

Molina's myhealthmylife

A newsletter just for South Carolina members

Spring 2026

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Molina is here to help you stay healthy



We have lots of ways to help you with your health care needs. Please visit MolinaHealthcare.com/AnnualReminders for more information.

You can find information about:

- Your membership, your rights and responsibilities and benefits
- Your Member Handbook and Provider Directory

Have you heard about our health education programs?

At Molina, we have special programs to help you stay healthy. We have a team of nurses and social workers ready to serve you. They are called care managers. They will give you extra attention if you have conditions like:

- Asthma
- High blood pressure
- High-risk pregnancy
- Sickle cell disease
- Diabetes
- Chronic obstructive pulmonary disease (COPD)
- Other serious conditions

To learn more about our programs, click [here](#).



Download the My Molina® mobile app

Get smart health plan access with your smartphone. With the My Molina mobile app, you can easily see, print or send your ID card. You can search for new doctors, change your primary care provider (PCP) and much more—anytime, anywhere!

Download the My Molina mobile app from the Apple App or Google Play store today.

Search for providers

- Use our advanced search options to find providers that meet your needs.

Digital ID card

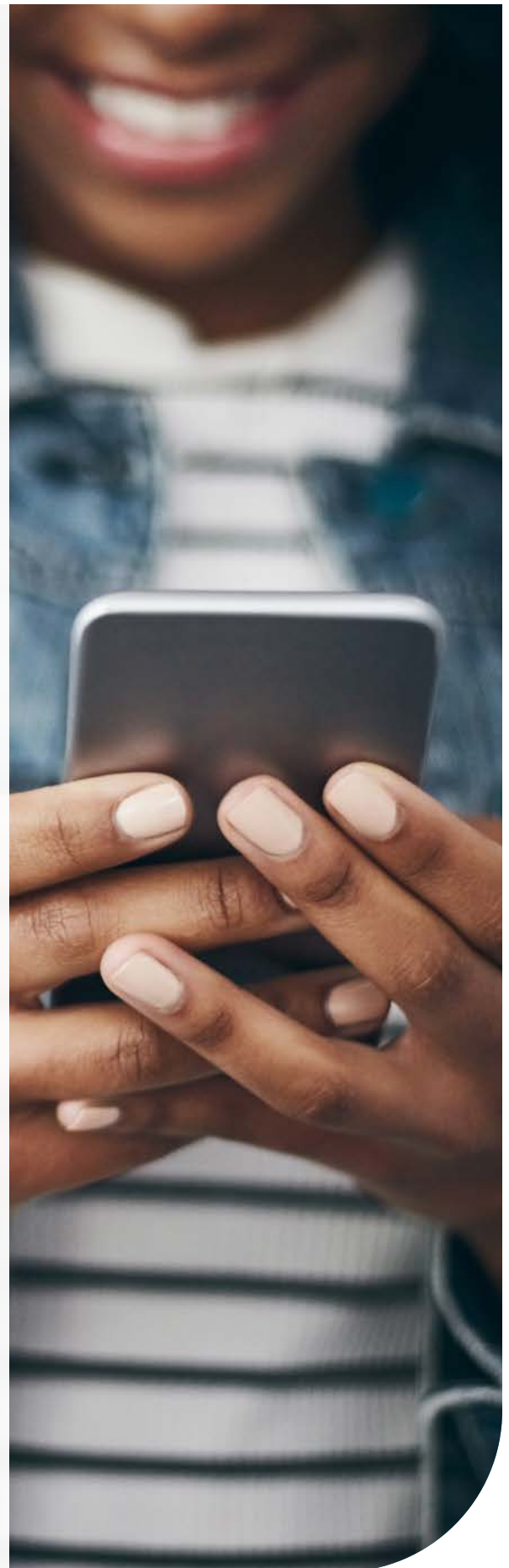
- View both sides of your ID card. You can print it from the app or email a copy to your provider.

Change your PCP

- Search for and change your PCP using the doctor finder—all within the app.

Other features

- View your benefits
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care center near you
- View your medical records
- Use Live Chat to speak with Member Services
- Speak to a nurse through our 24-hour Nurse Advice Line
- Get important updates
- Redeem rewards



Earning rewards is easy when you make healthy choices

As a Molina member, you can earn extra benefits under the Healthy Connections program and more! You can earn rewards such as:

- **\$10 reward** after completing a well-visit with your primary care provider (PCP).*
- **\$150 reward** to buy a bike and helmet after your child completes an 8, 9 or 10-year-old well visit. Get a Handle on Health! **
- A **free car seat** for eligible members who complete six prenatal visits.*
- Up to **three weeks of home-delivered meals** for mothers who have recently delivered and complete a phone health screening before the 35th week of pregnancy. Call **(866) 891-2320** and press 1.

To learn more about these rewards, go to MolinaHealthcare.com/SC-Rewards.

To find out how to get these rewards, call Member Services at **(855) 882-3901 (TTY: 711)**.

*Keep an eye out for mailers from us with details on how to redeem rewards.

**One per lifetime benefit. The benefit must be redeemed within 365 days of the completed well-visit with your doctor.



Fraud, waste and abuse

Molina's Fraud, waste and abuse plan benefits Molina, its employees, members, providers, payers and regulators by increasing efficiency, reducing waste, and improving the quality of services.

Molina takes the prevention, detection, and investigation of fraud, waste and abuse seriously, and complies with state and federal laws. Molina investigates all suspected cases of fraud, waste and abuse and quickly reports to government agencies when appropriate.

Molina takes the appropriate disciplinary action, including but not limited to termination of employment, termination of provider status, and/or termination of membership.

You can report potential fraud, waste and abuse without giving us your name.

To report suspected Medicaid fraud, contact Molina's AlertLine at: **(866) 606-3889**

Or

Complete a report form online at:

MolinaHealthcare.AlertLine.com

Suspected fraud and abuse may also be reported directly to the State at:

SCDHHS Medicaid Fraud and Abuse Hotline

Toll-Free Phone: **(888) 364-3224**

Fax: **(803) 255-8224**

Email: fraudres@scdhhs.gov

South Carolina Attorney General Medicaid Fraud Unit

Phone: **(803) 734-3660** or

Toll-Free **(888) 662-4328**





Want to know how we make care decisions?

Did you know that you have the right to ask for certain information from Molina? If you want to know how decisions are made about your health care, you can request it anytime. Molina has special procedures that help decide if a service is needed for you. These include how we look at your case and what information we need. If you want to get more details about these procedures, just give Member Services a call at **(855) 882-3901 (TTY: 711)** and ask about the medical necessity process. They're ready to help you and answer any questions you have. Your health and care matter, and we want to make sure you have all the information you need!



Let's stay connected!

Stay connected with us by opting into text messages from Molina!

Text JOIN to 94870.



South Carolina Facebook

Did you know we created a Facebook page just for South Carolina members? Check it out today at Facebook.com/MolinaHealthSC.

You can find local information including events that are taking place in your community. You won't want to miss out.

Share your thoughts – shape your care



Soon, some Molina members will get a survey in the mail from Press Ganey. It's called the CAHPS® Survey. It asks about your health care experience with your doctors and with Molina.

Your answers help us know what is going well and what we can make better.

Because of feedback from members like you, we have been able to:

- Add more doctors and clinics so you have more choices.
- Give you more ways to get your medicine, like mail-order delivery.
- Make it easier to get rides to your doctor visits.

The survey is private. Your answers will not change your benefits.

If you get the CAHPS Survey, please take the time to complete it. It only takes a few minutes to fill it out and send it back.

Your voice matters, and your feedback helps us improve your health care experience!