

Provider Information Section

Your Primary Care Provider (PCP)

To get started, you must choose a PCP. PCPs are doctors, nurse practitioners, or physician assistants who give care in Family Practice, Pediatrics, or Internal Medicine. Your PCP is responsible for providing your day-to-day health care. Your PCP may also send you for care to specialists, other health care providers and hospitals. You will find a list of PCPs for you to choose from on Molina Healthcare's website at www.molinahealthcare.com. You may request a paper copy of our list of PCPs. If you do not choose a PCP we will select one for you.

Molina Healthcare and your PCP care about the health of you and your children. Your PCP can help you avoid problems by:

- finding medical, dental and other problems early,
- treating problems before they become serious, and
- providing education about your health.

If you have a chronic health condition like diabetes or end stage renal disease, you may be able to have a specialist take care of you as your PCP. Call us and we will help you.

Changing Your PCP

You may change your PCP. If your health or safety is in danger, you will be given another PCP right away. If you wish to change PCPs, please call Member Services at 1-888-898-7969 and we will help you pick a new PCP or you can get to this service through your internet at www.molinahealthcare.com. Click on Member Self Services and follow the instructions.

You can pick a new PCP at any time. Requests that you make will take effect by the 1st day of the next month.

Nurse Advice Line (NAL)

If you have questions about your health or about getting care during an emergency, Molina Healthcare offers a Nurse Advice Line (NAL) to help you. The Nurse Advice Line is available 24 hours a day, 365 days a year. You can reach the Nurse Advice Line by calling Member Services at 1-888-898-7969, or you can call the line toll free direct at 1-888-275-8750 (English), or 1-866-648-3537 (Spanish).

Questions About Your Health After Hours

For non-emergency care after normal business hours, please call your PCP who will provide instructions for getting the care you need. If you cannot reach your PCP, our 24 hour Nurse Advice Line will assist you.

Routine and Specialty Care Services

Your PCP will help you get your health care services.

- Call your PCP for an appointment.
- If you cannot keep your appointment, call and cancel the appointment as soon as

possible.

- Bring your Medicaid mihealth card and your Molina Healthcare ID card with you.
- Please *be* on time.

You can get specialty care from a participating provider including routine OB/GYN and pediatric care without a referral from your PCP. Tell your PCP when you get care from another doctor. You can check Molina Healthcare's website at www.molinahealthcare.com for a list of specialists and other health care providers. You may request a paper copy of our list of specialists and other health care providers.

Hospital Services

All hospital services except emergency services must be approved and/or arranged by your PCP or Molina Healthcare except as otherwise stated in this handbook.

Complex Case Management Program

The Complex Case Management Program is a voluntary program for members with difficult health problems. The program allows you to talk with a nurse about your health problems. The nurse can help you learn more about your health problems and teach you how to better manage them. Our nurses can help with all types of health problems. We also have special programs for conditions such as:

- Asthma
- Chronic Obstructive Lung Disease
- Congestive Heart Failure
- Coronary Artery Disease
- End Stage Renal Disease
- High Risk Obstetrics
- Organ Transplant
- Pediatrics
- Skilled Nursing Facility and Rehabilitation

Our nurses will work with your doctor to make sure you get the care you need. We also have a Social Worker to help with your medical and mental health needs. If you would like more information about the program, please call us at 1-866-449-6828 Ext. 151317. If you are hearing impaired, please call Michigan Relay at 1-800-649-3777.

Provider Information and Payment

You can request information about our providers, such as license information, how providers are paid by the plan, qualifications, and what services need prior approval. This information will be given upon request. Please call Member Services at 1-888-898-7969 if you have questions.

Molina Healthcare does not prevent our providers from:

- Speaking on behalf of you, the member,
- Discussing treatment and services,
- Discussing payment arrangements between the doctor and the plan.

You may feel free to ask our plan if we have special arrangements with our panel doctors that can affect the use of referrals and other services that you may need. We want you to know that your health is our main concern. We do not pay our providers or encourage them in any way to withhold or deny medical care or services. A decision about your health care is based on medical needs.

Call Member Services at 1-888-898-7969 if you have any questions.

Molina Healthcare and providers cannot refuse to give medical care on the basis of pre-existing health conditions, color, creed, age, national origin, handicap, sex, sexual preference, or cost of medical treatment.

New Medical Technology

Molina Healthcare looks at new services and new uses for benefits you have now. Molina Healthcare reviews all the studies done to see if services should be added to your benefit package. Molina Healthcare reviews the type of services listed below at least once a year:

- Medical services
- Behavioral health services
- Medicines
- Equipment