



Welcome to Molina Healthcare!

Your Quick Start Guide



Your Extended Family.

At Molina Healthcare, you're important to us!

You're receiving this guide because Molina works with Idaho's state health plan to provide your health benefits.

Molina Idaho Medicaid Plus is a plan for people who are eligible for both Medicare and Medicaid. The plan coordinates most of your Medicaid benefits through a health plan. We are here to help you feel your best!!

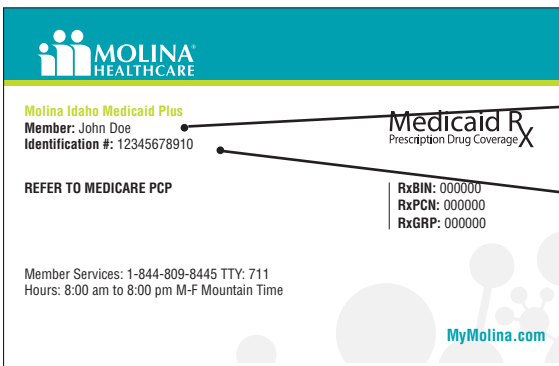


! Please look for your Molina Member ID cards enclosed in this envelope.

Your Molina Member ID Card

IMPORTANT:

- Please make sure your information is correct.
- Always bring this card with you when you see your doctor.



Your name

Your member identification number (ID #)

Access us anytime. Download the Molina Mobile app.

Now you can get the care you need, close to home. You also have value-added health programs—at no cost!

As a member of Molina Healthcare, you qualify for programs that can help you live your healthiest



Health maintenance programs like Weight Management and Stop Smoking Education



Disease management for chronic health issues, including Diabetes, Asthma, Congestive Heart Failure and Depression

For more information about your benefits and how to access them, visit [MolinaHealthcare.com](https://www.molinahealthcare.com) or you can review the Member Handbook in this package.



Make the most of your health plan.

- Review your benefits in the **Molina Member Handbook**:

- Go to MolinaHandbook.com/IMPlus
- Visit MyMolina.com
- Use the Molina Mobile app from Google Play or the Apple App Store

- **Provider Directory**—All Molina doctors are board-certified and subject to quality review before they can join our network.

To find one near you, go to MolinaProviderDirectory.com/IMPlus.

- **Pharmacy Benefits**—See the list of covered medications at MolinaDrugList.com/IMPlus.

- For more details, please go online or call us.

- Visit MolinaHealthcare.com
- Call (844) 809-8445



Access us anytime. Download the Molina Mobile app.

What does Molina do for you?

With Molina, you get care when you need it.
Plus, advantages like:



Health education



24-Hour Nurse Advice line for answers to
medical questions, day and night

**For more information, visit
Molina Mobile or MyMolina.
Details on page 6.**



Tools to control your health care: Getting Molina Mobile and MyMolina.com.

Whether you prefer a desktop portal or mobile app, Molina's got you covered. 24/7.

Download Molina Mobile.

Molina Mobile is the Molina app that gives you fast access to important information at any time of the day.

Here are some things you can do!

- Find a doctor
- Download your ID
- Find a hospital or urgent care
- Change doctors
- And more

Scan this barcode to download Molina Mobile:



**CHECK OUT OUR
NEW APP!**



Prefer a desktop portal?
Visit [MyMolina.com](https://www.mymolina.com)

To sign up, just follow the instructions.

Questions?

Call Member Services at
(844) 809-8445
(TTY/TDD: 711)

Access us anytime. Download the Molina Mobile app.

Getting care.

Your doctor—also called your Primary Care Provider (PCP)—will give you most of your care. Make sure to go to regular checkups. **Call your doctor now to make an appointment.**

Visit your doctor when you're healthy. They can get to know you and prescribe medicine as needed. They're here to help you stay ahead of any health issues.

As a Molina member, you also have access to:

- **24-hour Nurse Advice Line**—For answers to your medical questions day and night. Call (888) 275-8750 or 711 for deaf and hard of hearing.



Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care:

- Call 911
- Visit an emergency room

If you need care after hours but aren't sure where to go, these examples can help.

URGENT CARE*

Visit a nearby urgent care center, call the 24-Hour Nurse Line at (888) 275-8750, Deaf and Hard of Hearing call TTY: 711 for conditions that are often non-life-threatening such as:

Cold or flu symptoms

Wounds that may require stitches

Sprains, strains or deep bruises

Sore throat

Ear pain

Stomach flu or virus

EMERGENCY CARE

Call 911 or visit an emergency room.

Severe bleeding

Chest pain or pressure

Severe abdominal pain

Head trauma or injury

Difficulty breathing

Sudden dizziness or trouble seeing

Behavioral health: When someone is at risk of hurting themselves or others



Find a doctor, hospital or urgent care near you on the Molina Mobile app.

*Urgent care examples often do not require Emergency Care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately.

Access us anytime. Download the Molina Mobile app.

What happens when?



Expect a call from us! A Molina staff member will reach out to welcome you and help with any questions you have.



Within 90 days of your enrollment with Molina, a staff member will call you to complete a wellness assessment. Your voice is the most important. We'll work with you to make sure you are on the best care plan for you!

Being a Molina Medicaid Plus member has its benefits. Let us help you unlock even more benefits with our Molina Medicare Complete Care plan. This plan is like two plans in one with Molina - both Medicare and Medicaid. Call us to learn more about Molina Medicare Complete Care. Call: (844) 890-7009.

Don't lose your Medicaid benefits! We encourage you to fill out your renewal information for the Idaho Department of Health and Welfare Self-Reliance Programs.



You can also call them
Call: (833) 814-8568

We can help! Contact us:
Call: (844) 773-4469

Email: HealthPlanRenewals@MolinaHealthcare.com

For the care you need, close to home, lean on Molina.

Molina Healthcare was created in 1980 to bring high quality care to everyone who needs it. We put you, our member, at the center of all we do. We're committed to keeping our communities healthy, too.

Thank you for being a member of Molina. We are dedicated to earning the trust you put in us.





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