

Member Services Section

Member Services Department

Molina Healthcare provides you with a direct line to Member Services, who will answer your questions about plan benefits and help you with any concerns you may have about our services.

You may contact Member Services by:

- visiting Member Services at the Molina Healthcare office,
- calling the Member Services Department at 1-888-898-7969 during normal business hours, Monday through Friday, from 8 a.m. until 6 p.m., or
- visiting our website at www.molinahealthcare.com

If you are non-English speaking and need interpretive services we have Spanish and Arabic speaking Member Service Representatives to serve you. All other languages are assisted by the use of our language line at 1-800-752-6096. If you are hearing impaired please use Michigan Relay at **1-800-649-3777** to speak with a Member Service Representative. If you need written materials in a language other than English or require materials in a different format because of special needs, please contact Member Services at 1-888-898-7969.

Member Self Services Available Online

Molina Healthcare offers members online help with routine service requests. This on-line service will let you change your PCP, update your address, request an ID card or member handbook. You can use our website 24 hours a day, 7 days a week. You can get to this service through your internet at www.molinahealthcare.com. Click on Member Self Services and follow the instructions.

Changing Information

It is important that we are able to get in touch with you. If you change your name, address, telephone number or if your family size changes, please call the Member Services Department at 1-888- 898-7969 or you can get to this service through your internet at www.molinahealthcare.com. Click on Member Self Services and follow the instructions. Also, let your local Department of Human Services (DHS) Worker know of all changes.

Membership ID Card

When you become a member of Molina Healthcare, you will get a Member ID card. You will need to carry this card and your Medicaid mihealth card with you at all times. You must show your Molina Healthcare ID card when getting care from your doctor, getting your prescriptions filled or using the hospital emergency room.

Your card will have your name and ID number on it as well as your PCP name and number. New ID cards will be sent to you when you change doctors or when you call because your card was lost or stolen.

All family members will have their own ID card. Only the person on the card may use it for service. You may be asked to show a picture ID when using your Molina Healthcare ID card. This is to make sure no one else is using your card.

Membership and Coverage of Newborns

Once your child is born, your child will become a member of Molina Healthcare. It is important that you tell your DHS worker and Molina Healthcare about your child's birth as soon as possible.

Please call Member Services at 1-888-898-7969. We will make sure that:

- Your baby gets enrolled into Molina Healthcare
- Your baby's doctor is listed on the Molina Healthcare ID card

Member Out-of-Pocket Cost

Molina Healthcare will pay for all covered services. There are no co-payments, deductibles or any other out-of-pocket cost to you. Members should not sign any agreements to pay for services.

You will be required to pay for services if you ask for and get services that are not covered by Medicaid.

If you receive a bill for any covered service, please mail it directly to us:

Molina Healthcare of Michigan
Member Services Department
100 W. Big Beaver Road
Suite 600
Troy, Michigan 48084-5209

Disenrollment

Molina Healthcare may ask that you be disenrolled from its membership. Here are some reasons that you may be disenrolled from Molina Healthcare:

- Abusive, threatening and/or violent behavior towards doctors and their staff or Molina Healthcare's staff,
- Abusive use of the emergency room for routine care, or
- Letting someone else use your member ID card.