

# Accessing Care

## Choosing My Child's Doctor

Your child's PCP is your partner for good health. So it's important that you choose one. Choose a PCP as soon as you can. Call and schedule your child's first appointment to get to know your child's doctor. If you need help scheduling an appointment, call Molina Healthcare Member Services. We will be happy to help you.

### What if I don't choose a primary care doctor (PCP)?

If you don't choose a PCP, Molina Healthcare will choose a doctor for your child. If Molina Healthcare chooses a doctor for you, we consider where you live, the language you speak and the doctors of other family members. This doctor will then be on file with our staff when you call us to schedule an appointment.

## Changing My Child's Doctor

### What if I want to change my child's doctor?

If you do not like your child's PCP, you may choose another Molina Healthcare doctor. You may change your child's PCP as often as every 30 days. We ask, however, that you visit your child's doctor and get to know him or her before making another choice. Getting to know your child's PCP will help your child stay well.

### How do I change my child's doctor?

Call Molina Healthcare Member Services 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, call our dedicated TTY line at 1-800-479-3310. We will help you make a choice. You may also visit Molina Healthcare's website at [www.molinahealthcare.com](http://www.molinahealthcare.com) to view our online list of doctors.

Sometimes you may not be able to get the doctor of your choice. This could happen for several reasons. For example, if the doctor you want is no longer with Molina Healthcare or if your child's doctor already has the limit of members.

### What if my child's doctor or hospital is not with Molina Healthcare?

If your child's doctor (PCP or specialist) or a hospital near where you live is no longer with Molina Healthcare, we will send you a letter to let you know. The letter will tell you how the change affects your child. If your child's PCP is no longer with Molina Healthcare, the letter will tell you who

your child's new doctor is. If you want a different doctor, you can choose one. Our Molina Healthcare Member Services staff can help you make a choice.

If your child is undergoing Special Treatment and your child's doctor or the hospital your child was getting Special Treatment from is no longer with Molina Healthcare, you may ask Molina Healthcare's permission to stay with the doctor or hospital your child is now seeing for continuity of care.

If your child is a newly enrolled member undergoing Special Treatment and your child's existing doctor or the hospital your child was getting Special Treatment from is not associated with Molina Healthcare, you may ask Molina Healthcare's permission to stay with the doctor or hospital your child is now seeing for continuity of care.

### Special Treatment means you are getting medical treatment with a doctor or hospital for one of these reasons:

- Your child has a serious chronic condition. "Serious Chronic Condition" means a medical condition due to a disease, illness, or other medical problem or medical disorder that is serious in nature, and that does either of the following:
  - Persists without full cure or worsens over an extended period of time.
  - Requires ongoing treatment to maintain remission or prevent deterioration.
- If your child has a Serious Chronic Condition, they may stay with the doctor or hospital for up to 12 months.
- Your child is pregnant. Your child may stay with the doctor or hospital for the length of your pregnancy.
- Your child has had an acute condition. "Acute Condition" means a medical condition that involves a sudden onset of symptoms due to an illness, injury, or other medical problem that requires prompt medical attention and that has a limited duration. Your child may stay with the doctor or hospital for length of the acute condition.
- Your child is a newborn or child up to age 36 months. Your child may stay with the doctor or hospital for up to 12 months.
- Your child has a terminal illness. Your child may stay with the doctor or hospital for the length of the terminal illness.
- Your child has received authorization for a surgery or other procedure to be performed within 180 days of the date your child's doctor or hospital will no longer be with Molina or within 180 days of your child's enrollment with Molina Healthcare.
- You have questions about a diagnosis or a treatment plan for a chronic condition or a condition that could cause loss of life, loss of bodily function, or substantial impairment.

Eligibility is not based strictly upon the name of your condition. If your request is approved, you will be financially responsible only for applicable copayments under the plan.

Your child's doctor or the hospital may not agree to continue to provide your child's services. If that happens, Molina Healthcare will assign your child to a new doctor or send your child to a new hospital for care.

Molina Healthcare is not required to provide continuity of care as described in this section to a newly covered member who was covered under an individual subscriber agreement and undergoing a treatment on the effective date of his or her Healthy Families coverage. Continuity of care does not provide coverage for benefits not otherwise covered under this agreement.

If you want to request that your child stay with the same doctor or hospital, call Molina Healthcare Member Services at 1-888-665-4621. If you are deaf or hard of hearing, call our dedicated TTY line at 1-800-479-3310. You can also ask for a copy of Molina Healthcare's policy that talks about staying with a doctor or hospital.

If your child has been receiving care from a doctor or hospital, your child may have a right to keep the same doctor or get care at the same hospital for a designated time period. Please contact Molina Healthcare's Member Services Department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number, 1 (888) HMO-2219 or TDD number for the deaf or hard of hearing at 1 (877) 688-9891, or online at [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov).

## How Do I Get Medical Services for My Child Under the Plan?

(Choice of Physicians and Providers; Facilities)

**Please read the following information so you will know from whom or what group of providers health care services may be obtained.**

Included with this packet you will find lists of the PCPs and hospitals that are available to your child as a member of Molina Healthcare. These lists, called the Provider Directory, will be updated from time to time and mailed to you so you will know where to receive the services your child needs. You may also visit Molina Healthcare's website at [www.molinahealthcare.com](http://www.molinahealthcare.com) to view our online list of doctors.

If your child needs hospital or similar services, he/she must go to a facility that is a Participating Provider. For more information about the locations and hours of the facilities that are available, please call us at 1-888-665-4621. If you are deaf or hard of hearing, call our dedicated TTY line at 1-800-479-3310. Your child may receive out of area urgent care services or services in an Emergency Room from any provider or facility.

Your child's primary care doctor is your child's personal health advisor and manager. Call your child's doctor if you have questions about your child's health or if your child needs health services. You can schedule an appointment with your child's doctor the same day.

You or your child's doctor may request a second medical opinion. Subscribers pay \$5 for each visit. If you request a second opinion, Molina Healthcare will give you a decision within 48 hours. If it is an imminent and serious threat, Molina Healthcare will respond within one (1) day and the second opinion will be given within seventy-two (72) hours. If Molina Healthcare approves the second opinion, we will make an appointment for your child to see another doctor that is trained and experienced in treating your child's medical condition. If a qualified Participating Provider is not available to give you a second opinion, Molina Healthcare will make arrangements for a Non-Participating Provider to give you a second opinion. If Molina Healthcare denies the second opinion because it is not medically necessary, we will send you a letter. You or your child's doctor may appeal the decision. The letter from Molina Healthcare will tell you how to appeal.

**These are some reasons why you may receive a second opinion for your child:**

- You aren't sure your child needs surgery recommended by the doctor.
- You are unsure of your child's doctor's diagnosis or care plan for a serious or complex condition.
- Your child's doctor is not sure of a correct diagnosis because your child's symptoms are complex or confusing.
- Your child has followed the doctor's care plan for a while and your child's condition has not improved.
- You have serious concerns about your child's doctor's diagnosis or care plan that you have discussed with your child's doctor, but still are not answered.

The doctor that gives you a second opinion will provide a written report of his findings to both you and your child's initial doctor.

Here is a chart to help you learn where to go for medical services. The services your child may need are listed in the boxes on the left. To find the services needed, look in the box just to the right of it and you will find out where to go.

Type of help your child needs:	Where to go. Who to call :
<p><b>Emergency care</b> Emergencies may involve, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Difficulty in breathing</li> <li>• Unconsciousness</li> <li>• Unusual or excessive bleeding</li> <li>• Possible poisoning or overdose</li> <li>• Suspected broken nose</li> <li>• Seizures</li> <li>• Severe pain</li> <li>• Active Labor</li> </ul>	<p>Call 911 or go to the nearest emergency room</p>
<p>Urgent Care</p>	<p>Call your child's PCP or Molina Healthcare's 24-Hour Nurse Advice Line at 1-800-357-0163</p>
<p>A physical exam, wellness visit or immunizations</p>	<p>Go to your child's PCP</p>
<p>Treatment for an illness or injury that is not an emergency</p>	<p>Go to your child's PCP</p>
<p>Family Planning Services, such as:</p> <ul style="list-style-type: none"> <li>• Pregnancy tests</li> <li>• Birth control</li> <li>• Sterilization</li> </ul>	<p>You do not need a referral to receive Family Planning Services. You can also go to your child's PCP to receive these services.</p>
<p>To see an OB/GYN</p>	<p>Females may go to any OB/GYN in their PCP's medical group without a referral. Ask your doctor or call Molina Healthcare Member Services if your child does not know an OB/GYN in that medical group.</p>
<p>Indian Health Center Services</p>	<p>Members going to an Indian Health Service Center do not need a referral.</p>
<p>To see a specialist</p>	<p>Your child's PCP first. Your child's doctor will give you a referral if needed.</p>
<p>To have surgery</p>	<p>Your child's PCP first. Your child's doctor will give you a referral if needed.</p>
<p>To get a second opinion</p>	<p>Your child's PCP first. Your child's doctor will give you a referral if needed.</p>

**24-Hour Nurse Advice Line. If you have questions about your child's health, call our 24-Hour Nurse Advice Line at 1-800-357-0163. The Nurse Advice Line is staffed by Registered Nurses. They are open 24 hours a day, 365 days a year.**

## What is a Prior Authorization?

A Prior Authorization is a request for service from your doctor. Molina Healthcare's Medical Directors and your doctor evaluate the medical necessity of all of your care before the care or service is given to ensure it is appropriate for your specific condition. Your PCP will help get any referrals you need for care.

### Your child does not need a prior authorization for these services:

- Emergency services or out-of-area Urgent Care Services
- Nurse midwife services
- Female members may also self-refer to an OB/GYN who is in their PCP's network.
- Family Planning Services
- HIV Testing & Counseling
- Minor Consent Services
- Sexually transmitted diseases

### You must have Prior Authorization approval for:

- All Inpatient Admissions
- Out Patient Surgery
- Bariatric Surgery Referral and Surgery
- Bone Density Studies and Bone Scans for women less than 50 years of age
- Cardiac and Pulmonary Outpatient Rehabilitation
- Chiropractic Services
- Dermatology procedures
- All Dialysis and Plasmaphoresis Services
- Durable Medical Equipment that costs more than \$250
- Genetic Counseling and Testing
- Home Health Care
- Home Infusion
- Hospice
- Certain high dollar injectable medications
- Nutritional Supplements and Enteral Formulas and supplies
- All Pain Management Services
- Office Based Podiatry Surgery

- All Reconstructive / Cosmetic Procedures
- Outpatient rehabilitation services (Physical, Occupational and Speech Therapy)
- Transplant evaluation and related services
- Transportation (non-emergent medically necessary – Medi-Can, Wheel Chair Van, Ambulance, etc.)

If your child does not get an approval for services when needed, you may have to pay for the service.

Referrals are given based on medical need. If you have questions about how a certain service is authorized, call Molina Healthcare Member Services at 1-888-665-4621. If you are deaf or hard of hearing, call our dedicated TTY line at 1-800-479-3310. We will be happy to send you a general explanation of how that type of decision is made or send you a general explanation of the overall approval process if you request it.

Molina Healthcare processes referral requests within five (5) days for non-emergency specialty services. Medical conditions that present an imminent or serious threat to your child's health are processed within seventy-two (72) hours. Molina Healthcare processes requests for urgent specialty services immediately by telephone. Referrals can be made more quickly when medically necessary.

### Standing Referrals

If you have a condition or disease that requires specialized medical care over a prolonged period of time, you may need a standing referral to a specialist to receive continuing specialized care. If you receive a standing referral to a specialist, you will not need to get authorization every time you see that specialist. Additionally, if your condition or disease is life threatening, degenerative, or disabling, you may need to receive a standing referral to a specialist or specialty care center that has expertise in treating the condition or disease for the purpose of having the specialist coordinate your health care. To get a standing referral, call your primary care provider. If you have any difficulty getting a standing referral, call Molina Healthcare at 1-888-665-4621 or call our dedicated TTY for the deaf or hard of hearing at 1-800-479-3310. If, after calling the plan, you feel your needs have not been met, please refer to Molina Healthcare's Complaint Process on page 33.

Molina Healthcare does not reward doctors for not giving referrals or penalize them for giving referrals. We do not give bonuses or other financial gifts to our doctors that encourage them to give your child less care than you need.

# Emergency and Urgent Care Services

## How does my child get emergency care?

Emergency care is available 24 hours a day, seven days a week for Molina Healthcare members.

## What is an emergency?

Emergency Health Care Services are health services needed to evaluate or stabilize a medical condition including active Labor or psychiatric medical condition manifesting itself by acute symptoms of a sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in any of the following:

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

Emergency health care also includes emergency contraceptive drug therapy. Turn to page 15 for more information.

If you believe your child has an Emergency Medical Condition, IMMEDIATELY call 911 or go to the closest hospital or emergency room for care.

If you are not sure if your child needs emergency care, call your child's PCP. Or call our 24-Hour Nurse Advice Line at 1-800-357-0163. The Nurse Advice Line is staffed by Registered Nurses. They are available 24 hours a day, 365 days a year. Carry your child's Molina Healthcare Member ID card with you and present it when seeking emergency care.

If your child's condition is not an emergency, please do not go to the hospital emergency room. You should call your child's primary physician instead.

## Post Stabilization and Follow-up Care After an Emergency

Once your child's emergency medical condition has been treated at a hospital and an emergency no longer exists because your child's condition is stabilized, the doctor who is treating your child may want your child to stay in the hospital for a while longer before your child can safely leave the hospital. The services your child receives after an emergency condition is stabilized are called "post-stabilization services."

If the hospital where your child received emergency services is not part of Molina Healthcare's contracted network

("non-contracted hospital"), the non-contracted hospital will contact Molina Healthcare to get approval for your child to stay in the non-contracted hospital.

If Molina Healthcare approves your child's continued stay in the non-contracted hospital, you will not have to pay for services except for any copayments normally required by Molina Healthcare.

If Molina Healthcare has notified the non-contracting hospital that your child can safely be moved to one of the plan's contracted hospitals, Molina Healthcare will arrange and pay for your child to be moved from the non-contracted hospital to a contracted hospital.

If Molina Healthcare determines that your child can be safely transferred to a contracted hospital, and you or your spouse or legal guardian do not agree to your child being transferred, the non-contracted hospital must give you or your spouse or legal guardian a written notice stating that you will have to pay for all of the cost for post-stabilization services provided to your child at the non-contracted hospital after your child's emergency condition is stabilized.

Also, you may have to pay for services if the non-contracted hospital cannot find out what your name is and cannot get contact information at the plan to ask for approval to provide services once your child(ren) are stable.

**If you feel that you were improperly billed for post-stabilization services that your child received from a non-contracted hospital, please contact Molina Healthcare's Member Services Department at 1 (888) 665-4621, 7:00am-7:00pm, Monday through Friday. If you are deaf or hard of hearing, call our dedicated TTY/TDD line, toll free, at 1 (800) 479-3310 or the California Relay Service by dialing 711.**

Tell us if you have called 911 or accessed emergency care. You must notify Molina Healthcare WITHIN 24 HOURS or as soon as reasonably possible if you called 911 or accessed emergency care. You may ask the hospital or emergency room staff to call Molina Healthcare for you.

## What if I'm away from Molina Healthcare's service areas and my child needs emergency care?

Go to the nearest emergency room for care. Please contact Molina Healthcare within 24 hours or when medically reasonable of your child getting urgent or emergency care. Call toll-free at 1-888-665-4621. If you are deaf or hard of hearing call our dedicated TTY line toll-free at 1 (800) 479-3310. When your child is away from Molina Healthcare's service area, only urgent or emergency care is covered.

## After-hours or urgent care

Urgent Care services are available when your child is within or outside of Molina Healthcare's Service Area. Urgent Care Services are those services needed to prevent the serious deterioration of one's health from an unforeseen medical condition or injury.

Call your child's PCP for a referral to an after-hours clinic or other appropriate care center.

## Physical Access:

Molina Healthcare has made every effort to ensure that our offices and the offices and facilities of Molina Healthcare providers are accessible to the disabled. If you are not able to locate an accessible provider, please call us toll-free at 1-888-665-4621 Monday through Friday, from 7:00 a.m. and 7:00 p.m. and we will help you find an alternate provider.

## Access for the Deaf or Hard of Hearing:

The deaf or hard of hearing may contact us through our TDD number at 1-800-479-3310, Monday through Friday, from 7:00a.m. to 7:00p.m. Between 7:00p.m. to 7:00a.m. and on weekend, please call the California Relay Service TTY at 711 to get the help you need.

## Access for the Vision Impaired:

This Evidence of Coverage (EOC) and other important plan materials will be made available in alternate formats for the vision impaired. Large print and enlarged computer disk formats are available and this EOC is available in audio format. For alternate formats, or for direct help in reading the EOC and other materials, please call us at 1-888-665-4621.

## The Americans with Disabilities Act of 1990

Molina Healthcare complies with the Americans with Disabilities Act of 1990 (ADA). This Act prohibits discrimination based on disability. The Act protects members with disabilities from discrimination concerning program services. In addition, section 504 of the Rehabilitation Act of 1973 states that no qualified disabled person shall be excluded, based on disability, from participation in any program or activity which receives or benefits from federal financial assistance, nor be denied the benefits of, or otherwise be subjected to discrimination under such a program or activity.

## Disability Access Grievance

If you believe the plan or its providers have failed to respond to your disability access needs, you may file a grievance with Molina Healthcare by calling 1-888-665-4621.

If your disability access complaint remains unresolved, you may contact the:

ADA Coordinator  
Managed Risk Medical Insurance Board  
P.O. Box 2769  
Sacramento, CA 95812-2769  
(916) 324-4695

The deaf or hard of hearing should call the California Relay Service at 711(TTY.)