

Molina's myhealthmylife

A newsletter just for Molina Healthcare of Florida members

Winter 2025

Telehealth lets you see a doctor at home.

Stay connected on the go. Ask your doctor if they provide telehealth visits! If your doctor doesn't already offer telehealth, try Teladoc, free to Molina members.

Use Teladoc to:

- Save Time - talk to a US licensed doctor in minutes, not waiting hours or days.
- Save Money - call a doctor any time without missing work.
- Feel Better - get a diagnosis, treatment and medication when needed
- Talk to a doctor - 24/7 about infections, allergies, cough or flu, sore throats, rashes and more
- Online - Go to [Teladoc.com](https://www.teladoc.com)
- Mobile app: Download the app, click "set up your account".

Call Teladoc at **(800)-Teladoc (800-835-2362)** for help registering your account over the phone.

We want to hear from you!

Your feedback matters! If you receive a CAHPS® survey, please fill it out and return it. Your answers help us improve services like telehealth, prescriptions and member support.

Thank you for helping us serve you better!

Need a ride? We cover transportation.

We can help if you need a ride to your doctor's appointment or the pharmacy. We cover non-emergency rides for you. If you need special help, there are wheelchair and stretcher vans available.

How to schedule a ride

- Call at least **three days** before you need a ride. The minimum notice is 24 hours before your trip.
- Call at (888) 298-4781 (TTY: 711).
- Be ready at least 60 minutes before your pick-up time.

You can schedule your ride with a preferred provider. To ask for a ride with Lyft through MTM Health, you must have a cell phone to receive text messages. Lyft riders must also be able to enter and exit the vehicle without help or have another rider who can help.

For a return trip, "**will call**" may be used if you're unsure how long the appointment will take. When this happens, you can call the phone number provided at drop-off to let the driver know you're ready for pick-up. Drivers have up to **one hour** from the time of the call to complete the pick-up.

If you travel alone, you must be **at least 16 years old**. Members **under 16** must be with an adult **at least 18 years old**.

Care Management Corner

Find out how Care Management can make your health care easier!

We can help you fill out your Health Risk Assessment (HRA)

Completing an HRA is very important. It helps us understand your current needs and how we can help you. You are eligible for an annual reward just for completing your HRA! It only takes a few minutes. We can:

- Help you complete your HRA over the phone or email an HRA to you.
- Help you find a doctor, if needed.
- Schedule your appointments.
- Help you find a ride to your appointments.

If you need help with anything else, call Member Services at **(866) 472-4585 (TTY: 711)**. Our team will help you find resources in your area.

Pediatric Program

Molina Care Management is here to support your family every step of the way. Our Pediatric Program is designed to help children and families live healthier, happier lives. Whether your child needs help managing a health condition, seeing a specialist, or getting connected to community resources, our team is ready to help. Your care manager can help with scheduling doctor or specialist visits, taking care of pharmacy needs, and finding local programs that support your child's well-being — from nutrition and behavioral health to family services.

To learn more, call Care Management at **(866) 472-4585 (TTY: 711)**.

Pregnant? Molina Healthcare can help!

Molina's Care Management program is here to support you throughout your pregnancy. You can even earn rewards for completing important visits, including:

- A prenatal visit during your first trimester
- Prenatal dental visit
- A postpartum visit within 84 days after delivery

Molina also offers doula services for both prenatal and postpartum care and covers breast pumps to support your breastfeeding journey.

To learn more, please call Member Services at **(866) 472-4585 (TTY: 711)** to speak with Care Management.



We can help if you're having a mental health crisis

Telehealth crisis intervention/assessment services are available from a behavior health practitioner 24/7.

Medical experts say a crisis might be when you're:

- Thinking about suicide
- Thinking about hurting yourself or someone else
- Using alcohol or drugs too much and need help
- Feeling very confused and not sure what to do

Members can call the crisis line at **(689) 688-9875**, where a licensed clinician will provide them with a video link.



Keep your contact info up-to-date!

One of the most important things you can do is to keep your contact information up-to-date. This makes sure you can keep your coverage and get the care you need. It also helps you get key updates and reminders from us.

Your contact information includes your:

- Phone number
- Email address
- Mailing address

To change your information, visit the Florida Department of Children and Families (DCF) website. You can also call DCF at **(850) 300-4323 (TTY: 800-955-8771)**.

Molina Help Finder

As a member, you can access support at no cost! Molina Help Finder can help you find community resources when you need them. When you use the Molina Help Finder online tool, you can search for local programs and resources to meet your basic needs like:



Food



Emergency shelter



Education



Job training



Work



Child care



Mental health support



Transportation



And more...

We want you to get the information you need in your language. That's why Molina Help Finder is available in more than 120 languages.

Call us at **(866) 472-4585 (TTY: 711)**. If you have any questions — we're here to help!



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Molina Healthcare of Florida is a Managed Care Plan with a Florida Medicaid Contract. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the Managed Care Plan. Limitations and/or restrictions may apply. Benefits may change. Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Medicaid Service Area Region I Counties: Miami-Dade, Monroe. For Enrollment, call Choice Counseling at (877) 711-3662 / TDD: (866) 467-4970 Monday – Thursday, 8:00 a.m. – 8:00 p.m., Friday 8:00 a.m. – 7:00 p.m. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-472-4585 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-472-4585 (TTY: 711). ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-472-4585 (TTY: 711).

The My Molina[®] member portal and mobile app

Download the My Molina[®] mobile app or access your member portal online. The My Molina[®] mobile app and member portal can help you:

- Find or change a doctor
- Find a pharmacy
- Talk to a nurse with our 24-hour Nurse Advice Line
- See your digital member ID card



**Download the app or
go to [MyMolina.com](https://www.mymolina.com)
to get started!**

