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to help you
make the most of
your health care



Your Extended Family.

Molina Healthcare of California wants to make sure you have answers to the most often asked questions about health care. Use this brochure as a guide to help you get the care and support you need.

If you need this information in another language, large print, Braille, or in audio please contact Molina Member Services at 1-888-665-4621 (TTY/TDD 1-800-479-3310) or by dialing 711 for the California Relay Service.

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1. How do I get care when I need it?

Molina Healthcare wants to help each of our members establish a medical home. Having a medical home means that you can:

- Have a regular doctor or place to go for medical care.
- Contact your doctor by telephone for medical advice.
- Get urgent medical care when needed on weekends and evenings.
- Expect that every attempt will be made to meet your needs in a timely manner.

If you do not have a medical home with a primary care/personal doctor, please call Molina Member Services at **1-888-665-4621 (TTY/TDD 1-800-479-3310** for hearing impaired) and we will help you choose one.

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2. How do I get care quickly when my doctor's office is closed?

Molina Healthcare maintains a 24-hour Nurse Advice Line and a network of Urgent Care Centers. If you have a health problem and your doctor's office is closed, you do not need to wait for hours at an emergency room.

Call our 24-hour Nurse Advice Line at **1-888-275-8750** or **TTY/TDD 1-866-735-2929** (for hearing impaired). Our nurses will instruct you how to manage your health problems. They may also direct you to an Urgent Care Center if one is available near you.

Molina Healthcare's network of Urgent Care Centers can help with minor health care problems such as:

- cuts and minor burns
- colds, sore throats, and ear aches
- upset stomachs
- flu or viral symptoms
- sprained or swollen joints.

Located near your home, the centers are open evenings and weekends and you don't need an appointment. It is always a good idea to call them before you go, to make sure your Molina card is accepted. **If you think you have an emergency, call 911 or go to the closest hospital or Emergency Room.**



3. Is there someone who can help me manage my health issues?

For help with asthma or diabetes, call Molina's Health Education Department (1-800-526-8196, Ext. 127532):

- **“Breathe With Ease”** asthma program teaches about things that can set off an asthma attack and how to control them. You will also learn about warning signs of asthma episodes (flare-ups), using medicine the right way, and much more!
- **“Healthy Living with Diabetes”** program covers diabetes self-care. You will learn about meal planning, exercise, diabetes medicines and many other things that you need to know.



If you have very complex health care needs, call Molina Healthcare Complex Case Management Program (CCM) at 1-800-526-8196, ext 127604:

- This program is for members with multiple medical conditions that require special care. CCM will help you manage and improve your health care.
- If your child has complex care needs, ask your doctor about California Children's Services (CCS). CCS is a state program that can help your child with certain diseases, physical limitations, or chronic health problems.



4. Who can help me quit smoking, lose weight, or answer my pregnancy questions?

Molina's Health Education Department 1-800-526-8196, Ext. 127532 offers programs to quit smoking and lose weight:

- **Stop Smoking program** is for smokers who really want to kick the smoking habit. If you qualify for this program you may receive nicotine gum, patch or other medicine to help you quit!
- **Weight Control program** will teach you healthy eating habits to help you lose weight.
- If you just have a quick question about your diet, contact our registered dietitian (nutrition expert). You can do this by going to the Health & Wellness section of Molina's website (www.molinahealthcare.com) and clicking "Ask the RD" link.

If you are pregnant, call Molina's Motherhood Matters Pregnancy Program at 1-877-665-4628 so we can:

- Work with you and your doctor to make sure you get good care.
- Help you and your family learn how to manage your pregnancy.
- Assess if there are any risks to you and your baby.

Members at high risk will receive support and advice from our nurses. ***Our goal is for you to have a healthy baby.***

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5. How does Molina work with my doctor?

Sometimes your doctor may request a special test or treatment for you or your child. Our team of doctors, nurses, and coordinators will review the request within 5 business days. Urgent requests from your doctor will be processed within 72 hours.

Please call your doctor to find out the status of the request. You may also call our Member Services at 1-888-665-4621 (TTY/TDD 800-479-3310) to find out the status.

Molina 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 you less care than you need.

Keep in mind that your primary care doctor can refer you to a contracted specialist without asking for approval from Molina Healthcare.

There are some exceptions, so please call Member Services to find out more.



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6. What can I do if I am not happy with my health care?

We want to hear from you. You may not always be happy with your health care. We want to help you solve any issues you might have. You may file a complaint (grievance) in person or write to:

Molina Healthcare
Member Services Department
Grievance & Appeals Unit
200 Oceangate, Suite 100
Long Beach, California 90802

You can also call us at

1-888-665-4621

(TTY/TDD 1-800-479-3310)

or send a fax to 1-562-499-6177.

Grievance forms are also available online at

www.MolinaHealthcare.com.

You will receive a letter within 5 days confirming that we have your complaint. Within 30 days we will look into the issue, discuss it with your health care team if needed, and notify you of the actions taken.

7. How can I get information quickly on Molina's approved medications or network physicians?

On Molina's website:
www.MolinaHealthcare.com

You can review a list of covered medications (called a drug formulary) or find a Molina doctor:

- On the Member web page, click on the "Drug Formulary" link. For a printed copy, you can also call Molina Member Services Department at **1-888-665-4621** (TTY/TDD **1-800-479-3310**). If you do not see one of your medications on the list, please ask your doctor to prescribe a similar one from the formulary.
- The "Find a Pharmacy" link will help you find a pharmacy to have your prescriptions filled.
- The "Find a Provider" link will help you search for a Molina network doctor.



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8. Do I need to talk with Member Services to request a new physician, check eligibility status or get a new Molina ID card?

No. We made it easy for you to do so yourself 24 hours a day, 7 days a week:

- Please dial the Molina Member Services Department at **1-888-665-4621** and choose “Request Member ID” or “Change Primary Care Physician” or “Check My Eligibility” option.
- Enter your member ID number and your date of birth and make your request.

Molina must have your correct address to complete the self-service request. To change your address, please call Molina Member Services Department, Monday through Friday, 7am to 7pm.

9. Who can help me to talk with my doctor?

You may need help talking to your doctor if you speak a language other than English (or sign language). Molina can help by having a trained interpreter go to your doctor visits with you.

Please do not use your family or a friend to interpret for you. They are not trained to do this and may not do it correctly. We want to make sure that you get good care. Ask your doctor to schedule an interpreter for you. You can also call Molina Member Services at **1-888-665-4621 (TTY/TDD 1-800-479-3310)**, if you need help getting interpreter services.

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10. Can Molina help me get to my doctor's office?

If you need non-emergency transportation to a medical appointment with a Molina doctor, we may be able to help. Please submit the request at least 72 hours before the date of the appointment to Molina's Member Services Department at **1-888-665-4621 (TTY/TDD 1-800-479-3310)**, between 7:00 AM and 7:00 PM, Monday – Friday.

Molina Healthcare of California offers these tools and services to provide you with the best health care possible. We are here to support you every step of the way.



**Please put
this card in
your wallet.**

**Important
Molina
Numbers**

Member Services Department
1-888-665-4621 (TTY/TDD 1-800-479-3310)
Nurse Advice Line
1-888-275-8750 (TTY/TDD 1-866-735-2929)
Health Education Department
1-800-526-8196, ext. 127532
Complex Case Management
1-800-526-8196, ext. 127604
Motherhood Matters
1-877-665-4628
Molina Healthcare Website
www.molinahealthcare.com



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