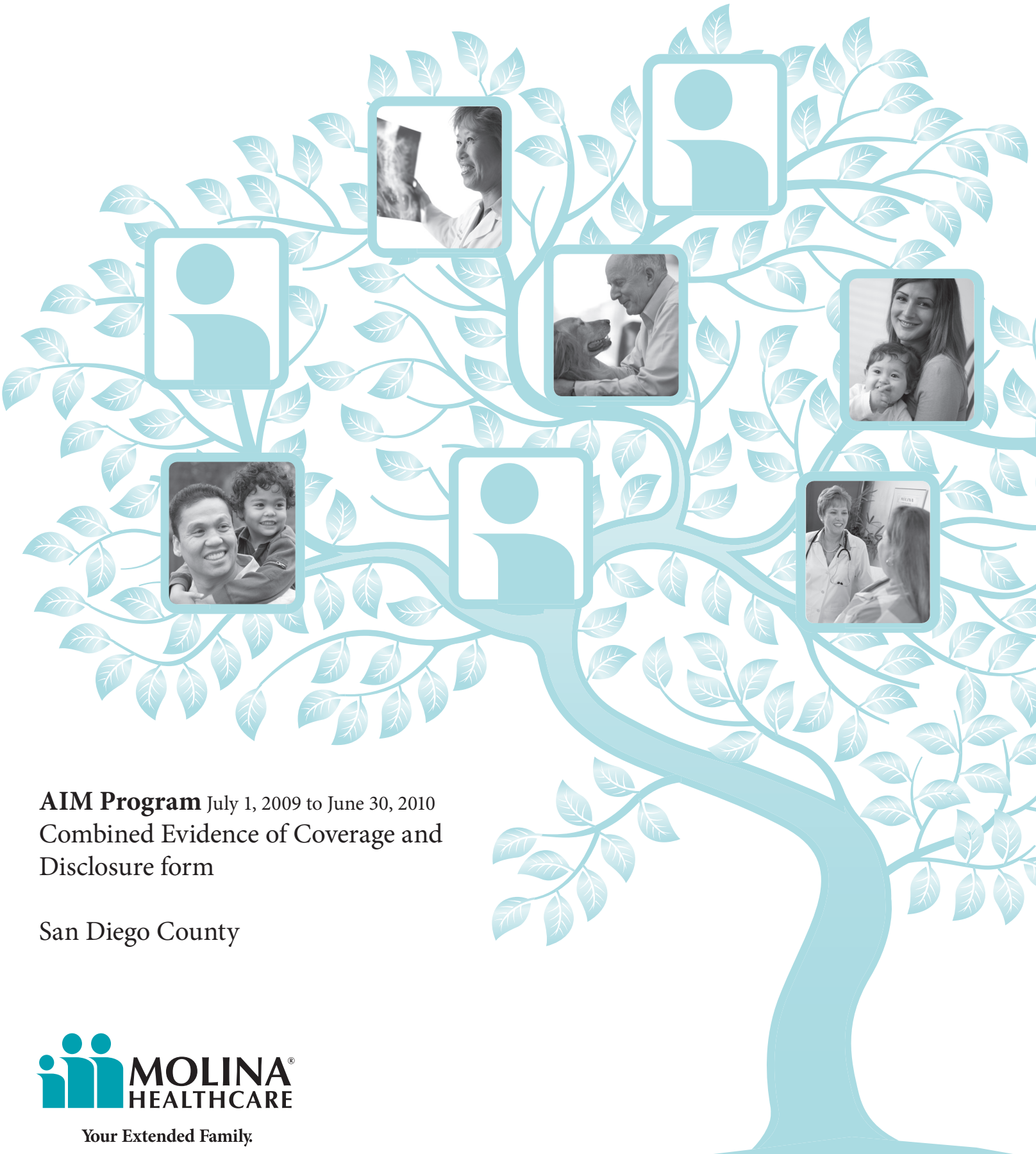


Welcome to the Molina family.



AIM Program July 1, 2009 to June 30, 2010
Combined Evidence of Coverage and
Disclosure form

San Diego County



Your Extended Family.



Dear AIM Member:

Congratulations, you're having a baby! We are pleased that you have chosen Molina Healthcare of California for you and your baby. We are committed to arranging the highest quality medical care, in a timely, professional and caring manner. Your health and satisfaction are very important to us!

Enclosed is information about your coverage. Please read these materials carefully, as they contain important facts concerning your benefits.

We hope you have already selected an obstetrician/gynecologist (or OB/GYN) to provide your obstetrical care. If you have not yet met your OB/GYN, make an appointment as soon as possible. He/she will gather your health history, conduct a complete examination, and help you choose a hospital to deliver your baby.

Since our goal is to keep you healthy during your pregnancy, you have also been assigned to a Primary Care Physician (PCP) or Personal doctor. His/her name and telephone number are printed on your Member ID Card that will arrive separately. Your PCP will coordinate any health care services you need that are not related to your pregnancy. You can call your PCP for all your health care needs, 24 hours a day.

Our Member Services Department is here to answer any questions you may have. Call us toll-free at **1 (888) 665-4621**, Monday thru Friday, 7 a.m. to 7 p.m. We can help with many things, such as:

- We can answer any questions about your health plan
- We can tell you about all the health education programs that are available, such as childbirth, parenting, breastfeeding, smoking cessation, and more
- We can help you change your PCP right over the phone
- You can request additional copies of member materials
- And much, much more

You also have access to our nurse advice line 24 hours a day for immediate medical advice. Just call our Nurse Advise line at 1 (800) 357-0163 or you may call Member Services Department and ask to speak to a nurse. You also have 24 hour access to interpreter services, call our Member Services department at 1 (888) 665-4621.

Molina Healthcare of California wishes you and your baby good health.

Sincerely,

Hilario Wilson
Director, Member Services



YOUR PRIVACY

Dear Molina Healthcare Member:

Your privacy is important to us. We respect and protect your privacy. Molina uses and shares your information to provide you with health benefits. Molina wants to let you know how your information is used or shared.

PHI stands for these words, *protected health information*. PHI means health information that includes your name, member number or other identifiers, and is used or shared by Molina.

Why does Molina use or share your PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To share PHI as required or permitted by law

What are your privacy rights?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI
- To ask us to not use or share your PHI in certain ways

What must Molina do by law?

- Keep your PHI private.
- Give you written information such as this on our duties and privacy practices about your PHI.
- Follow the terms of the enclosed Notice of Privacy Practices

What can you do if you feel your privacy rights have not been protected?

- Call or write Molina Healthcare and complain.
- Complain to the Department of Health and Human Services.

We will not hold anything against you. Your action would not change your care in any way.

The above is only a summary. Please read the enclosed Notice of Privacy Practices. The Notice has more information about how we use and share your PHI.

We will be happy to answer your questions as a member of Molina Healthcare.

Please call our Member Services Department at 1-888-665-4621 Monday through Friday, 7:00 a.m. to 7:00 p.m.



This is not a Bill

If you need help understanding the enclosed information in your language, please call Molina Healthcare Member Services at 1-888-665-4621.

Սա Հաշվեգիրք (բիլ) չէ

Եթե դուք կարիք ունեք հասկանալու ներդրված տեղեկություն մասին ձեր լեզվով, խնդրում ենք հեռաձայնել Molina Healthcare Member Services 1-888-665-4621 հեռախոսահամարով: (Armenian)

នេះគឺមិនមែនលិខិតទារក្សទេ

បើសិនជាលោកអ្នកចង់យល់ឲ្យបានច្បាស់លាស់ពីព័ត៌មានដែលមាននៅក្នុងលិខិតនេះជាភាសាកំណើតរបស់លោកអ្នក សូមលោកអ្នកទូរស័ព្ទមកភ្នាក់ងារ Molina Healthcare Member Services លេខ 1-888-665-4621 ។ (Cambodian)

這不是帳單

如果您需要用您的母語來解釋附上的資料，請打電話1-888-665-4621給Molina會員服務部。(Chinese)

هذه ليست فاتورة

Molina Healthcare إذا احتجت للمساعدة لفهم المعلومات المشمولة ضمناً، رجاء الاتصال بخدمات للأعضاء على الرقم 1-888-665-4621 (Arabic)

이것은 청구서가 아닙니다

동봉된 정보를 귀하의 모국어로 이해하기 위해 도움이 필요하다면 1-888-665-4621의 Molina Healthcare 회원 서비스로 전화하십시오. (Korean)

Это не счет

Если Вам нужна помощь с переводом на Ваш язык, чтобы понять всю информацию, содержащуюся в пакете документов, пожалуйста, позвоните в отдел обслуживания клиентов компании Molina Healthcare по телефону 1-888-665-4621. (Russian)

Esta no es una cuenta

Si necesita ayuda para entender la información adjunta en su idioma, llame a Servicios al Miembro de Molina Healthcare al 1-888-665-4621. (Spanish)

Hindi ito isang Singil (Bill)

Kung kailangan ninyo ng tulong para maintindihan sa inyong wika ang kalakip na impormasyon, tumawag po lamang sa Mga Serbisyo sa Miyembro ng Pangangalagang Pangkalusugan ng Molina sa 1-888-665-4621. (Tagalog)

Đây không phải là Hóa Đơn

Nếu quý vị cần được giúp để hiểu chi tiết đính kèm bằng ngôn ngữ của quý vị, xin gọi cho Ban Dịch Vụ Thành Viên Molina Healthcare tại số 1-888-665-4621. (Vietnamese)

Daim no tsis yog ib daim Nqi them

Yog koj xav tau kev pab ua koj cov lus kom koj totaub txog cov ntawv uas xa tuaj no, thov hu mus rau Molina Healthcare Lub Chaw Pabcuam Tswvcuab ntawm 1-888-665-4621. (Hmong)



NOTICE OF PRIVACY PRACTICES
MOLINA HEALTHCARE OF CALIFORNIA

**THIS NOTICE DESCRIBES HOW
MEDICAL INFORMATION ABOUT
YOU MAY BE USED AND DISCLOSED
AND HOW YOU CAN GET ACCESS TO
THIS INFORMATION. PLEASE
REVIEW IT CAREFULLY**

Molina Healthcare of California (“Molina” or “we”) uses and shares protected health information about you to provide your health benefits. We use and share your information to carry out treatment, payment and health care operations. We also use and share your information for other reasons as allowed and required by law.

We have the duty to keep your health information private. We have policies in place to obey the law. The effective date of this notice is January 1, 2007.

PHI stands for these words, *protected health information*. PHI means health information that includes your name, member number or other identifiers, and is used or shared by Molina.

Why does Molina use or share your PHI?

We use or share your PHI to provide you with healthcare benefits. Your PHI is used or shared for treatment, payment, and health care operations.

For Treatment.

Molina may use or share your PHI to give you, or arrange for, your medical care. This treatment also includes referrals between your doctors or other health care providers. For example, we may share information about your health condition with a specialist. This helps the specialist talk about your treatment with your doctor.

For Payment.

Molina may use or share PHI to make decisions on payment. This may include claims, approvals for treatment, and decisions about medical need. Your name, your condition, your treatment, and supplies given may be written on the bill. For example, we may let a doctor know that you have our benefits. We would also tell the doctor the amount of the bill that we would pay.

For Health Care Operations.

Molina may use or share PHI about you to run our health plan. For example, we may use information from your claim to let you know about a health program that could help you. We may also use or share your PHI to solve member concerns. Your PHI may also be used, to see that claims are paid right.

Health care operations involve many daily business needs. It includes but is not limited to, the following:

- Improving quality
- Actions in health programs to help members with certain conditions (such as asthma)

- Conducting or arranging for medical review
- Legal services, including fraud and abuse programs
- Actions to help us obey laws.
- Address member needs, including solving complaints and grievances.

We may also use your PHI to give you reminders about your appointments. We may use your PHI to give you information about other treatment, or other health-related benefits and services.

When can Molina use or share your PHI without getting written authorization (approval) from you?

The law allows or requires Molina to use and share your PHI for several other purposes including the following:

Required by law.

We will use or share information about you as required by law. We will share your PHI when required by the Secretary of the Department of Health and Human Services (HHS). This may be for a court case, other legal review, or when required for law enforcement purposes.

Public Health.

Your PHI may be used or shared for public health activities. This may include helping public health agencies to prevent or control disease.

Health Care Oversight.

Your PHI may be used or shared with government agencies. They may need your PHI for audits.

Research.

Your PHI may be used or shared for research in certain cases.

Law Enforcement.

Your PHI may be used or shared with police to help find a suspect, witness or missing person.

Health and Safety.

PHI may be shared to prevent a serious threat to public health or safety.

Government Functions.

Your PHI may be shared with the government for special functions. An example would be to protect the President.

Victims of Abuse, Neglect or Domestic Violence.

Your PHI may be shared with legal authorities if we believe that a person is a victim of abuse or neglect.

Workers Compensation.

Your PHI may be used or shared to obey Workers Compensation laws.

Other Disclosures.

PHI may be shared with funeral directors or coroners to help them to do their jobs.

When does Molina need your written authorization (approval) to use or share your PHI?

Molina needs your written approval to use or share your PHI for a purpose other than those listed in this notice. You may cancel a written approval that you have given us. Your cancellation will not apply to actions already taken by us because of the approval you already gave to us.

What are your health information rights?

You have the right to:

- **Request Restrictions on PHI Uses or Disclosures (Sharing of Your PHI)**

You may ask us not to share your PHI to carry out treatment, payment or health care operations. You may also ask us to not to share your PHI with family, friends or other persons you name who are involved in your health care. However, we are not required to agree to your request. You will need to fill out a form to make your request.

- **Request Confidential Communications of PHI**

You may ask Molina to give you your PHI in a certain way or at a certain place to help keep your PHI private. We will follow reasonable requests, if you tell us how sharing all or a part of that PHI could put your life at risk. You will need to fill out a form to make your request.

- **Review and Copy Your PHI**

You have a right to review and get a copy of your PHI held by us. This may include records used in making coverage, claims and other decisions as a Molina member. You will need to fill out a form to make your request. We may charge you a reasonable fee for copying and mailing the records. In certain cases we may deny the request.

- **Amend Your PHI**

You may ask that we amend (change) your PHI. This involves only those records kept by us about you as a member. You will need to fill out a form to make your request. You may file a letter disagreeing with us if we deny the request.

- **Receive an Accounting of PHI Disclosures (Sharing of your PHI)**

You may ask that we give you a list of certain parties that we shared your PHI with during the six years prior to the date of your request. The list will not include PHI shared as follows:

- for treatment, payment or health care operations;
- to persons about their own PHI;
- sharing done with your authorization, or
- shared prior to April 14, 2003.

We will charge a reasonable fee for each list if you ask for this list more than once in a 12-month period. You must fill out a form to request a list of PHI disclosures.

You may make any of the requests listed above, or may get a paper copy of this Notice. Please call our Director of Member Services at 1-888-665-4621.

What can you do if your rights have not been protected?

You may complain to Molina and to the Department of Health and Human Services if you believe your privacy rights have been violated. We will not do anything against you for filing a complaint. Your care will not change in any way.

You may complain to us at:

Director of Member Services
200 Oceangate, Suite 100
Long Beach, CA 90802
1-888-665-4621

You may file a complaint with the Secretary of the U.S. Department of Health and Human Services at:

Office for Civil Rights
U.S. Department of Health & Human Services
50 United Nations Plaza - Room 322
San Francisco, CA 94102
(415) 437-8310; (415) 437-8311 (TDD)
(415) 437-8329 FAX

What are the duties of Molina?

Molina is required to:

- Keep your PHI private.
- Give you written information such as this on our duties and privacy practices about your PHI.
- Follow the terms of this Notice

This Notice is Subject to Change

Molina reserves the right to change its information practices and terms of this notice at any time. If we do, the new terms and practices will then apply to all PHI we keep. If we make any material changes, a new notice will be sent to you by US Mail.

Contact Information

If you have any questions, please contact the following office:

Director of Member Services
Molina Healthcare of California
200 Oceangate, Suite 100
Long Beach, CA 90802

Phone: 1-888-665-4621



HELP FOR NON-ENGLISH SPEAKING MOLINA HEALTHCARE MEMBERS

Why did I get this card?

As a Molina Healthcare member, we provide interpreter services if you need them. You have access to interpreter services on a twenty four (24) hour basis. An interpreter request card is sent to all new members after initial enrollment with Molina Healthcare.

You do not need to have a friend or relative act as your interpreter. You may wish to say things that you do not wish to share with a friend or relative. Using an interpreter may be better for you.

Keep this card in your wallet. If Molina Healthcare has wrong information about your language needs, please call Member Services at 1(888) 665-4621.

What is printed on the card?

The English side of this card says what language you speak. It also lets staff know that Molina Healthcare will pay for your interpreter. The card tells staff how to get you an interpreter.

The English text reads as follows:

Hello. I speak SPANISH. I need an interpreter. My health care plan, Molina Healthcare, will pay for an interpreter if you do not have one here. Please call 1(888) 665-4621 and state, "I have a Molina patient and I need an interpreter."

How do I use the card?

Show this card to staff at the following places:

- Your Molina Healthcare doctor's office or clinic
- Labs, clinics, or other medical service offices
- The pharmacy where you get your medicine
- The Emergency Room at a hospital

Show the English side of the card to the person helping you. The office or pharmacy may have a staff person who speaks your language. If they do not, they will call a telephone interpreter service. You will be able to discuss and get the information you need using the telephone interpreter. This is called the Language Line Service.

It may take a few minutes but do not worry. Help is coming.

Call us if you have any questions.

Member Service at: 1 (888) 665-4621

Monday through Friday, 7:00 a.m. to 7:00 p.m.

YOUR BABY'S GOOD HEALTH BEGINS WHEN YOU ARE PREGNANT

Welcome to Motherhood Matterssm from Molina Healthcare

A Prenatal Care Program for Pregnant Women

Pregnancy is an important time in your life. It can be even more important for your baby. What you do during your pregnancy can affect the health and well being of your baby – even after birth.

This is also a time when you have a lot of questions about your pregnancy. Through Molina Healthcare’s Motherhood Matters program, our caring staff will answer your questions. They are here to help you. They will teach you what you need to do. Being a part of this program and following the

guidelines will help you have a healthy pregnancy and a healthy baby.

You Learn...

- Why visits to your doctor are so important.
- How you can feel better during pregnancy.
- What foods are best to eat.
- What kinds of things to avoid.
- Why you should stay in touch with Molina Healthcare’s staff.
- When you need to call the doctor right away.

Other Benefits

- Health Education Materials – These include a workbook and trimester specific materials.
- Community Referrals – To community resources available for pregnant women.

How will Motherhood Matters work for you?

Pregnancy Term	Activity	Purpose
1st Trimester (0-13 weeks)	<ul style="list-style-type: none"> • Motherhood Matters’ health worker will call you for your initial assessment (20 minutes) 	<ul style="list-style-type: none"> • To get to know you better • Offer support/answer questions • Identify any problems
2nd Trimester (14-27 weeks)	<ul style="list-style-type: none"> • Motherhood Matters’ health worker will call you for your second assessment (10 minutes) 	<ul style="list-style-type: none"> • To check how you are doing • Answer any questions
3rd Trimester (28-40 weeks)	<ul style="list-style-type: none"> • Motherhood Matters’ health worker will call you for your third assessment (10 minutes) 	<ul style="list-style-type: none"> • To check how you are doing • Answer any questions
After Birth (2 weeks after due date)	<ul style="list-style-type: none"> • Motherhood Matters’ health worker will call you for your after delivery assessment 	<ul style="list-style-type: none"> • To remind you to visit your doctor after birth • To check how you’re doing

Keep all of your doctor appointments and participate in the calls. This gives you the best chance at having a healthy baby. If you cannot make a doctor's appointment, please call to reschedule. If you need help with this, call Molina Healthcare's Motherhood Matters' toll-free number at 1 (877) 665-4628 and we can help you.

Call Now

Motherhood Matters is a simple program to follow and can really help you and your baby throughout your pregnancy. To find out more, just call Molina Healthcare's Motherhood Matters toll-free at 1 (877) 665-4628.

FREQUENTLY ASKED QUESTIONS

Q: What is a Primary Care or Personal Doctor?

A: Your primary care or personal doctor is the doctor that you choose to see regularly to follow your medical care. It is best to call your primary care doctor now, even if you are healthy, and schedule an appointment for the first check-up visit. You see your primary care doctor before you or your child actually gets sick. A primary care or personal doctor is also sometimes called a “PCP” or Primary Care Physician.

Q: How Do I Change Doctors?

A: First, use your Provider Directory to choose a new Molina Healthcare doctor for you or your child. Then, simply call Molina Healthcare Member Services toll-free at **1 (888) 665-4621**. We’ll change doctors for you and send you a new ID card. Or, you may go to the Molina Healthcare website at www.molinahealthcare.com. Log in as a member and choose the tab “Find a Provider”. Here you will be able to use the Electronic Provider Directory. Once you have selected a doctor you can make your request online and the Member Services Department will process your request and send confirmation by e-mail.

Q: How Do I Get to See a Specialist?

A: Your primary care doctor will refer you to any specialists that you may need to see. Once they’ve checked you or your child’s health and determined which type or specialty care is needed, they will make a referral for you.

Q: What Do I Do When the Pharmacy Tells Me Molina Healthcare Does Not Cover My Prescription?

A: Your prescription may need prior approval from Molina Healthcare. Please call your doctor and he/she will submit a request for approval. You can also call the Member

Services Department at **1 (888) 665-4621** for help in getting your prescription approved.

Q: What’s an Emergency?

A: A visit to a hospital emergency room is needed for life-threatening conditions, or those that could reasonably be expected to result in:

- Placing the patient’s health in jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

For medical treatment of non-emergency conditions, such as common colds, ear infections, sore throats, shots, medical tests, etc., you should see your primary care doctor. (If you are not sure, please look in the Member Services Guide for additional information on emergency services.)

Q: Whom Do I Call for Help?

A: You can call Molina Healthcare Member Services for answers to your questions or to ask for information about pregnancy, asthma, diabetes or other health concerns. Call toll-free **1 (888) 665-4621, Monday - Friday, 7:00am - 7:00pm**. If you’re deaf or hard of hearing, call our TTY/TTD line at 1 (800) 479-3310 or the California Relay Service by dialing 711.

Q: What Coverage Do I Have When I am Outside of Molina Healthcare's Service Area?

A: Molina Healthcare provides coverage for emergency or urgent care when you are away from our service area. Go to the nearest emergency room for care. Please contact Molina Healthcare within twenty-four (24) hours or when medically reasonable of getting emergency care.

Please contact Molina Healthcare’s Member Services Department at 1 (888) 665-4621, Monday through Friday from 7:00am to 7:00pm. Our toll-free number for the deaf or hard of hearing is 1 (800) 479-3310. Outside of regular business hours, you may contact our Nurse Advice Line day or night at 1 (800) 357-0163.

HEALTH EDUCATION SERVICES

Molina Healthcare's Health Education Department is committed to helping you stay well.

Find out if you are eligible to sign up for one of our programs. Ask about other services we provide or request information to be mailed to you. The following are a list of programs and services Molina Healthcare has to offer you.

Call 1 (800) 526-8196, extension 127532 (Monday through Friday, 8:30 a.m. – 5:30 p.m.).

Free and Clear® smoking cessation program

This nationally recognized program is for members who really want to kick the smoking habit. The program is for smokers who are over 18 years of age and are ready to quit. You will be asked about your readiness to stop smoking. If you are ready and have the support to take this important step, you may be eligible to join. The program is done over the telephone and lasts for six months. You will be mailed a kit with materials to help you stop this habit. A stop smoking counselor will call you to offer support. You will also be given a telephone number that you can call any time you need help.

motherhood mattersSM pregnancy program

Motherhood Matters is a program for pregnant women. This program will help women get the education and services they need for a healthy pregnancy. You will be mailed a workbook and other resources. It is offered in six languages. You will be able to talk with a health educator about any questions you may have during the pregnancy. Also, you will learn ways to stay healthy during and after your pregnancy. You will receive gifts each trimester after completing a risk assessment over the phone. Call **1 (877) 665-4628** to see if you can join today!

breathe with easeSM asthma program

This program is for children and adults ages 2 and above with asthma. You and/or your child will learn:

- About asthma triggers
- About early warning signs
- How to use asthma medicines correctly
- How to work with the doctor to prevent asthma flare-ups
- How to use a peak flow meter and an inhaler with a spacer

You will also receive newsletters, an allergen-proof pillow cover, and other resources to help you take better control of asthma.

Healthy Living with DiabetesSM Program

This program is for adults age 18 and above with a diagnosis of diabetes.

You will learn:

- About the types of diabetes
- About diabetes self-care (meal planning, exercise tips, diabetes medicines and much more)
- How to work with doctors and other members of the healthcare team to keep diabetes under good control

You can learn all of this at home, by telephone, or in classes. You will also receive newsletters and other information to help you take better control of diabetes.

Healthy Baby Program

Your child must be 2 to 18 months of age. Your child must be up-to-date with all of his or her immunizations (shots). You will learn about how to keep your child healthy and safe. After you complete the program, you can get a convertible car seat. Call and find out if your child can join today!

Weight control program

This program is for members who may need help controlling their weight. The weight control program is provided for both parents and children. You and your family will learn about healthy eating and exercise. You may also be able to go to classes in your area if classes are offered.

Newsletters

As a Molina Healthcare member you will get educational newsletters. They will be sent to you at least three times a year. The articles are written on topics requested by members like you. The tips included will help our families stay healthy.

Health education materials

Molina Healthcare offers a variety of easy-to-read educational materials. Many are available in different languages. Some of the topics are on nutrition, stress management, child safety, asthma, and diabetes. You can get any of these materials by asking your doctor or by calling the Health Education Department.

Cultural and Linguistic services

Molina Healthcare can help you talk with your doctor about your cultural needs. You can call and ask to speak with our Cultural and Linguistic Specialist. We can help you find ethnic medical and social support services and help with language problems. If you cannot reach us you may leave a message at the toll free number 1 (800) 526-8196, extension 127421 (Monday through Friday, 8:30 a.m. - 5:30 p.m.). We will call you back.

DISCLOSURE

This Combined Evidence of Coverage and Disclosure Form constitute only a summary of Molina Healthcare of California's (Molina Healthcare) policies and coverage under Access for Infants and Mothers (AIM). The Molina Healthcare contract and the AIM regulations (California Code of Regulations, Title 10, Chapter 5.6) issued by the California Managed Risk Medical Insurance Board (MRMIB), should be consulted to determine the exact terms and conditions of coverage. These regulations may be viewed on the Internet at <http://www.mrmib.ca.gov>.

Additionally, the AIM regulations require Molina Healthcare to comply with all requirements of the Knox-Keene Health Care Service Plan Act of 1975, as amended (California Health and Safety Code section 1340, et seq.), and the Act's regulations (California Code of Regulations, Title 28). Any provision required to be a benefit of the program by either the Act or the Act's regulations shall be binding on Molina Healthcare, even if it is not included in the Evidence of Coverage booklet or the Molina Healthcare contract.

ELIGIBILITY AND ENROLLMENT

Information about eligibility, enrollment, the starting date of coverage, coverage limitations, transfers to another health plan, infant registration, subscriber contributions, and disenrollment, is included in the Access for Infants and Mothers (AIM) Handbook that was mailed to you by the AIM Program.

If you have questions on these topics or would like another copy of the Handbook, please contact the AIM Program at the address listed below.

HEALTH COVERAGE FOR INFANTS

Your infant is automatically eligible for enrollment in the Healthy Families Program (HFP) if you qualify for AIM. Once, enrolled, your infant will receive their care through the HFP by the same plan that you have in AIM. However, your infant cannot be enrolled in the full-scope Medi-Cal Program. The State will mail you a packet of information about thirty (30) days prior to your expected due date. Once you deliver your baby, complete and mail the Infant Registration Form, along with other requested information and any premiums that are due, to the State at:

Access for Infants and Mothers (AIM)
P.O. Box 15559
Sacramento, CA 95852
1-800-433-2611 (phone)
1-888-889-9238 (fax)
1-800-735-2929 (California Relay service for the deaf or hard of hearing)
Monday – Friday 8:00 a.m. – 8:00 p.m.
Saturday 8:00 a.m. – 5:00 p.m.

Refer to the Healthy Families Program Evidence of Coverage (EOC) booklet to learn more about covered services for your baby.

Additional information about the AIM Program is available at the Managed Risk

Medical Insurance Board website at
www.mrmib.ca.gov

Please notify the plan of the baby's name,
date of birth, sex, and weight at birth as
soon as possible.

Please call us with questions about this
Member Service Guide, your health plan or
for language support services:

Molina Healthcare
Member Services Department
toll-free at
1-888-665-4621

Monday through Friday 7:00 a.m. to 7:00 p.m.
If you are deaf or hard of hearing, please call
our dedicated TTY/TDD line at 1-800-479-
3310 or contact us through the California
Relay Service by dialing 711.