

Molina's **my**health**my**life

a newsletter just for Kentucky members

Summer 2024



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Maternal Health

Pregnancy can be an exciting but stressful time. Getting great prenatal care, pregnancy related health care during pregnancy, can lower the risk of problems throughout pregnancy and help avoid baby being born too soon.

Steps to take:

- Routine doctors' visits during and after pregnancy can improve health outcomes and the well-being of both pregnant people and their babies.
- Talk to your doctor about your current or past health conditions and any health issues within the family.
- Discuss all medications you are currently taking or have recently taken, including any supplements or herbal remedies.
- Have a healthy and balanced diet, with a prenatal vitamin that includes folic acid. Folic acid can help protect baby from birth defects.
- Be physically active throughout your pregnancy unless your doctor gives you different instructions.
- Learn about potential problems along with signs and symptoms that can develop during pregnancy.
- Talk to your doctor about when and where to go for emergency care.
- Make a birth plan with your partner or other pregnancy support team and review it with your doctor before delivery. A birth plan helps your doctor know your wishes for how the delivery will happen and what to do if things do not go as smoothly as you expect.



Depression and anxiety are common for both the expectant mother and for the partner both before and after delivery. They are called “perinatal mood disorders.” Symptoms include feelings of extreme sadness, anxiety, and fatigue, making it hard to carry out daily tasks such as taking care of oneself or others. If you have these feelings, tell your doctor right away. Your doctor will also ask you about symptoms of perinatal mood disorders at your visits but don’t wait to be asked if you are having symptoms.

The American College of Obstetricians and Gynecologists recommend women have at least two visits with their maternal health doctor within 12 weeks after birth. A new mother’s body needs time to recover from childbirth and it is important to be sure that everything is healing well. Your doctor can also provide support if you have decided to breastfeed and have problems with that experience.



Healthy Rewards:

Members can earn a gift card for completing prenatal and postpartum visits! To see full listing of benefits and rewards visit **PassportHealthplan.com** or call **(833) 986-0072 (TTY: 711)** to find out more details.










Where To Go for Care

When you are sick, you should first call your primary care provider or “PCP” to schedule an appointment. Your PCP is the main doctor or nurse practitioner who sees you when you feel sick or need your yearly check up. Unless you are having a true emergency, always call your PCP first.

You can call your PCP’s office anytime of the day or night— 24 hours a day, 7 days a week. If you call after hours, the provider on call will tell you if your issue can wait until you can see your PCP or if you need to get care more quickly.

You can also call the Nurse Advice Line when you are not sure what type of care you need. Call **(800) 606-9880** and a registered nurse will answer your questions and help you decide what to do next.

You have several choices of care, below is a table that outlines your options of care. It is important to seek a proper level of care based on your health need.

Care Options	Hours	Description
 Your PCP's Office	Office hours vary and may include some evening and weekend hours.	Your PCP is usually where you go when you need non-emergency care like your annual physical exam or short term illnesses.
 Specialists	Office hours vary and may include some evening and weekend hours.	Someone with diabetes and problem related to their diabetes should call their specialist first.
 In-Network Retail Health Clinic	Typically normal, weekday business hours plus weekend hours.	Walk-in clinics are inside stores or pharmacies and can treat minor medical problems.
 Urgent Care Center	Typically evenings, weekends and holidays	Urgent care centers are used when you need immediate care and your doctor cannot see you. Call your PCP first to see if your medical need requires urgent care.
 Emergency Room (ER)	24 hours/day, 7 days/week	For medical emergencies that will threaten your life or long-term health if you do not get care right away.
 Nurse Advice Line	24/7 advice from a registered nurse	Helps you decide where to seek care. Can answer health related questions and questions about your medical condition.
 Teledoc	24/7 by phone or video	Talk to a doctor by phone or video. Licensed physicians can help with conditions like the flu, bronchitis, rashes, sinus infections, and more.



Your Wellbeing is More Than Your Symptoms

Healthcare professionals know that your health is only part of your overall wellbeing. Some things that can hurt your wellbeing can also hurt your health. You are likely already used to going to the doctor and being asked questions about your mood, stress, and health choices as well as your medical needs. Now you can also expect your doctor to ask you about other things that can impact your wellbeing or get in the way of your best health.

These other health-related social needs may include:

- Asking if you need help with housing
- Asking if you need help having enough healthy food to feed you and your family
- Asking if you need help getting to your healthcare appointments
- Asking if you are having any other money strains.

A good doctor's office will ask these questions of everyone they see – it's not just you. They want to know what you need to support your health and your wellbeing so its ok to be honest if you need help.



Visit us at a **One Stop Help Center**

Did you know that Passport by Molina Healthcare is closer than you think?

Last year, we opened One Stop Help Centers (OSHC) across the state to better serve our members. The centers are open Monday through Friday from 9 a.m. to 5 p.m. (local time) and offer free services such as:

- New member orientation sessions
- Free use of computers, WiFi, phones, faxing, printing and telehealth room
- Meeting space
- Ties to mental health care and community-based groups
- Live training on how to use the My Molina app
- Private sessions to screen for health risks and needs
- Health education programs
- Member walk-ins
- Face-to face help with finding healthcare and community support
- And more!

Join us at the OSHC for events and activities, or visit us onsite at community events. Check local dates and times on our website: passporthealthplan.com click on “Community Resources for Other Needs”.

Stop by or call your local One Stop Help Center today!

One Stop Help Center Locations:

Bowling Green:

636 US 31 W. By-Pass,
Suite A;
(270) 698-9368

Covington:

1613 Madison Avenue;
(859) 997-9335

Hazard:

124 Grand Vue Plaza;
(606) 767-5701

Lexington:

127 W. Tiverton Way,
Suite 128, Unit 4;
(859) 997-9336

Owensboro:

410 Southtown Blvd,
Suite 3;
(270) 698-9371

West Louisville
location coming soon!



Passport by Molina Healthcare

Member Information Sessions

Join us for a 30-minute member information session! These sessions will take place in person and virtually, so you can choose how you would like to attend. We'll give you all the tips and tools to make 2024 your healthiest year yet!

There's no need to sign up ahead of time. Just click on the link below to join at a time that works best for you!

Session dates and times

Sessions run January 8 thru December 6, 2024 – except on holidays

Mondays

3:30 p.m. ET (2:30 p.m. CT)
Hosted by Reda Fugate and
Rosa Bradley

Tuesdays

11 a.m. ET (10 a.m. CT)
Hosted Rosa Bradley and
Rebecca Stone

Wednesdays

3:30 p.m. ET (2:30 p.m. CT)
Hosted by Reda Fugate and
Rebecca Stone

Thursdays

12:30 p.m. ET (11:30 a.m. CT)
Hosted by Rosa Bradley and
Rebecca Stone

Fridays

11 a.m. ET (10 a.m. CT)
Hosted by Reda Fugate and
Julie Kreimborg

Spanish sessions- Thursdays

Noon ET (11 a.m. CT)
Hosted by Emma Breetz



Questions?

For more information or to find your community engagement specialist, call **(270) 698-9368**.



How to join a virtual session:

To join a session, [click here](#) or scan QR code

Meeting ID: **281 993 945 629**

Passcode: **tU38sA**



Behavioral Health

Almost all teens use social media.

The Pew Research Center says that up to 95% of adolescents surveyed use social media and a third of them reported use “almost constantly”.

What impact does social media have on young people?

On one hand, social media may offer helpful information or chances for social support, but social media use has also been linked to increased depression and anxiety, inadequate sleep, and cyberbullying.

The American Psychological Association suggests that these signs may help determine if your child is having trouble handling social media:

- It interferes with their daily routines and commitments, such as school, work, friendships, and extracurricular activities.
- They often choose social media over in-person social interactions.
- It stops them from getting at least 8 hours of quality sleep each night.
- It stops them from engaging in regular physical activity.

Keeping open lines of communication between you and your teen can help. Ask in nonjudgmental ways what they see on social and have them explain it to you on a regular basis. Teens will enjoy being the expert and you will encourage them to talk to you about what they are seeing. Another way to encourage positive use of social media is to make a family media plan with agreed-upon expectations for healthy social media use at home.

Such a plan might include:

- Limiting how many social media accounts they have that have “like” buttons.
- Not using social media during mealtimes and bedtimes.
- Making sure that “tech-free” time is available.
- Making sure there is time in the day for homework and physical activity.

Social media is a part of life today, but parents and other caregivers can model proper use and give guidance that helps support positive use.

References

American Psychological Association <https://www.apa.org/topics/social-media-internet/social-media-parent-tips>

Yale School of Medicine <https://www.yalemedicine.org/news/social-media-teen-mental-health-a-parents-guide#:~:text=Some%20researchers%20think%20that%20exposure,feelings%20of%20exclusion%20in%20adolescents>

Annie E. Casey Foundation <https://www.aecf.org/blog/social-medias-concerning-effect-on-teen-mental-health>



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New One Stop Help Center Location!

West Louisville location opening this fall!

- Member walk-ins
- FREE WiFi, phones, printing and telehealth room
- Face-to-face help with finding healthcare and community support
- FREE community events such as vaccine clinics, community baby showers and more!

