

MolinaHealthcare.com

Apple Health (Medicaid)



Welcome to Molina Healthcare!

Your Quick Start Guide



At Molina Healthcare, you're important to us!

You're receiving this guide because Molina works with the Washington State Health Care Authority, your state agency, to provide your health benefits. Molina is here to help you feel your best!



! Please look for your Molina Member ID card(s) enclosed in this envelope.

Your Molina Member ID Card

IMPORTANT:

- Please make sure your information is correct.
- Always bring this card with you.

The image shows a sample Molina Member ID card. The card has a teal header with the Molina Healthcare logo on the left and the Washington Apple Health logo on the right. Below the header, the card contains the following information:

Member: John Doe	
Identification #: 123456789	
Date of Birth: 01/01/2008	
Client ID: 0000001	
Program: IMC-PREM	
PCP Name: Mary Jones	
PCP Phone: (855)123-4567	
PCP Location: Local Clinic 5	
PCP Eff: 01/01/2023	
Auth: (800) 100-0000	
Member Services: (800) 869-7165	
Teladoc: (800) 835-2362 or	
Teladoc.com/MolinaWA	
	RxBIN: 1234567
	RxPCN: ADV
	RxGRP: Rx0567
	MyMolina.com

Two callout lines point from the right side of the card to the member's name and identification number. The callout for the name points to "Member: John Doe" and is labeled "Your name". The callout for the identification number points to "Identification #: 123456789" and is labeled "Your member identification number (ID #)".

Your card shows the name and contact details for your doctor, also called Primary Care Provider (PCP). If it is not your correct doctor, you can change it on the My Molina mobile app, [MyMolina.com](https://www.mymolina.com) or by calling Member Services at (800) 869-7165, TTY: 711.

Access us anytime. Download the My Molina mobile app. 

Now you can get the care you need, close to home. Plus value-added health programs—at no cost!

As a member of Molina Healthcare, you qualify for programs that can help you live your healthiest.



Case Management for chronic conditions and to help children and adults with special needs make the most of your coverage.



Health maintenance programs like Weight Management and Stop Smoking Education.



Specialty programs and services focused on high-risk maternity, bariatric surgery, autism, mental health, and substance use disorder.



Molina Rewards Program — get Gift Cards for making healthy choices like getting well-child checkups, pregnancy care, managing your diabetes, and more!

For more information about your benefits and how to access them, visit MolinaHealthcare.com/MemberWa.



Make the most of your health plan.

- Learn all the benefits we cover at no cost to you. Go to MolinaHealthcare.com/IMCHandbook to read your **Molina Member Handbook**, visit MyMolina.com or use the Molina Mobile app from Google Play or the Apple App Store.
- **Provider Directory**—All Molina doctors are board-certified and subject to quality review before they can join our network. To find one near you, go to MolinaProviderDirectory.com/WA.
- **Pharmacy Benefits**—See the list of covered medications at MolinaHealthcare.com/WAMedicaidFormulary.
- For more details, please go to MolinaHealthcare.com/MemberWa or call (800) 869-7165, TTY: 711.



Access us anytime. Download the My Molina mobile app. 

What does Molina do for you?

With Molina, you get benefits like free doctor visits, behavioral health (mental health and substance use disorder treatment services) care, medication and hospital care when you need it. Plus:



Virtual Urgent Care—Visit a doctor online 24/7, wherever you are!



Rewards for visiting your doctor



24-Hour Nurse Advice line for answers to medical questions, day and night

For more information, visit Molina Mobile or MyMolina. Details on page 6.



Tools to control your health care: My Molina mobile app and MyMolina.com.

Whether you prefer a desktop portal or mobile app, Molina's got you covered. 24/7.



Download Molina's mobile app.

- View, download and share your ID with your doctor
- Change doctors
- Update your contact info, and more!

Scan this barcode to download the My Molina mobile app:



**CHECK OUT OUR
NEW APP!**



Prefer a desktop portal?
Visit [MyMolina.com](https://www.mymolina.com)
anytime to access
similar features.

To sign up, just follow the
instructions.

Questions?

Call Member Services at
(800) 869-7165, TTY: 711.

Access us anytime. Download the My Molina mobile app. 

Getting care.

Your doctor—also called your Primary Care Provider (PCP)—will give you most of your care. Make sure to go to regular checkups. **Call your doctor now to make an appointment.**

Your behavioral health provider will take care of any mental health or substance use disorder treatment needs. To find a PCP, specialist or behavioral health care provider near you, go to MolinaProviderDirectory.com/WA.

Visit your doctor when you're healthy. They can get to know you and prescribe medications as needed. They're here to help you stay ahead of any health issues.



Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care by calling 911 or visiting an emergency room.

If you experience a behavioral health crisis call (866) 789-1511, TTY: (206) 461-3219.

If you need care after hours but aren't sure where to go, these resources can help.

URGENT CARE*

Visit a nearby urgent care center, access Virtual Urgent Care or our 24/7 Nurse Advice Line (see page 11). Here are examples of common urgent care conditions:

Cold or flu symptoms	Wounds that may require stitches
Sprains, strains or deep bruises	Sore throat
Ear pain	Stomach flu or virus

EMERGENCY CARE

Call 911 or visit an emergency room. Here are examples of emergency conditions:

Severe bleeding	Chest pain or pressure
Severe abdominal pain	Head trauma or injury
Difficulty breathing	Sudden dizziness or trouble seeing



Find a doctor, hospital or urgent care near you on the My Molina mobile app.

*Urgent care examples often do not require Emergency Care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately.

Access us anytime. Download the Molina Mobile app. 

What happens when?

30
Days

Schedule a visit with your PCP.

Complete the enclosed health assessment and mail it back or fill it out online at [MyMolina.com](https://www.molinahc.com).

60
Days

Learn more about Molina Rewards for making healthy choices at [MolinaHealthcare.com/ WA-Medicaid-Wellness](https://www.molinahc.com/WA-Medicaid-Wellness).

90
Days

Stay in touch with your PCP and in control of your care via the My Molina mobile app or at [MyMolina.com](https://www.molinahc.com).

Don't lose your Apple Health (Medicaid) coverage!



Renew your coverage every year by logging in to your account at [wahealthplanfinder.org](https://www.wahealthplanfinder.org) or by calling Washington Healthplanfinder at (855) 923-4633.

Contact us for help at (866) 916-0916 or HealthPlanRenewals@MolinaHealthcare.com.



For the care you need, close to home, lean on Molina.

Molina Healthcare was created in 1980 to bring high quality care to everyone who needs it. We put you, our member, at the center of all we do. We're committed to keeping our communities healthy, too.

Thank you for being a member of Molina. We are dedicated to earning the trust you put in us.



Access us anytime. Download the My Molina mobile app. 

Helpful Resources

Below is important information to keep handy.

Member Services	(800) 869-7165, TTY: 711 Translation services available
Member Portal	MyMolina.com
Member App	My Molina mobile app
Virtual Urgent Care (24/7)	Teladoc.com/MolinaWA (800) 835-2362, TTY: 711, Teladoc app
Crisis Services	Washington Recovery Help Line (866) 789-1511, TTY: (206) 461-3219 WaRecoveryHelpline.Org County Crisis Lines: MolinaHealthcare.com/IMC-Crisis
Substance Use Disorder Online Support	BrightHeartHealth.com (844) 884-4474
Nurse Advice Line (24/7)	(888) 275-8750, TTY: 711
Health & Wellness Information	MolinaHealthcare.com/WA-Medicaid-Wellness
Member Handbook	MolinaHealthcare.com/IMCHandbook
Annual Notice	MolinaHealthcare.com/WAAnnualNoticeIMC
Provider Directory	MolinaProviderDirectory.com/WA
Non-Emergency Transportation	HCA.Wa.Gov/Transportation-Help



P.O. Box 4004
Bothell, WA 98041
(800) 869-7165, TTY: 711

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