

# 2024 Member Annual Notice



## Dear Member,

Thank you for being a Molina Healthcare member. We believe that everyone deserves to feel their best, which is why we offer benefits that make good health easier.

This Annual Notice will help you learn about your Molina Apple Health (Medicaid) benefits, and the programs and services available to you for free. We want to make sure you know how to get the care you need for your physical and behavioral health (mental and substance use disorder) treatment needs.

As a Molina member, you are part of one of the top-rated Apple Health plans in the state, #1 in Client Choice<sup>1</sup> for Apple Health enrollees and #1 in Provider Satisfaction<sup>2</sup>.

<sup>1</sup> The majority of members who choose their health plan each month, choose Molina.

<sup>2</sup> Based on the annual third-party Provider Satisfaction Report Survey by SPH Analytics (SPH), Molina continues to outperform competitors on overall provider satisfaction scoring year-after-year based on the 2023 results.

# Molina gives our members these exclusive benefits at no cost!

## Free Eyewear

Look great. See even better. Molina members can now get free glasses from Zenni Eyewear! This benefit is for members age 21+.

Browse from over 55 styles online, including bifocal and progressive lenses. Try them on virtually. Your made-to-order glasses are delivered to your door!

Follow these simple steps:

- Go to [molina.zennioptical.com](https://molina.zennioptical.com) from a camera-enabled computer, cell phone or tablet
- Confirm your information
- Use Zenni's Virtual Try-On Tool
- Enter or take a picture of your prescription
- Find your favorite frames



## Boys & Girls Club Membership

Molina covers the annual membership fee for Apple Health members, ages 6-18, at Boys & Girls Clubs in Washington State. Your child gets:

- Club access during open hours, after school, with some locations open as late as 7:30 p.m.
- Summer Club access
- After-school programs focused on healthy lifestyles, fitness and homework support
- Most clubs provide a free snack or meal

- Some clubs may provide free transportation from your child's school to the Club
- And so much more!

Visit your local Boys & Girls Club and show your Molina Member ID Card to sign up. You can also visit [Washingtonclubs.org/locations](https://Washingtonclubs.org/locations) to find a club near you!

***Note:** Boys & Girls Club membership benefits covers the annual membership fee only. Some Clubs assess monthly participation fees, which are the responsibility of the member. Additional scholarships may be available, please inquire with your local Boys & Girls Club.*

## Member Rewards Program



Get up to **\$200** a year in rewards for making healthy choices like getting well-care exams, pregnancy care, and managing your overall health. Plus, it's easier than ever to get your rewards! To learn more and see a list of reward-earning services for you and your family, visit [MolinaHealthcare.com/WA-Medicaid-Wellness](https://MolinaHealthcare.com/WA-Medicaid-Wellness).

*Health rewards are subject to change without notice. Restrictions may apply.*



**Medically Tailored Meals** – Molina offers FarmboxRx meals and post-discharge support services to eligible members while you recover following a hospital stay:

- Up to 28 chef-prepared, healthy meals
- Two meals a day per week, for up to two weeks
- Quality meals
- Food that is ready-to-eat in just 2-3 minutes
- No prep required

For more information, talk with your Molina Transitions of Care coach.



**Smartphone Assistance Program\*** – Qualifying members get this Molina exclusive service plan, at no cost to you:

- **FREE** Unlimited Talk
- **FREE** Unlimited Text
- **FREE** International Calling\*\*

*Molina is proud to partner with TruConnect on this assistance program.*



**Virtual urgent care** – When you need urgent care and cannot get to your provider's office, you can still see a board-certified doctor 24/7 via phone or video.

Virtual urgent care is a great resource for minor illnesses such as colds, sinus infections, sore throats, pink eye and allergies.

Set up an account and talk to a doctor at: [Teladoc.com/MolinaWa](https://Teladoc.com/MolinaWa)

Or call (800) 835-2362 (TTY: 711)



**My Molina mobile app** – Download our member app and your health information will be in the palm of your hand. Easily find new providers, view your ID card, and more.



**Prefer desktop portal access?** Visit [MyMolina.com](https://MyMolina.com) to access similar features.



**Molina Help Finder** – Get help finding resources for services such as housing, job training, education and more. Visit [MolinaHelpFinder.com](https://MolinaHelpFinder.com).

*\*This benefit is for members eligible for the FCC's Lifeline and Affordable Connectivity Program (ACP) benefits.*

*\*\*Exclusive to Molina members: Select countries include Mexico, Canada, China, South Korea and Vietnam*

# Molina offers members exclusive *behavioral health virtual resources*

Molina partners with several telemedicine providers and virtual platforms to provide you with virtual behavioral health care safely and securely. Virtual help is available for such care as eating disorders, opioid use disorder and substance use disorder treatment services. Learn more about our Behavioral Health and Recovery resources at [MolinaHealthcare.com/MemberWA](https://MolinaHealthcare.com/MemberWA).



**Teladoc Behavioral Health Virtual Care** – You can receive confidential therapy with Teladoc board-certified psychiatrists, psychologists or licensed therapists. Get support for anxiety, depression, grief, family difficulties and more, in a setting of your choice. Visit [Teladoc.com/MolinaWA](https://Teladoc.com/MolinaWA) or call (800) 835-2362 (TTY: 711).



**Pyx Health App (help with loneliness and anxiety)** – No one should go through life's challenges alone. That's why we offer members the Pyx Health app. Feel better each day with companionship and humor through the support of technology and a compassionate staff.

Sign up today! Search "Pyx Health" in the Apple App Store or Google Play. For more information, visit [MolinaHealthcare.com/MemberWA](https://MolinaHealthcare.com/MemberWA).



**BeMe App (help navigating emotions)** – BeMe is a mental health wellness app built with teens (ages 13-19) in mind to help manage feelings and challenges (e.g., school stress, building self-esteem, developing healthy habits, improving relationships, and coping with bullying). The app can provide live coaching and crisis support, if needed.

Search "BeMe" app in the Apple App Store or Google Play Store and download.



# You can lean on Molina to take care of the whole you!

The benefits below are available to all Apple Health members in Washington state.



**Expert Care** from high-quality providers in person or via telehealth (over your phone or computer—if this service is offered by your provider).



**Care Management** to support members with chronic conditions who need extra help. This includes transition of care from one setting to another and transition out of incarceration.



**Specialty Programs and Services** focused on autism, high-risk maternity, bariatric surgery and more.



**LGBTQIA+ Services and Gender Affirming Care** assistance designed to treat our members with kindness and respect by helping remove barriers to care and ensuring all members receive support to achieve optimal health outcomes, whether on their gender journey or accessing services that are culturally aware and appropriate.



**Crisis Services** are available to help someone whose behavior can put themselves or others in danger.

- [Regional Crisis Contacts](#)
- [Washington Recovery Help Line](#)
- [988 Suicide & Crisis Lifeline](#), call or text 988, or chat [988lifeline.org](#)

For emergencies, call 911.



**24-hour Nurse Advice Line** for qualified medical advice from a nurse at any time.

**(888) 275-8750** English and Other Languages

**(866) 648-3537** Spanish

**TTY: 711** Deaf & Hard of Hearing



**DentistLink** can help you find a local dentist who accepts Apple Health coverage.



**Preventive Services** to help you stay well with important screenings, pregnancy care, well-care visits and more.



**Substance Use Disorder Treatment Services** including inpatient and outpatient care, withdrawal management (detoxification), and peer recovery support.



**Mental Health Services** for anxiety, depression and your overall emotional well-being.



**Health Management Programs and Education** to help you with healthy living. Programs include smoking cessation, weight management, living with depression and more.



**Transportation** to medical and behavioral health appointments. This service is covered through Washington Apple Health and your ProviderOne services card.



**Pharmacy Benefits** to help you feel better. See the list of covered medications at [MolinaHealthcare.com](#).



**90-Day Prescription Refills** to save time going to the pharmacy. Get a 90-day refill on certain long-term medications.



**Translation Services** if you prefer to speak in a language other than English. Interpreters are available to help you.

## Let's stay connected

As an Apple Health member, one of the most important things you can do is keep your contact information up to date. This helps ensure you're able to get the care you need when you need it. It also allows you to receive important updates and reminders from us.

Your contact information includes your:

- Phone number
- Email address
- Mailing address

Update your contact information with two important health organizations that may need to reach you:

### 1. Molina Healthcare

- Call Member Services (800) 869-7165 (TTY 711) to update all of your contact information including your mailing address, or visit [MyMolina.com](https://www.molinahealthcare.com)
- You can also update your phone number and email on the My Molina mobile app

### 2. Washington Healthplanfinder

- Call (855) 923-4633 (TTY: 855-627-9602), or visit [WAHealthPlanFinder.org](https://www.wahealthplanfinder.org) to update all of your contact information



## Quality Improvement (QI) Program

Molina's QI Program actively ensures that our members and providers have the resources, tools and information needed to support improved member health outcomes.

The QI Program:

- Makes sure you have access to a qualified health team
- Reviews and takes action if there is an issue with the quality of care that has been provided to you
- Responds to and addresses the culturally and linguistically diverse needs of our members
- Promotes safety in health care for our members and providers
- Evaluates quality of health care through [HEDIS®](#) measures
- Monitors member satisfaction through [CAHPS®](#) surveys
- Provides health education and resources to members such as:
  - [Guide to Getting Quality Health Care](#). Explains to members how to access benefits, programs and services
  - [Grow and Stay Healthy Guide](#). Explains what services are needed and when they should be completed
  - [Road to Wellness Guide](#). Provides a map to important health care visits for [children](#) and [adults](#)
  - [Staying HealthyTips](#). Shares helpful information on managing chronic conditions
  - [Member Newsletter](#). Provides useful health education articles



If you would like to learn about Molina's QI Program, visit [MolinaHealthcare.com/WAQIProgram](https://www.molinahealthcare.com/WAQIProgram).

### Questions?

Visit [MolinaHealthcare.com](https://www.molinahealthcare.com) or call Member Services at (800) 869-7165 (TTY 711).

To help you communicate with us, Molina provides assistance including interpreter services, written material in large print, and written material translated into your language in different formats including audio, accessible electronic formats and Braille.



## Here is information on how to get care for your physical and behavioral health:

### 1. Call your PCP and Behavioral Health Provider

PCP stands for primary care provider. Your PCP is your personal provider. Your PCP will meet most of your routine health care needs; review your tests results, prescribe medications, and refer you to other providers (specialists), if needed.

Your behavioral health provider will take care of your mental health and/or drug and alcohol treatment needs.

You can ask providers if they offer telehealth (over-the-phone or video care). Molina covers telehealth services if offered by your provider.

If you don't have a provider or need to change your PCP, visit [MolinaProviderDirectory.com/WA](https://MolinaProviderDirectory.com/WA) or call Member Services (800) 869-7165 (TTY: 711).

If you need to locate a pharmacy near you, go to: [MolinaProviderDirectory.com/WA](https://MolinaProviderDirectory.com/WA). If you have questions about your prescription drugs, call Member Services (800) 869-7165 (TTY: 711).

If you are experiencing a mental health crisis, [call or text 988](tel:988), or contact your [local crisis line](#). For emergencies, call 911.

### 2. Talk to a Molina Representative

Our Member Service representatives can answer questions about your plan or drug coverage, provide you with health information, help you find a provider and more.

**Member Services: (800) 869-7165 (TTY: 711), open Monday through Friday, 7:30 a.m. to 6:30 p.m. (PT).**

To ask questions about your Apple Health eligibility or to get help in renewing your health coverage contact:

- Washington State Health Care Authority's Customer Service: (800) 562-3022, TRS 711
- Washington Healthplanfinder at (855) 923-4633, (TTY: 711) or visit [WaHealthPlanFinder.org](https://www.wahealthplanfinder.org)

If you have questions specifically related to Molina member benefits, please call Molina's Member Services at (800) 869-7165 (TTY: 711) or visit [MolinaHealthcare.com](https://www.MolinaHealthcare.com).

### 3. Read important documents

Read the [Notice of Privacy Practices](#) to understand how Molina protects your privacy.

Read your Member Handbook at [MolinaHealthcare.com/IMCHandbook](https://www.MolinaHealthcare.com/IMCHandbook) to understand your benefits and how to get the care you need.

To request these documents or any Molina member information in a different language or format, please call Member Services (800) 869-7165 (TTY: 711).

## Your Member Handbook tells you about:

- Covered and non-covered benefits
- How to get mental health services
- How to get substance use disorder treatment services
- What to do if you get a bill
- How to get help if you speak a language other than English or if you need to receive communication in a different format such as audio, accessible electronic formats or Braille
- How to get facts on providers who contract with Molina
- How to get specialty, mental health and hospital care
- How to voice a complaint
- How Molina reviews new technology
- Advance Directives for care that put your health care choices for physical and mental health into writing for your provider and family
- Services available to help manage chronic conditions
- Your Member Rights and Responsibilities
- Molina's Quality Improvement Program
- Your prescription drug benefits
- Out-of-area benefits and how to get care
- How to access the provider directory
- How to get primary care
- How to get emergency, after-hours and out-of-area care
- How to appeal a decision about your benefits
- How and when to access case management services
- How Molina pays providers
- How to report health care fraud, waste or abuse

Thank you for being a Molina member. We look forward to serving you.

In Good Health,

Molina Healthcare

[Non-Discrimination Language](#)



