! If you're already in SUD treatment or recovery, connect with a treatment provider or support group that understands pregnancy and parenting. Peer support from someone who has lived through similar things can help you.



You can also get help through recovery support meetings, such as Alcoholics Anonymous, Narcotics Anonymous and SMART Recovery. You can find local SUD treatment and recovery support meetings by calling **SAMHSA's National Helpline** at **(800) 662-HELP (4357)**. This confidential service is available 24 hours a day at no extra cost.

Full article can be found at:
SAMSHA.gov.



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 nínízin: Díí saad bee yáńíłt'ígo Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kójjí' hódíłłnih (866) 440-0127 (TTY: 711)

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

Welcome to our Help Center in Gallup!

Our help center in Gallup helps you:

- Get face-to-face help with Medicaid, Medicare and Marketplace benefits and community resources
- Review your options for health care coverage
- Learn about standard (blue card) Medicare/Medicaid and managed care
- Complete a health and wellness assessment or connect with a care coordinator
- Request traditional healing value-added services
- Get translation services

All at no cost to you!

Business hours:

- Monday-Thursday: 10 a.m. to 5 p.m.
- Friday-Saturday: 10 a.m. to 3 p.m.

Address:

1300 W. Maloney Ave.
Suite 138
Gallup, NM 87301

Located in the **Rio West Mall** near the Food Court at **(505) 413-7892**.

MeetMolinaNewMexico.com