

# Your Quick Start Guide



**SPEC**

Last updated: 04/08/25

[MolinaHealthcare.com](https://www.MolinaHealthcare.com)



# Welcome to Molina Healthcare!

As a new member, it's time to start getting the most from your Molina Healthcare of Florida coverage! Be sure to take these simple steps right away:

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## 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®.
- To learn how to use the My Molina mobile app and member portal, go to:
  - [MyMolina.com/GettingStartedVideos](https://www.mymolina.com/GettingStartedVideos) *English*
  - [MiMolina.com/VideosDeAyuda](https://www.mimolina.com/VideosDeAyuda) *Spanish*

Thank you for choosing Molina as your trusted health plan.  
We're happy to have you as a member of our health care family.

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### **Schedule a visit with your primary care provider (PCP)**

- Visit your PCP even if you're not sick to get set up as a new patient. Your PCP needs to get to know you and your health history. The more your PCP knows, the better they can help you.
- Your PCP's name, phone number and location are listed on your member ID card.
- If you don't want to see the PCP listed on your ID card, you can change providers by using the My Molina mobile app, visiting [MyMolina.com](https://www.mymolina.com) or calling Member Services at (866) 472-4585 (TTY: 711).

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### **Complete the Health Risk Assessment (HRA) form.**

- You may receive a text to complete your HRA.
- The answers you provide will help us to meet your needs.

## Learn more about your health plan

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

- Go to [MolinaHandbook.com/FL](https://MolinaHandbook.com/FL) to read your Member Handbook.

### Want to find a doctor near you?

- Go to [MolinaProviderDirectory.com/FL](https://MolinaProviderDirectory.com/FL) to search our Provider Online Directory.
- All of our doctors are board-certified and reviewed for quality before they can join our network.

### Want to see if your medicine is covered?

- Go to [MolinaFormulary.com/FL](https://MolinaFormulary.com/FL) to see which drugs are preferred and covered for you.
- For more details, please call (866) 472-4585 (TTY: 711).





## Your primary care provider (PCP)

Your primary care provider (PCP) is the main 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.

## Don't lose your health plan coverage!

You must renew your coverage every year.

You can log in to your account at [MyFLFamilies.com](https://www.MyFLFamilies.com).

Or call the Department of Children and Families (DCF)  
at (866) 762-2237 (TTY: 800-955-8771).



If you need help, please call us at (877) 373-8971 (TTY: 711)  
or visit [HealthPlanRenewals@MolinaHealthcare.com](mailto:HealthPlanRenewals@MolinaHealthcare.com).

## Information to keep handy

Member Services	(866) 472-4585 (TTY: 711)
Member Portal	<a href="https://www.myl Molina.com">MyMolina.com</a>
My Molina mobile app	Download on your phone. Go to the Apple® Store or Google Play®.
24/7 Nurse Advice Line	<b>English:</b> (888) 275-8750 <b>Spanish:</b> (866) 648-3537 <b>TTY:</b> (866) 735-2922
Virtual Urgent Care (24/7)	<a href="https://www.MolinaHealthcare.com/FL/VirtualCare">MolinaHealthcare.com/FL/VirtualCare</a>
24/7 Telehealth Crisis Intervention	<b>Impower:</b> (689) 699-9875

Member Handbook	<a href="https://MolinaHandbook.com/FL">MolinaHandbook.com/FL</a>
Annual Notice	<a href="https://MolinaAnnualNotice.com/FL">MolinaAnnualNotice.com/FL</a>
Health & Wellness Information	<a href="https://HealthManagementPrograms.com/FL">HealthManagementPrograms.com/FL</a>
Provider Directory	<a href="https://MolinaProviderDirectory.com/FL">MolinaProviderDirectory.com/FL</a>
Rides to and from medical visits	<b>Access2Care:</b> (888) 298-4781 (TTY: 711) We recommend members call Access2Care three days before the trip is needed, but a minimum notice of 24 hours before the trip.

# Earn rewards with Molina

We want to help you get the most of your membership. Take a look at some of the great benefits and rewards you have as member. We cover them at no cost to you!



\$20 in well-child rewards for checkups, immunizations & more



\$20 gift card for completing Health Risk Assessment, all members, once per calendar year



Up to \$40 in well-care rewards such as routine visits, screenings and more



Up to \$50 in women's health rewards for completing breast and cervical cancer screenings



Expert care from home with virtual health visits, Teladoc and Molina's 24-hour Nurse Advice Line



Molina's Community Connectors help find resources for transportation, housing, job training, education and more

To learn more and find out how to earn these rewards, please call (866) 472-4585 (TTY: 711).



No-cost access to the Pyx Health App for help to improve your mood, manage anxiety and more



\$65.00 over-the-counter (OTC) benefit per household per month for non-pregnant members; \$70 OTC benefit per household per month for pregnant members



My Molina Healthy Lifestyles programs with case managers to help you lose weight, stop smoking and more



## 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!



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## What are my options?



### 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



### **Virtual health visits or an urgent care center**

Teladoc and urgent care centers are a great option if you need care after hours.

#### **When it's not an emergency but you need care right away:**

- Severe cold or flu symptoms
- Ear pain
- Sore throat
- Stomach flu or virus
- Wound that needs stitches
- Sprain, strain or deep bruise



### **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

**Please note:** If you have a disability and need more help, we can help you. If you need someone that speaks your language, we can also help. You may call our Member Services Department at (866) 472-4585 for more help from 8:00 am to 7:00 pm. If you are blind or have trouble hearing or communicating, please call 711 for TTY/TTD services. We can help you get the information you need in large print, audio (sound), and braille. We provide you with these services for free.

**Tenga en cuenta lo siguiente:** si tiene una discapacidad y necesita más ayuda, podemos ayudarlo. También podemos ayudarlo si necesita a alguien que hable en su idioma. Para obtener más ayuda, puede llamar a nuestro Departamento de Servicios para Miembros al (866) 472-4585, de 8:00 a.m. a 7:00 p.m. Si es ciego o tiene problemas de audición o comunicación, llame al 711 para acceder a servicios de TTY/TDD. Podemos ayudarlo a obtener la información que necesita en letra de molde grande, audio (sonido) y en sistema Braille. Estos servicios son gratuitos.

**Remake:** Si ou gen yon andikap epi ou bezwen plis èd, nou kapab ede w. Si ou bezwen yon moun ki pale lang ou an, nou kapab ede w tou. Ou gendwa rele Depatman Sèvis Manm nou an nan (866) 472-4585 pou jwenn plis èd soti 8è:00 a.m. rive 7è:00 p.m. Si ou avèg oswa ou gen difikilte pou tandè oswa pou kominike, tanpri rele 711 pou sèvis TTY/TTD yo. Nou kapab ede w jwenn enfomasyon oubezwen an gwo karaktè, odyo (son) ak an Bray. N ap ba w sèvis sa yo pou gratis.

**Xin lưu ý:** Nếu quý vị là người khuyết tật và cần thêm trợ giúp, chúng tôi có thể giúp quý vị. Nếu quý vị cần người có thể nói ngôn ngữ của quý vị, chúng tôi cũng có thể giúp. Quý vị có thể gọi cho Bộ phận Dịch vụ thành viên của chúng tôi theo số (866) 472-4585 để được trợ giúp thêm từ 8:00 am đến 7:00 pm. Nếu quý vị bị mù hoặc có vấn đề về thính giác hoặc giao tiếp, vui lòng gọi 711 cho dịch vụ TTY/TTD. Chúng tôi có thể giúp quý vị nhận thông tin quý vị cần bằng bảng chữ in lớn, âm thanh và chữ nổi Braille. Chúng tôi cung cấp miễn phí các dịch vụ này cho quý vị.

## **Non-Discrimination Notification**

Molina Healthcare of Florida, Inc.

### **Medicaid**

Discrimination is against the law. Molina Healthcare of Florida, Inc. (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Molina:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Molina Member Services at (866) 472-4585 (TTY: 711).

If you believe that Molina has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Civil Rights Coordinator  
200 Oceangate  
Long Beach, CA 90802  
Phone: (866) 472-4585 (TTY:711)  
Fax: (877) 508-5738  
Email: [civil.rights@MolinaHealthcare.com](mailto:civil.rights@MolinaHealthcare.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Molina Member Services is available to help you. You may obtain our grievance procedure by visiting our website at: <https://www.molinahealthcare.com/members/common/en-US/Notice-of-Nondiscrimination.aspx>.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available 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: (800) 368-1019 (TDD: (800) 537-7697)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## Non-Discrimination Tag Line – Section 1557

Molina Healthcare of Florida, Inc.

English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (866) 472-4585 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (866) 472-4585 (TTY: 711).
French Creole (Haitian Creole)	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (866) 472-4585 (TTY: 711).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (866) 472-4585 (TTY: 711).
Portuguese	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (866) 472-4585 (TTY: 711).
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (866) 472-4585 (TTY : 711) 。
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (866) 472-4585 (TTY : 711).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (866) 472-4585 (TTY: 711).

Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (866) 472-4585 (телетайп: 711).
Arabic	تظوملح: اذا تكذ ركذا ثدحتت غةللا، نإف تامدخ ةداعسما تيوغللا رفاونتت ناجملا ب لك. لتصا مقرب (مقر فتاه مصلا مكبلاو: 711). (866) 472-4585
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (866) 472-4585 (TTY: 711).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (866) 472-4585 (TTY: 711).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (866) 472-4585 (TTY: 711) 번으로 전화해 주십시오.
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (866) 472-4585 (TTY: 711).
Gujarati	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ખા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો (866) 472-4585 (TTY: 711).
Thai	เรียน: ถัดคนพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (866) 472-4585 (TTY: 711).

## Your Privacy

**Your privacy is important to us.** We respect and protect your privacy. Molina uses and shares your information to provide you with health benefits. We want to let you know how your information is used or shared.

### Your Protected Health information

**PHI means protected health information.** PHI is health information that includes your name, member number or other identifiers, and is used or shared by Molina.

### Why does Molina use or share our Members' PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To use or share PHI for other purposes as required or permitted by law.

### When does Molina need your written authorization (approval) to use or share your PHI?

Molina needs your written approval to use or share your PHI for purposes not listed above.

### What are your privacy rights?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI
- To ask us to not use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

### **How does Molina protect your PHI?**

Molina uses many ways to protect PHI across our health plan. This includes PHI in written word, spoken word, or in a computer. Below are some ways Molina protects PHI:

- Molina has policies and rules to protect PHI.
- Molina limits who may see PHI. Only Molina staff with a need to know PHI may use it.
- Molina staff is trained on how to protect and secure PHI.
- Molina staff must agree in writing to follow the rules and policies that protect and secure PHI
- Molina secures PHI in our computers. PHI in our computers is kept private by using firewalls and passwords.

### **What must Molina do by law?**

- Keep your PHI private.
- Give you written information, such as this on our duties and privacy practices about your PHI.
- Follow the terms of our Notice of Privacy Practices.

### **What can you do if you feel your privacy rights have not been protected?**

- Call or write Molina and complain.
- Complain to the Department of Health and Human Services.

We will not hold anything against you. Your action would not change your care in any way.

**The above is only a summary. Our Notice of Privacy Practices has more information about how we use and share our Members' PHI. Our Notice of Privacy Practices is in the following section of this document. It is on our web site at [www.molinahealthcare.com](http://www.molinahealthcare.com). You may also get a copy of our Notice of Privacy Practices by calling our Member Services Department at (866) 472-4585.**

## Notice of Privacy Practices

Molina Healthcare of Florida, Inc.

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Molina Healthcare of Florida, Inc. (“**Molina Healthcare**”, “**Molina**”, “**we**” or “**our**”) uses and shares protected health information about you to provide your health benefits. We use and share your information to carry out treatment, payment and health care operations. We also use and share your information for other reasons as allowed and required by law. We have the duty to keep your health information private and to follow the terms of this Notice. The effective date of this Notice is September 23, 2013.

**PHI** stands for these words, protected health information. PHI means health information that includes your name, Member number or other identifiers, and is used or shared by Molina.

### **Why does Molina use or share your PHI?**

We use or share your PHI to provide you with health care benefits. Your PHI is used or shared for treatment, payment, and health care operations.

### **For Treatment**

Molina may use or share your PHI to give you, or arrange for, your medical care. This treatment also includes referrals between your doctors or other health care providers. For example, we may share information about your health condition with a specialist. This helps the specialist talk about your treatment with your doctor.

## For Payment

Molina may use or share PHI to make decisions on payment. This may include claims, approvals for treatment, and decisions about medical need. Your name, your condition, your treatment, and supplies given may be written on the bill. For example, we may let a doctor know that you have our benefits. We would also tell the doctor the amount of the bill that we would pay.

## For Health Care Operations

Molina may use or share PHI about you to run our health plan. For example, we may use information from your claim to let you know about a health program that could help you. We may also use or share your PHI to solve Member concerns. Your PHI may also be used to see that claims are paid right.

Health care operations involve many daily business needs. It includes but is not limited to, the following:

- Improving quality;
- Actions in health programs to help Members with certain conditions (such as asthma);
- Conducting or arranging for medical review;
- Legal services, including fraud and abuse detection and prosecution programs;
- Actions to help us obey laws;
- Address Member needs, including solving complaints and grievances.

We will share your PHI with other companies (“**business associates**”) that perform different kinds of activities for our health plan. We may also use your PHI to give you reminders about your appointments. We may use your PHI to give you information about other treatment, or other health-related benefits and services.

**When can Molina use or share your PHI without getting written authorization (approval) from you?** - The law allows or requires Molina to use and share your PHI for several other purposes including the following:

**Required by law** - We will use or share information about you as required by law. We will share your PHI when required by the Secretary of the Department of Health and Human Services (HHS). This may be for a court case, other legal review, or when required for law enforcement purposes.

**Public Health** - Your PHI may be used or shared for public health activities. This may include helping public health agencies to prevent or control disease.

**Health Care Oversight** - Your PHI may be used or shared with government agencies. They may need your PHI for audits.

**Research** - Your PHI may be used or shared for research in certain cases.

**Legal or Administrative Proceedings** - Your PHI may be used or shared for legal proceedings, such as in response to a court order.

**Law Enforcement** - Your PHI may be used or shared with police to help find a suspect, witness or missing person.

**Health and Safety** - Your PHI may be shared to prevent a serious threat to public health or safety.

**Government Functions** - Your PHI may be shared with the government for special functions. An example would be to protect the President.

**Victims of Abuse, Neglect or Domestic Violence** - Your PHI may be shared with legal authorities if we believe that a person is a victim of abuse or neglect.

**Workers Compensation** - Your PHI may be used or shared to obey Workers Compensation laws.

**Other Disclosures** - Your PHI may be shared with funeral directors or coroners to help them do their jobs.

**When does Molina need your written authorization (approval) to use or share your PHI?**

Molina needs your written approval to use or share your PHI for a purpose other than those listed in this Notice. Molina needs your authorization before we disclose your PHI for the following: (1) most uses and disclosures of psychotherapy notes; (2) uses and disclosures for marketing purposes; and (3) uses and disclosures that involve the sale of PHI. You may cancel a written approval that you have given us. Your cancellation will not apply to actions already taken by us because of the approval you already gave to us.

**What are your health information rights?**

You have the right to:

- **Request restrictions on PHI uses or Disclosures (Sharing of Your PHI)** - You may ask us not to share your PHI to carry out treatment, payment or health care operations. You may also ask us not to share your PHI with family, friends or other persons you name who are involved in your health care. However, we are not required to agree to your request. You will need to make your request in writing. You may use Molina's form to make your request.
- **Request confidential communications of PHI** - You may ask Molina to give you your PHI in a certain way or at a certain place to help keep your PHI private. We will follow reasonable requests, if you tell us how sharing all or a part of that PHI could put your life at risk. You will need to make your request in writing. You may use Molina's form to make your request.

- **Review and Copy Your PHI** - You have a right to review and get a copy of your PHI held by us. This may include records used in making coverage, claims and other decisions as a Molina Member. You will need to make your request in writing. You may use Molina's form to make your request. We may charge you a reasonable fee for copying and mailing the records. In certain cases we may deny the request. *Important Note: We do not have complete copies of your medical records. If you want to look at, get a copy of, or change your medical records, please contact your doctor or clinic.*
- **Amend Your PHI** - You may ask that we amend (change) your PHI. This involves only those records kept by us about you as a Member. You will need to make your request in writing. You may use Molina's form to make your request. You may file a letter disagreeing with us if we deny the request.
- Receive an accounting of PHI Disclosures (Sharing of Your PHI)
- You may ask that we give you a list of certain parties that we shared your PHI with during the six years prior to the date of your request. The list will not include PHI shared as follows:
  - for treatment, payment or health care operations;
  - to persons about their own PHI;
  - sharing done with your authorization;
  - incident to a use or disclosure otherwise permitted or required under applicable law;
  - PHI released in the interest of national security or for intelligence purposes; or
  - as part of a limited data set in accordance with applicable law.

We will charge a reasonable fee for each list if you ask for this list more than once in a 12- month period. You will need to make your request in writing. You may use Molina's form to make your request.

You may make any of the requests listed above, or may get a paper copy of this Notice.

Please call our Member Services Department at (866) 472-4585.

### **What can you do if your rights have not been protected?**

You may complain to Molina and to the Department of Health and Human Services if you believe your privacy rights have been violated. We will not do anything against you for filing a complaint.

Your care and benefits will not change in any way.

### **You may file a complaint with us at:**

Molina Healthcare of Florida, Inc.

Manager of Member Services

8300 NW 33rd Street, Suite 400

Doral, FL 33122

Phone: (866) 472-4585

### **You may file a complaint with the Secretary of the U.S. Department of Health and Human Services at:**

Office for Civil Rights

U.S. Department of Health & Human Services

Sam Nunn Atlanta Federal Center, Suite 16T70

61 Forsyth Street, S.W.

Atlanta, GA 30303-8909

(800)368-1019; (800) 537-7697 (TDD);

(404)562-7881 (FAX)

## **What are the duties of Molina?**

Molina is required to:

- Keep your PHI private;
- Give you written information such as this on our duties and privacy practices about your PHI;
- Provide you with a notice in the event of any breach of your unsecured PHI;
- Not use or disclose your genetic information for underwriting purposes;
- Follow the terms of this Notice.

## **This Notice is Subject to Change.**

Molina reserves the right to change its information practices and terms of this Notice at any time. If we do, the new terms and practices will then apply to all PHI we keep. If we make any material changes, Molina will post the revised Notice on our web site and send the revised Notice, or information about the material change and how to obtain the revised Notice, in our next annual mailing to our members then covered by Molina.

## **Contact Information**

If you have any questions, please contact the following office:

Molina Healthcare of Florida, Inc.  
Attention: Manager of Member Services  
8300 NW 33rd Street, Suite 400  
Doral, FL 33122  
Phone: (866) 472-4585



We make it  
*simple!*

