



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 your Mississippi state health plan to provide your health benefits. Molina is 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.

A template for a Molina Member ID card. The card has a teal header with the Molina Healthcare logo and address: "188 E. Capitol Street Suite 700 Jackson, MS 39201". Below the header, there are fields for member information: "Member: <Member_Name_1>", "Member ID #: <Member_ID_1>", and "Program: <Program_Name_1>". To the right of these fields are two lines: "RxBIN: 004336" and "RxPCN: MCAIDMSCP". Below these is "RxGRP: RX6949". Further down, there are fields for "Primary Care Provider (PCP)" with sub-fields for "Name: <PCP_Name_1>" and "Phone: <PCP_Phone_Number_1>". At the bottom, there are fields for "Effective Date of Coverage: <Member_effective_date_1>", "Copy: Officer/ER", and "Out of Pocket maximum: \$xxx". The "MyMolina.com" logo is in the bottom right corner.

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. Plus, value-added health programs—at no cost!

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



Case Management for children and adults with special needs to help you make the most of your coverage



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 MolinaHandbook.com/MS/CHIP
- Review the Member Handbook in this package



Make the most of your health plan.

- Learn all the benefits we cover at no cost to you. Review your benefits in the Molina Member Handbook:
 - Go to MolinaHandbook.com/MS/CHIP
 - 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/MS/CHIP
- **Pharmacy Benefits**—See the list of covered medications at MolinaDrugList.com/MS/CHIP
- For more details, please go online or call us.
 - Visit MolinaHealthcare.com/Members/MS
 - Call **(844) 809-8438 (TTY/TDD: 711)**



Access us anytime. Download the Molina Mobile app.

What does Molina do for you?

With Molina, you get benefits like no-cost doctor visits, behavioral health, medication and hospital care when you need it. Plus, advantages like:



Virtual Care—visit a doctor online 24/7, wherever you are



Rides to medical appointments



Health education



Incentives for visiting your doctor



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

Call us to learn more.
Details on page 11.



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

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



Download Molina Mobile:

- View, download and share your ID with your doctor
- Change doctors
- Update contact info
- And more

Scan this barcode to download Molina Mobile:



**CHECK OUT OUR
NEW APP!**



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

To sign up, just follow the instructions.

Questions?

Call Member Services:
(844) 809-8438
(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.**

Your PCP contact information is listed on your ID card. If for any reason you want to change your primary provider, go to **MyMolina.com**. You can also call Member Services.

If you need help scheduling an appointment, call Member Services - (844) 809-8438 (TTY/TDD: 711)

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

As a Molina member, your child has access to Well Child rewards.

For more information, visit Molina Mobile or call us. Details on **pages 6** and **11**.



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, access or call the 24-Hour Nurse Line at (844) 794-3638 (TTY/TDD: 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.

Take control of your health by completing the following:



Complete your Health Information Screening. Within 30 days of joining Molina, a rep will call you or you can call us.



Register at [MyMolina.com](https://www.molinahc.com) and download Molina Mobile (details on [page 6](#)). Want to receive text alerts and emails about benefit renewals, events, and more? Call us to sign up.



Schedule your Annual Wellness Exam. Need help scheduling appointments? Call us and we can help.

Keep your family covered! The redetermination process is required every year. It allows you to renew your child's CHIP benefits. You must complete this process EVERY YEAR in order to keep your child's CHIP benefits.



You should receive a notice from the Division of Medicaid around 60 days before it is time to renew. If you're unsure of your child's renewal date, call or email us.

Call Member Services:

(844) 814-3795 (TTY/TDD: 711)

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.



Access us anytime. Download the Molina Mobile app.

Staying Connected

Important Contact Information

Member Services

(844) 809-8438 (TTY/TDD: 711)

Need a Ride? Call us three days in advance:

(888) 597-1206 (TTY/TDD: 711)

24-hour Nurse Advice Line for after-hours non-emergency assistance:

(844) 794-3638 (TTY/TDD: 711)

Find a Provider

(844) 809-8438 (TTY/TDD: 711)

providersearch.molinahealthcare.com

Health Education

(866) 472-9483 (TTY/TDD: 711)

Rewards Program

(844) 809-8438 (TTY/TDD: 711)

Benefit Renewal

(844) 814-3795 (TTY/TDD: 711)

HealthPlanRenewals@MolinaHealthCare.com



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

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