

Continuity of Care for Medi-Cal Members

You may be able to continue care with your current doctor and continue with medications that are important for your health for up to 12 months after joining Molina Healthcare. Continuity of Care provides access to your current doctors and services even if they are not in Molina Healthcare's network. Generally, you may be able to receive Continuity of Care if you were seeing a non-Molina Healthcare doctor and later were required to join Molina Healthcare. After 12 months, you will need to choose a new Molina Healthcare network provider who will continue to provide you services if needed.

In order to receive Continuity of Care services:

- You must have seen your non-Molina Healthcare doctor at least once during the past 12 months, and
- Your doctor must be willing to work with Molina Healthcare, and
- Your doctor must meet Molina Healthcare's applicable professional standards and has no disqualifying quality of care issues, and
- Your doctor is a California State Plan approved provider, and
- Your doctor agrees to provide Molina Healthcare with relevant treatment information, including a current treatment plan.

If you wish to continue seeing your non-Molina Healthcare doctor, please call Molina Healthcare Member Services at 1-888-665-4621 (TTY 711) to request Continuity of Care services.

You may also be able to receive Continuity of Care if your provider stops working with Molina Healthcare. You may be able to keep getting services from that provider. Molina Healthcare provides Continuity of Care services for:

- Serious Chronic Conditions
- Acute conditions
- Pregnancy
- Care of a newborn child between birth and age thirty-six (36) months
- Surgeries or other procedures that were previously approved as a part of a documented course of treatment
- Terminal illness

If you are getting care for one of the items above, please call Molina Healthcare Member Services at 1-888-665-4621 (TTY 711) to request Continuity of Care for up to 12 months. After 12 months, you will need to choose a new Molina Healthcare network provider who will continue to provide you services if needed.

If your provider stops working with Molina Healthcare, sometimes you are reassigned to a new provider to get care. If you are not happy with the new network provider has chosen for you, you may pick a different network provider. We have many doctors that you can choose from.

If you want to make a change, please call Molina Healthcare's Member Services at 1-888-665-4621 (TTY 711) or visit www.MyMolina.com. Changes completed by the 15th of the month will be in effect for the current calendar month. Any changes on or after the 16th of the month will be in effect the first day of the following calendar month.