



Loyola Member Frequently Asked Questions

Q. Who is Molina Healthcare?

Molina Healthcare is a health care organization that serves families and individuals who are on government programs.

Q. Why is my insurance changing?

Loyola has joined Molina Healthcare of Illinois. On January 1, 2016, you will become a Molina Member. Molina will cover your health benefits and work with you to coordinate your health care needs. We want to welcome you to our health plan.

Q. Who do I call if I need help or have questions?

You may have questions about Molina or your health care benefits. Call **Member Services at (855) 687-7861**. **For Members who are hearing impaired, call the Illinois Relay Service at 711**. We will answer your questions and get you the care you need. **Representatives are available 8 a.m. to 5 p.m. Monday to Friday**.

Q. Are my health insurance benefits changing?

Some benefits may be enhanced; please reference the Member Handbook for a full list of your Member benefits or you may review the Benefits-At-A-Glance guide for more information at www.MolinaHealthcare.com.

Q. When will I receive my ID card?

Your new Molina Member ID will arrive in the mail within 5 days of your enrollment date. If you have not received your Member ID, please call Molina Member Services to request a new card.

Q. Is my health plan ID number changing?

Your state-issued Medicaid ID number will remain the same.

Q. Do you have someone who can assist me in Spanish?

We do! Please call the Molina Member Services at (855) 687-7861.

Q. Will I be able to keep my Primary Care Physician (PCP)?

We have made every effort to keep you with the same Primary Care Physician (PCP) you had under Loyola. If you wish to change your PCP, you may do so at any time by calling Member Services at (855) 687-7861.

Q. How do I change my change my Primary Care Physician (PCP)?

There are two ways you can change your PCP:

- You may create your Member account at www.MolinaHealthcare.com. Click on “Create an Account” under the My Molina section, and follow the instructions to change your PCP.
- You may also call Member Services.

Q. Will I still be able to see my specialist?

Yes, if you are currently seeing a Loyola specialist, you may continue to see that Provider. If you need to see a new Provider, please contact your PCP. A referral may be needed.

Q. Will I be responsible for any fees?

For covered services, there are no co-pays, deductibles, or co-insurance fees.

Q. Do you offer dental benefits?

Molina offers dental benefits. You may view the Benefits-At-A-Glance guide at www.MolinaHealthcare.com.

Q. Do you offer vision benefits?

Molina offers vision benefits. You may view the Benefits-At-A-Glance guide at www.MolinaHealthcare.com.



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Q. Do you have an incentive program for expectant mothers to keep their doctor appointments?

Molina has a special program for pregnant women called Motherhood Matters that helps women with education and services needed for a healthy pregnancy. Molina also offers the Pregnancy Rewards program, which provides up to \$160 worth in rewards to moms-to-be for visiting their doctors. Members who are part of the program earn points for prenatal and postpartum appointments, well child visits and immunizations. Call Member Services to learn more or to enroll.

Q. Is Loyola going away?

No, Loyola doctors and hospitals will become part of the Molina Healthcare of Illinois network.

Q. How do I find out if a health care service or benefit is still covered?

You may visit MolinaHealthcare.com and click on the “What’s Covered” tab to find out about your benefits and services. You may also call Molina Member Services. Add this. Call **Member Services at (855) 687-7861**.

Q. What drugs are covered by Molina Healthcare? How do I check if my drugs are covered?

To find out which drugs are covered under your plan, view the Molina Healthcare **Preferred Drug List (PDL)** for your plan (Family Health Plan) under “What’s Covered” – “Prescription Drugs.” You may also call Member Services.

Q. How can I get Molina Healthcare material translated in my preferred language or format?

If you need your health plan information in a different language, format or print size, please contact Molina Member Services. Molina can provide the materials in another language or in a way that you understand.

Q. I need to fill a prescription. Where can I go to get my prescriptions?

Molina is contracted with the CVS Pharmacy network and several independent pharmacy Providers. To locate all pharmacies or find one near you, visit Molinahealthcare.com and select the “Find a Doctor” or “Pharmacy” tab. You may enter your zip code or city and state and view your results by distance and services offered.

* Molina Members who reside in Cook County may also use Walgreens Pharmacy to fill their prescriptions.

Q. What should I take to the pharmacy?

Show your Molina Member ID Card and your prescription from your doctor. As long as you use a network pharmacy and your medication is on the Preferred Drug List (PDL) or prior authorized, you will not need to pay for your medication. Molina also covers over-the-counter drugs, with a prescription.

Q. I need help getting to the doctor. Is transportation covered?

Yes, Molina provides you with free transportation to and from medical appointments, medical equipment provider and WIC offices. We also cover trips to the pharmacy to pick up a prescription right after a doctor appointment. Medical appointments include trips to:

- A PCP or provider visit
- A clinic
- A hospital
- A therapy or behavioral health appointment

Call (844) 644-6354 as soon as possible to schedule your ride, but not later than 72 hours in advance of your appointment. To plan your pharmacy visit, you may call the transportation line prior to leaving the Provider’s office. Let the driver know that you need to stop at the pharmacy. The transportation number is printed on the back of your Molina Member ID Card. You may also call Molina Member Services.