

Provider Information Section

Your Primary Care Physician (PCP)

To get started you must choose a doctor to be your PCP. PCPs are doctors who give care in Family Practice, Pediatrics, and 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 list of doctors. If you do not choose a PCP, we will select one for you.

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

- finding medical, dental and other health problems early,
- treating health 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 doctors if you are unhappy with your doctor. If your health or safety is in danger, you will be given another PCP right away. If you wish to change doctors, please call Member Services at 1-888-898-7969 and we will help you pick a new doctor or you can get to this service through the 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.

Medical Care After Office Hours

Call 1-888-898-7969 to reach Molina Healthcare Member Services. Someone is available to take your call 24 hours a day, 365 days a year. You should use it to:

- Get help in getting care during an emergency
- Get answers to any health care questions or concerns

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 service line will assist you at 1-888-

898-7969.

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 Molina Healthcare ID card with you.
- Please **be** on time.

You can get specialist office visits including routine OB/GYN and pediatric care without a referral from your PCP. Other medical services, equipment, and supplies may require authorization by Molina Healthcare. You may contact Member Services at 1-888-898-7969 to find out which services require authorization.

Tell your PCP when you receive 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.

Hospital Services

All hospital services except emergency services must be approved and/or arranged by your PCP or Molina Healthcare.

Provider Information and Payment

You can request information about our panel doctors, such as license information, how doctors are paid by the plan, qualifications, and what services need authorization. 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 panel doctors from:

- Speaking on your behalf, 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 panel doctors or encourage them in any way to withhold or deny medical care or services. Decisions about your health care are based on medical needs.

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

Molina Healthcare and panel doctors 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 has a group of doctors that review requests for new medical treatment or updates to medical technology. This is an ongoing process to approve new forms of treatment and diagnosis.