

Accessing Care

CHOOSING YOUR DOCTOR

(Choice of Physician and Providers)

To be covered, services must be provided by Molina Healthcare doctors, hospitals, specialists or medical facilities that are assigned to you, except in the case of emergency services, out of area urgent services, or those listed services that do not require prior authorization found in the “What is a Prior Authorization” section.

You can find names, addresses, telephone numbers, languages spoken, availability of service locations, and whether or not a provider, including doctors, hospitals, specialists, or medical facilities, is accepting new patients in your Provider Directory.

Our Provider Directory will help you get started in making decisions about your health care. Here you will find a listing of doctors and hospitals that are available under Molina Healthcare’s health plan. You will also learn some helpful tips on how to use Molina Healthcare’s services and benefits.

How do I choose a primary care doctor (PCP)?

It’s easy to choose a PCP. Simply use our Provider Directory to select from a list of doctors. You may want to choose one doctor who will see your whole family. Or, you may want to choose one doctor for yourself and a different one for your family members. Your Provider Directory was included in the materials you received from Molina Healthcare. If you did not receive a Provider Directory please call Molina Healthcare toll-free at 1 (888) 665-4621.

Your PCP knows you well and takes care of all your medical needs. Choose a PCP as soon as you can. It is important that you choose a PCP that you feel comfortable with.

Call and schedule your first visit to get to know your PCP. If you need help making an appointment, call Molina Healthcare toll-free at 1 (888) 665-4621. Molina Healthcare can also help you find a PCP that is best for you. Tell us what is important to you in choosing a PCP. We are happy to help you. Call the Member Services Department if you want more information about your Molina Healthcare doctor.

What if I don’t choose a primary care doctor?

Molina Healthcare asks that you select a primary care provider within 30 days of joining Molina Healthcare. However, if you don’t choose a PCP, Molina Healthcare will choose one for you.

CHANGING YOUR DOCTOR

What if I want to change my primary care doctor?

You can change your PCP at anytime. All changes completed by the 25th of the month will be in effect on the first day of the following calendar month. Any changes on or after the 26th of the month will be in effect on the first day of the second calendar month. But first visit your doctor. Get to know your PCP before changing. Having a good relationship with your PCP is important to your health care. Call the Member Services Department if you want more information about your Molina Healthcare doctor.

Can my doctor request that I change to a different primary care doctor?

Your doctor may request that you be changed to a different PCP for any of the following reasons:

- You are not following medical instructions (Non-compliant behavior)

- You are being abusive, threatening or have violent behavior
- Doctor-patient relationship breakdown

How do I change my primary care doctor?

Call Molina Healthcare toll-free at 1 (888) 665-4621, Monday through Friday, 7:00 a.m. to 7:00 p.m. You may also visit Molina Healthcare's website at www.MolinaHealthcare.com to view our online list of doctors. Let us help you make the change.

Sometimes you may not be able to get the PCP you want. This may happen because:

- The PCP is no longer with Molina Healthcare.
- The PCP already has all the patients he or she can take care of right now.

What if my doctor or hospital is no longer with Molina Healthcare?

If your 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 you.

If your PCP is no longer with Molina Healthcare, the letter will tell you who your 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 you are undergoing Special Treatment and your doctor or the hospital that you were getting Special Treatment from is no longer with Molina Healthcare, you may ask Molina Healthcare's permission to stay with the doctor or hospital you are now seeing for continuity of care.

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

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

- You have 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 you have a Serious Chronic Condition, you may stay with the doctor or hospital for up to 12 months.
- You are pregnant. You may stay with the doctor or hospital for the length of your pregnancy.
- You have 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. You may stay with the doctor or hospital for the 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.

Accessing Care

- You have a terminal illness. You may stay with the doctor or hospital for the length of the terminal illness.
- You have received authorization for a surgery or other procedure to be performed within 180 days of the date your doctor or hospital will no longer be with Molina Healthcare or within 180 days of your enrollment with Molina Healthcare.

Eligibility is not based strictly upon the name of your condition.

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

If you want to request that you stay with the same doctor or hospital, call Molina Healthcare Member Services 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. You can also ask for a copy of Molina Healthcare's policy that talks about staying with a doctor or hospital.

If you have been receiving care from a doctor or hospital, you 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 {1 (888) 466-2219} or TDD number for the deaf or hard of hearing toll-free, at 1 (877) 688-9891, or online at www.hmohelp.ca.gov.

Please note that you do not qualify for this temporary continuity of care coverage if you were offered an

open network option or the option to continue with your previous health plan, and instead you chose to change to Molina Healthcare Health plan.

Notification to Members. If you are assigned to a PCP or hospital that is terminating a contract with Molina Healthcare, then Molina Healthcare will provide you 60 days advance written notice of such a contract termination between Molina Healthcare and PCP or acute care hospital.

HOW DO I GET MEDICAL SERVICES THROUGH MOLINA HEALTHCARE?

(Choice of Doctors 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.

Your Provider Directory was included in the materials you received from Molina Healthcare. This is a list of the PCPs and hospitals that are available to you as a member of Molina Healthcare. We will mail you a new copy of the list seven (7) calendar days after enrollment and annually thereafter. You may also visit Molina Healthcare's website at www.MolinaHealthcare.com to view our online list of doctors.

The first person you should call for any healthcare is your PCP.

If you must get hospital or similar services, you must go to a facility that is with Molina Healthcare. For more information about which facilities are with Molina Healthcare, call Molina Healthcare toll-free at **1 (888) 665-4621**. We can also tell you where our facilities are located, and when they are open. You

may get emergency or out of area urgent care services in any Emergency Room.

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

Type of help you need	Where to go. Who to call.
<p>Emergency care</p> <p>Emergency services are health services needed to evaluate or stabilize an Emergency Medical Condition, which if not immediately treated could result in serious injury or death. Emergencies may involve, but are not limited to:</p> <ul style="list-style-type: none"> • Hard to breathe • Seizures (convulsions) • Unusual or excessive bleeding • Unconscious • Severe pain • Might have been poisoned • Overdose • Might have broken bones • Shock or diabetic shock 	<p>Call 911 or go to the nearest emergency room. Even when you are outside of Molina Healthcare's network, please call 911 or go to the nearest emergency room for emergency care.</p>
<p>Urgent care</p> <p>Health services that cannot be delayed in order to prevent serious deterioration of health from an unforeseen condition or injury.</p>	<p>Call your PCP or Molina Healthcare's 24-Hour Nurse Advice Line toll-free at 1 (800) 357-0163 for directions. For out-of-area urgent care services you may also call 911 or go to the nearest emergency room.</p>
<p>A physical exam, wellness visit or immunizations</p>	<p>Go to your PCP</p>
<p>Treatment for an illness or injury that is not an emergency</p>	<p>Go to your PCP</p>
<p>Family planning services, such as:</p> <ul style="list-style-type: none"> • Pregnancy tests • Birth control • Sterilization 	<p>Any qualified provider of your choice. You do not need a prior authorization to get these services.</p>

Accessing Care

Type of help you need	Where to go. Who to call.
Tests and treatment for Sexually Transmitted Diseases (STDs)	Any qualified provider of your choice. You do not need a prior authorization to get these services.
To see an OB/GYN (woman's doctor).	Women may go to any OB/GYN in their PCP's network and obtain out-of-plan Certified Nurse Midwife (CNM) services without a prior authorization. Ask your doctor or call Molina Healthcare Member Services if you do not know an OB/GYN or CNM in your PCP's network.
To see a specialist (for example, cancer or heart doctor)	Go to your PCP first. Your doctor will give you an approval if needed.(except for emergent and out of area urgent care services)
To have surgery	Go to your PCP first. Your doctor will give you an approval if needed. (except for emergent and out of area urgent care services)
To have a second opinion	Go to your PCP first. Your doctor will give you an approval to a different doctor.
After-hours care	Call your PCP for an approval to an after-hours clinic or other appropriate care center. You can also call Molina Healthcare's Nurse Advice Line toll-free at 1-800-357-0163. You also have the right to interpreter services at no cost to you to help in getting after hours care. Call toll-free at 1 (888) 665-4621.

24-Hour Nurse Advice Line

If you have questions or concerns about you or your family's health, call our 24-Hour Nurse Advice Line toll-free at 1(800) 357-0163 or if you are deaf or hard of hearing access Nurse Advice with the California Relay Service by dialing 711. 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?

"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.

You do 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 a a Prior Authorization approval for (except for emergent and out of area urgent care services):

- 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 (GMC Counties only - limited to excepted members)
- Dermatology procedures
- All Dialysis and Plasmaphoresis Services
- Durable Medical Equipment that cost 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-Van, Wheel Chair Van, Ambulance, etc.)

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

Approvals are given based on medical need. If you have questions about how a certain service is authorized, call Molina Healthcare 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. 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. Routine authorizations will be processed in five (5) business days from receipt and no longer than fourteen (14) days from the receipt of the request. Medical conditions that present an imminent or serious threat to your health are processed within seventy-two (72) hours. Molina Healthcare processes requests for urgent specialty services immediately by telephone. Approvals can be made more quickly when medically needed.

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

If a service is not medically necessary or is not a covered benefit, the approval or request for the service may be denied. The denial notice is sent with appeal instructions. These instructions are also noted on pages 43-44 of this handbook.

Accessing Care

Standing Approvals

If you have a condition or disease that requires specialized medical care over a prolonged period of time, you may need a standing approval to a specialist to receive continuing specialized care. If you receive a standing approval 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 approval 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 approval, call your primary care provider. If you have any difficulty getting a standing approval, call Molina Healthcare toll-free at 1 (888) 665-4621 or call our dedicated TTY for the deaf or hard of hearing toll-free 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 43-44.

Second opinions

You or your PCP may want another doctor to review your condition. This doctor looks at your medical record and may see you. This new doctor may suggest a plan of care. This is called a second opinion. If you ask for a second opinion, Molina Healthcare will let you know in one day if the second opinion was approved. In this case, you will get the second opinion within seventy-two (72) hours whenever possible.

If Molina Healthcare approves the second opinion, you will get an appointment to see another doctor who can treat your health condition. Molina

Healthcare will arrange for you to see a doctor outside of Molina Healthcare, if a qualified doctor within the plan cannot give you a second opinion.

If Molina Healthcare denies the second opinion, you will get a letter from us telling you why it was denied. You or your doctor may appeal the decision. The letter from Molina Healthcare will tell you how to appeal.

Here are some but not all the reasons why you may get a second opinion:

- Your symptoms are complex or confusing. Your doctor is not sure the diagnosis is correct.
- You have followed the doctor's plan of care for a while and you have not gotten better.
- You are not sure that you need surgery or think you need surgery.
- You do not agree with what your doctor thinks is your problem. You do not agree with your doctor's plan of care.
- Your doctor has not answered your concerns about your diagnosis or plan of care.

You and your doctor will get a written report of the second opinion. The second doctor will write a report of what he or she finds.

EMERGENCY AND URGENT CARE SERVICES

How do I get emergency care?

Emergency care is available twenty-four (24) hours a day, seven (7) 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 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 25 for more information.

Emergency health care includes Urgent Care services that cannot be delayed in order to prevent serious deterioration of health from an unforeseen condition or injury.

If you think you have an emergency:

- Call 911 right away.
- Go to the closest hospital or emergency room.

When you go for emergency care (ER), carry your Molina Healthcare Member ID card.

If you are not sure if you need emergency care, call your PCP. Or call our 24-Hour Nurse Advice Line toll-free at 1 (800) 357-0163. The Nurse Advice Line is staffed by Registered Nurses (RNs). You can call the Nurse Advice Line 24 hours a day, 365 days a year. If you are deaf or hard of hearing please use

California Relay Service by dialing 711.

Hospital emergency rooms are only for real emergencies. These are not good places to get non-emergency care. They are often very busy and must care first for those whose lives are in danger. Please do not go to a hospital emergency room if your condition is not an emergency.

If you need medical help after hours, but it is not an emergency, call your PCP. Call our 24-Hour Nurse Advice Line toll-free at 1 (800) 357-0163. They can help you at any hour of the day or night.

Please call Molina Healthcare as soon as you can when you get emergency care.

Call us 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.

- Tell us if you called 911 or
- Tell us if you 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 I need emergency care?

Go to the nearest emergency room for care. Please contact Molina Healthcare within 24 hours or when medically reasonable of 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 you are away from Molina Healthcare's service area, only urgent or emergency care is covered.

Accessing Care

After-hours or urgent care

Urgent Care services are available when you are 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. You have the right to interpreter services at no cost to you to help in getting after hours care. Call toll-free at 1 (888) 665-4621.

Sometimes you or your child gets ill after hours. If you are not sure if you can wait until the next day when the doctor's office is open call our Nurse Advice Line toll-free at 1 (800) 357-0163. Our nurses can help you any time of the day or night. They will tell you what to do or where to go to be seen. You can also ask your PCP the name of the urgent care center that you are to use in these cases. It is best to find out ahead of time. Ask your doctor the name of the urgent care center and the name of the hospital that you are to use.

Urgent Care services are available when you or your child is within or outside of Molina Healthcare's Service Area.

PREGNANCY

What if I am pregnant?

If you think you are pregnant—or as soon as you know you are pregnant—please call for an appointment to begin your prenatal care. Early care is very important for you and your baby's health and well being.

You may choose any of the following for your prenatal care:

- Licensed Obstetrician/Gynecologist (OB/GYN)
- Certified Nurse Midwife (CNM)
- Nurse Practitioner (trained in women's health)

You can make an appointment for prenatal care without seeing your PCP first. You must pick an OB/GYN, Nurse Practitioner or Nurse Midwife from your PCP's network. You also have the right to obtain out-of-plan Certified Nurse Midwife services. If you need help choosing an OB/GYN or if you have any questions, call Molina Healthcare toll-free at 1 (888) 665-4621, Monday through Friday from 7:00 a.m. to 7:00 p.m. We will be happy to assist you.

Molina Healthcare offers a special program called Motherhood Matters to our pregnant members. This program provides important information about diet, exercise and other topics related to your pregnancy. For more information, call the Motherhood Matters Program toll-free at 1 (877) 665-4628, Monday through Friday, 8:30 a.m. to 5:30 p.m.

MORAL OBJECTION

Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning, contraceptive services, including emergency contraception, sterilization, including tubal ligation at the time of labor and delivery, or abortion. You should obtain more information before you enroll. Call your doctor, medical group, or clinic, or call Member Services toll-free at 1 (888) 665-4621 to ensure that you can obtain the health care services that you need.

ADVANCE DIRECTIVE

An Advance Directive is a form that tells medical providers what kind of care you want if you can not speak for yourself. An Advance Directive is written before you have an emergency. This is a way to keep other people from making important health decisions for you if you are not well enough to make your own. A “Durable Power of Attorney for Health Care” or “Natural Death Act Declaration” are types of Advance Directives. You have the right to formulate an Advance Directive. Your PCP can answer questions about Advance Directives.

You may call Molina Healthcare to get information regarding State law regarding Advance Directive, and to receive information from Molina Healthcare regarding changes to Advance Directive laws. Molina Healthcare updates advanced directive information no later than ninety (90) calendar days after receiving notice of changes in State laws.

You can also call Molina Healthcare’s Member Services 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.