

Important Benefit Information

Molina has made some changes to our Handbook. Please read this update carefully. It lets you know about our changes.

Our Service Area:

- Baker County ^{New}
- Brevard County
- Clay County ^{New}
- Duval County ^{New}
- Flagler County ^{New}
- Indian River County
- Martin County
- Miami Dade County
- Monroe County
- Nassau County ^{New}
- Okeechobee County
- Orange County
- Osceola County
- Palm Beach County
- Seminole County
- St Lucie County
- St. Johns County ^{New}
- Volusia County ^{New}

Area Medicaid Office

Area 4 — Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia

921 North Davis Street
Building A, Suite 160
Jacksonville, FL 32209
(800) 273-5880

Vision:

For Region 4 Members (Baker, Clay, Duval, Flagler, Nassau, St. Johns, & Volusia Counties):

If you need eye care, you must go to a doctor that is part of iCare Health Solutions. To find a vision care doctor close to you, call our Member Services Department. You can also use the online provider directory at www.molinahealthcare.com.

Covered Benefits:

We made changes to your benefits. You will get even more benefits at no cost to you. Your doctor will provide services to you through Molina.

Home Health Care and Nursing Care Services	<p>Home Health care services include:</p> <ul style="list-style-type: none">• Home Health visits (nurse and home health aide)**• Private duty nursing• Personal care services for children• Therapy services• Medical supplies• Durable medical equipment such as wheelchairs, nebulizers, oxygen, C-PAP <p>**Molina will now cover unlimited visits per day (non-pregnant adults).</p>
Vision Services	<p>Molina now covers polycarbonate lenses. Polycarbonate lenses are not easy to break.</p>

Health Education Programs: Healthy Behaviors

We offer programs to our members who want to stop smoking, lose weight, and address any drug abuse problems. You can also get help managing your pregnancy, and get preventative care for your child. We will reward members who join and meet certain goals.

Smoking Cessation Program	<p>For anyone who wants to stop smoking. They can use the Quit line at 1-877-U-CAN-NOW (toll-free 1-877-822-6669). You must be 18 years or older. They can help you with medication. They can help you with patches and gum to help you stop smoking.</p> <p><i>Benefits of this program:</i></p> <ul style="list-style-type: none">• Access to Quit-line• Self-help materials• 5 Calls by Quit Coach• Unlimited number of member support calls• Nicotine Replacement Therapy (12 weeks of nicotine patch or nicotine gum). This is through direct mail order.• Medications (you will need a script from your provider)
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Weight Loss Programs	<p>For adults 18 years or older. This program helps you learn the benefits of weight loss. It will help you learn to eat healthy. It will also encourage regular exercise.</p> <p><i>Benefits of this program:</i></p> <ul style="list-style-type: none"> • Access to phone counseling and weight management • Weight Watchers Program Participation • Self-help education materials • Community class referrals in certain areas • Referral to Online Programs such as <ul style="list-style-type: none"> ▪ www.sparkteens.com ▪ www.sparkpeople.com ▪ www.choosemyplate.gov
Alcohol or Substance Abuse Program	<p>This program helps Psychcare to identify substance abuse. You will be motivated to go to therapy sessions. Get help with reaching your recovery goals. You will be in treatment with community providers like:</p> <ul style="list-style-type: none"> • Alcoholic Anonymous • Narcotics Anonymous • A Case Manager assigned to you care • Other resources to help through your recovery
Motherhood Matters Pregnancy Program	<p>This is for women who are pregnant. Nurse visits are covered if needed and approved. You can learn the following:</p> <ul style="list-style-type: none"> • What you need to do to have a healthy baby • What to expect during your pregnancy • Ways to stay healthy after you have your baby • How to find out about the Florida WIC Program • How to find out and get help with the Healthy Start Program

Pediatric Preventative Care	<p>For Children 21 years of age or less that gets needed well visits, immunizations and dental exams in a year. Only needed yearly immunizations are counted. You will get a letter and a phone call about this program.</p> <p>Well visit and immunization schedules are based on national guidelines. You can find these guidelines on our website at www.molinahealthcare.com.</p>
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For more info about our programs, please call the Member Services Department. We will tell you about the programs and let you know how to join. You can also visit our website at www.molinahealthcare.com.

Note: Any incentive or reward is not transferrable. If you leave the plan or lose Medicaid eligibility for more than 180 calendar days, you will lose the chance to win

Specialists

Your PCP will take care of most of your needs. There will be times when you will need to see other types of doctors. These doctors are called specialists. You don't need a referral to see a specialist. When you need to see a specialist, choose one that is part of the Molina plan.

Examples of specialists are:

- Cardiologists
- ENTs physicians (Ear, Nose & Throat)
- Neurologists
- Allergists
- Endocrinologist

You may need help getting a specialist that's part of the Molina plan. You can call the Member Services Department at 1-866-472-4585 or 1-800-955-8771 (TTY/TDD). You might need a provider that's not part of Molina. If this happens, call your PCP.

If your Specialist has changed, call your new doctor to fill out a Medical Records Release Form. This will help your new doctor get your medical records from your old doctor. The form is in your welcome packet. If you need a copy of the form, you may call the Member Services Department at 1-866-472-4585. You can also go to our website at www.molinahealthcare.com.

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Subscriber Assistance Program (SAP)

You can ask for a review from the SAP if you are not happy with an appeal decision. You have the panel review your case. You can do this after you completed the Molina's grievance and appeals process. You have one (1) year from the time of denial to submit to SAP for review. The SAP will not consider a Grievance or Appeal heard at a Medicaid Fair Hearing. The SAP only hears certain kinds of cases. These are:

- If you are not able to get health care services.
- The benefits that are covered.
- An action or denial we made.
- A benefit action/denial made by us.
- Payment of a claim.
- The way we handle a claim.
- Paying you back for benefits.

You can choose to have a Medicaid Fair Hearing at any time. You are not eligible for SAP review, if you request a Medicaid Fair Hearing. If you wish to request a SAP please contact:

Agency for Health Care Administration
Subscriber Assistance Program
Building 1, MS #26
2727 Mahan Drive, Tallahassee, Florida 32308
1-850-412-45021 or 888- 419-3456 (toll-free)

If you have a concern or complaint, please call Molina's Member Services Department at 1-866-472-4585 or 1-800-955-8771 for TTY/TDD