

# Welcome to Molina Healthcare!

## What Should You Do First?

1. Included with this letter is your member ID card. Take it with you everywhere. You need to show this card to get covered health care services and prescription drugs.

Your ID card lists the name and phone number of your primary care provider (PCP). Your PCP is the doctor who will treat you for most of your health care needs. You can change the PCP on your ID card once a month, if you want.

2. You get 24/7 access to [MyMolina.com](https://www.molinahc.com), our secure member portal. Sign up to:

- Choose or change your PCP
- Ask for a new ID card
- Print a temporary ID card
- View our searchable online Provider Directory
- View your benefits information
- Update your address and other contact information
- View your health record

3. Visit [MolinaHealthcare.com/OHMedicaidHandbook](https://www.molinahc.com/OHMedicaidHandbook) to view your Member Handbook. It includes a lot of important information about your health plan, like:

- Covered services and how to get them
- How to view the list of covered prescription drugs
- Healthchek services for members age 20 and younger
- Behavioral health and substance use treatment services
- How to find providers in our network (you must receive services from network providers)
- Emergency services (you have the right to use any hospital or other medical setting for emergency services)
- How to tell us you're unhappy with a decision we made
- Your membership rights and responsibilities
- How to exercise your Advance Directives options
- Who is eligible for Medicaid managed care plan membership



### Prefer using a smartphone app?

With the My Molina Mobile app, you can:

- View and share your ID card with your doctor
- Choose or change your doctor
- Get personalized information during pregnancy, based on your due date
- Update your contact information, and more!

4. Visit [MolinaProviderDirectory.com/OH](https://MolinaProviderDirectory.com/OH) to view our searchable online Provider Directory. It lists all the providers in our network.

Adult members get virtual urgent care through Teladoc from the comfort of home, 24/7. Use your telephone, smartphone, computer or the Teladoc mobile app for a virtual visit. Teladoc's board-certified doctors can diagnose, treat and prescribe medication for a wide range of conditions. To get started, go to [Teladoc.com/Molina-OH](https://Teladoc.com/Molina-OH) or call (800) 835-2362. More information on Teladoc is included in the "Your Extra Benefits" section of this booklet.

5. If you have not done so already, you can also ask to get either or both the Member Handbook and Provider Directory in paper form at no cost to you. Please follow the directions on the request postcard to tell us if you would like the Member Handbook, Provider Directory, or both mailed to you. Make sure you mail the request postcard for the item or items you would like to receive. There is no postage necessary. The materials you asked for will be mailed to you.

You can also call Member Services at (800) 642-4168 (TTY 711) to request this information. Call Member Services if you did not get a copy of your member ID card, Molina Healthcare Quick Guide, request postcard, or other important information.

6. Call us today if you have health care services that were scheduled before you joined our plan or approved by Medicaid Fee-for-Service. For a period of time, you may be able to keep getting these services or seeing providers not in our network. Tell us right away so we can help you get the care you need.
7. Call us or ask your provider if you have questions about your prescription drugs. Prior approval may be needed for prescription drug coverage. We will let you know if you need prior approval from us for any of your current prescriptions.

Visit [MolinaHealthcare.com/OHMedicaidDrugs](https://MolinaHealthcare.com/OHMedicaidDrugs) to find information about our preferred drug list (PDL) and medications that require prior approval.

Find a network pharmacy near you by visiting [MolinaProviderDirectory.com/OH](https://MolinaProviderDirectory.com/OH) or by calling Member Services.

8. If you are permanently institutionalized or age 55 or older when you receive Medicaid benefits, the Estate Recovery Program may recover payments for the cost of your care paid by Medicaid from your estate. The cost of your care may include the capitation payment that Medicaid pays to your managed care plan, even if the capitation payment is greater than the cost of the services you actually received. **Estate Recovery only happens after the death of the Medicaid recipient.**
9. Tell us about your health. Take a 10-minute health risk assessment online at [MyMolina.com](https://MyMolina.com) to help us understand your health care needs. If you don't have a My Molina account, you can set up an account in just a few minutes.
10. Read the Molina Healthcare Quick Guide section of this booklet. This guide gives you a quick look at important information to know about your health plan. Visit [MolinaHealthcare.com/OHMedicaidHandbook](https://MolinaHealthcare.com/OHMedicaidHandbook) to view your Molina Healthcare Quick Guide or your Member Handbook at any time.

## Need a Ride?

If you **must** travel 30 miles or more from your home to receive ongoing health care services, we'll provide transportation at no cost to you. We also offer 30 extra one-way trips each calendar year to covered health care services, at no cost to you. The "Your Extra Benefits" section of this booklet has more information about the flexible transportation options we offer.

To schedule transportation by phone, call (866) 642-9279 (TTY 711) at any time. Call at least 2 business days before your scheduled health care visit.

To schedule or manage your trips with your smartphone, download the Access2Care phone app. Search "A2C" on the iPhone App Store or Google Play for Android.

## Need Health Advice?

Call our 24-hour Nurse Advice Line. Registered nurses can answer your questions at any time, 7 days a week. They can help find an urgent care center or emergency department near you. The number is on your ID card.

Call the 24-Hour Behavioral Health Crisis Line if you are not sure what to do for a mental health problem, or where to go for care. Call (888) 275-8750 (TTY 711) at any time, 7 days a week.

## Don't lose your Medicaid benefits.

Renew your Medicaid eligibility every 12 months with your local county office or caseworker. Visit [http://www.jfs.ohio.gov/county/county\\_directory.pdf](http://www.jfs.ohio.gov/county/county_directory.pdf) to find your local office. You can call Ohio Benefits for help at 1-844-640-OHIO.



## Have Questions?

Call us right away if you have a health condition that needs ongoing medical care. For example, call us if you need surgery or are pregnant.

If you need help or have questions, call Member Services at (800) 642-4168 (TTY 711) from 7 a.m. to 7 p.m. Monday to Friday. We are also ready to help you:

- Get a printed copy of your Member Handbook, Provider Directory or any other information on our website
- Get a new ID card
- Change the primary care provider (PCP) on your ID card
- Make appointments with your providers
- Schedule transportation
- Answer any other questions about your health plan

If you have a problem reading or understanding this information, please contact Member Services at (800) 642-4168 (TTY 711) for help at no cost to you. We can explain this information in English or in your primary language. We may have this information printed in some other languages. If you are visually or hearing-impaired, special help can be provided.

As a Molina Healthcare member, you will continue to receive all medically necessary Medicaid covered services at no cost to you, except for the services that require a co-pay. View your Member Handbook for information about co-pays (co-payments).

## Who is NOT required to select MCO membership?

### ***Excluded from Managed Care Organization (MCO) Membership:***

The following individuals are not permitted to join Molina Healthcare:

- Dually eligible under both the Medicaid and Medicare programs;
- Institutionalized (in a nursing home and are not eligible under the Adult Extension category, long-term care facility, ICF-IID, or some other kind of institution);
- Receiving Medicaid Waiver services and are not eligible under the Adult Extension category.

### ***Optional MCO Membership:***

- Members of a federally recognized Indian tribe, regardless of age.
- Individuals who receive home and community based waiver services through Ohio Department of Developmental Disabilities.

If you believe that you or your child meet any of the above criteria and should not be a member of a managed care plan, you must call the Medicaid Hotline at 1-800-324-8680 (TTY 1-800-292-3572).



If you have any problem reading or understanding this information, call Member Services at (800) 642-4168 (TTY 711) for help at no cost to you. We can explain this information in English or in your primary language. You can also get this information in other formats, such as large print, braille or audio. These services are provided at no cost to you.

Molina Healthcare of Ohio (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, sex, gender, gender identity, sexual orientation, age, disability, national origin, military status, genetic information, ancestry, health status or need for health services in the provision of health services.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 642-4168 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電(800) 642-4168 (TTY：711)。

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (800) 642-4168 (TTY: 711).

