

Dear Member,

Thank you for being a member of Molina Healthcare. Your family's health is important to us. This letter will help you learn more about your plan benefits. We want to make sure you know how to access care and are aware of the free programs and services available to you at no cost.

Molina Healthcare Offers You:



Virtual Care. Talk or video chat with a doctor or nurse practitioner 24/7, free*!

When you feel sick and cannot see your primary care provider (PCP), try our virtual urgent care clinic. No appointment is needed. You will be seen within minutes.



Sign up at wavirtualcare.molinahealthcare.com or call (844) 870-6821, TTY 711. For emergencies, call 911.

Molina is offering virtual care through contracted providers.

*Virtual care is FREE to Molina Apple Health (Medicaid) members in Washington. Rates for cell phone and internet use will apply as designated by your personal cell phone or internet service provider.



Health Programs and Services. Take charge of your health with these free services and programs:

- Well-child exams and immunizations
- Maternity and newborn care
- Smoking and weight control programs
- Disease management programs for asthma, diabetes, heart conditions, and more
- Care managers to help coordinate your appointments and manage chronic conditions



My Molina. Manage your health care online. Connect to MyMolina.com, our secure website for members, and have your health information at your fingertips.

With My Molina you can:

- See your personal health information anytime
- View your assessments, care plan and service history
- Change your PCP
- Request a case manager
- Get a new member ID card and more!

Register at MyMolina.com today!

Did you know Molina has an app?

For quick and easy access to our most popular member tools and resources, download our HealthinHand app! Available in English and Spanish.



Health Incentives** Make healthy choices and earn rewards! You can earn reward points and redeem them online by getting well-child checkups, pregnancy care, managing your diabetes and more.

For more information please contact: MHW_QI_Interventions@MolinaHealthcare.com or call (800) 869-7175 Ext. 141428

**Up to \$200 annually per person in total rewards. Health incentives are subject to change without notice.



24-hour Nurse Advice Line. Get qualified medical advice from a nurse 24/7.

(888) 275-8750, TTY 711
English and other languages

(866) 648-3537, TTY 711
Spanish



Quality Improvement Program. If you would like to learn about Molina's Quality Improvement programs and activities, visit MolinaHealthcare.com/WAQIPProgram

Highlights:

- Grow and Stay Healthy Guide
- Guide to Accessing Quality Health Care
- Evaluate quality of health care through HEDIS®
- Member Satisfaction Survey CAHPS®



Crisis Services. Get qualified help at: [Washington Recovery Help Line](https://WashingtonRecoveryHelpLine.com) (866) 789-1511, TTY 711

Please call if you or someone you know is struggling with issues related to mental health, substance use or gambling. Help is available 24-hours a day, 7 days a week. Language interpretation is available.



Member Newsletters and Practice Guidelines. Did you know Molina has member information on how to stay healthy and care for health conditions so you can live life to the fullest?

Highlights:

- Health and Family Newsletter
- Asthma and Diabetes Health Newsletters
- Tips on caring for health conditions such as asthma, diabetes, lung disease and heart disease

To learn more, visit:

MolinaHealthcare.com/WAHealthNewsletters
MolinaHealthcare.com/StayingHealthy

Questions? Visit MolinaHealthcare.com or call Member Services at (800) 869-7165, TTY 711.

Speak a language other than English? We have translation services.

Here is some helpful information on how to get access to your care:

1. Call Your PCP

PCP stands for Primary Care Provider. He or she is your personal provider. Your PCP will treat most of your routine health care needs, review your tests and results, prescribe medications, and refer you to other providers (specialists) if needed.

If you do not have a PCP and would like to find one or if you need to locate a **pharmacy near you**, go to MolinaHealthcare.com/ProviderSearch. To change your PCP or get assistance with any drug formulary, call Member Services (800) 869-7165, TTY 711.

2. Talk to a Molina Representative

Our Member Services representatives can answer questions about your plan or drug coverage, provide you with health information, help you find a provider, and more!

To request this letter in another language, in a different format or to get more information about your benefits call **Member Services:** (800) 869-7165, TTY 711, Monday through Friday from 7:30 a.m. to 6:30 p.m.

If you call after business hours, you can leave a message and we will call you back the next business day.

To ask questions about your Apple Health eligibility or to get help in renewing your health coverage call: **Molina's Outreach Call Center** (800) 294-8620, TTY 711.

Learn more about your benefits at MolinaHealthcare.com/WAMembers.

3. Read Important Documents

Read Molina's Notice of Privacy Practices.

Your Member Handbook is available at MolinaHealthcare.com/WAMedicaidHandbook.

You can ask for a copy of these documents in a different format by calling Member Services.

Your Member Handbook tells you about:

- Covered and non-covered benefits
- How to get mental health services
- How to get substance use disorder treatment services
- Molina's Quality Improvement Program
- What to do if you get a bill
- Your prescription drug benefits
- How to get help if you speak a language other than English
- Out-of-area benefits and how to get care
- How to get facts on providers (for both primary and specialty care) who contract with Molina
- How to access the provider directory
- How to get specialty, mental health and hospital care
- How to get primary care
- How to voice a complaint
- How to get emergency, after-hours and out-of-area care
- How Molina reviews new technology
- How to appeal a decision about your benefits
- Advance Directives for care which puts your health care choices into writing for your provider and family
- How and when to access case management services
- Disease Management Programs
- How Molina pays providers
- How to report health care fraud, waste or abuse
- Your Member Rights and Responsibilities

For more information on your benefits and the resources Molina offers, please visit MolinaHealthcare.com.

Thank you for being a Molina member. We look forward to serving your health care needs.

Sincerely,

Your Molina Family