



Your Quick Start Guide

Last updated: October 2025

[SWHNY.com](https://www.swhny.com)



Welcome to Senior Whole Health of New York!

Thank you for being with SWH of NY. We understand that joining a new health plan comes with a lot of new information. Follow this guide to learn what to do first to get the most out of your SWH of NY benefits and start your health journey with confidence.

1

Look for your Member ID Card inside this packet

- Make sure your information on the card is correct.
- Always keep your ID card with you. Show it every time you get medical care or visit the pharmacy.

2

Download the My Molina® mobile app

- Our My Molina mobile app lets you view, print and send your member ID card. You can search for doctors, change your PCP and much more. Anytime, anywhere.
- Download the My Molina app today from the Apple App Store® or Google Play® store.
- To learn how to use the My Molina mobile app and member portal, go to [MyMolinaTraining.com](https://www.mymolina.com/training)

3

Your welcome call - available right now

This call will help you with many things as a new member:

- Make sure your primary doctor and other doctors are in your health plan and help you set up your first visit
- Help you understand how to use your health benefits, and which medicines are covered
- Show you how you can earn rewards by doing healthy activities

Getting started

- Look out for a welcome call within weeks of your plan's start date, or
- Talk with your concierge immediately or schedule your welcome call by calling (855) 596-5682 (TTY: 711). Hours are Monday – Friday, 8 a.m. – 4 p.m. local time.*

Find out more about what Concierge can do for you

Visit [MolinaConcierge.com](https://www.molinaconcierge.com).

* Senior Whole Health Medicare Complete Care members only. For Senior Whole Health of New York NHC, case management will contact you to complete your welcome call.





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Watch for your supplemental benefits card from Nations.

- You will receive your pre-funded debit card (Healthy You) in the mail.
- You can use this card for benefits such as over-the-counter (OTC) supplies, transportation, SSBCI benefits like healthy food and produce and to redeem your rewards.
- Visit Molina.NationsBenefits.com for more information about how to use your pre-funded debit card, checking your balance, or placing an order.

Learn more about your health plan



Want to see a full list of your covered benefits and more details about your plan?

Review your Summary of Benefits and Coverage (SBC) for information about your benefits and services, who to contact when you need information, and more.



Want to find a doctor near you?

- Go to [MolinaProviderDirectory.com](https://www.molinahealthcare.com/provider-directory) to find doctors, pharmacies, and other providers on our Provider Online Directory.
- This tool lets you look for providers by name, specialty, what languages they speak, or how close they are to you.
- All of our doctors are board-certified and reviewed for quality before they can join our network.



Want to see a list of covered medicines?

- Our list of covered drugs (Formulary) tells you which drugs your plan pays for along with any rules or special requirements.
- Go to **(833) 671-0440** to see which drugs are preferred and covered for you.



Your primary care provider (PCP)

Your primary care provider (PCP) is the doctor who gives you most of your care. Make sure to see your PCP right away to get set up as a new patient. Your PCP should get to know you and your medical history. Think of your PCP as your medical home and the doctor who knows you the best! Once you're set up as a new member, you'll want to see your PCP for regular checkups.



Getting medication refills!

- **Use network pharmacies for the best cost:** If you need to refill medications, be sure you are using one of our network pharmacies by visiting the My Molina portal.
- **Plan ahead:** If your medication is currently with a different pharmacy, talk to your pharmacist or PCP about transferring your medication. Make sure to allow time for the transfer so you don't run out of your medication.
- **Take fewer trips to the pharmacy:** Many medications are eligible for 100-day refills at the same copay as 90-day refills at all in-network pharmacies or through mail order. Talk to your PCP about if this is an option for you.
- **Complete the mail order enrollment form:** Coming in your 2nd welcome kit mailing over the next few days.

On the My Molina portal, you will also find a direct link to [CVS.com](https://www.cvs.com) to see your medications. Using this link, [CVS.com](https://www.cvs.com) will recognize your sign-in information.





Get connected, stay connected

The My Molina portal is your secure, one-stop shop for all your health plan needs. A place to find answers to your health plan questions, view your ID card, change your PCP, view plan details, reach us when you need help, and more.

It is available on your computer or mobile app.

Register at [MyMolina.com](https://www.mymolina.com) today!

Go to [MyMolina.com](https://www.mymolina.com) on your computer or phone and follow the on-screen instructions.

Visit [MyMolinaTraining.com](https://www.mymolina.com/training) for a guide to using the portal.



Meet the teams here for you

It is important to start your health journey off on the right foot. At SWH of NY, you have a team of health care professionals who can help you get the care you need.

- **Molina Care Connections**

Care Connections is a team of advanced nurse practitioners that help manage your health by meeting you where you are. We offer both in-person appointments and telehealth video calls, as well as annual wellness visits and medication reviews.

- **Concierge**

Our friendly and knowledgeable Medicare Concierge is here to help you start using your benefits and answer questions about your new SWH of NY plan.





- **Care Management**

We provide a Care Management (CM) program to help navigate your health journey and arrange for specialized services to meet your health care needs.

Our trusted partners

Our Member Services representatives are always happy to answer your questions and provide help when you need it. If you would like to speak to one of our benefit partners directly, you may do so with the contact information below:

| | | |
|---|--|--|
|  | Dental | Liberty (866) 609-1184 client.libertydentalplan.com/MolinaNY-Affinity-SWH |
|  | Fitness | Silver & Fit (877) 427-4711 SilverandFit.com |
|  | Hearing | NationsBenefits (877) 208-9243 Nationshearing.com/molina |
|  | Over - The - Counter (OTC)/Utilities/OTC Hearing Aids | NationsBenefits (card and service) (877)-208-9243 (mail order inquiries only) molina.nationsbenefits.com |

| | | |
|---|---|---|
| | | |
|  | Non-Emergency Medical Transportation (NEMT) | NationsBenefits (card) (877) 208-9243 (mail order inquiries only) molina.nationsbenefits.com |
|  | Vision | Superior Vision (800) 879-6901 Superiorvision.com |
|  | Food & Produce | NationsBenefits (card and service)(877) 208-9243 (mail order inquiries only) molina.nationsbenefits.com |
|  | Surgery | Welvie (888) 780-2992 Welvie.com/home/login |

*Some plans may offer this benefit. Check the Summary of Benefits specific to your plan.



Your rewards are waiting for you!

SWH of NY wants to reward you for taking care of your health.

SWH of NY knows how important your health is to you. Whether you need help taking care of an existing condition or want to maintain the healthiest version of yourself, we are here to support you. To earn your rewards, see your doctor and complete your healthy actions.

What are healthy actions?

Healthy actions are routine screenings you should complete with your doctor. Your doctor will create a care plan for you based on your needs. They will also answer any questions you may have. These screenings are important because they can help you and your doctor find health conditions early when they are usually easiest to treat.

To earn your rewards, follow these simple steps:

- 1** Complete your healthy actions with your doctor between **1/1/2026 – 12/31/2026**
- 2** Let us know you saw your doctor and what actions you completed by **1/31/2027**
- 3** Claim your rewards by **1/31/2027**
- 4** Use your rewards by **3/31/2027**

To learn more, visit [SWHNY.com](https://www.swhny.com), call (855) 483-8740; TTY: 711, Monday through Friday, 8 a.m. to 5 p.m. or log into your portal at [MyMolina.com](https://www.mymolina.com) to view which healthy actions can earn rewards under your plan.

Which healthy actions can earn my rewards?

| Screening | Description | Reward value |
|---------------------------------|---|--------------|
| Annual Wellness Visit | Yearly in-person check up with your doctor or in-home visit with Molina's Care Connections Team | \$125 |
| Colon Cancer Screening: | Screening to check for signs of colon cancer in adults ages 45-75. Check with your doctor to see which screening is best for you! | \$75 |
| Breast Cancer Screening: | Mammogram to check for signs of breast cancer in women ages 50-74 | \$75 |
| Diabetes Screenings | <p>Yearly diabetes screenings for adults ages 18-85 with diabetes. *You must complete all 3 screenings to claim your reward.</p> <ul style="list-style-type: none"> • A1c Test: Blood test to check your blood sugar levels • Diabetic Eye Exam: Yearly exam with your eye doctor to check your eyes for signs of damage caused by diabetes • Diabetic Kidney Health Test: A urine and blood test to check your kidney health | \$75 |
| Flu Shot | Yearly vaccine to help lower your chances of getting the flu | \$25 |

How do I claim my rewards?

You can claim your rewards by:



Phone

Call the Wellness Team at (855) 483-8740;
TTY: 711, Monday through Friday,
8 a.m. to 5 p.m.

Let them know:

- When you saw your doctor
- What healthy actions you completed



Nations Benefits Portal

Visit Molina.NationsBenefits.com and enter
your appointment information after your visit.



What to do when you're sick?

Are you feeling sick and not sure what to do?
Don't worry, we're here to help you!

You have many options for non-emergency care. Watch the access to care video at MolinaHowDol.com/AccessCare for more information.

What are my options?



Primary care provider (PCP)

Call your PCP day or night. After hours, on-call staff will return your call.

When you have a minor issue that requires medical care:

- Colds or cough
- Flu
- Regular checkups
- Earache
- Sore throat
- Medicine or refills
- Diarrhea





Urgent care

Urgent care is best for issues that are not life-threatening but cannot wait until the next day. Go to a nearby urgent care for things like:

- Cold or flu symptoms
- Ear pain
- Sore throat,
- Sprains, strains or deep bruises,
- Stomach flu or virus
- Wounds that may require stitches



Emergency room (ER)

Call 911 or go to the nearest ER.

When you think your life or health is in danger:

- Very bad bleeding
- Very bad stomach pain
- Chest pain or pressure
- Head injury or trauma
- Sudden dizziness or trouble seeing
- Trouble breathing

What are my options? (Continued)



24-Hour Nurse Advice Line

Need help deciding where to go for medical care? Our 24-Hour Nurse Advice Line is here for you! Our nurses can:

- Answer questions to help you handle routine health problems at home
- Set up a telehealth appointment with our Care Connections advanced nurse practitioners
- Find the nearest urgent care center or recommend further treatment

Call our 24-Hour Nurse Advice Line at (866) 472-0601, (TTY: 711), 24 hours a day, 7 days a week



Vaccine card

You can cut out this vaccination card below to help keep track of the vaccinations you get with your PCP or at a pharmacy.

Member name: _____ **Date of birth:** _____

Primary Care Provider: _____

Primary Care Provider facility: _____

| Vaccine | Vaccine date | Clinic site | Next dose date |
|-----------|--------------|-------------|----------------|
| Flu | | | |
| Covid | | | |
| RSV | | | |
| Shingles | | | |
| Pneumonia | | | |

Information to keep handy

| | |
|----------------------------------|---|
| Member Services | Call Member Services at (833) 671-0440 (TTY: 711) when you have questions about your health plan, benefits or how to get services. |
| Member portal | Use our MyMolina.com member portal to view, print and send your member ID card. Search for doctors, change your PCP and much more! |
| My Molina mobile app | Use our mobile app to manage your health care on your phone or tablet, anytime or anywhere! Download on your phone. Go to Apple App store or Google Play. |
| Care Connections | Our Care Connections team will work to get you connected with the things you need for your health. This can include scheduling appointments, in-home care, personalized treatment plans and more. Learn more at MolinaCC.com . |
| 24-Hour Nurse Advice Line | (866) 472-0601, (TTY: 711), 24 hours a day, 7 days a wee |

Disclaimers

Other Pharmacies/Physicians/Providers are available in our network. Special Supplemental Benefits (“SSBCI”) might be available to you if you have any of the following conditions: chronic heart failure, cardiovascular disorders, diabetes, cancer and end-stage liver disease. Other eligible conditions not listed. These conditions may not apply to all types of SSBCI mentioned. Eligibility for this benefit cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us. Molina Healthcare is a C-SNP, D-SNP and HMO plan with a Medicare contract. D-SNP plans have a contract with the state Medicaid program. Enrollment depends on contract renewal

Non-Discrimination Notice – Section 1557

Senior Whole Health of New York complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin (including limited English proficiency), race, or sex (consistent with the scope of sex discrimination described at § 92.101(a)).

To help you effectively communicate with us, Senior Whole Health of New York provides services free of charge and in a timely manner:

- Senior Whole Health of New York provides reasonable modifications and appropriate aids and services to people with disabilities. This includes: (1) Qualified interpreters. (2) Information in other formats, such as large print, audio, accessible electronic formats, Braille.
- Senior Whole Health of New York provides language services to people who speak another language or have limited English skills. This includes: (1) Qualified oral interpreters. (2) Information translated in your language.

If you need these services, contact Molina Member Services at 1-800-665-3086 or TTY/TDD: 711, Monday to Friday, 8 a.m. to 8 p.m., local time.

If you believe we have discriminated on the basis of age, color, disability, national origin, race, or sex, you can file a grievance. You can file a grievance by phone, mail, email, or online. If you need help writing your grievance, we will help you. You may obtain our grievance procedure by visiting our website at MolinaHealthcare.com/Members/Common/en-US/Notice-of-Nondiscrimination.aspx

Call our Civil Rights Coordinator at 1-866-606-3889, TTY/TDD: 711 or submit your grievance to:

Civil Rights Unit
200 Oceangate
Long Beach, CA 90802

Email: Civil.Rights@MolinaHealthcare.com

Website: MolinaHealthcare.Alertline.com

You can also file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, online through the Office for Civil Rights Complaint Portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone: 1-800-368-1019

TTY/TDD: 800-537-7697

Complaint forms are available here:

HHS.gov/sites/default/files/ocr-cr-complaint-form-package.pdf



Get started with your Welcome Kit

We make it
simple!

MolinaHealthcare.com/MedicareWelcome



Senior Whole Health
BY MOLINA HEALTHCARE

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