

Introduction

INTRODUCTION

About the Health Plan

Welcome to Molina Healthcare! We come to you through the state of California's Access for Infants and Mothers (AIM) Program. Throughout this Member Service Guide, we will refer to AIM as the "Program." Because your health and satisfaction with our service are very important, we hope you will let us know how we may serve you better by calling us toll-free at 1 (888) 665-4621. Our Member Service Representatives are available Monday through Friday from 7:00am to 7:00 pm. If you are deaf or hard of hearing, please call our dedicated TTY/TDD line at 1 (800) 479-3310. In addition, you have access to a nurse 24-hours a day, 7 days a week, for immediate medical advice over the telephone.

We are a Long Beach-based health care service plan licensed by the State of California. We are a managed care system that combines comprehensive medical and preventive care in one plan. You receive preventive care and health care services from physician office visits and other services. You have the added convenience of not submitting paperwork or bills for reimbursement.

The Member Service Guide

This Combined Evidence of Coverage and Disclosure form is also called your Member

Service Guide and describes the benefits provided by Molina Healthcare. Please read it carefully. It gives you instructions on how to obtain medical care, and gives specific information about what is covered and what is not covered.

It also provides many answers to questions you may have. If you cannot find an answer to your question, please call our Member Services Department.

We are able to answer most questions you may have about the AIM Program. If we are not able to answer your questions or if you need further information, you may call a local AIM Outreach Worker at 1 (800) 433-2611.

As you read this Member Service Guide, you will see capitalized words throughout. We have capitalized certain words to let you know you can find their meaning in the Glossary section of this Member Service Guide. Please refer to this Glossary section to understand what a capitalized word means.

Health Plan Benefits and Coverage Matrix

This brochure outlines the applicable medical benefit plan design. The Health Plan Benefits and Coverage Matrix, which is considered part of the Member Service Guide, is distributed with the Member Service Guide.

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Member Identification Card

You will receive an ID Card from Molina Healthcare when you enroll in the AIM Program with the health plan. You present this ID Card each time you receive health care services covered by the Program. You must never allow anyone else to use your ID Card. If your ID Card is used by or for persons who are not Members, the Program may terminate your coverage. If your ID Card is lost, please call our Member Service Department and we will send you a new one.

Language Services

If English is not your primary language or you have trouble understanding any of the information in this Member Service Guide, please call us toll-free at 1 (888) 665-4621. If you are deaf or hard of hearing, please call our dedicated TTY/TDD line at 1 (800) 479-3310. Our Member Services department has representatives who speak several languages. We also have access to interpreting services in over 100 languages. If you need someone to explain medical information while you are at your doctor's office, ask them to call us. We'll be glad to help. You have the right to file a grievance if you feel your linguistic needs are not met.

Provider Directory

This directory is a listing of Molina Healthcare participating physicians, hospitals and other Plan Providers. This

directory is very important because it lists the Plan Providers from whom you obtain all non-emergency services. Use this directory to choose your Primary Care Physician, who will be responsible for providing or coordinating all your health care needs.

Member Newsletter

We distribute this newsletter to update you on Molina Healthcare throughout the year. The newsletter may include health care information, communications about the Member Advisory Committee (also called the Public Policy Advisory Committee) and its activities, and health education class information.

Privacy Members' Confidential Information

Your privacy is important to us. We respect and protect your privacy. Molina Healthcare uses and shares your information to provide you with health benefits.

Molina Healthcare uses many ways to protect Protected Health Information (PHI) across our health plan. This includes PHI in written word, spoken word or PHI in a computer. Below are some ways Molina Healthcare protects PHI:

- Molina Healthcare has policies and rules to protect PHI.

- Molina Healthcare limits who may see PHI. Only Molina Healthcare staff with a need to know PHI may use and share PHI.
- Molina Healthcare staff is trained on how to protect and secure PHI.
- Molina Healthcare staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Healthcare secures PHI in our computers. PHI in our computers is kept private by using firewalls and passwords.

Please read our Notice of Privacy Practices located in the front of the book. The Notice has more information about your healthcare privacy rights and how we use and share your PHI.