

Your Quick Start Guide

You can request a printed copy of any of our materials at no cost. We'll send them within five business days.



Last updated: May 2025

MolinaHealthcare.com



Welcome to Molina Healthcare!

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

1

Look for your member card inside this packet

- Make sure your information on the card is correct. If any information on your card is incorrect, please call Member Services at (844) 782-2018, Monday-Friday, 8 a.m.-6 p.m. CT.
- Always keep your card with you. Show it every time you get care or visit the pharmacy.

2

Download the My Molina® mobile app and the My Molina Dental® mobile app

- Our My Molina mobile app lets you view and print your member card. You can search for doctors, change your primary care provider (PCP) and primary care dentist (PCD) and much more. Anytime, anywhere!
- Download the My Molina app and My Molina Dental app today from the Apple App Store™ or Google Play®.
- To learn how to use the My Molina mobile app, go to:
 - [MyMolina.com/GettingStartedVideos](https://www.mymolina.com/GettingStartedVideos) *English*
 - [MiMolina.com/VideosDeAyuda](https://www.mimolina.com/VideosDeAyuda) *Spanish*

Thank you for being a Molina Healthcare member.
We're happy to have you as part of our health care family.

3 Schedule a visit with your PCP and PCD

- 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.
- Visit your PCD to keep your teeth strong and healthy. Regular checkups support your overall health and help you feel your best.
- You can view in-network providers by using the My Molina mobile app, visiting [MyMolina.com](https://www.molinahc.com) or [MolinaProviderDirectory.com/NE](https://www.molinaproviderdirectory.com/NE). You can also call Member Services Monday through Friday, 8 a.m. to 6 p.m. CT, at (844) 782-2018 (TTY: 711).

4 Complete your Health Risk Screener (HRS)

You can do this online at [MyMolina.com](https://www.molinahc.com) or call Member Services.

- The answers you provide will help us to meet your needs.
- Once you complete your HRS, you can get a \$25 Healthy Rewards card.

Learn more about your health plan

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

- Go to MolinaHealthcare.com/NEMaterials to read your Member Handbook. You may also view the Member Handbook on the member portal. To request a printed copy at no charge, call Member Services and we'll send one to you within five business days.

Want to find a doctor or dentist near you?

- Go to MolinaProviderDirectory.com/NE to search our Provider Online Directory or call Member Services for help finding a doctor or dentist. You can also ask our Member Services team for a printed copy of our directory and we'll send it to you within five business days at no charge.
- All of our doctors and dentists are board-certified and reviewed for quality before they can join our network.

Want to see a list of covered medicines?

- Go to MolinaHealthcare.com/NEPDL to see which drugs are preferred and covered for you.
- For more details, please go to MolinaHealthcare.com/NEMedicaidDrugs or call (844) 782-2018 (TTY: 711), Monday through Friday, 8 a.m. to 6 p.m. CT.





Your PCP and PCD

Your PCP is the main doctor who gives you most of your care. Your PCD is your main dentist who helps you take care of your teeth. Make sure to see your PCP and PCD right away to get set up as a new patient. Once you're set up as a new patient, you'll want to see your PCP and PCD for regular checkups.

Don't lose your Molina Healthcare coverage!

You must renew your coverage every year. You can log in to your account at iserve.nebraska.gov.

Or call Nebraska Medicaid:

Toll Free: (855) 632-7633 | Lincoln: (402) 473-7000 | Omaha: (402) 595-1178, Monday through Friday, 8 a.m. to 5 p.m. CT (excluding holidays).

If you need help, please call Nebraska Medicaid. You can also visit

MolinaHealthcare.com/NERenewMedicaid.

Information to keep handy

Member Services	(844) 782-2018 (TTY: 711)	Call Member Services when you have questions about your health plan, benefits or how to get services. Available Monday-Friday, 8 a.m. to 6 p.m. CT.
Member portal	MyMolina.com	Use our member portal to view, print and send your member card. Search for doctors, change your PCP and much more!
My Molina mobile App	Download on your phone. Go to Apple App store or GooglePlay.	Use our mobile app to manage your health care on your phone or tablet, anytime or anywhere!
My Molina Dental mobile app	Download on your phone. Go to Apple App store or GooglePlay.	Use our mobile app to manage your dental care on your phone or tablet, anytime or anywhere.
Virtual urgent care (24/7)	MolinaHealthcare.com/NEVirtualCare	Get urgent care from the comfort of your home with a virtual visit.
24-hour Nurse Advice Line	(844) 782-2721 (TTY: 771)	Get medical advice any time of the day or night. (This does not replace your doctor's advice.)

Crisis services	National Suicide Lifeline: 9-8-8 Nebraska Family Helpline: (888) 866-8660	Call if you're thinking about suicide or have a behavioral health emergency and don't know what to do. These phone lines are available 24 hours a day, 7 days a week.
Substance use disorder	Member Services: (844) 782-2018 (TTY: 711)	Call if you want help with drug or alcohol use. Member Services is available Monday through Friday, 8 a.m. to 6 p.m. CT.
Member Handbook	MolinaHealthcare.com/ NEMaterials	Get the details of how your plan works in your Member Handbook.
Health & wellness information	MolinaHealthcare.com/ NEMemberResources	Get information about health and wellness topics
Provider Online Directory	MolinaProvider Directory.com/NE	See a list of our network providers.
Rides to and from medical visits	(888) 889-0421 (TTY: 711) Mtm-inc.net/mtm-link	Call for rides to non-emergency medical visits. MTM is available Monday– Friday, 8 a.m. to 7 p.m. CT.

Earn rewards with Molina

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



Well-child rewards:

- Up to \$60 for well-child visits for children from birth to 15 months old
- \$25 for well-child visits for children 15 months old and older



Well-care visits:

- \$50 for getting a diabetic eye exam
- *\$25 for getting adult preventive care screenings



Up to \$250 in maternity support & rewards and a \$25 postpartum gift card!



Up to \$75 in women's health rewards for completing breast, cervical cancer and chlamydia screenings, if eligible



Expert care from home with virtual health visits 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 (844) 782-2018 (TTY: 711) Monday through Friday, 8 a.m. to 6 p.m. CT.



Home-delivered meals for members with high-risk chronic conditions or high-risk pregnancies.



No-cost unlimited talk, text and data SIM card available.



No-cost access to WeightWatchers® for up to 13 weeks to help you lose weight.



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!



10

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 like:

- 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 great options if you need care after hours.

When it's not an emergency but you need care right away for things like:

- 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, like when you have:

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

Non-Discrimination Tag Line– Section 1557

Molina Healthcare of Nebraska

English	For free language assistance services, and auxiliary aids and services, call 1-844-782-2018 (TTY: 711).
Spanish	Para obtener servicios gratuitos de asistencia lingüística, así como ayudas y servicios auxiliares, llame al 1-844-782-2018(TTY: 711).
Vietnamese	Để sử dụng dịch vụ hỗ trợ ngôn ngữ miễn phí cũng như các dịch vụ và tính năng hỗ trợ thêm, hãy gọi 1-844-782-2018(TTY: 711).
Chinese	如需免费的语言协助服务以及辅助工具和服务，请致电1-844-782-2018（TTY 用户请拨打 711）。
Arabic	اتصل على الرقم 1-844-782-2018 (الهاتف النصي 711) لتلقي خدمات المساعدة اللغوية المجانية والخدمات والمساعدات الإضافية.
Karen language: Pwo	ဟံသုာ်ဟံသး- လၢက့ၢ်တၢ်တိၣ်စၢၤမၤစၢၤ တၢ်မၤစၢၤတၢ်မၤဒီး တၢ်န့ၢ်ဟ့ၣ်ပီးလီၤ ဒီးတၢ်မၤစၢၤတၢ်မၤအကလီၤအဂီၢ်, ကိး 1-844-782-2018 (TTY: 711).
French	Pour bénéficier de services d'assistance linguistique gratuits, ainsi que de services et aides complémentaires, appelez le 1-844-782-2018 (ATS : 711).

French	Pour bénéficier de services d'assistance linguistique gratuits, ainsi que de services et aides complémentaires, appelez le 1-844-782-2018 (ATS : 711).
Cushite	Tajaajiloota hiikkaa afaanii, fi namoota hanqina dhagahuu qabaniif deeggarsa dhageettii meeshaatiinii bilisaan argachuuf, gara 1-844-782-2018 (TTY: 711) tti bilbilaa.
German	Kostenlose Sprachassistentendienste, Hilfsmittel und Dienstleistungen erhalten Sie unter 1-844-782-2018 (TTY: 711).
Korean	무료 언어 지원 서비스와 보조 지원 및 서비스를 원하시면 1-844-782-2018 (TTY: 711)로 연락 주시기 바랍니다.
Nepali	भाषासम्बन्धी निःशुल्क सहायता सेवा र अतिरिक्त सहायता तथा सेवाहरूका लागि 1-844-782-2018 (TTY: 711) मा कल गर्नुहोस्।
Russian	Для получения бесплатных услуг языковой помощи, а также вспомогательных средств и услуг, позвоните: 1-844-782-2018 (телетайп: 711).
Laotian	ສໍາລັບການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ອຸປະກອນ ແລະ ການບໍລິການເສີມແບບບໍ່ເສຍຄ່າ, ໃຫ້ໂທ 1-844-782-2018 (TTY: 711).
Persian	برای دریافت خدمات کمک زبانی رایگان، و کمک ها و خدمات اضافی با این شماره تماس بگیرید: 1-844-782-2018 (TTY: 711).
Japanese	無料の言語サポートや補助器具・サービスをご希望の方は、1-844-782-2018 (TTY: 711) までお電話ください。

Non-discrimination notice

Molina Healthcare of Nebraska (Molina) complies with all Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin, marital status, race, religion or sex. Discrimination on the basis of sex includes sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes.

Communicating with you is important to us. To help you talk with us, Molina provides the following services at no cost and in a timely manner:

- Reasonable modifications and appropriate aids and services in an accessible format to people with disabilities, and in such a way to protect the privacy and independence of the individual with a disability. This includes:
 - Skilled sign language interpreters
 - Written material in other formats such as large print, audio, accessible electronic formats and Braille
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina at our toll-free number (844) 782-2018 (TTY: 711), Monday-Friday, 8 a.m. to 6 p.m. CT.

If you think Molina has treated you differently on the basis of age, color, disability, marital status, national origin, race, religion or sex, you can file a grievance with our Civil Rights Coordinator.

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:

www.molinahealthcare.com/members/common/en-US/Notice-of-Nondiscrimination.aspx.

To file a grievance, contact our Civil Rights Coordinator:

- **Mail:** 200 Oceangate, Suite 100
Long Beach, CA 90802
- **Toll Free:** (866) 606-3889
- **TTY/TDD:** 711
- **Online:** MolinaHealthcare.AlertLine.com
Email: civil.rights@MolinaHealthcare.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaints can be submitted:

- **Electronically** through the Office for Civil Rights Complaint Portal:
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **By mail:** U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
- **By phone:**
(800) 368-1019
(800) 537-7697 (TDD)

Complaint forms are available at HHS.gov/ocr/index.html.

Notice of Privacy Practices

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 Nebraska, Inc. (“**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 April 11, 2023.

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. *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

- **Receive an Accounting of PHI Disclosures (Sharing of Your PHI)** – You may use Molina’s form to make your request.
- **Get a Separate Copy of this Notice**
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 at the toll-free number on your card.

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 by calling Member Services at the toll-free number on your card. TTY/TDD users, please call 711. We’re here to help Monday to Friday, 8 a.m. to 6 p.m. CT. You can also write to Member Services at 200 Oceangate, Suite 100, Long Beach, CA 90802.

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

Office of the Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C. 20201
Phone: (800) 368-1019, TTY: (800) 537-7697, Fax: (202) 619-3818

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 website 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 covered by Molina.

Contact Information

If you have any questions, please contact Member Services by calling the toll-free number on your card. TTY/TDD users, please call 711. We're here to help Monday to Friday, 8 a.m. to 6 p.m. CT. You can also write to Member Services at 14748 W Center Rd, Suite 104, Omaha, NE 68144.





Get started as a new member and watch our welcome video!



We make it
simple!

MolinaHealthcare.com/Welcome

