



Welcome to Molina Healthcare!

Your MLTSS Quick Start Guide



At Molina Healthcare, you are important to us!

You're receiving this guide because Molina works with Illinois Medicaid to provide your MLTSS benefits. Molina is here to help you feel your best!

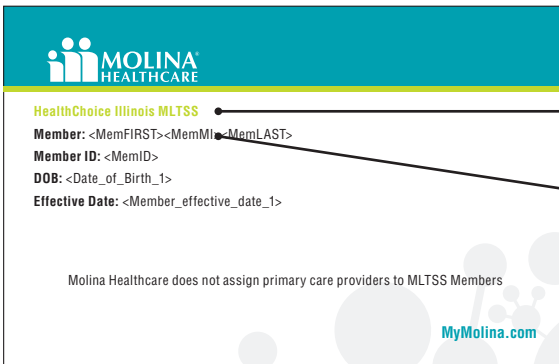


Please look for your Molina Member ID cards enclosed in this envelope.

Your Molina Member ID Card

IMPORTANT:

- Please make sure your information is correct
- Always bring this card with you



Your name

Your member identification number (ID #)

Access us anytime. Download the Molina Mobile app.

Now you can get the care you need, close to home. Plus additional programs—at no cost!

As a member of Molina Healthcare, you qualify for programs that can help you live your healthiest.



Case management services to make the most of your coverage



Nurses are available to answer your questions 24 hours a day, 7 days a week



Free Rides. Get transportation to and from your covered services



Manage your care any time at MyMolina.com or with our Molina Mobile App. You can download the app on Google Play or the Apple App Store

For more information about your benefits:

- Visit [MolinaHealthcare.com](https://www.molinahealthcare.com)
- Review the Certificate and Description of Coverage in this package



Make the most of your health plan.

- Learn all the benefits we cover at no cost to you.
 - Go to www.MolinaHealthcare.com/IL/MLTSS/MemberHandbook to read your Molina Member Handbook
 - Visit MyMolina.com
 - Use the Molina Mobile app from Google Play or the Apple App Store
- **Provider Directory**—Find a provider near you:
www.MolinaHealthcare.com/IL/Medicaid/ProviderDirectory
- For more details:
 - Visit: www.MolinaHealthcare.com
 - Call: **(855) 687-7861 (TTY: 711)**



Access us anytime. Download the Molina Mobile app.

What does Molina do for you?

Molina covers benefits and services for members who are in one of the following Home and Community based waiver services:

- Persons who are Elderly
- Persons with Disabilities
- Persons with HIV/AIDS
- Persons with Brain Injury
- Live in a Supportive Living Facility



Select outpatient mental/behavioral services



Non-emergency transportation services



Long Term Care services in skilled and intermediate facilities



24-Hour Nurse Advice line for help day and night

**For more information, visit
Molina Mobile or MyMolina.
Details on page 6.**



Tools to control your health care: Getting Molina Mobile and MyMolina.com.

Whether you prefer an app or desktop portal, we've got you covered. 24/7.



Download Molina Mobile.

- View, download and share your ID with your provider
- Find a provider
- Update contact info
- And more!

Scan this QR code to download Molina Mobile:



**CHECK OUT OUR
NEW APP!**



Prefer a desktop portal?
Visit [MyMolina.com](https://www.mymolina.com)

To sign up, just follow the instructions.

Questions?

Call Member Services:
(855) 687-7861 (TTY: 711)

Access us anytime. Download the Molina Mobile app.

Getting care.

Your providers will give you most of your care.

- Make sure to keep your regular appointments
- Keep appointments you make for covered services
- Call your provider at least a day before your appointment if you cannot keep it

Need a ride? Schedule transportation at least 72 hours ahead of your appointment.

Call: (844) 644-6354 (TTY: 711)



Now that you're a Molina member, here are next steps:

Welcome Phone Call. Shortly after you join we will call to answer any questions and help you get access to care.

Health Risk Screening Tool (HRS). Please take a moment to fill out the HRS. It's a short series of questions that is included in this package. Once you fill it out, mail it back to Molina in the pre-paid envelope. You do not have to pay for postage. You can also contact us at (866) 408-9541 to have a Molina representative complete it with you.

Transition of Care. Before you became a HealthChoice Illinois MLTSS Member, you may have arranged extra care with your provider. You must call us so we can help transition your care. If you do not call us, you may not be able to get what you need or may have to pay for it. Call Member Services at (855) 687-7861 (TTY: 711)

Language Help. We offer the following at no cost to you:

- Interpretive services
- Translation services
- Language help

Call Member Services for help: (855) 687-7861

For persons who are hearing impaired, call the Illinois Relay Service for help: 711 We will help connect you to someone who speaks in your language or in a way you understand. If you need this, or any of our materials in another language or format, call Member Services. Tell us what you need, and we will help you.

Health Plan Choices. You can change health plans. This can be done once during the first 90 days you are enrolled in the plan. After that, you can change plans once a year. You can do this during Open Enrollment at the end of a 12-month lock-in period. Illinois Client Enrollment Services will inform you of your health plan choices when it is time for you to make a choice and during your Open Enrollment Period.

Redetermination is once a year. It tells you if you can keep your health benefits. The following departments use their Integrated Eligibility System (IES) to determine if you qualify:

- The Illinois Department of Healthcare and Family Services (HFS)
- The Illinois Department of Human Services (DHS)

In some cases, IES can verify your income electronically. If you still qualify, you will get a letter that tells you this. If IES can't confirm your income, you will get a letter that asks for your information. You have 30 days to respond. If you don't, your benefits will end.



Manage My Case (MMC)

You can respond by mail, fax or online. Reply through Manage My Case (MMC). It's in The State of Illinois' Application for Benefits Eligibility (ABE). The letter you get from the state will tell you more.

What if I do not respond within 30 days?

Your benefits will end.

What if I do respond within 30 days?

You will keep your benefits until the next review. A notice will be sent to you that tells you if you qualify for 12 more months.

If you have questions, we can help you. Please call Molina 9 a.m. to 7 p.m., Monday to Friday at (855) 895-9985 (TTY: 711).

For the care you need, close to home, lean on Molina.

Molina Healthcare was created in 1980. We aim to bring high quality care to all who need it. We put you, our member, at the center of all we do. We strive to keep our communities healthy, too.

Thank you for being our member. We want to earn the trust you put in us.





[MolinaHealthcare.com](https://www.MolinaHealthcare.com)

Member Services
(855) 687-7861 (TTY: 711)

24-Hour Nurse Advice Line
English: (888) 275-8750
Español: (866) 648-3537
TTY/Illinois Relay Service: 711

Transportation
(844) 644-6354 for reservations
TTY: 711