

## **Member Services Section**

### **Member Services Department**

Molina Healthcare provides you with a toll free direct line to our Member Services at 1-888-898-7969. Member Services will answer your questions about plan benefits and help you with any concerns you may have about our services, including:

- General Information
- Change of address or phone number
- Changing doctors
- Claim information
- Wellness information
- Requesting an identification (ID) card
- Benefit information
- PCP address and phone number
- Filing a grievance or appeal
- Enrollment or disenrollment questions.

You may contact Member Services by:

- visiting the Member Services Department at the Molina Healthcare office at 100 W. Big Beaver Rd., Ste. 600, Troy, MI 48084,
- 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](http://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 the internet at [www.molinahealthcare.com](http://www.molinahealthcare.com). Click on Member Self Services and follow the instructions.

### **Changing Your Personal Information**

It is important that we are able to get in touch with you. If you change your

name, address or telephone number, please call the Member Services Department at 1-888-898-7969 or you can get to this service through the internet at [www.molinahealthcare.com](http://www.molinahealthcare.com). Click on Member Self Services and follow the instructions.

## **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 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 department.

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

All eligible children 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.

## **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 may be required to pay for services if you ask for and get services that are not covered by MICHild.

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

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 we may request that you 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 Molina Healthcare member ID card