

SPRING 2021 MEMBER NEWSLETTER



For a health plan that puts your needs first, lean on Molina.

We've been serving the state of Utah since 1997, and we welcome members of Medicaid, Marketplace, Medicare and the Children's Health Insurance Program (CHIP).



Message from our President

Dear Member:

Thank you for being a part of the Molina Healthcare family! The past year has been like no other. At Molina, our priority is to invest in you, our members, and in our communities. With strong local roots, and for over 24 years, our mission has been to improve the lives of our members and communities. Even a pandemic doesn't change that. Everything we do is to support your health and well-being. It's a commitment you can trust from me, from our leadership team and from the Molina Healthcare of Utah staff.

In this newsletter, you can read about some of the ways we give back. There are also details about your benefits, Molina's health programs and how to get what you need to feel your best.

Sincerely,

Brandon

Brandon Hendrickson
Plan President
Molina Healthcare of Utah

All newsletters are also available at [MolinaHealthcare.com](https://www.molinahealthcare.com).

To get this information in your preferred language and/or accessible format, please call Member Services at (888) 483-0760 TTY:711.

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

Do you know when to use emergency or urgent care services? Call our Nurse Advice Line (888) 275-8750 TTY:711. Find an Urgent Care Center through our Provider Directory at [MolinaHealthcare.com](https://www.molinahealthcare.com) or by calling Member Services at (888) 483-0760 TTY:711.

Are you having problems with your medical care or our services? You can file a grievance or appeal. Please call (888) 483-0760 TTY:711 or follow instructions on [MolinaHealthcare.com](https://www.molinahealthcare.com).

Do you want a paper copy of your member handbook? Call (888) 483-0760 TTY:711 or visit our website at [MolinaHealthcare.com](https://www.molinahealthcare.com).

We're proud to support the communities we serve.

Even with social distancing, 365 days a year, Molina is committed to providing relief and vital supplies to those in need. In 2020, we helped:

- Distribute over 3,000 coats to children
- Give vouchers for free Thanksgiving turkeys to over 600 families
- Deliver 300 pairs of new shoes to Utah children

These donations would not have been possible without our wonderful community partners: Operation Warm, Glendale-Mountain View, Rose Park and Liberty Community Learning Centers, Salt Lake Education Foundation, Salt Lake County Health Department, Centro de la Familia, Salt Lake City School District, Alpha Media, 102.3 La Gran D, Latino 106.3 FM, Sportstalk Juan 1600 AM, Neighborhood House, YWCA and Family Promise. Thank you!

Without a doubt, 2020 was a challenging year. At Molina, we're grateful for the ability to share what we have in support of our neighbors. The spirit of giving is deeply embedded in our culture and it's our privilege to help improve the quality of life for all of us.



The Molina Newsfeed at Your Finger Tips

Starting May 3, get connected to the Molina newsfeed.

To learn more and get started with health and benefit text messages from Molina:



- **Scan this QR code**
- **Visit molina-message.com/c/molina/p/medicaid_utah/sign-up or,**
- **Call us at (833) 593-1792 TTY:711.**

Homeward bound: A True Molina Story.

Michelle had just given birth to a perfect baby boy. She was looking forward to starting her life with her precious son—but she couldn't. After the nurses looked over the infant seat in her car, they decided it wasn't safe for a newborn. The staff wouldn't discharge Michelle from the hospital.

Thankfully, she was covered by Molina Healthcare and eligible for a free baby car seat. As soon as Molina's Quality Improvement Team heard about the issue, they worked quickly, acquiring a brand-new safety-certified baby seat from the supplier and sending it to Michelle at the hospital. Before long, her baby safe and snug in the car, she was excited for another successful delivery: bringing her little one home! Michelle says, "I am very grateful for everything Molina did for me. They supported me when I needed it most."



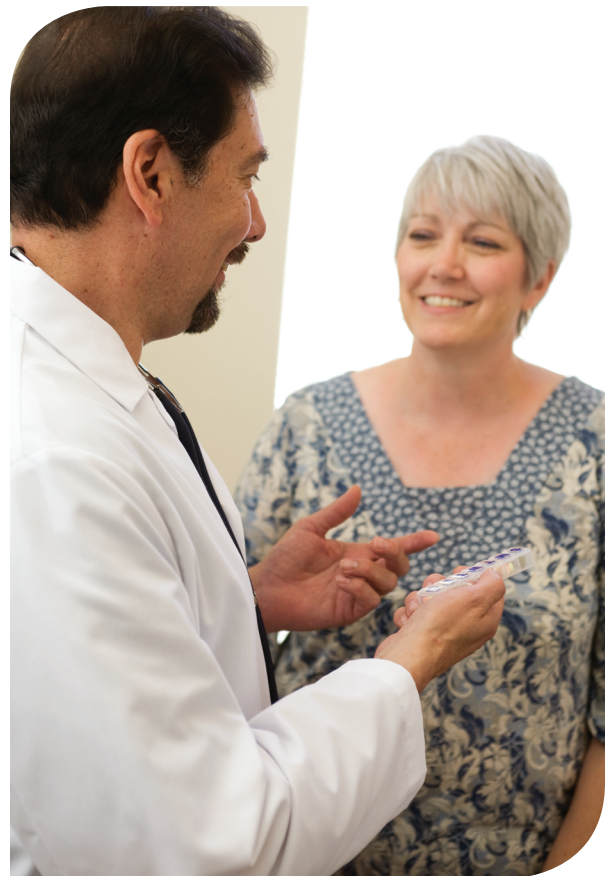
We want to hear from you.

At Molina, we strive to offer quality service and care to our members. You may receive a survey in the mail. Please help us by sending it in. It's called CAHPS®, which stands for Consumer Assessment of Healthcare Providers and Systems. It will ask about your experience with Molina and our providers.

Based on your past responses, we've made these changes, and more:

- We've expanded our doctor and facility network to give you more choices than most other Medicaid plans.
- To improve your experience, we've added more Member Service staffers.
- To ensure you can access Telehealth, we've partnered with provider groups that offer this service.

We are dedicated to your satisfaction. With your feedback, you help us deliver it.



Tools to control your health care.

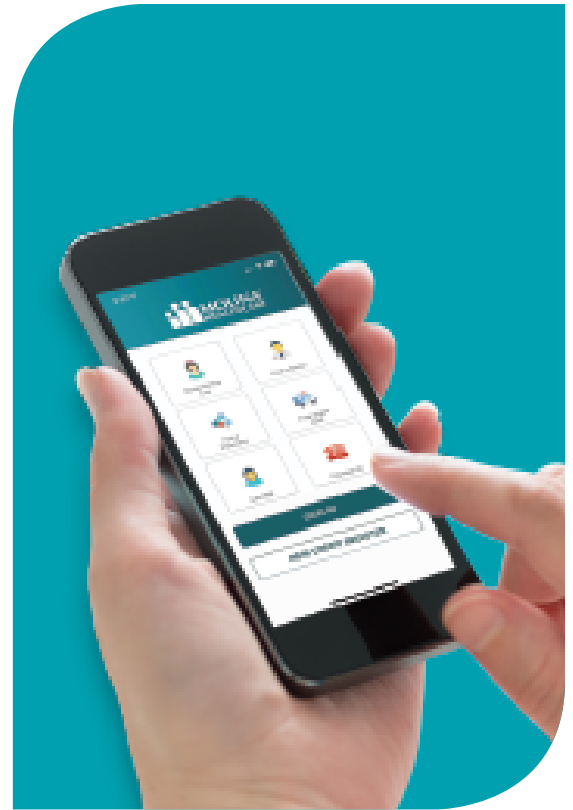
Molina Mobile and MyMolina.com

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

Download Molina Mobile to:

- View, download and share your Molina ID card with your 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.

Get the care you need

Of course, you want to stay safe from coronavirus infection. But don't let that stop you from receiving health care. Doctors and hospitals follow strict guidelines to protect you. However, if you're not comfortable getting medical care in person, choose one of these options.

Call Molina's 24-hour Nurse Advice Line

If it's not an emergency but you have a health question that can't wait, call Molina's 24-hour Nurse Advice Line at (888) 275-8750. A certified nurse is available to talk at any hour. You can:

- Call anytime day or night
- Get answers about health-related concerns
- Ask questions about the care you need

Two methods for visiting a doctor without leaving home

Telehealth—This is a way to use your phone, computer or other device to see your doctor for the kind of illness or injury they treat in their office. With Telehealth, you can:

- Visit your primary care physician no matter where you are
- Avoid crowds, save time, and stay safe

Even if your doctor didn't offer Telehealth before, many provide it now. Call their office to ask about options.

Teladoc 24/7 Urgent Care—In minutes, talk to a board-certified doctor by phone or video for non-emergency conditions like:

- Sore throats
- Sinus infections
- Flu
- Stomach aches
- COVID-19 advice
- Eye irritations, and more



Set up your account in minutes at

Teladoc.com/Molina or call 800-Teladoc (835-2362) (TTY-711)

What's the difference between Telehealth and Teladoc virtual visits?

Both services are for non-emergencies.

Telehealth is your primary care doctor's online service. Availability may be limited to office hours. Please call your doctor for details.

Teladoc is available 24/7 for urgent care. You'll be matched with a board-certified doctor who is available at the time you need care.

Health Care Fraud, Waste and Abuse

Fraud, waste and abuse can increase health care costs and affect your quality of care. You can report fraud, waste, and abuse to Molina's AlertLine. Call toll-free (866) 606-3889, TTY 711, 24 hours a day, seven days a week. You may also report your concerns on the AlertLine website at <https://MolinaHealthcare.AlertLine.com>.

About Our Members: Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. If you want to know how Molina uses, shares and protects your protected health information (PHI), please visit

<https://www.molinahealthcare.com/members/ut/mem/hipaa/home>.