

Table of Contents

Welcome Letter 1

Member Services Section

Member Services Department 5

Member Self Services Available Online 5

Changing Information..... 5

Membership ID Card 5

Membership and Coverage of Newborns 6

Member Out-of-Pocket Cost 6

Disenrollment 6

Provider Information Section

Your Primary Care Provider (PCP) 6

Changing Your PCP 7

Nurse Advice Line (NAL)..... 7

Questions About Your Health After Hours 7

Routine and Specialty Care Services 7

Hospital Services 8

Complex Case Management Program 8

Provider Information and Payment 8

New Medical Technology 9

Emergency & Out of Area Services Section

How to Obtain Emergency Care 9

Out of State / Out of Area..... 10

Children’s Services Section

What is EPSDT? 10

Well Child Care and Shots 10

Child and Adolescent Health Care Program Health Centers 10

Women’s Health Section

Women Preventive Services 11

Family Planning Services 11

Prenatal & Maternity Care 11

Moms of Molina (M.O.M.) Program 12

Maternal and Infant Health Program (MIHP) Services	12
Women, Infant & Children Services Program (WIC)	12

Covered Services Section

Summary of Covered Services	12
Non-Emergency Transportation	14
Emergency Transportation	14
Prescription Drugs	14
Eye Care	14
Mental Health	14
Substance Abuse	15
Durable Medical Equipment.....	15
Hospice Services	15
Health Education	15
Federally Qualified Health Centers (FQHCs)	15

Non-Covered Services Section

Services Not Covered by Molina Healthcare	16
Services Not Covered by Medicaid	16

Grievance and Appeal Section

Grievance Process.....	17
Appeal Process	17
Expedited Appeal (Urgent Cases)	17
External Review by the Office of Financial and Insurance Regulation	17
State Fair Hearing Process	18

Your Rights and Responsibilities Section

Member Rights and Responsibilities	19
Protecting Your Privacy	20
Notice of Privacy Practices	21
Advance Directives.....	25

Fraud & Abuse Section

How Can I Help Stop Health Care Fraud & Abuse?	26
--	----