

Welcome to Molina Healthcare

This provider directory lists the providers contracted with Molina Healthcare to provide healthcare services to you. It is important to remember that you must receive all health care services covered by Molina Healthcare from Participating facilities and/or providers.

The information in this directory is current as of May 19, 2016. The information listed in this directory is subject to change. If you have difficulty in reading or understanding this information, please contact Molina Healthcare Member Services at 1-888-560-2043 (TTY for the hearing impaired: 1-800-947-3530 or 711) for help. This information can be provided orally in English, or in your primary language. Written translations may be available in certain languages and accommodations will be made for the visually impaired. If you have any questions regarding the status of a particular provider, please contact Molina Healthcare Member Services toll free at 1-888-560-2043 (TTY for the hearing impaired: 1-800-947-3530 or 711)

Your Medical Home

One of the most important steps in taking care of your health is establishing a **medical home**. When you choose a primary care provider (PCP), you are choosing a medical home. A PCP is the health care provider, such as a family doctor or pediatrician, who will help you with most of your medical needs.

Your PCP will give you care, offer advice, and suggest Specialty Care when necessary; however referrals are not required to see a specialist. It is important that you pick a PCP who meets your needs and whom you are comfortable with.

Picking a PCP is important. When you find a good PCP, you can develop a lasting relationship that will help to ensure a health care partnership for years to come.

Choosing a Primary Care Provider (PCP)

Each member of Molina Healthcare must choose a PCP from Molina Healthcare's provider directory. The PCPs contracted with Molina Healthcare are listed in this directory. Call Molina Healthcare Member Services to let them know which PCP you have selected at 1-888-560-2043 (TTY for the hearing impaired: 1-800-947-3530 or 711). You can also call member services if you need help choosing a PCP. A representative will be happy to assist you.

If you do not choose a PCP, Molina Healthcare will choose one for you. When we make this choice for you, we will take your home address, the language you speak and the providers your family members see into consideration. However, it is preferable that you pick your own PCP. You are the person who can best make the decision.

Once you have a PCP, you should schedule a checkup soon, even if you are not sick. During the appointment, you will have a chance to get to know your PCP and to ask a number of questions that will help you develop a good relationship. You can reach your PCP by calling the PCP's office. Your PCP's name and telephone number are printed on your Molina Healthcare ID card.

Check the PCP listed on your ID card to be sure that it is correct. If the PCP on your ID card is not the PCP you are seeing, call us. We will be sure that your provider is participating with Molina Healthcare and will send you an updated ID card. If you would like to see a different PCP than the one listed on your ID card, call Molina Member Services and we will help you select a participating provider.

What if I Want to Change my Primary Care Provider?

You can change Your PCP at any time. All changes completed by the 25th of the month will be in effect on the first day of the following calendar month. Any changes on or after the 26th of the month will be in effect on the first day of the second calendar month. But first visit your doctor. Get to know Your PCP before changing. Having a good relationship with Your PCP is important to your health care. Call the Customer Support Center if you want more information about Your Molina doctor.

If you wish to change the PCP which Molina Healthcare has chosen for you, you can call us within the first month of becoming a member, the change will be effective the day you call. All other PCP changes are effective the first day of the following month. Molina Healthcare will send you a new ID card to let you know that your PCP has been changed and the date you can start seeing the new PCP.

Self-Referral to Participating Providers

Always consult your PCP first. However, referrals are not required for you to access a Specialist Physician or Other Practitioner.

Federally Qualified Health Centers/Rural Health Clinics

You are entitled to access the services of any participating federally qualified health center (FQHC) or rural health clinic (RHC) providers. The list of the FQHC and RHC providers in your region is included in this directory.

Those providers listed with an asterisk (*) are contracted providers with Molina Healthcare. You might also see providers from these facilities listed individually in other parts of this provider directory.

Women's Health Specialists/Family Planning Providers

Women may go to any OB/GYN in their PCP's network without a referral. Ask your doctor or call Molina Member Services if you do not know an OB/GYN in your PCP's network.

All female members may self-refer to participating certified nurse midwives (CNMs), obstetricians and gynecologists. In addition, female members also may self-refer to participating women's health specialists for routine and preventative health care services if their PCP is not a women's health specialist. For a list of participating women's health specialists, please call Molina Member Services at 1-888-560-2043 (TTY for the hearing impaired: 1-800-947-3530 or 711).

You may self-refer to any Participating Provider, including but not limited to the following family planning providers. In addition, you may self-refer to certain family planning providers in other counties. Please contact Molina Healthcare Member Services at 1-888-560-2043 (TTY for the hearing impaired: 1-800-947-3530 or 711) for more information regarding access to these services.

- **Obstetricians and Gynecologists (OB/GYN):** An OB/GYN is a provider who sees women only. OB/GYNs specialize in women's health and maternity care.
- **Certified Nurse Midwives (CNM):** Nurses who have special training to help with pregnancy, labor and delivery.
- **Qualified Family Planning Providers (QFPP):** QFPPs provide pregnancy testing, other screenings and resources to help you decide when to have a baby. Planned Parenthood is an example. You don't need to get a referral from your PCP for a visit to Family Planning Services.

After-Hours or Non-Emergency Care

If your provider's office is closed or your provider cannot see you right away, there are some steps you can take to stop your injury or illness from getting worse.

1. **Call your PCP for advice.** Even if your provider's office is closed, the office has someone available 24 hours a day, 7 days a week who will let you know what to do.
2. If you cannot reach your provider's office, **call Molina Healthcare's 24-Hour Nurse Advice Line at 1-888-275-8750** or 1-866-648-3537 (Español), (TTY for the hearing impaired: 1-888-947-3530). Nurses are always available to answer your questions.
3. Go to a participating urgent care center listed in the Molina Healthcare provider directory. You do not need permission from a provider to go to an urgent care center.

If you visit an urgent care center, always call your PCP after your visit to schedule follow-up care.

Please note that there may be some contracted providers who only admit to non-contracted hospitals. When prior authorized, your service in these situations will be covered at the in-network cost share in accordance with your Evidence of Coverage and Disclosure Form.

Emergency Services

Emergency services are any health care services provided to evaluate and/or treat any medical condition such that a prudent layperson possessing an average knowledge of medicine and health, believes that immediate unscheduled medical care is required. We cover care for emergencies both in and out of the service area where you live. Emergency care is available 24 hours a day, 7 days a week.

Some examples of when emergency services are needed include:

- Miscarriage/pregnancy with vaginal bleeding
- Seizures or convulsions
- Unusual or excessive bleeding
- Unconsciousness
- Overdose / Poisoning
- Severe burns
- Broken bones
- Chest pain
- Difficulty breathing

If you are not sure whether you need to go to the emergency room, call your PCP or Molina Healthcare's 24-Hour Nurse Advice Line at 1-888-275-8750 or 1-866-648-3537 (Español), (TTY for the hearing impaired: 1-800-947-3530). Your PCP or the Molina Healthcare Nurse Advice Line can talk to you about your medical problem and give you advice on what you should do.

Remember, if you need emergency services:

- Go to the nearest hospital emergency room or other appropriate setting. Be sure to tell them that you are a member of Molina Healthcare and show them your ID card.
- If the provider who is treating you for an emergency takes care of your emergency but thinks you need other medical care to treat the problem that caused your emergency, the provider must call Molina Healthcare.
- After an emergency room visit, contact your PCP to make an appointment for follow-up care.

Do not go to the emergency room for follow-up care.

- If the hospital has you stay, please make sure that Molina Healthcare is called within 24 hours so that we can coordinate your care. If you are away from Molina Healthcare's service area and need emergency care, go to the nearest emergency room. You have the right to go to any facility that provides emergency services.

For more information about your Molina Healthcare benefits and services, see your Molina's Evidence of Coverage, Policy, Certificate Handbook or call member services at 1-888-560-2043(TTY for the hearing impaired: 1-800-947-3530 or 711). A representative will be available to assist you from 8:00 a.m. – 5:00 p.m. Monday through Friday.

The provider directory list is updated periodically, please check on our website or call for verification. Please be advised that if you choose a nonparticipating provider you will be responsible for any charges not covered by your health insurance plan.

You are strongly encouraged to contact our member services team to verify the status of the providers involved in your care including, for example, the anesthesiologist, radiologist, pathologist, facility, clinic or laboratory, when scheduling appointments or elective procedures to determine whether each provider is a participating or nonparticipating provider. Such information may assist in your selection of provider(s) and will likely affect the level of co-payment, deductible and amount of co-insurance applicable to the care you receive. The information contained in this directory changes periodically during your plan year. Please contact 1-888-560-2043 (TTY for the hearing impaired: 1-800-947-3530 or 711) to learn more about the participating providers in your network and the implications, including financial, if you decide to receive your care from nonparticipating providers.

Selection and Availability of Participating Providers

Please note that the availability of participating providers (Physicians, Other Practitioners, Hospitals, Facilities, Ancillary and Other Providers), and any services or locations represented, is subject to change. Information displayed about participating providers is provided by participating providers to Molina Healthcare as part of the credentialing process. Molina Healthcare analyzes providers by geographic location and specialty within its services areas, to assure reasonable access and network adequacy for enrolled members. Molina Healthcare does not use measures of quality, patient safety, and cost or member experience to select providers to participate in its network. Members enrolled with Molina Healthcare have full access to all contracted participating providers.

Americans with Disabilities Act:

Members are entitled to full and equal access to covered services, including members with disabilities as required under the federal American with Disability Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

At no cost to the enrollee, Molina Healthcare makes available telephonic and face-to-face interpretive services to assist you. Please call our Member Services toll-free at: 1 (888) 560-2043, 8am - 5pm Monday through Friday. Tell your doctor or anyone working in his or her office if you need interpretive services. If you need a face to face or sign language interpreter,

please call your doctor's office at least 7 days prior to your appointment as required under Section 1367.04.

To Report Inaccurate Information in the Provider Directory please contact Molina.

- If you are a Molina Provider, please email MHCPIM@MolinaHealthCare.Com or call (855) 322-4075.
- For all others, please email MHCPIM@MolinaHealthCare.Com or call: (888) 560-2043, (TTY: 711), 8am - 5pm, Monday – Friday.

Language Access

If you, or someone you're helping, has questions about Molina Marketplace, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1 (888) 560-2043.

Arabic	إن كان لديك أو لدى شخص تساعد أسئلة بخصوص Molina Marketplace، ف لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1 (888) 560-2043.
Chinese	如果您，或是您正在協助的對象，有關於插入項目的名稱 Molina Marketplace 方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 [在此插入數字 1 (888) 560-2043]。
French	Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Molina Marketplace, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 1 (888) 560-2043.
French Creole	Si oumenm oswa yon moun w ap ede gen kesyon konsènan Molina Marketplace, se dwa w pou resevwa asistans ak enfòmasyon nan lang ou pale a, san ou pa gen pou peye pou sa. Pou pale avèk yon entèprèt, rele nan 1 (888) 560-2043.
German	Falls Sie oder jemand, dem Sie helfen, Fragen zum Molina Marketplace haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1 (888) 560-2043 an.
Gujarati	જો તમે અથવા તમે કોઇને મદદ કરી રહ્યાં તેમાંથી કોઇને Molina Marketplace વિશે પ્રશ્નો હોય તો તમને મદદ અને માહિતી મેળવવાનો અધિકાર છે. તે ખર્ચ વિના તમારી ભાષામાં પ્રાપ્ત કરી શકાય છે. કૃપાચિયો વાત કરવા માટે, આ 1 (888) 560-2043 પર કોલ કરો.
Italian	Se tu o qualcuno che stai aiutando avete domande su Molina Marketplace, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare 1 (888) 560-2043.
Korean	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Molina Marketplace 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1 (888) 560-2043 로 전화하십시오.
Polish	Jeśli Ty lub osoba, której pomagasz ,macie pytania odnośnie Molina Marketplace, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku .Aby porozmawiać z tłumaczem, zadzwoń pod numer 1 (888) 560-2043
Portuguese	Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Molina Marketplace, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1 (888) 560-2043.
Russian	Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Molina Marketplace, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1 (888) 560-2043.
Spanish	Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Molina Marketplace, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1 (888) 560-2043.
Tagalog	Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa Molina Marketplace, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1 (888) 560-2043.
Thai	หากคุณ หรือคนที่คุณกำลังช่วยเหลือมีคำถามเกี่ยวกับ Molina Marketplace คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย พูดคุยกับส่ว โทร 1 (888) 560-2043
Vietnamese	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Molina Marketplace, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1 (888) 560-2043.