

# 2024 Member Annual Notice



**Dear Member,**

Thank you for being a Molina Healthcare member. This Annual Notice will help you learn about your Molina Behavioral Health Services Only (BHSO) plan benefits, which are available to you for free.

We want to make sure you get the care you need and are happy to provide you with high-quality behavioral health (mental health and substance use disorder) treatment services through Apple Health (Medicaid).



# You can lean on Molina for your behavioral health needs

All Apple Health members in Washington have access to these many services:



**Expert Care** from high-quality providers in person or via telehealth (over your phone or computer), if the service is offered by your provider.



**Substance Use Disorder Treatment Services** including inpatient and outpatient care, withdrawal management (detoxification) and peer recovery support.



**Crisis Services** are available to help someone whose behavior can put themselves or others in danger.

- [Regional Crisis Contacts](#)
- [Washington Recovery Help Line](#)
- [988 Suicide & Crisis Line](#)

For emergencies, call 911.



**Care Management** support for members who need extra help including accessing resources and coordinating provider appointments. This includes behavioral health-related transitions of care from one setting to another and transition out of incarceration.



**Behavioral Health Advocate Services** (previously called Ombuds) for help finding mental health services or assistance if you feel that your rights have been violated.



**24-hour Nurse Advice Line** get qualified medical advice from a nurse, open 7 days a week. (888) 275-8750 English and other languages (866) 648-3537 Spanish (TTY: 711)



**Translation Services** if you prefer to speak in a language other than English, interpreters are available to help you.



**Transportation** to medical and behavioral health appointments. This service is covered through Washington Apple Health and your Provider One Services Card.



**Mental Health Services** for anxiety, depression and your overall emotional well-being.



# Molina gives you these exclusive member benefits at no cost to you!

As a member of Molina Healthcare you get these exclusive services at no cost to you:



## **Pyx Health App (help with loneliness and anxiety)**

– No one should go through life's challenges alone. That's why we offer members the Pyx Health app. Feel better each day with companionship and humor through the support of technology and a compassionate staff.

Sign up today! Search "Pyx Health" in the Apple App Store or Google Play Store. For more information, visit [MolinaHealthcare.com/MemberWA](https://MolinaHealthcare.com/MemberWA).



**My Molina mobile app** – Download our member app and your health information will be in the palm of your hand. Easily find new providers, view your ID card, see your treatment plan and more!

## **Prefer a desktop portal?**

Visit [MyMolina.com](https://MyMolina.com) anytime to access similar features.



## **BeMe app (help navigating emotions)**

BeMe is a mental health wellness app built with teens (ages 13-19) in mind to help manage feelings and challenges (e.g., school stress, building self-esteem, developing healthy habits, improving relationships, and coping with bullying). The app can provide live coaching and crisis support if needed.

Search "BeMe" app in the Apple App Store or Google Play Store and download.



## **Smartphone Assistance Program\***

Qualifying members can get this Molina exclusive service plan that includes:

- **FREE** Unlimited Talk
- **FREE** Unlimited Text
- **FREE** International Calling\*\*

*Molina is proud to partner with TruConnect on this assistance program.*



**Molina Help Finder** – Get help finding resources for such services as housing, job training, education and more. Visit [MolinaHelpFinder.com](https://MolinaHelpFinder.com).

*\*This benefit is for members eligible for the FCC's Lifeline and Affordable Connectivity Program (ACP) benefits.*

*\*\*Exclusive to Molina Members. Select countries include Mexico, Canada, China, South Korea, and Vietnam.*

## Let's stay connected!

As an Apple Health member, one of the most important things you can do is keep your contact information up to date. This helps ensure you're able to get the care you need, when you need it. It also allows you to receive important updates and reminders from us.

Your contact information includes your:

- Phone number
- Email address
- Mailing address

Update your contact information with two important health organizations that may need to reach you:

### 1. Molina Healthcare

- Call Member Services (800) 869-7165 (TTY: 711) to update all of your contact information including your mailing address, or visit [MyMolina.com](https://www.molinahealthcare.com)
- You can also update your phone number and email address on the My Molina mobile app

### 2. Washington Healthplanfinder

- Call (855) 923-4633 (TTY: 855-627-9602), or visit [WAHealthPlanFinder.Org](https://www.wahealthplanfinder.org) to update all of your contact information



## Quality Improvement (QI) Program

Molina's QI Program actively ensures that our members and providers have the resources, tools and information to support improved member health outcomes.

The QI Program:

- Makes sure you have access to a qualified health team
- Reviews and takes action if there is an issue with the quality of care that has been provided to you
- Responds to and addresses the culturally and linguistically diverse needs of our members
- Promotes safety in health care for our members and providers
- Evaluates quality of health care through [HEDIS®](#) measurements
- Monitors member satisfaction through [CAHPS®](#) surveys
- Provides health education and resources to members such as:
  - o [Guide to Getting Quality Health Care](#). Shows members how to access benefits, programs and services.
  - o [Grow and Stay Healthy Guide](#). Explains what services are needed and when they should be completed.
  - o [Member Health and Wellness Newsletter](#). Provides information on healthy living.



If you would like to learn about Molina's QI Program, visit [MolinaHealthcare.com/WAQIProgramBHSO](https://www.molinahealthcare.com/WAQIProgramBHSO).

### Questions?

Visit [MolinaHealthcare.com](https://www.molinahealthcare.com) or call Member Services at (800) 869-7165 (TTY: 711).

To help you communicate with us, Molina provides interpreter services, including large print, written material translated into your language; or other formats such as audio, accessible electronic formats, and Braille.





## Here is helpful information on how to get access to care for your behavioral health needs:

### 1. Call your Behavioral Health Provider

Your behavioral health provider will take care of your mental health and/or drug and alcohol treatment needs. You can ask providers if they offer telehealth (over-the-phone care). Molina covers telehealth services if your provider offers it.

To view Molina's network of behavioral health providers, go to:  
[MolinaProviderDirectory.com/WA](https://MolinaProviderDirectory.com/WA).

If you are experiencing a mental health crisis call your local crisis line or visit [MolinaHealthcare.com/BHSO-Crisis](https://MolinaHealthcare.com/BHSO-Crisis). For emergencies, call 911.

### 2. Talk to a Molina Representative

Our Member Services representatives can answer questions about your plan, help you find a provider, and more.

Member Services: (800) 869-7165 (TTY: 711), Monday through Friday from 7:30 a.m. to 6:30 p.m. (PT).

Learn more about your benefits at [MolinaHealthcare.com](https://MolinaHealthcare.com).

### 3. Read important documents

Read the [Notice of Privacy Practices](#) to understand how Molina protects your privacy.

Read your Member Handbook at [MolinaHealthcare.com/BHSOHandbook](https://MolinaHealthcare.com/BHSOHandbook) to understand your benefits and how to get the care you need.

To request these documents or any Molina member information in another language, in a different format, or to get more information about your benefits call Member Services (800) 869-7165 (TTY: 711).

## Your Member Handbook tells you about:

- Covered and non-covered benefits
- How to get mental health services
- How to get substance use disorder treatment services
- What to do if you get a bill
- How to get help if you speak a language other than English or if you need to receive communication in a different format such as audio, accessible electronic formats, or Braille
- How to get facts on providers who contract with Molina
- How to get specialty, mental health and hospital care
- How to voice a complaint
- How Molina reviews new technology
- Molina's Quality Improvement Program
- Out-of-area benefits and how to get care
- How to access the directory for behavioral health providers
- How to get emergency, after-hours and out-of-area care
- How to appeal a decision about your benefits
- How and when to access case management services
- How to report health care fraud, waste or abuse
- Your Member Rights and Responsibilities
- How Molina pays providers
- Advance Directives for care which puts your mental and physical health care choices into writing for your provider and family

For more information on your benefits and the resources Molina offers, please visit [MolinaHealthcare.com](https://MolinaHealthcare.com).

Thank you for being a Molina member. We look forward to serving you.

In Good Health,

Molina Healthcare

[Non-Discrimination Language](#)



