



Welcome to Molina Healthcare!

Your Quick Start Guide



Your Extended Family.

At Molina Healthcare, you and your child are important to us!

You're receiving this guide to help you learn how we work with the Child Health Plus program to provide your child's health benefits.

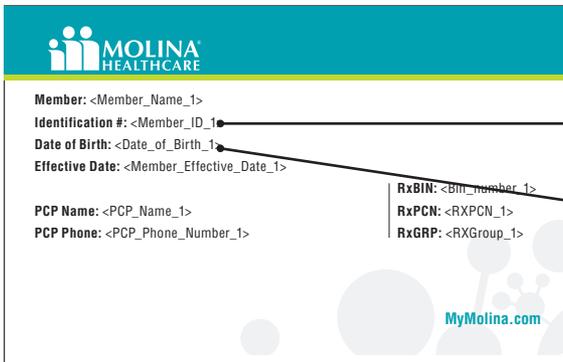


! Please look for the Molina Member ID cards enclosed in this envelope.

Molina Member ID Card

IMPORTANT:

- Please make sure the information below is correct.
- Always bring your child's card with you.



Your child's name

Member identification number (ID #)

Your child's card shows the name and contact details for their doctor. This person is also called your child's Primary Care Provider (PCP). If the PCP on your child's card is not the correct doctor, you can change it.

- Log onto the Molina Mobile app
- Visit [MyMolina.com](https://www.mymolina.com)
- Call Member Services: (800) 223-7242, TTY: 711

Access us at any time. Download the Molina Mobile app.

**Now you can get the care your child needs, close to home.
Plus, value-added health programs—at no cost!**

As a member, your child qualifies for programs that can help them live their best lives.



Case Management
—for your child's
special needs



Preventative Care -
Hearing and Speech
Testing, Immunizations,
Dental and Vision
Care, Physical Exams,
and Well-Child Care



Emergency Care and
Emergency Ground
Transportation



Maintenance Care -
Prescription and
non-prescription
drugs, (if ordered by
a doctor), Inpatient
hospital care -
medical or surgical

Learn more about your child's benefits and how to access them. Visit [MolinaHealthcare.com](https://www.molinahealthcare.com).



Make the most of your child's health plan.

- Learn all the benefits we cover at no cost to you. Review benefits in the Molina Member Handbook
 - Go to MolinaHandbook.com/NY/CHP
 - Visit MyMolina.com
 - Use the Molina Mobile app from Google Play or the Apple App Store
- **Provider Directory**—All of our doctors are board-certified. They also must pass quality review to join our network. To find one near you:
 - Go to MolinaProviderDirectory.com/NY
- **Pharmacy Benefits**—See the list of the medicine we cover at MolinaFormulary.com/NY/CHP
- For more details, please go online or call us
 - Visit MolinaHealthcare.com
 - Call (800) 223-7242, TTY: 711



What does Molina do for your child?

We are here for you and your child! Molina gives your child benefits like no-cost doctor visits, medication and hospital care when needed. Plus, advantages like:



Teladoc® Virtual Care—Visit a doctor online 24/7, wherever you are!



Health education



A Member Incentive Program with rewards such as gift cards for completing certain doctor visits



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

To learn more, go to Molina Mobile or MyMolina. See page 6 to learn more.



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

CHECK OUT OUR
APP!

Whether you prefer an app or desktop portal, we've got your child covered. 24/7.



Download Molina Mobile.

- View, download and share your child's ID with their doctor
- Change doctors
- Update contact info
- And more!

Scan this barcode to download Molina Mobile:



Prefer a desktop portal?
Visit **MyMolina.com**

To sign up, just follow the instructions.

Questions?

Call Member Services:
(800) 223-7242, TTY: 711.

Getting care.

The doctor who gives your child most of their care is their Primary Care Provider (PCP). Make sure your child goes to routine checkups. **Call your Child's PCP now to make an appointment.**

Have your child see their doctor when they are healthy. Their PCP can get to know you and your child and prescribe medicine as needed. Your child's doctor is there to help you stay ahead of any health issues.

As a Molina member, you have access for your child to:

- 24-hour Nurse Advice line—For answers to your medical questions day and night
- Teladoc® Virtual Care—Visit a board-certified doctor online or over your phone from wherever you are
 - www.teledoc.com/molina
 - (800) 835-2362



Does your child need urgent care or emergency care?

Teladoc® Virtual Care is there for your child. Use it any time to help with your child's healthcare needs. If your child experiences a life-threatening condition, seek emergency care:

- Call 911
- Visit an emergency room

If your child needs care after hours but you aren't sure where to go, this chart can help.

URGENT CARE*

Ways to get care for conditions that are often non-life-threatening:

- Visit a nearby Urgent Care Center
- Access Teladoc® Virtual Care at www.teladoc.com/molina
- Call Molina's 24-Hour Nurse Line at (800) 223-7242, TTY: 711

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 think your child is having a life-threatening emergency, seek emergency care right away.

What happens when?



Schedule your child's first visit with their Primary Care Physician (PCP). Their PCP will be their personal doctor.

To choose or change your child's doctor, or request or print a new ID card:

- Create an online member account on [MyMolina.com](https://www.mymolina.com)
- Download the MyMolina phone app
- Call Member Services:
(800) 223-7242, TTY: 711

Someone from Molina will call to welcome you and your child to the health plan.



Stay in touch with your child's PCP to take care of all your child's health needs.



Within 120 days of enrollment, please:

- See your child's PCP
- Complete the Health Risk Assessment
- Call your child's PCP to schedule a visit



Don't lose your Child Health Plus benefits. If you need help:

- Call the Molina Benefits Renewal Team:
(844) 239-4911, TTY: 711
- Email MHNYEnrollment@MolinaHealthCare.com

For the care your child needs, close to home, lean on Molina.

Molina Healthcare was created in 1980. We aim to bring high quality care to all who need it. We put your child, our member, at the center of all we do. We strive to keep our communities healthy, too.

Thank you for choosing Molina Healthcare for your child. We are dedicated to earning the trust you put in us.





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