2027

Member Handbook

Molina Medicare Complete Care Plus (HMO D-SNP)

California H3038-004-002

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MOLINA® HEALTHCARE

Molina Medicare Complete Care Plus (HMO D-SNP) *Member Handbook*

01/01/2027 – 12/31/2027

Your Health and Drug Coverage under Molina Medicare Complete Care Plus (HMO D-SNP)

Member Handbook Introduction

This *Member Handbook,* otherwise known as the *Evidence of Coverage,* tells you about your coverage under our plan through 12/31/2027. It explains health care services, behavioral health (mental health and substance use disorder) services, drug coverage, and long-term services and supports. Key terms and their definitions appear in alphabetical order in **Chapter 12** of this *Member Handbook*.

This is an important legal document. Keep it in a safe place.

When this *Member Handbook* says "we," "us," "our," or "our plan," it means Molina Medicare Complete Care Plus (HMO D-SNP).

This document is available for free in Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese.

You can get this document for free in other formats, such as large print, braille, and/or audio by calling Member Services at (855) 665-4627 (TTY: 711), Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday 8 a.m. to 8 p.m. local time. The call is free.

- You can ask that we always send you information in the language or format you need. This is called a standing request. We'll keep track of your standing request, so you don't need to make separate requests each time we send you information.
- To get this document in a language other than English, please contact the State at (800) 541-5555 (TTY: 711), Monday – Friday, 8 a.m. to 5 p.m., local time to update your record with the preferred language. To get this document in an alternate format, please contact Member Services at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. A representative can help you make or change a standing request. You can also contact your Case Manager for help with standing requests.

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English

ATTENTION: If you need help in your language call 1-855-687-7860 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-855-687-7860 (TTY: 711). These services are free of charge.

العربية(Arabic)

يرجى االنتباه،: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ : TTY، (وبالنسبة لمستخدمي الهاتف النصي 1-855-687-7860 مكنهم االتصال على 711)تتوفر أيضًا المساعدات والخدمات لألشخاص ذوي اإلعاقة، مثل المستندات المكتوبة)بطريقة بريل والخط الكبير، اتصل بـ (وبالنسبة لمستخدمي الهاتف النصي لى 1-855-687-7860 TTY يمكنهم االتصال على : 711 هذه الخدمات مجانية.

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. եթե ձեզ հարկավոր է աջակցություն ձեր լեզվով, ապա զանգահարեք 1-855-687-7860 (711) հեռախոսահամարով: Հաշմանդամություն ունեցող անձանց համար գործում են նաև օժանդակ միջոցներ ու ծառայություններ, օրինակ՝ Բրայլի գրատիպով ու խոշոր տպատառով տրամադրվող նյութեր: Այս դեպքում զանգահարեք 1-855-687-7860 (711) հեռախոսահամարով: Ծառայությունները գործում են անվճար:

ខ្មែរ (Cambodian)

ចំណាំ៖ បើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នក សូមទូរសព្ទទៅលេខ 1-855-687-7860 (TTY: 711)។ ជំនួយ និងសេវាកម្មសម្រាប់ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរផុសសម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរសព្ទមកលេខ 1-855-687-7860 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文 (Chinese)

请注意：如果您需要以您的语言提供帮助，请致电 1-855-687-7860 (711)。另外还提供针对残疾人士的辅助工具和服务，例如盲文文件和大字体文件。请致电 1-855-687-7860 (711)。这些服务均免费提供。

فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود راهنمایی دریافت کنید، با 711) (1-855-687-7860 تماس

بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌هایی با خط بریل و چاپ درشت، نیز

موجود است. با 711) (1-855-687-7860 تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-855-687-7860 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बडे प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-855-687-7860 (TTY: 711) पर कॉल करें। ये सेवाएं निशुल्क हैं।

Hmoob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-855-687-7860 (TTY: 711). Tsis tas li ntawd, kuj tseem muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-855-687-7860 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語 (Japanese)

注記: 日本語での対応が必要な場合は 1-855-687-7860 (711) までお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスもご用意しております。 1-855-687-7860 (711)までお電話ください。これらのサービスは無料です

한국어 (Korean)

알림: 귀하의 언어로 도움을 받고 싶으시면 1-855-687-7860 (711)번으로 전화하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 지원 및 서비스도 이용하실 수 있습니다. 1-855-687-7860 (711)번으로

전화하십시오. 이러한 서비스는 무료로 제공됩니다.

ພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອເປັນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-855-687-7860 (711). ນອກນີ້ຍັງມີຄວາມຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການ ເຊັ່ນ: ເອກະສານທີ່ເປັນອັກສອນນູນ ແລະ ມີໂตພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-855-687-7860 (711). ການບໍລິການເຫົ່ານີ້ແມ່ນຟຣີ.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-855-687-7860 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-855-687-7860 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ 1-855-687-7860 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। 1-855-687-7860 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-855-687-7860 (TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-855-687-7860 (TTY: 711). Такие услуги бесплатны.

Español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-855-687-7860 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-855-687-7860 (TTY: 711). Estos servicios son gratuitos.

Tagalog (Filipino)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-855-687-7860 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-855-687-7860 (TTY: 711). Libre ang mga serbisyong ito.

ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-855-687-7860 (711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-855-687-7860 (711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Українська (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-855-687-7860 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами й послугами, наприклад отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер

1-855-687-7860 (TTY: 711). Ці послуги безкоштовні.

Tiếng Việt (Vietnamese)
CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-855-687-7860 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-855-687-7860 (TTY: 711). Các dịch vụ này đều miễn phí.

Other languages

You can get this Member Handbook and other plan materials in other languages for free. Molina Medicare Complete Care Plus (HMO D-SNP) provides written translations from qualified translators. Call (855) 665-4627, TTY: 711). The call is free. Read this Member Handbook to learn more about health care language assistance services such as interpreter and translation services.

Other formats

You can get this information, in a timely manner, in other formats such as braille, 20-point font large print, audio format, and accessible electronic formats (data CD) at no cost to you. Call (855) 665-4627, TTY: 711). The call is free.

Language Access Services

Molina Medicare Complete Care Plus (HMO D-SNP) provides oral interpretation services, as well as sign language, from a qualified interpreter, on a 24-hour basis, at no cost to you. You don't have to use a family member or friend as an interpreter. We discourage the use of family or friends, especially minors, as interpreters unless it's an emergency. Language access services, including interpreter services, are available for free. Interpreter services are available 24 hours a day, 7 days a week. For help in your language, or to get this handbook in a different language, call (855) 665-4627, TTY: 711). The call is free

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Disclaimers

- Coverage under Molina Medicare Complete Care Plus (HMO D-SNP) is qualifying health coverage called "minimum essential coverage." It satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Visit the Internal Revenue Service (IRS) website at www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information on the individual shared responsibility requirement.
- Molina Healthcare is a D-SNP plan with a Medicare contract. D-SNP plans have a contract with the state Medicaid program. Enrollment depends on contract renewal.
- Benefits and/or copayments may change on January 1, 2028.
- Our covered drugs, pharmacy network, and/or provider network may change at any time. You'll get a notice about any changes that may affect you at least 30 days in advance.

Chapter 1: Getting started as a member

Introduction

This chapter includes information about Molina Medicare Complete Care Plus (HMO D-SNP), a health plan that covers all of your Medicare services and coordinates all of your Medicare and Medi-Cal services, and your membership in it. It also tells you what to expect and what other information you'll get from us. Key terms and their definitions appear in alphabetical order in the last chapter of this *Member Handbook*.

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A. Welcome to our plan

Our plan provides Medicare and Medi-Cal services to individuals who are eligible for both programs. Our plan includes doctors, hospitals, pharmacies, providers of long-term services and supports, behavioral health providers, and other providers. We also have Case Managers and care teams to help you manage your providers and services. They all work together to provide the care you need.

At Molina Healthcare, we understand every member is different and has unique needs. That's why Molina Medicare Complete Care Plus (HMO D-SNP) combines your Medicare and Medi-Cal benefits into one plan, so you can have personalized assistance and peace of mind.

Molina Healthcare was founded over 35 years ago, to bring quality health care to more people – especially those who need it most. From the beginning, Molina Medicare Complete Care Plus (HMO D-SNP) has put the needs of our members first, and we continue to do this today.

Welcome to Molina Healthcare. Your extended family.

B. Information about Medicare and Medi-Cal

B1. Medicare

Medicare is the federal health insurance program for:

- people 65 years of age or over,
- some people under age 65 with certain disabilities, **and**
- people with end-stage renal disease (kidney failure).

B2. Medi-Cal

Medi-Cal is the name of California's Medicaid program. Medi-Cal is run by the state and is paid for by the state and the federal government. Medi-Cal helps people with limited incomes and resources pay for Long-Term Services and Supports (LTSS) and medical costs. It covers extra services and drugs not covered by Medicare.

Each state decides:

- what counts as income and resources,
- who is eligible,
- what services are covered, **and**
- the cost for services.

States can decide how to run their programs, as long as they follow the federal rules.

Medicare and the state of California approved our plan. You can get Medicare and Medi-Cal services through our plan as long as:

- we choose to offer the plan, **and**
- Medicare and the state of California allow us to continue to offer this plan.

If you have questions, please call Molina Medicare Complete Care Plus (HMO D-SNP) at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. The call is free. **For more information**, visit MolinaHealthcare.com/Medicare.

Even if our plan stops operating in the future, your eligibility for Medicare and Medi-Cal services isn't affected.

C. Advantages of our plan

You'll now get all your covered Medicare and Medi-Cal services from our plan, including drugs. **You don't pay extra to join this health plan.**

We help make your Medicare and Medi-Cal benefits work better together for you. Some of the advantages include:

- You can work with us for **most** of your health care needs.
- You have a care team that you help put together. Your care team may include yourself, your caregiver, doctors, nurses, counselors, or other health professionals.
- You have access to a Case Manager. This is a person who works with you, with our plan, and with your care team to help make a care plan.
- You're able to direct your own care with help from your care team and Case Manager.
- Your care team and Case Manager work with you to make a care plan designed to meet **your** health needs. The care team helps coordinate the services you need. For example, this means that your care team makes sure:
    - Your doctors know about all the medicines you take so they can make sure you're taking the right medicines and can reduce any side effects that you may have from the medicines.
    - Your test results are shared with all of your doctors and other providers, as appropriate.

New members to Molina Medicare Complete Care Plus (HMO D-SNP): In most instances you'll be enrolled in Molina Medicare Complete Care Plus (HMO D-SNP) for your Medicare benefits the 1st day of the month after you request to be enrolled in Molina Medicare Complete Care Plus (HMO D-SNP). You may still receive your Medi-Cal services from your previous Medi-Cal health plan for one additional month. After that, you'll receive your Medi-Cal services through Molina Medicare Complete Care Plus (HMO D-SNP). There will be no gap in your Medi-Cal coverage. Please call us at (855) 665-4627 (TTY: 711) if you have any questions.

D. Our plan's service area

Our service area includes these counties in California:

- Riverside and San Bernardino Counties

Only people who live in our service area can join our plan.

You can't stay in our plan if you move outside of our service area. Refer to **Chapter 8** of this *Member Handbook* for more information about the effects of moving out of our service area.

E. What makes you eligible to be a plan member

You're eligible for our plan as long as you:

- live in our service area (incarcerated individuals aren't considered living in the service area even if they're physically located in it), **and**
- are age 21 and older at the time of enrollment, **and**
- have both Medicare Part A and Medicare Part B, **and**
- are a United States citizen or national, or an eligible non-citizen, **and**
- are currently eligible for Medi-Cal.
- If you lose your Medi-Cal eligibility but can be expected to regain it within 3 months, we'll continue to provide all Medicare and Medi-Cal covered benefits. During this time, we'll assist you to regain Medi-Cal eligibility. If you can't regain Medi-Cal within 3 months, we'll disenroll you from Molina Medicare Complete Care Plus (HMO D-SNP). If you regain Medi-Cal eligibility after being disenrolled, you'll need to contact us to reenroll in the plan.

Call Member Services for more information.

F. What to expect when you first join our health plan

When you first join our plan, you get a health risk assessment (HRA) within 90 days before or after your enrollment effective date.

We must complete an HRA for you. This HRA is the basis for developing your care plan. The HRA includes questions to identify your medical, behavioral health, and functional needs.

We reach out to you to complete the HRA. We can complete the HRA by an in-person visit, telephone call, or mail. We'll reach out to you annually to see if any of your needs have changed.

We'll send you more information about this HRA.

If our plan is new for you, you can keep using the doctors you use now for a certain amount of time, even if they're not in our network. We call this continuity of care. If they're not in our network, you can keep your current providers and service authorizations at the time you enroll for up to 12 months if all of the following conditions are met:

- You, your representative, or your provider asks us to let you keep using your current provider.
- We establish that you had an existing relationship with a primary or specialty care provider, with some exceptions. When we say "existing relationship," it means that you saw an out-of-network provider at least once for a non-emergency visit during the 12 months before the date of your initial enrollment in our plan.
    - We determine an existing relationship by reviewing your available health information or information you give us.
    - We have 30 days to respond to your request. You can ask us to make a faster decision, and we must respond in 15 days. You can make this request by calling (855) 665-4627 (TTY: 711). If you're at risk of harm, we must respond within three days.
    - You or your provider must show documentation of an existing relationship and agree to certain terms when you make the request.

Note: You can make this request for providers of Durable Medical Equipment (DME) for at least 90 days until we authorize a new DME rental and have a network provider deliver the rental. Although you can't make this request for providers of transportation or other ancillary providers, you can make a request for services of transportation or other ancillary services not included in our plan.

After the continuity of care period ends, you'll need to use doctors and other providers in the Molina Medicare Complete Care Plus (HMO D-SNP) network that are affiliated with your primary care provider's medical group, unless we make an agreement with your out-of-network doctor. A network provider is a provider who works with the health plan. Our plan's PCPs are affiliated with IPAs and medical groups. When you choose your PCP, you're also choosing the affiliated IPA or medical group. This means that your PCP will be referring you to specialists and services that are also affiliated with his or her IPA or medical group. An IPA or Medical Group is an association of PCPs and specialists created to provide coordinated healthcare services to you. Refer to **Chapter 3** of this *Member Handbook* for more information on getting care.

G. Your care team and care plan

G1. Care team

A care team can help you keep getting the care you need. A care team may include your doctor, a Case Manager, your specialists, or other health professionals that you choose.

A Case Manager is a person trained to help you manage the care you need. You get a Case Manager when you enroll in our plan. This person also refers you to other community resources that our plan may not provide and will work with your care team to help coordinate your care. Call us at the numbers at the bottom of the page for more information about your Case Manager and care team.

G2. Care plan

Your care team works with you to make a care plan. A care plan tells you and your doctors what services you need and how to get them. It includes your medical, behavioral health, and LTSS or other services.

Your care plan includes:

- your health care goals,
- a timeline for getting the services you need,
- identified health needs and risks,
- planned interventions and services,
- monitoring and updates, **and**
- referrals to community based resources and services.

Your care team meets with you after your HRA. They ask you about services you need. They also tell you about services you may want to think about getting. Your care plan is created based on your needs and goals. Your care team works with you to update your care plan at least every year.

H. Summary of Important Costs

Your costs may include the following:

- Plan premium (**Section H1**)
- Monthly Medicare Part B Premium (**Section H2**)
- Medicare Prescription Payment Plan Amount (**Section H3**)

H1. Plan premium

You do not have a premium for this plan based on the level of Extra Help you receive. Extra Help is a Medicare program that helps people with limited incomes and resources reduce Medicare Part D prescription drug cost, such as premium, deductibles, and copays. Extra Help is also called the "Low-Income Subsidy," or LIS.

H2. Monthly Medicare Part B Premium

Many members are required to pay other Medicare premiums

Some members are required to pay other Medicare premiums. As explained in **Section E** above to be eligible for our plan, you must maintain your eligibility for Medi-Cal as well as have both Medicare Part A and Medicare Part B. For most Molina Medicare Complete Care Plus (HMO D-SNP) members, Medi-Cal pays for your Medicare Part A premium (if you don't qualify for it automatically) and Part B premium.

If Medi-Cal isn't paying your Medicare premiums for you, you must continue to pay your Medicare premiums to stay a member of our plan. This includes your premium for Medicare Part B. You may also pay a premium for Medicare Part A if you aren't eligible for premium-free Medicare Part A. **In addition, please contact Member Services or your Case Manager and inform them of this change.**

H3. Medicare Prescription Payment Amount

If you're participating in the Medicare Prescription Payment Plan, you'll get a bill from our plan for your drugs (instead of paying the pharmacy). Your monthly bill is based on what you owe for any prescriptions you get, plus your previous month's balance, divided by the number of months left in the year.

Chapter 2 tells more about the Medicare Prescription Payment Plan. If you disagree with the amount billed as part of this payment option, you can follow the steps in **Chapter 9** to make a complaint or appeal.

I. This *Member Handbook*

This *Member Handbook* is part of our contract with you. This means that we must follow all rules in this document. If you think we've done something that goes against these rules, you may be able to appeal our decision. For information about appeals, refer to **Chapter 9** of this *Member Handbook* or call 1-800-MEDICARE (1-800-633-4227).

You can ask for a *Member Handbook* by calling Member Services at the numbers at the bottom of the page. You can also refer to the *Member Handbook* found on our website at the web address at the bottom of the page.

The contract is in effect for the months you're enrolled in our plan between 1/1/2027 and 12/31/2027.

J. Other important information you get from us

Other important information we provide to you includes your Member ID Card, information about how to access a *Provider and Pharmacy Directory*, and information about how to access a *List of Covered Drugs,* also known as a *Drug List* or *Formulary.*

J1. Your Member ID Card

Under our plan, you have one card for your Medicare and Medi-Cal services, including Long-Term Services and Supports (LTSS), certain behavioral health services, and prescriptions. You show this card when you get any services or prescriptions. Here is a sample Member ID Card:

If your Member ID Card is damaged, lost, or stolen, call Member Services at the number at the bottom of the page right away. We'll send you a new card.

As long as you're a member of our plan, you don't need to use your red, white, and blue Medicare card or your Medi-Cal card to get most services. Keep those cards in a safe place, in case you need them later. If you show your Medicare card instead of your Member ID Card, the provider may bill Medicare instead of our plan, and you may get a bill. You may be asked to show your Medicare card if you need hospital services, hospice services, or participate in Medicare-approved clinical research studies (also called clinical trials). Refer to **Chapter 7** of this *Member Handbook* to find out what to do if you get a bill from a provider.

Remember, you need your Medi-Cal card or Benefits Identification Card (BIC) to access the following services:

- Acupuncture
- Aids waiver program
- Ambulance services
- Asthma preventive services
- Audiological services

If you have questions, please call Molina Medicare Complete Care Plus (HMO D-SNP) at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. The call is free. **For more information**, visit MolinaHealthcare.com/Medicare.

- Behavioral Health Treatment (BHT)
- Blood and blood derivatives
- Cardiac and Pulmonary
- Certified family nurse practitioner
- Chiropractic
- Chronic dialysis services
- Community-Based Adult Services (CBAS)
- Comprehensive Perinatal Service Program (preventive services)
- Dental services
- Diagnostic x-ray
- Dialysis
- Doula services
- Durable medical equipment (DME) and related supplies
- Doctors' visits
- Early & Periodic Screening, Diagnosis, and Treatment (EPSDT)
- Emergency care
- Enteral Formula
- Family planning services and supplies
- Federal qualified health center services (FQHC)
- Hearing
- Home and Community care for functionally disabled elderly (waiver only)
- Home health agency services
- Home health aide services
- Hospice
- Inpatient hospital
- Intermediate care facility
- Kidney disease and conditions
- Laboratory, radiological and radioisotope services
- Licensed midwife services
- Meals
- Non-Emergency Medical transportation
- Nurse anesthetist services
- Outpatient mental health
- Outpatient prescription drugs
- Outpatient rehabilitation
- Outpatient services
- Personal care services
- PERS-Personal Emergency Response System
- Podiatry
- Preventive services

If you have questions, please call Molina Medicare Complete Care Plus (HMO D-SNP) at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. The call is free. **For more information**, visit MolinaHealthcare.com/Medicare.

- Prosthetic devices
- Psychology services
- Rural Health clinic Services (RHC)
- Sign language interpreter services
- Skilled nursing facility
- Special duty nursing services
- Transplants
- Transportation/non-medical transportation services
- Urgently needed services
- Vision

This may not be a fully inclusive list. You can find the list of benefits covered outside of our plan in **Chapter 4, Section F**.

J2. *Provider and Pharmacy Directory*

The *Provider and Pharmacy Directory* lists the providers and pharmacies in our plan's network. While you're a member of our plan, you must use network providers to get covered services.

You can ask for a *Provider and Pharmacy Directory* (electronically or in hard copy form) by calling Member Services at the numbers at the bottom of the page. Requests for hard copy Provider and Pharmacy Directories will be mailed to you within three business days.

You can also refer to the *Provider and Pharmacy Directory* at the web address at the bottom of the page.

This directory lists the Primary Care Doctors (PCPs), hospitals, and other health care providers that are available to you as a member of Molina Healthcare. You can also find the following information about Molina Healthcare doctors and other health care providers in your Provider Directory:

- Names
- Addresses
- Telephone numbers
- Languages spoken
- Availability of service locations
- Hospital Privileges/Affiliations
- Medical Group

It's important that patients are able to see doctors easily, and that doctors' offices provide any help they need to get care. Physical accessibility information is listed for:

- Basic Access
- Limited Access

We also use the following accessibility indicator symbols in our Provider Directories to show the other areas of accessibility at a provider office:

- P = Parking
- EB = Exterior Building
- IB = Interior Building
- W = Waiting Room
- R = Restroom
- E = Exam Room
- T = Exam Table
- S = Wheelchair Weight Scale

You can also find out whether or not a provider (doctors, hospitals, specialists, or medical clinics) is accepting new patients in your Provider Directory or online via our website at MolinaHealthcare.com/Medicare.

Definition of network providers

- Our network providers include:
  - doctors, nurses, and other health care professionals that you can use as a member of our plan;
  - clinics, hospitals, nursing facilities, and other places that provide health services in our plan; **and,**
  - LTSS, behavioral health services, home health agencies, durable medical equipment (DME) suppliers, and others who provide goods and services that you get through Medicare or Medi-Cal.

Network providers agree to accept payment from our plan for covered services as payment in full.

Definition of network pharmacies

- Network pharmacies are pharmacies that agree to fill prescriptions for our plan members. Use the *Provider and Pharmacy Directory* to find the network pharmacy you want to use.
- Except during an emergency, you must fill your prescriptions at one of our network pharmacies if you want our plan to help you pay for them.

Call Member Services at the numbers at the bottom of the page for more information. Both Member Services and our website can give you the most up-to-date information about changes in our network pharmacies and providers.

J3. *List of Covered Drugs*

Our plan has a *List of Covered Drugs*. We call it the *Drug List* for short. It tells you which drugs our plan covers. The drugs on this list are selected by our plan with the help of doctors and pharmacists. The *Drug List* must meet Medicare's requirements. Drugs with negotiated prices under the Medicare Drug Price Negotiation Program will be included on your *Drug List* unless they've been removed and replaced as described in **Chapter 5, Section B3**. Medicare approved the Molina Medicare Complete Care Plus (HMO D-SNP) *Drug List*.

The *Drug List* also tells you if there are any rules or restrictions on any drugs, such as a limit on the amount you can get. Refer to **Chapter 5** of this *Member Handbook* for more information.

Each year, we send you information about how to access the *Drug List*, but some changes may occur during the year. To get the most up-to-date information about which drugs are covered, call Member Services or visit our website at the address at the bottom of the page.

J4. *The Explanation of Benefits*

When you use your Medicare Part D drug benefits, we send you a summary to help you understand and keep track of payments for your Medicare Part D drugs. This summary is called the *Explanation of Benefits* (EOB).

The EOB tells you the total amount you, or others on your behalf, spent on your Medicare Part D drugs and the total amount we paid for each of your Medicare Part D drugs during the month. This EOB isn't a bill. The EOB has more information about the drugs you take such as increases in price and other drugs with lower cost-sharing that may be available. **Chapter 6** of this *Member Handbook* gives more information about the EOB and how it helps you track your drug coverage.

You can also ask for an EOB. To get a copy, contact Member Services at the numbers at the bottom of the page.

K. Keeping your membership record up to date

You can keep your membership record up to date by telling us when your information changes.

We need this information to make sure that we have your correct information in our records. The doctors, hospitals, pharmacists, and other providers in our plan's network use your membership record to know what services and drugs are covered and your cost-sharing amounts. Because of this, it's very important to help us keep your information up to date.

Tell us right away about the following:

- changes to your name, address, or phone number;
- changes to any other health insurance coverage, such as from your employer, your spouse's employer, or your domestic partner's employer, or workers' compensation;
- any liability claims, such as claims from an automobile accident;
- admission to a nursing facility or hospital;
- care from a hospital or emergency room;
- changes in your caregiver (or anyone responsible for you); **and**,
- if you participate in a clinical research study. (**Note:** You're not required to tell us about a clinical research study you intend to participate in, but we encourage you to do so.)

If any information changes, call Member Services at the numbers at the bottom of the page.

Members can create an online My Molina account to change their doctor, update their contact information, request a new ID card, get health reminders on services they need, or view their service history. Visit **MyMolina.com** to create or access your My Molina account.

K1. Privacy of personal health information (PHI)

Information in your membership record may include personal health information (PHI). Federal and state laws require that we keep your PHI private. We protect your PHI. For more details about how we protect your PHI, refer to **Chapter 8** of this *Member Handbook*.

Chapter 2: Important phone numbers and resources

Introduction

This chapter gives you contact information for important resources that can help you answer your questions about our plan and your health care benefits. You can also use this chapter to get information about how to contact your Case Manager and others to advocate on your behalf. Key terms and their definitions appear in alphabetical order in the last chapter of this *Member Handbook*.

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A. Member Services

CALL	(855) 665-4627. This call is free. Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday 8 a.m. to 8 p.m. local time. Assistive technologies, including self-service and voicemail options, are available on holidays, after regular business hours and on Saturdays and Sundays. We have free interpreter services for people who don't speak English.
TTY	711. This call is free. This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday 8 a.m. to 8 p.m. local time.
FAX	**For Medical Services:** Fax: (310) 507-6186 **For Part D (Rx) Services:** Fax: (866) 290-1309
WRITE	**For Medical Services:** Molina Healthcare Attn: Medicare Member Services 200 Oceangate, Suite 100 Long Beach, CA 90802 **For Part D (Rx) Services:** Molina Healthcare Attn: Pharmacy Department 7050 Union Park Center, Suite 200 Midvale, UT 84047
WEBSITE	MolinaHealthcare.com/Medicare

Contact Member Services to get help with:

- questions about the plan

If you have questions, please call Molina Medicare Complete Care Plus (HMO D-SNP) at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. The call is free. **For more information**, visit MolinaHealthcare.com/Medicare.

- questions about claims or billing
- coverage decisions about your health care
  - A coverage decision about your health care is a decision about:
    - your benefits and covered services **or**
    - the amount we pay for your health services.
  - Call us if you have questions about a coverage decision about your health care.
  - To learn more about coverage decisions, refer to **Chapter 9** of this *Member Handbook*.
- appeals about your health care
  - An appeal is a formal way of asking us to review a decision we made about your coverage and asking us to change it if you think we made a mistake or disagree with the decision.
  - To learn more about making an appeal, refer to **Chapter 9** of this *Member Handbook* or contact Member Services.
- complaints about your health care
  - You can make a complaint about us or any provider (including a non-network or network provider). A network provider is a provider who works with our plan. You can also make a complaint to us or to the Quality Improvement Organization (QIO) about the quality of the care you received (refer to **Section F**).
  - You can call us and explain your complaint at (855) 665-4627 (TTY: 711).
  - If your complaint is about a coverage decision about your health care, you can make an appeal (refer to the section above).
  - You can send a complaint about our plan to Medicare. You can use an online form at www.medicare.gov/my/medicare-complaint. Or you can call 1-800-MEDICARE (1-800-633-4227) to ask for help.
  - You can make a complaint about our plan to the Medicare Medi-Cal Ombudsperson Program by calling 1-855-501-3077.
  - To learn more about making a complaint about your health care, refer to **Chapter 9** of this *Member Handbook*.
- coverage decisions about your drugs
  - A coverage decision about your drugs is a decision about:
    - your benefits and covered drugs **or**
    - the amount we pay for your drugs.
  - Non-Medicare covered drugs, such as over-the-counter (OTC) medications and certain vitamins, may be covered by Medi-Cal Rx. Please visit the Medi-Cal Rx website (www.medi-calrx.dhcs.ca.gov) for more information. You can also call the Medi-Cal Rx Customer Service Center at 800-977-2273.
  - For more on coverage decisions about your drugs, refer to **Chapter 9** of this *Member Handbook*.

If you have questions, please call Molina Medicare Complete Care Plus (HMO D-SNP) at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. The call is free. **For more information**, visit MolinaHealthcare.com/Medicare.

- appeals about your drugs
  - An appeal is a way to ask us to change a coverage decision.
  - For more on making an appeal about your drugs, refer to **Chapter 9** of this *Member Handbook*.
- complaints about your drugs
  - You can make a complaint about us or any pharmacy. This includes a complaint about your drugs.
  - If your complaint is about a coverage decision about your drugs, you can make an appeal. (Refer to the section above.)
  - You can send a complaint about our plan to Medicare. You can use an online form at www.medicare.gov/my/medicare-complaint. Or you can call 1-800-MEDICARE (1-800-633-4227) to ask for help.
  - For more on making a complaint about your drugs, refer to **Chapter 9** of this *Member Handbook*.
- payment for health care or drugs you already paid for
  - For more on how to ask us to pay you back, or to pay a bill you got, refer to **Chapter 7** of this *Member Handbook*.
  - If you ask us to pay a bill and we deny any part of your request, you can appeal our decision. Refer to **Chapter 9** of this *Member Handbook*.

B. Your Case Manager

The Molina Medicare Complete Care Plus Case Manager is your main contact. This person helps you manage all of your providers, services and makes sure you get what you need. You and/or your caregiver may request a change in the Case Manager assigned, as needed by calling the Case Manager or Member Services. Additionally, Molina Medicare Complete Care Plus staff may make changes to your Case Manager assignment based upon your needs (cultural / linguistic / physical / behavioral health) or location. You may obtain a case manager through a health risk assessment, provider referral, self-referral, or if we identify that you have care coordination needs. Contact Member Services for more information.

CALL	(855) 665-4627. This call is free. Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. Assistive technologies, including self-services and voicemail options, are available on holidays, after regular business hours and on Saturdays and Sundays. We have free interpreter services for people who don't speak English.
TTY	711. This call is free.

	This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time.
WRITE	Molina Healthcare Attn: Medicare Member Services 200 Oceangate, Suite 100 Long Beach, CA 90802
WEBSITE	MolinaHealthcare.com/Medicare

Contact your Case Manager to get help with:

- questions about your health care
- questions about getting behavioral health (mental health and substance use disorder) services
- questions about dental benefits
- questions about transportation to medical appointments
- questions about Long-term Services and Supports (LTSS), including Community-Based Adult Services (CBAS) and Nursing Facilities (NF)

You might be able to get these services:

- Community-Based Adult Services (CBAS)
- skilled nursing care
- physical therapy
- occupational therapy
- speech therapy
- medical social services
- home health care
- In-Home Supportive Services (IHSS) through your county social service agency
- sometimes you can get help with your daily health care and living needs

C. Health Insurance Counseling and Advocacy Program (HICAP)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state that offers free help, information, and answers to your Medicare questions. In California, the SHIP is called the Health Insurance Counseling and Advocacy Program (HICAP). HICAP counselors can answer your questions and help you understand what to do to handle your problem. HICAP has trained counselors in every county, and services are free.

If you have questions, please call Molina Medicare Complete Care Plus (HMO D-SNP) at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. The call is free. **For more information**, visit MolinaHealthcare.com/Medicare.

HICAP is an independent state program (not connected with any insurance company or health plan) that gets money from the federal government to give free local health insurance counseling to people with Medicare.

CALL	**Riverside and San Bernardino Counties:** (909) 256-8369 Monday – Friday 9:00 a.m. to 4:00 p.m.
TTY	711 This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
WRITE	**Riverside and San Bernardino Counties:** Council on Aging Southern California 2280 Market Street Ste. 140 Riverside, CA 92501
WEBSITE	https://www.cahealthadvocates.org/HICAP/

Contact HICAP for help with:

- questions about Medicare
- HICAP counselors can answer your questions about changing to a new plan and help you:
  - understand your rights,
  - understand your plan choices,
  - answer questions about switching plans,
  - make complaints about your health care or treatment, **and**
  - assist with billing or claims issues.

D. Nurse Advice Call Line

You can call Molina Healthcare's Nurse Advice Line 24 hours a day, 365 days a year. The service connects you to a qualified nurse who can give you health care advice in your language and help direct you to where you can get the care that is needed. Our Nurse Advice Line is available to provide services to all Molina Healthcare Members across the United States. The Nurse Advice Line is a Utilization Review Accreditation Commission (URAC)-accredited health call center. The URAC accreditation means that our nurse line has demonstrated a comprehensive commitment to quality care, improved processes and better patient outcomes. Our Nurse Advice Line is also certified by National Committee for Quality Assurance (NCQA) in Health Information Products (HIP) for our 24/7/365 Health Information Line. NCQA is designed to comply with NCQA health information standards for applicable standards for health plans.

If you have questions, please call Molina Medicare Complete Care Plus (HMO D-SNP) at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. The call is free. **For more information**, visit MolinaHealthcare.com/Medicare.

Nurse Advice Line will assess your safety, link you to emergency services, find a behavioral health provider and community resources, and refer you to a Molina Medicare Complete Care Plus Case Manager. For more information, you can call Molina Medicare Complete Care Plus (HMO-DSNP) at (855) 665-4627 (TTY: 711). You should call the Nurse Advice Line if you need help right away or are not sure of what to do. If you have an emergency that may cause harm or death to you or others, go to the nearest hospital emergency room OR call 911.

You can contact the Nurse Advice Call Line with questions about your health or health care.

CALL	English (888) 275-8750 Spanish (866) 648-3537 This call is free. 24 hours a day, 7 days a week We have free interpreter services for people who don't speak English.
TTY	711 This call is free. This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it. 24 hours a day, 7 days a week.

E. Behavioral Health Crisis Line

If you need urgent mental health care, you can call the county mental health plan in your county for help. You can also call or text 988 for free and confidential crisis support, 24 hours a day, 7 days a week (24/7).

CALL	**Riverside University Health System – Behavioral Health:** 1-800-499-3008. This call is free. 24 hours a day, 7 days a week. **San Bernardino County Department of Behavioral Health:** 1-888-743-1478. This call is free. 24 hours a day, 7 days a week. We have free interpreter services for people who don’t speak English.
TTY	711. This call is free. 24 hours a day, 7 days a week.

Contact the Behavioral Health Crisis Line for help with:

- questions about behavioral health and substance abuse services

If you have questions, please call Molina Medicare Complete Care Plus (HMO D-SNP) at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. The call is free. **For more information**, visit MolinaHealthcare.com/Medicare.

For questions about your county specialty mental health services, refer to **Section K.**

F. Quality Improvement Organization (QIO)

Our state has an organization called Commence Health. This is a group of doctors and other health care professionals who help improve the quality of care for people with Medicare. Commence Health is an independent organization. It's not connected with our plan.

CALL	(877) 588-1123
TTY	Dial (855) 887-6668 TTY: 711 This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
WRITE	Commence Health BFCC-QIO Program PO Box 2687 Virginia Beach, VA 23454
WEBSITE	https://www.commencehealthqio.cms.gov/en

Contact Commence Health for help with:

- questions about your health care rights
- making a complaint about the care you got if you:
  - have a problem with the quality of care such as getting the wrong medication, unnecessary tests or procedures, or a misdiagnosis,
  - think your hospital stay is ending too soon, **or**
  - think your home health care, skilled nursing facility care, or comprehensive outpatient rehabilitation facility (CORF) services are ending too soon.

G. Medicare

Medicare is the federal health insurance program for people 65 years of age or over, some people under age 65 with disabilities, and people with end-stage renal disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services, or CMS. This agency contracts with Medicare Advantage organizations including our plan.

CALL	1-800-MEDICARE (1-800-633-4227) Calls to this number are free, 24 hours a day, 7 days a week.
TTY	1-877-486-2048. This call is free. This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
CHAT LIVE	Chat live at www.Medicare.gov/talk-to-someone
WRITE	Write to Medicare at PO Box 1270, Lawrence, KS 66044
WEBSITE	www.medicare.gov • Get information about the Medicare health and drug plans in your area, including what they cost and what services they provide. • Find Medicare-participating doctors or other health care providers and suppliers. • Find out what Medicare covers, including preventive services (like screenings, shots, or vaccines, and yearly "wellness" visits). • Get Medicare appeals information and forms. • Get information about the quality of care provided by plans, nursing homes, hospitals, doctors, home health agencies, dialysis facilities, hospice centers, inpatient rehabilitation facilities, and long-term care hospitals. • Look up helpful websites and phone numbers. To submit a complaint to Medicare, go to www.medicare.gov/my/medicare-complaint. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

H. Medi-Cal

Medi-Cal is California's Medicaid program. This is a public health insurance program which provides needed health care services for low-income individuals, including families with children, seniors, persons with disabilities, children and youth in foster care, and pregnant women. Medi-Cal is financed by state and federal government funds.

Medi-Cal benefits include medical, dental, behavioral health, and long-term services and supports.

You're enrolled in Medicare and in Medi-Cal. If you have questions about your Medi-Cal benefits, call your plan Case Manager. If you have questions about Medi-Cal plan enrollment, call Health Care Options.

CALL	1-800-430-4263 Monday through Friday, 8 a.m. to 6 p.m.
TTY	1-800-430-7077 This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.
WRITE	CA Department of Health Care Services Health Care Options P.O. Box 989009 West Sacramento, CA 95798-9850
WEBSITE	www.healthcareoptions.dhcs.ca.gov/

I. Medi-Cal Managed Care and Mental Health Office of the Ombudsman

The Office of the Ombudsman helps solve problems from a neutral standpoint to ensure that our members receive all medically necessary covered services. They will listen, answer your questions, analyze your situation, explain policies and procedures, provide information, advice, and options, and suggest appropriate referrals. It’s their job to help develop fair solutions to health care access problems. They aren't connected with our plan or with any insurance company or health plan. Their services are free.

CALL	1-888-452-8609 Monday through Friday, 8 a.m. to 5 p.m. PST; excluding holidays
TTY	1-800-430-7077 This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.
WRITE	CA Department of Health Care Services Health Care Options P.O. Box 989009 West Sacramento, CA 95798-9850
EMAIL	MMCDOmbudsmanOffice@dhcs.ca.gov
WEBSITE	www.dhcs.ca.gov/services/MH/Pages/mh-ombudsman.aspx

J. County Social Services

If you need help with your In-Home Supportive Services (IHSS) benefits, contact your local County Social Services agency. The In-Home Supportive Services (IHSS) program can provide services so that you can remain safely in your own home. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities. To apply for IHSS, contact your local county IHSS Office.

Contact your County Social Services agency to apply for In Home Supportive Services, which will help pay for services provided to you so that you can remain safely in your own home. Types of services may include help with preparing meals, bathing, dressing, laundry shopping or transportation.

Contact your County Social Services agency for any questions about your Medi-Cal eligibility.

CALL	**Riverside County:** (877) 410-8827 This call is free. Monday - Friday from 8 a.m. - 5 p.m., local time. **San Bernardino County:** (877) 800-4544. This call is free. Monday - Friday from 8 a.m. - 5 p.m., local time.
TTY	711
WRITE	**County of Riverside In-Home Supportive Services** 12125 Day Street, S-101 Moreno Valley, CA 92557 **County of San Bernardino In-Home Supportive Services** 686 E. Mill Street, 2nd Floor San Bernardino, CA 92414-0640
WEBSITE	https://www.cdss.ca.gov/inforesources/county-ihss-offices

K. County Behavioral Health Services Agency

Medi-Cal specialty mental health services and substance use disorder services are available to you through the county if you meet access criteria.

CALL	**Riverside University Health Systems Behavioral Health- Community Access and Referral, Evaluation, and Support Line (CARES):** (800) 499-3008 This call is free. 24 hours a day, 7 days a week. **San Bernardino County Department of Behavioral Health (DBH):** (888) 743-1478. This call is free. 24 hours a day, 7 days a week. We have free interpreter services for people who don't speak English.
TTY	711. This call is free. 24 hours a day, 7 days a week.

Contact the county Behavioral Health agency for help with:

- questions about specialty mental health services provided by the county
- questions about substance use disorder services provided by the county

L. California Department of Managed Health Care

The California Department of Managed Health Care (DMHC) is responsible for regulating health plans. The DMHC Help Center can help you with appeals and complaints about Medi-Cal services.

CALL	1-888-466-2219 DMHC representatives are available between the hours of 8 a.m. and 6 p.m., Monday through Friday.
TDD	1-877-688-9891 This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.
WRITE	Help Center California Department of Managed Health Care 980 Ninth Street, Suite 500 Sacramento, CA 95814-2725
FAX	1-916-255-5241
WEBSITE	www.dmhc.ca.gov

M. Health Consumer Alliance (HCA)

The Health Consumer Alliance (HCA) is a statewide partnership that offers free on-line, over-the-phone, or in-person legal assistance to help California residents struggling to get or maintain health coverage and resolve problems with their health plans. To learn more about the HCA or to get possible assistance, call 1-888-804-3536 or visit www.healthconsumer.org/

N. Programs to Help People Pay for Drugs

The Medicare website (www.medicare.gov/basics/costs/help/drug-costs) provides information on how to lower your drug costs. For people with limited incomes, there are also other programs to assist, as described below.

N1. Extra Help from Medicare

Because you're eligible for Medi-Cal, you qualify for and are getting “Extra Help” from Medicare to pay for your drug plan costs. You don't need to do anything to get this “Extra Help.”

CALL	1-800-MEDICARE (1-800-633-4227) Calls to this number are free, 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This call is free. This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
WEBSITE	www.medicare.gov

If you think you’re paying an incorrect amount for your prescription at a pharmacy, our plan has a process to help get evidence of your correct copayment amount. If you already have evidence of the right amount, we can help you share this evidence with us.

The Best Available Evidence (BAE) is located on the web at https://www.cms.gov/medicare/enrollment-renewal/part-d-prescribers/best-available-evidence-bae. BAE is used to determine a member’s Low Income Subsidy. Our Member Services department and Pharmacy department identify cases where the BAE policy applies. Members may send BAE documentation to establish eligibility to the Member Services address listed in **Chapter 2**. Additionally, you may contact Member Services if you have questions. Acceptable forms of evidence are:

- SSA Award Letter
- Notice of Award
- Supplemental Security Income

When we get the evidence showing the right copayment level, we'll update our system so you can pay the right copayment amount when you get your next prescription. If you overpay your copayment, we'll pay you back either by check or a future copayment credit. If the pharmacy didn't collect your copayment and you owe them debt, we may make the payment directly to the pharmacy. If the state paid on your behalf, we may make payment directly to the state. Call Member Services at the number at the bottom of the page if you have questions.

N2. The Medicare Prescription Payment Plan

The Medicare Prescription Payment Plan is a payment option that works with your current drug coverage to help you manage your out-of-pocket costs for drugs covered by our plan by spreading them across the calendar year (January-December). Anyone with a Medicare drug plan or Medicare health plan with drug coverage (like a Medicare Advantage plan with drug coverage) can use this payment option. **This payment option might help you manage your expenses, but it doesn't save you money or lower your drug costs. If you're participating in the Medicare Prescription Payment Plan and stay in the same plan, you don't need to do anything to continue this option.** "Extra Help" from Medicare and help from your SPAP and ADAP, for those who qualify, is more advantageous than participation in this payment option, no matter your income level, and plans with drug coverage must offer this payment option. To learn more about this payment option, call Member Services at the phone number at the bottom of the page or visit www.medicare.gov.

O. Social Security

Social Security determines Medicare eligibility and handles Medicare enrollment.

If you move or change your mailing address, it's important that you contact Social Security to let them know.

CALL	1-800-772-1213 Calls to this number are free. Available 8 a.m. to 7 p.m., Monday through Friday. You can use their automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
WEBSITE	www.ssa.gov

P. Railroad Retirement Board (RRB)

The RRB is an independent Federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you get Medicare through the RRB, let them know if you move or change your mailing address. For questions about your benefits from the RRB, contact the agency.

CALL	1-877-772-5772 Calls to this number are free. Press "0" to speak with a RRB representative from 9 a.m. to 3:30 p.m., Monday, Tuesday, Thursday and Friday, and from 9 a.m. to 12 p.m. on Wednesday. Press "1" to access the automated RRB Help Line and get recorded information 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. Calls to this number aren't free.
WEBSITE	www.rrb.gov

Q. Group insurance or other insurance from an employer

If you (or your spouse or domestic partner) get benefits from your (or your spouse's or domestic partner's) employer or retiree group as part of this plan, call the employer/union benefits administrator or Member Services at the phone number at the bottom of the page with any questions. You can ask about your (or your spouse's or domestic partner's) employer or retiree health benefits, premiums, or the enrollment period. You can also call 1-800-MEDICARE (1-800-633-4227) with questions about your Medicare coverage under this plan. TTY users call 1-877-486-2048.

If you have other drug coverage through your (or your spouse's or domestic partner's) employer or retiree group, contact **that group's benefits administrator.** The benefits administrator can help you understand how your current drug coverage will work with our plan.

R. Medicare Medi-Cal Ombudsperson Program

The Medicare Medi-Cal Ombudsperson Program offers FREE assistance to help people who are struggling to get or maintain health coverage and resolve problems with their health plans.
If you have problems with:

- Medi-Cal
- Medicare

- your health plan
- accessing medical services
- appealing denied services, drugs, durable medical equipment (DME), mental health services, etc.
- medical billing
- IHSS (In-Home Supportive Services)

The Medicare Medi-Cal Ombudsperson Program assists with complaints, appeals, and hearings. The phone number for the Ombudsperson Program is 1-855-501-3077.

S. Medi-Cal Dental

Certain dental services are available through Medi-Cal Dental, including but not limited to, services such as:

- initial examinations, X-rays, cleanings, sealants, and fluoride treatments;
- restorations and crowns;
- root canal therapy; and
- partial and complete dentures, adjustments, repairs, and relines

Dental benefits are available through Medi-Cal Dental Fee-for-Service (FFS), Dental Managed Care (Dental MC).

CALL	1-800-322-6384 The call is free. Medi-Cal Dental FFS representatives are available to assist you from 8 a.m. to 5 p.m., Monday through Friday.
TTY	1-800-735-2922 This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.
WEBSITE	www.dental.dhcs.ca.gov smilecalifornia.org

Instead of Medi-Cal Dental Fee-For-Service, you may get dental benefits through a dental managed care plan. Dental managed care plans are available in Sacramento and Los Angeles Counties. If you want more information about dental plans, or want to change dental plans, contact Health Care Options at 1-800-430-4263 (TTY users call 1-800-430-7077), Monday through Friday, 8 a.m. to 6 p.m. The call is free. Dental managed care plan contacts are also available here: www.dhcs.ca.gov/services/Pages/ManagedCarePlanDirectory.aspx.

For help finding a dentist, or for help getting dental services, you can call 1-800-750-4776 (toll-free) (TTY 1-800-735-2929 or 711). You may also visit the HPSM's website at www.hpsm.org/dental for more information.

T. Other resources

The Medicare Medi-Cal Ombudsman Program offers FREE assistance to help people who are struggling to get or maintain health coverage and resolve problems with their health plans.

If you have problems with:

- Medi-Cal
- Medicare
- your health plan
- accessing medical services
- appealing denied services, drugs, durable medical equipment (DME), mental health services, etc.
- medical billing
- IHSS (In-Home Supportive Services)

The Medicare Medi-Cal Ombudsman Program assists with complaints, appeals, and hearings. The phone number for the Ombudsman Program is 1-855-501-3077.

Chapter 3: Using our plan's coverage for your health care and other covered services

Introduction

This chapter has specific terms and rules you need to know to get health care and other covered services with our plan. It also tells you about your Case Manager, how to get care from different kinds of providers and under certain special circumstances (including from out-of-network providers or pharmacies), what to do if you're billed directly for services we cover, and the rules for owning Durable Medical Equipment (DME). Key terms and their definitions appear in alphabetical order in the last chapter of this *Member Handbook.*

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A. Information about services and providers

Services are health care, long-term services and supports (LTSS), supplies, behavioral health services, prescription and over-the-counter drugs, equipment, and other services. **Covered services** are any of these services that our plan pays for. Covered health care, behavioral health, and LTSS are in **Chapter 4** of this *Member Handbook*. Your covered services for prescription and over-the-counter drugs are in **Chapter 5** of this *Member Handbook*.

Providers are doctors, nurses, and other people who give you services and care and are licensed by the state. Providers also include hospitals, home health agencies, clinics, and other places that give you health care services, behavioral health services, medical equipment, and certain LTSS.

Network providers are providers who work with our plan. These providers agree to accept our payment as full payment. We arranged for these providers to deliver covered services to you. Network providers bill us directly for care they give you. When you use a network provider, you usually pay nothing for covered services.

B. Rules for getting services our plan covers

Our plan covers all services covered by Medicare, and most Medi-Cal services. This includes certain behavioral health and LTSS.

Our plan will generally pay for health care services, behavioral health services, and many LTSS you get when you follow our rules. To be covered by our plan:

- The care you get must be included in our Medical Benefits Chart in **Chapter 4** of this *Member Handbook*.
- The care must be **medically necessary.** By medically necessary, we mean services that are reasonable and necessary to diagnose and treat your medical condition. Medically necessary care is needed to keep individuals from getting seriously ill or becoming disabled and reduces severe pain by treating disease, illness, or injury.
- For medical services, you must have a network **primary care provider (PCP)** providing and overseeing your care. As a plan member, you must choose a network provider to be your PCP (go to **Section D1** for more information).
    - In most cases, must give you approval before you can use a provider that isn't your PCP or use other providers in our plan's network. This is called a **referral**. If you don't get approval, we may not cover the services.
    - Our plan's PCPs are affiliated with medical groups. When you choose your PCP, you're also choosing the affiliated medical group. This means that your PCP refers you to specialists and services that are also affiliated with their medical group. A medical group is an association of PCPs and specialists created to provide coordinated health care services to you.
    - You don't need referrals from your PCP for emergency care or urgently needed care, to use a woman's health provider, or any other services listed in **Section D1**.

- **You must get your care from network providers** (for more information, go to **Section D** in this chapter)**.** Usually, we won't cover care from a provider who doesn't work with our health plan. This means that

you'll have to pay the provider in full for services you get. Here are some cases when this rule doesn't apply:

- If you need emergency or urgently needed care from an out-of-network provider (for more information, go to **Section H**).
- If you need care that our plan covers and our network providers can't provide it, you can get care from an out-of-network provider. In this situation, we cover the care as if you got it from a network provider **or** at no cost to you. For information about getting approval to use an out-of-network provider, go to **Section D4**.
- If you need kidney dialysis services when you're outside our plan's service area for a short time or when your provider is temporarily unavailable or not accessible, you can get care from an out-of-network provider.
- If you're a new member to our plan, you can ask to continue using your current providers. With some exceptions, we must approve this request if we can establish that you had an existing relationship with the providers. Refer to **Chapter 1** of this *Member Handbook*. If we approve your request, you can continue using the providers you use now for up to 12 months for services. During that time, your Case Manager will contact you to help you find providers in our network that are affiliated with your PCP's medical group. After 12 months, we'll no longer cover your care if you continue to use providers that aren't in our network and not affiliated with your PCP's medical group.

Other Health Coverage: You must utilize all other health coverage prior to Medi-Cal when the same service is available under your primary health coverage since Medi-Cal is the payer of last resort. This means that in most cases, Medi-Cal will be the secondary payer to Medicare, covering allowable costs not paid by Medicare or other health coverage up to the Medi-Cal rate.

New members to Molina Medicare Complete Care Plus: In most instances, you'll be enrolled in Molina Medicare Complete Care Plus for your Medicare benefits the 1st day of the month after you request to be enrolled in Molina Medicare Complete Care Plus. You may still receive your Medi-Cal services from your previous Medi-Cal health plan for up to two months. After that, you'll receive your Medi-Cal services through Molina Medicare Complete Care Plus. There will be no gap in your Medi-Cal coverage. Please call the number at the bottom of thepage if you have any questions.

C. Your Case Manager

C1. What a Case Manager is

- A Molina Medicare Complete Care Plus Case Manager is the main person for you to contact to assist you with your care, if required. This person helps to coordinate your care and manage your services to ensure you receive the help that you require.

C2. How you can contact your Case Manager

- If you want to contact your Case Manager, please call Member Services at (855) 665-4627 (TTY: 711). Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. local time. The call is free. Or visit MolinaHealthcare.com/Medicare.

C3. How you can change your Case Manager

- You may request a change in Case Manager by calling case management or member services. Molina Medicare Complete Care Plus healthcare services staff may make changes to member Case Manager assignment based on member needs or location.

D. Care from providers

D1. Care from specialists and other network providers

A specialist is a doctor who provides health care for a specific disease or part of the body. There are many kinds of specialists, such as:

- Oncologists who care for patients with cancer.
- Cardiologists who care for patients with heart problems.
- Orthopedists who care for patients with bone, joint, or muscle problems.

As a member you are not limited to specific specialists. Molina Medicare Complete Care Plus (HMO D-SNP) maintains a network of specialty providers to care for its members. Members are allowed to directly access women health specialists for routine and preventive health without a referral services. For some services you may be required to get Prior Authorization. Your PCP may request prior authorization from Molina Healthcare's Utilization Management Department by telephone, fax, or mail based on the urgency of the requested service.

Please refer to the Benefits Chart in **Chapter 4** for information about which services require prior authorization.

D2. When a provider leaves our plan

A network provider you use may leave our plan. If one of your providers leaves our plan, you have these rights and protections that are summarized below:

Even if our network of providers changes during the year, we must give you uninterrupted access to qualified providers.

- We'll notify you that your provider is leaving our plan so that you have time to select a new provider.
    - If your primary care or behavioral health provider leaves our plan, we'll notify you if you visited that provider within the past three years.
    - If any of your other providers leave our plan, we'll notify you if you're assigned to the provider, currently get care from them, or visited them within the past three months.
- We'll help you select a new qualified in-network provider to continue managing your health care needs.
- If you're currently undergoing medical treatment or therapies with your current provider, you have the right to ask to continue getting medically necessary treatment or therapies from another provider in our network. We'll work with you so you can continue to get care.
- We'll give you information about available enrollment periods and options you may have for changing plans.

- If we can't find a qualified network specialist accessible to you, we must arrange an out-of-network specialist to provide your care when an in-network provider or benefit is unavailable or inadequate to meet your medical needs. Prior Authorization may be required. Call member services at the number listed at the bottom of the page for more information.
- If you find out one of your providers is leaving our plan, contact us. We can help you choose a new provider to manage your care.
- If you think we haven't replaced your previous provider with a qualified provider or that we aren't managing your care well, you have the right to file a quality of care complaint to the Quality Improvement Organization (QIO), a quality of care grievance, or both. (Refer to **Chapter 9** for more information.)

D3. Out-of-network providers

Out-of-network providers are providers that do not have an agreement to work with Molina Healthcare. Except for emergency care, family care, sensitive care, and care pre-approved by Molina Healthcare, you might have to pay for any care you get from out-of-network providers in your service area.

If you need medically necessary health care services that are not available in the network, you might be able to get them from an out-of-network provider for free. Molina Healthcare may approve a referral to an out-of-network provider if the services you need are not available in network or are located very far from your home. If we give you a referral to an out-of-network provider, we will pay for your care.

For urgent care inside the Molina Healthcare service area, you must go to a Molina Healthcare in-network urgent care provider. You do not need pre-approval (prior authorization) to get urgent care from an in-network provider. You do need to get pre-approval (prior authorization) to get urgent care from an out-of-network provider inside the Molina Healthcare service area.

If you get urgent care from an out-of-network provider inside Molina Healthcare service area, you might have to pay for that care.

If you use an out-of-network provider, the provider must accept Medicare and/or Medi-Cal.

- We can't pay a provider who isn't eligible to participate in Medicare and/or MediCal.
- If you use a provider who isn't eligible to participate in Medicare, you must pay the full cost of the services you get.
- Providers must tell you if they aren't eligible to participate in Medicare.

Outside the service area

If you are outside of the Molina Healthcare service area and need care that is not an emergency or urgent, call your PCP right away for help.

If you need urgent care out of the Molina Healthcare service area, go to the nearest urgent care facility. For more on urgent care, read "Urgent care" later in this chapter.

For emergency care, call 911 or go to the nearest emergency room. Molina Healthcare covers out-of-network emergency care.

- If you travel outside of the United States or its territories and need emergency care requiring hospitalization, Molina Healthcare will cover your care up to $10,000.
  - Not all hospitals and doctors accept Medicaid. (Medi-Cal is what Medicaid is called in California only.
  - Tell the hospital or emergency room doctor as soon as possible that you have Med-Cal and are a member of Molina Healthcare.
  - Ask the hospital to make copies of your Molina Healthcare ID card.
  - Tell the hospital and the doctors to bill Molina Healthcare.
  - If you get a bill for services you got in another state, call Molina Healthcare right away.

We will work with the hospital and/or doctor to arrange for Molina Healthcare to pay for your care. If you are outside of California and have an emergency need to fill outpatient prescription drugs, have the pharmacy call Medi-Cal Rx at 1-800-977-2273.

Note: American Indians may get services at out-of-network IHCPs.

If you have questions about out-of-network or out-of-service-area care, call (855) 665-4627 (TTY: 711). If the office is closed and you want help from a Molina Healthcare representative, call the Nurse Advice Line at 1-888-275-8750 (English) or 1-866-648-3537 (Spanish).

E. Long-term services and supports (LTSS)

LTSS can help you stay at home and avoid a hospital or skilled nursing facility stay. You have access to certain LTSS through our plan, including skilled nursing facility care, Community Based Adult Services (CBAS), and Community Supports. Another type of LTSS, the In Home Supportive Services program, is available through your county social service agency. For information on county-specific social services agency information, visit https://www.cdss.ca.gov/inforesources/county-ihss-offices.

F. Behavioral health (mental health and substance use disorder) services

You have a right to access medically necessary behavioral health services that Medicare and Medi-Cal cover. We provide access to behavioral health services covered by Medicare and Medi-Cal managed care. Our plan doesn't provide Medi-Cal specialty mental health or county substance use disorder services, but these services are available to you through the county mental health plan for your county:

- Los Angeles County Department of Mental Health
- Riverside University Health System – Behavioral Health
- San Bernardino County Department of Behavioral Health
- San Diego County – Behavioral Health Services
- Sacramento County – Behavioral Health Services

F1. Medi-Cal behavioral health services provided outside our plan

Medi-Cal specialty mental health services are available to you through the county mental health plan (MHP) if you meet criteria to access specialty mental health services. Medi-Cal specialty mental health services

provided by: Riverside University Health System – Behavioral Health, San Bernardino County Department of Behavioral Health, San Diego County – Behavioral Health Services, Los Angeles County Department of Public Health, and Sacramento County – Behavioral Health Services include:

- mental health services
- medication support services
- day treatment intensive services
- day rehabilitation
- crisis intervention services
- crisis stabilization services
- adult residential treatment services
- crisis residential treatment services
- psychiatric health facility services
- psychiatric inpatient hospital services
- targeted case management
- justice-involved reentry
- assertive community treatment (ACT)
- forensic assertive community treatment (FACT)
- coordinated specialty care (CSC) for first episode psychosis (FEP)
- clubhouse services
- enhanced community health worker (CHW) Services
- supported Employment
- peer support services
- community-based mobile crisis intervention services
- therapeutic behavioral services
- therapeutic foster care
- intensive care coordination
- intensive home-based services

Drug Medi-Cal (DMC) services provided by Riverside, San Diego, San Bernardino and Sacramento counties or for Los Angeles County, the Los Angeles County Department of Public Health include:

- intensive outpatient treatment services
- perinatal residential substance use disorder treatment
- outpatient treatment services
- narcotic treatment program
- medications for addiction treatment (also called Medication Assisted Treatment)
- peer support services
- community-based mobile crisis intervention services

Drug Medi-Cal Organized Delivery System (DMC-ODS) services are available to you through Riverside, San Diego, and San Bernardino, and Sacramento counties or for Los Angeles County, the Los Angeles County Department of Public Health if you meet criteria to receive these services. DMC-ODS Services include:

- outpatient treatment services
- intensive outpatient treatment services
- partial hospitalization services
- medications for addiction treatment (also called Medication Assisted Treatment)
- residential treatment services
- withdrawal management services
- narcotic treatment program
- recovery services
- care coordination
- peer support services
- community-based mobile crisis intervention services
- contingency management services
- early intervention services (for members under age 21)
- early periodic screening, diagnosis, and treatment (for members under age 21)
- inpatient treatment services

In addition to the services listed above, you may have access to voluntary inpatient detoxification services if you meet the criteria.

Molina Medicare Complete Care Plus provides access to many mental health and substance use providers. A list of providers can be located on the Molina Medicare Complete Care Plus Member website or by calling Member Services. For a copy of the most current Provider/Pharmacy Directory, or to seek additional assistance in choosing a behavioral health provider, please contact Member Services. For some services you may be required to get a Prior Authorization. You or your Behavioral Health Provider or your PCP may request a prior authorization from Molina Healthcare's Utilization Management Department by telephone, fax, or mail based on the urgency of the requested service.

Please refer to the Benefits Chart in **Chapter 4** for information about which services require prior authorization. The care must be determined necessary. By necessary, we mean you need services to prevent, diagnose, or treat your condition or to maintain your current mental health status. This includes care that keeps you from going into a hospital or nursing home. It also means the services, supplies, or drugs meet accepted standards of behavioral health and medical practice.

If you are receiving services or need to obtain Medi-Cal specialty mental health services or drug services that are available to you through the county mental health plan (MHP), Molina Medicare Complete Care Plus Case Managers can help refer you to the appropriate county resource for an assessment. You can call Member Services to request assistance. You can also contact the County directly. See the appropriate county numbers in the information below.

If you have questions, please call Molina Medicare Complete Care Plus (HMO D-SNP) at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. The call is free. **For more information**, visit MolinaHealthcare.com/Medicare.

Specialty Mental Health Services

Los Angeles County Department of Mental Health 1-800-854-7771

Riverside University Health System – Behavioral Health 1-800-499-3008

San Bernardino County Department of Behavioral Health 1-888-743-1478

San Diego County Behavioral Health Services 1-888-724-7240

Sacramento County – Behavioral Health Services (916) 875-1055

Drug Medi-Cal Services

Los Angeles County Department of Public Health 1-844-804-7500

Riverside University Health System – Behavioral Health 1-800-499-3008

San Bernardino County Department of Behavioral Health 1-888-724-7240

San Diego - Mental Health Services 1-888-724-7240

Sacramento County Behavioral Health Services – Substance Use Prevention and Treatment (SUPT). 1 -888-881 -4881 (Toll Free)

G. Transportation services

G1. Non-Emergency Medical Transportation

You're entitled to non-emergency medical transportation (NEMT) if you have medical needs that don't allow you to use a car, bus, or taxi to your appointments. NEMT can be provided for all Medi-Cal covered services such as medical, dental, mental health, substance use, and pharmacy appointments. If you need NEMT, you can talk to your PCP and ask for it. Your PCP will decide the best type of transportation to meet your needs. If you need NEMT, they'll prescribe it by completing a form and submitting it to Molina Medicare Complete Care Plus (HMO-DSNP) for approval. Depending on your medical need, you may be able to get approval for up to 12 months. Your PCP will reassess your need for NEMT as necessary or upon the expiration of your prescription, and may re-approve the NEMT for up to 12 months.

NEMT is an ambulance, litter van, wheelchair van, or air transport. Molina Medicare Complete Care Plus allows the lowest cost covered transportation mode and most appropriate NEMT for your medical needs when you need a ride to your appointment. For example, if you can physically or medically be transported by a wheelchair van, Molina Medicare Complete Care Plus won't pay for an ambulance. You're only entitled to air transport if your medical condition makes any form of ground transportation impossible.

NEMT must be used when:

- You physically or medically need it as determined by written authorization from your PCP because you aren't able to use a bus, taxi, car, or van to get to your appointment.

- You need help from the driver to and from your residence, vehicle, or place of treatment due to a physical or mental disability.

To ask for medical transportation that your doctor has prescribed for non-urgent **routine appointments**, call Medi-Cal at 1-800-541-5555 at least 2 days in advance, (Monday-Friday) before your appointment. For **appointments**, call as soon as possible. Have your Member ID Card ready when you call. You can also call if you need more information.

Medical transportation limits

Molina Medicare Complete Care Plus covers the lowest cost medical transportation that meets your medical needs from your home to the closest provider where an appointment is available. Medical transportation won't be provided if Medicare or Medi-Cal doesn't cover the service. If the appointment type is covered by Medi-Cal, but not through the health plan, Molina Medicare Complete Care Plus will help you schedule your transportation. A list of covered services is in **Chapter 4** of this handbook. Transportation isn't covered outside Molina Medicare Complete Care Plus's network or service area unless pre-authorized.

G2. Non-medical transportation

Non-medical transportation (NMT) benefits include traveling to and from your appointments for a service authorized by your provider. You can get a ride, at no cost to you, when you're:

- Traveling to and from an appointment for a service authorized by your provider, **or**
- Picking up prescriptions and medical supplies.

Molina Medicare Complete Care Plus allows you to use a car, taxi, bus, or other public/private way of getting to your appointment for services authorized by your provider. Molina Medicare Complete Care Plus uses Medi-Cal to arrange for NMT. We cover the lowest cost, NMT type that meets your needs.

Sometimes, you can be reimbursed for rides in a private vehicle that you arrange. Molina Medicare Complete Care Plus must approve this **before** you get the ride, and you must tell us why you can't get a ride in another way, like taking the bus. You can tell us by calling or emailing, or in person. **You can't be reimbursed for driving yourself.**

Mileage reimbursement requires all of the following:

- The driver's license of the driver.
- The vehicle registration of the driver.
- Proof of car insurance for the driver.

To ask for a ride for services that have been authorized, call Medi-Cal at 1-800-541-5555 at least 2 days in advance, (Monday-Friday) before your appointment. For **urgent appointments**, call as soon as possible. Have your Member ID Card ready when you call. You can also call if you need more information.

Note: American Indian Members may contact their local Indian Health Clinic to ask for non-medical transportation.

Non-medical transportation limits

Molina Medicare Complete Care Plus provides the lowest cost NMT that meets your needs from your home to the closest provider where an appointment is available. **You can't drive yourself or be reimbursed directly.**

NMT **doesn't** apply if:

- An ambulance, litter van, wheelchair van, or other form of non-emergency medical transportation is needed to get to a service.
- You need assistance from the driver to and from the residence, vehicle, or place of treatment due to a physical or medical condition.
- You're in a wheelchair and are unable to move in and out of the vehicle without help from the driver.
- The service isn't covered by Medicare or Medi-Cal.

H. Covered services in a medical emergency, when urgently needed, or during a disaster

H1. Care in a medical emergency

A medical emergency is a medical condition with symptoms such as illness, severe pain, serious injury, or a medical condition that's quickly getting worse. The condition is so serious that, if it doesn't get immediate medical attention, you or anyone with an average knowledge of health and medicine could expect it to result in:

- serious risk to your life or to that of your unborn child; **or**
- loss of or serious harm to bodily functions; **or**
- serious dysfunction of any bodily organ or part; **or**
- In the case of a pregnant woman in active labor, when:
    - There isn't enough time to safely transfer you to another hospital before delivery.
    - A transfer to another hospital may pose a threat to your health or safety or to that of your unborn child.

If you have a medical emergency:

- **Get help as fast as possible.** Call 911 or use the nearest emergency room or hospital. Call for an ambulance if you need it. You **don't** need approval or a referral from your PCP. You don't need to use a network provider. You can get covered emergency medical care whenever you need it, anywhere in the U.S. or its territories or worldwide, from any provider with an appropriate state license, even if they're not part of our network.
- **As soon as possible, tell our plan about your emergency.** We follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. However, you won't pay for emergency services if you delay telling us. You can find the number to Member Services at the bottom of this page.

Covered services in a medical emergency

Our plan covers ambulance services in situations when getting to the emergency room in any other way could endanger your health. We also cover medical services during the emergency. To learn more, refer to the Benefits Chart in **Chapter 4** of this *Member Handbook*.

The providers who give you emergency care decide when your condition is stable and the medical emergency is over. They'll continue to treat you and will contact us to make plans if you need follow-up care to get better.

Our plan covers your follow-up care. If you get your emergency care from out-of-network providers, we'll try to get network providers to take over your care as soon as possible.

Getting emergency care if it wasn't an emergency

Sometimes it can be hard to know if you have a medical or behavioral health emergency. You may go in for emergency care and the doctor says it wasn't really an emergency. As long as you reasonably thought your health was in serious danger, we cover your care.

However, after the doctor says it wasn't an emergency, we cover your additional care only if:

- You use a network provider **or**
- The additional care you get is considered "urgently needed care" and you follow the rules for getting it. Refer to the next section.

H2. Urgently needed care

Urgently needed care is care you get for a situation that isn't an emergency but needs care right away. For example, you might have a flare-up of an existing condition or an unforeseen illness or injury.

Urgently needed care in our plan's service area

We cover urgently needed care only if:

- You get this care from a network provider **and**
- You follow the rules described in this chapter.

If it isn't possible or reasonable to get to a network provider, given your time, place or circumstances, we cover urgently needed care you get from an out-of-network provider.

Urgent care can be accessed using any available urgent care center. You may also call the Nurse Advice Line at (888) 275-8750 for English, Spanish (866) 648-3537; TTY users should call 711.

Urgently needed care outside our plan's service area

When you're outside our plan's service area, you may not be able to get care from a network provider. In that case, our plan covers urgently needed care you get from any provider. When network providers are temporarily unavailable or inaccessible, urgent care can be accessed using any available urgent care center. You may also call the Nurse Advice Line at (888) 275-8750 for English, Spanish (866) 648-3537; TTY users should

call 711. However, medically necessary routine provider visits, such as annual checkups, aren't considered urgently needed, even if you're outside our plan's service area or our plan network is temporarily unavailable.

Our plan doesn't cover non-emergency care that you get outside the United States and its territories.

Our plan covers worldwide emergency and urgently needed care services outside the United States and its territories under the following circumstances.

Emergency care means services that are:

- given by a provider trained to give emergency services, **and**
- needed to evaluate or treat a medical emergency.

A medical emergency is an illness, injury, severe pain, or medical condition that's quickly getting worse. The condition is so serious that, if it doesn't get immediate medical attention, anyone with an average knowledge of health and medicine could expect it to result in:

- serious risk to your health or to that of your unborn child; or
- serious harm to bodily functions; or
- serious dysfunction of any bodily organ or
- loss of a limb, or loss of function of a limb.
- In the case of a pregnant woman in active labor, when:
    - There isn't enough time to safely transfer you to another hospital before delivery.
    - A transfer to another hospital may pose a threat to your health or safety or to that of your unborn child.

Emergency care is only within the United States and its territories except under limited circumstances. Contact the plan for details.

You are covered for worldwide emergency and urgent care services up to $10,000 each calendar year. For more information, refer to the benefits chart in **Chapter 4**.

H3. Care during a disaster

If the governor of California, the U.S. Secretary of Health and Human Services, or the president of the United States declares a state of disaster or emergency in your geographic area, you're still entitled to care from our plan.

Visit our website for information on how to get care you need during a declared disaster: MolinaHealthcare.com/Medicare.

During a declared disaster, if you can't use a network provider, you can get care from out-of-network providers at no cost to you. If you can't use a network pharmacy during a declared disaster, you can fill your drugs at an out-of-network pharmacy. Refer to **Chapter 5** of this *Member Handbook* for more information.

I. What if you're billed directly for covered services

If you paid for your covered services **or** if you got a bill for covered medical services, refer to **Chapter 7** of this *Member Handbook* to find out what to do.

You shouldn't pay the bill yourself. If you do, we may not be able to pay you back.

I1. What to do if our plan doesn't cover services

Our plan covers all services:

- that are determined medically necessary, **and**
- that are listed in our plan's Benefits Chart (refer to **Chapter 4** of this *Member Handbook*), **and**
- that you get by following plan rules.

If you get services that our plan doesn't cover, **you pay the full cost yourself,** unless it's covered by another Medi-Cal program outside our plan.

If you want to know if we pay for any medical service or care, you have the right to ask us. You also have the right to ask for this in writing. If we say we won't pay for your services, you have the right to appeal our decision.

Chapter 9 of this *Member Handbook* explains what to do if you want us to cover a medical service or item. It also tells you how to appeal our coverage decision. Call Member Services to learn more about your appeal rights.

We pay for some services up to a certain limit. If you go over the limit, you pay the full cost to get more of that type of service. Refer to **Chapter 4** for specific benefit limits. Call Member Services to find out what the benefit limits are and how much of your benefits you've used.

J. Coverage of health care services in a clinical research study

J1. Definition of a clinical research study

A clinical research study (also called a clinical trial) is a way doctors test new types of health care or drugs. A clinical research study approved by Medicare typically asks for volunteers to be in the study. When you're in a clinical research study, you can stay enrolled in our plan and continue to get the rest of your care (care that's not related to the study) through our plan.

If you want to take part in any Medicare-approved clinical research study, you **don't** need to tell us or get approval from us, but we encourage you to tell us or your primary care provider. Providers that give you care as part of the study **don't** need to be network providers. This doesn't apply to covered benefits that require a clinical trial or registry to assess the benefit, including certain benefits requiring coverage with evidence development (NCDs-CED) and investigational device exemption (IDE) studies. These benefits may also be subject to prior authorization and other plan rules.

If you plan to be in a clinical research study, covered for enrollees by Original Medicare, we encourage you or your Case Manager to contact Member Services to let us know you'll take part in a clinical trial.

J2. Payment for services when you participate in a clinical research study

If you volunteer for a clinical research study that Medicare approves, you pay nothing for the services covered under the study. Medicare pays for services covered under the study, as well as routine costs associated with your care. Once you join a Medicare-approved clinical research study, you're covered for most services and items you get as part of the study. This includes:

- room and board for a hospital stay that Medicare would pay for even if you weren't in a study
- an operation or other medical procedure that's part of the research study
- treatment of any side effects and complications of the new care

If you're part of a study that Medicare or our plan **hasn't** approved, you pay any costs for being in the study.

J3. More about clinical research studies

You can learn more about joining a clinical research study by reading "Medicare & Clinical Research Studies" on the Medicare website (www.medicare.gov/coverage/clinical-research-studies). You can also call 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048.

K. How your health care services are covered in a religious non-medical health care institution

K1. Definition of a religious non-medical health care institution

A religious non-medical health care institution is a place that provides care you would normally get in a hospital or skilled nursing facility. If getting care in a hospital or a skilled nursing facility is against your religious beliefs, we cover care in a religious non-medical health care institution.

This benefit is only for Medicare Part A inpatient services (non-medical health care services).

K2. Care from a religious non-medical health care institution

To get care from a religious non-medical health care institution, you must sign a legal document that says you're against getting medical treatment that's "non-excepted."

- "Non-excepted" medical treatment is any care or treatment that's **voluntary and not required** by any federal, state, or local law.
- "Excepted" medical treatment is any care or treatment that's **not voluntary and is required** under federal, state, or local law.

To be covered by our plan, the care you get from a religious non-medical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan only covers non-religious aspects of care.
- If you get services from this institution provided to you in a facility:
  - You must have a medical condition that would allow you to get covered services for inpatient hospital care or skilled nursing facility care.

Medicare inpatient hospital coverage limits apply. (See the Benefits Chart in **Chapter 4**).

L. Durable medical equipment (DME)

L1. Getting DME as a member of our plan

DME includes certain medically necessary items ordered by a provider, such as wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, intravenous (IV) infusion pumps, speech generating devices, oxygen equipment and supplies, nebulizers, and walkers.

You own some DME items, such as prosthetics.

Other types of DME you must rent. As a member of our plan, you **won't** own the rented DME items, no matter how long you rent it.

In some limited situations, we transfer ownership of the DME item to you. Call Member Services at the phone number at the bottom of the page for more information.

Even if you had DME for up to 12 months in a row under Medicare before you joined our plan, you **won't** own the equipment.

L2. DME ownership if you switch to Original Medicare

In the Original Medicare program, people who rent certain types of DME own it after 13 months. In a Medicare Advantage (MA) plan, the plan can set the number of months people must rent certain types of DME before they own it.

If you no longer have Medi-Cal, you'll have to make 13 payments in a row under Original Medicare, or you'll have to make the number of payments in a row set by the MA plan, to own the DME item if:

- you didn't become the owner of the DME item while you were in our plan, **and**
- you leave our plan and get your Medicare benefits outside of any health plan in the Original Medicare program or an MA plan.

If you made payments for the DME item under Original Medicare or an MA plan before you joined our plan, **those Original Medicare or MA plan payments don't count toward the payments you need to make after leaving our plan.**

- You'll have to make 13 new payments in a row under Original Medicare or a number of new payments in a row set by the MA plan to own the DME item.
- There are no exceptions to this when you return to Original Medicare or an MA plan.

L3. Oxygen equipment benefits as a member of our plan

If you qualify for oxygen equipment covered by Medicare, we cover:

- rental of oxygen equipment
- delivery of oxygen and oxygen contents
- tubing and related accessories for the delivery of oxygen and oxygen contents
- maintenance and repairs of oxygen equipment

Oxygen equipment must be returned when it's no longer medically necessary for you or if you leave our plan.

L4. Oxygen equipment when you switch to Original Medicare or another Medicare Advantage (MA) plan

When oxygen equipment is medically necessary and **you leave our plan and switch to Original Medicare**, you rent it from a supplier for 36 months. Your monthly rental payments cover the oxygen equipment and the supplies and services listed above. Medicare and Medi-Cal cover these payments if you're still enrolled in Medicare and Medi-Cal.

If oxygen equipment is medically necessary **after you rent it for 36 months,** your supplier must provide:

- oxygen equipment, supplies, and services for another 24 months
- oxygen equipment and supplies for up to five years if medically necessary

If oxygen equipment is still medically necessary **at the end of the five-year period:**

- Your supplier no longer has to provide it, and you may choose to get replacement equipment from any supplier.
- A new five-year period begins.
- You rent from a supplier for 36 months.
- Your supplier then provides the oxygen equipment, supplies, and services for another 24 months.
- A new cycle begins every five years as long as oxygen equipment is medically necessary.

When oxygen equipment is medically necessary and **you leave our plan and switch to another MA plan**, the plan will cover at least what Original Medicare covers. You can ask your new MA plan what oxygen equipment and supplies it covers and what your costs will be.

Chapter 4: Benefits chart

Introduction

This chapter tells you about the services our plan covers and any restrictions or limits on those services. It also tells you about benefits not covered under our plan. Key terms and their definitions appear in alphabetical order in the last chapter of this *Member Handbook*.

New members to Molina Medicare Complete Care Plus (HMO D-SNP): In most instances you'll be enrolled in Molina Medicare Complete Care Plus (HMO D-SNP) for your Medicare benefits the 1st day of the month after you request to be enrolled in Molina Medicare Complete Care Plus. You may still receive your Medi-Cal services from your previous Medi-Cal health plan for one additional month. After that, you'll receive your Medi-Cal services through Molina Medicare Complete Care Plus (HMO D-SNP). There will be no gap in your Medi-Cal coverage. Please call us at (855) 665-4627 (TTY:711) if you have any questions.

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A. Your covered services

This chapter tells you about services our plan covers. You can also learn about services that aren't covered. Information about drug benefits is in **Chapter 5** of this *Member Handbook*. This chapter also explains limits on some services.

Because you get help from Medi-Cal, you pay nothing for your covered services as long as you follow our plan's rules. Refer to **Chapter 3** of this *Member Handbook* for details about our plan's rules.

If you need help understanding what services are covered, call your Case Manager and/or Member Services at (855) 665-4627 (TTY: 711).

B. Rules against providers charging you for services

We don't allow our providers to bill you for in network covered services. We pay our providers directly, and we protect you from any charges. This is true even if we pay the provider less than the provider charges for a service.

You should never get a bill from a provider for covered services. If you do, refer to **Chapter 7** of this *Member Handbook* or call Member Services.

C. About our plan's Benefits Chart

The Benefits Chart tells you the services our plan pays for (Drug coverage is in **Chapter 5.**) It lists covered services in alphabetical order and explains them.

We pay for the services listed in the Benefits Chart when the following rules are met. You **don't** pay anything for the services listed in the Benefits Chart, as long as you meet the requirements described below.

- We provide covered Medicare and Medi-Cal covered services according to the rules set by Medicare and Medi-Cal.
- The services including medical care, behavioral health and substance use services, long-term services and supports, supplies, equipment, and drugs must be "medically necessary." Medically necessary describes services, supplies, or drugs you need to prevent, diagnose, or treat a medical condition or to maintain your current health status. This includes care that keeps you from going into a hospital or nursing facility. It also means the services, supplies, or drugs meet accepted standards of medical practice.
- For new enrollees, for the first 90 days we may not require you to get approval in advance for any active course of treatment, even if the course of treatment was for a service that began with an out-of-network provider.
- You get your care from a network provider. A network provider is a provider who works with us. In most cases, care you get from an out-of-network provider won't be covered unless it's an emergency or urgently needed care or unless our plan or a network provider gave you a referral. This means that you may need to pay the provider in full for out-of-network services you get. **Chapter 3** of this *Member Handbook* has more information about using network and out-of-network providers.
- You have a primary care provider (PCP) or a care team providing and managing your care.

- We cover some services listed in the Benefits Chart only if your doctor or other network provider gets our approval first. This is called prior authorization (PA). We mark covered services in the Benefits Chart that need PA with an asterisk (*).
- If our plan provides approval of a PA request for a course of treatment, the approval must be valid for as long as medically reasonable and necessary to avoid disruptions in care based on coverage criteria, your medical history, and the treating provider's recommendations.
- Like all Medicare health plans, we cover everything that Original Medicare covers. (To learn more about the coverage and costs of Original Medicare, go to your *Medicare & You* 2027 handbook. View it online at www.Medicare.gov or ask for a copy by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048.)
- If Medicare adds coverage for any new services during 2027, either Medicare or our plan will cover those services
- If you lose your Medi-Cal benefits, within the 3-month period of deemed continued eligibility, we'll continue to provide all Medicare Advantage plan-covered Medicare benefits. However, your Medi-Cal coverage may end sooner than your Medicare coverage with us. When your Medi-Cal coverage ends, we won't pay for your Medi-Cal benefits.
- We'll assist you to regain your Medi-Cal eligibility. If your Medi-Cal eligibility is restored while you're still enrolled with us for your Medicare coverage, we'll resume paying for your Medi-Cal benefits and your enrollment with us will continue. If you regain Medi-Cal eligibility after we disenroll you from our Medicare coverage you'll need to contact us to reenroll in the plan.

Important Benefit Information for Members with Certain Chronic Conditions.

- If you have any of the chronic condition(s) listed below and meet certain medical criteria, you may be eligible for additional benefits:
  - Chronic alcohol use disorder and other substance use disorders (SUDs)
  - Cancer
  - Autoimmune disorders
  - Cardiovascular disorders
  - Chronic heart failure
  - Dementia
  - Diabetes mellitus
  - Overweight, obesity, and metabolic syndrome,
  - Chronic gastrointestinal disease
  - Chronic kidney disease
  - Severe hematologic disorders
  - HIV/AIDS
  - Chronic lung disorders
  - Chronic and disabling mental health conditions
  - Neurologic disorders

- Stroke
- Post-organ transplantation
- Immunodeficiency and Immunosuppressive disorders
- Conditions associated with cognitive impairment
- Conditions with functional challenges
- Chronic conditions that impair vision, hearing (deafness), taste, touch, and smell
- Conditions that require continued therapy services in order for individuals to maintain or retain functioning

Your eligibility for special supplemental benefits for the chronically ill will be determined after you enroll in the plan. We will validate that you have one or more of the qualifying conditions from your treating providers. In addition, we will confirm you meet additional criteria including a high risk of hospitalization or other adverse health outcomes; and require intensive care coordination. Eligibility will be reviewed annually to ensure you continue to qualify for the benefit. Prior authorization may be required.

- For more details, go to the "Help with certain chronic conditions" row in the Benefits Chart below.
- Contact us to find out exactly which benefits you may be eligible for.

All preventive services are free. This apple shows the preventive services in the Benefits Chart.

D. Our plan's Benefits Chart

	Covered Service	What you pay
	Abdominal aortic aneurysm screening We pay for a one-time ultrasound screening for people at risk. Our plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant (PA), nurse practitioner (NP), or clinical nurse specialist (CNS).	$0 There is no coinsurance, copayment, or deductible for members eligible for this preventive screening.
	Acupuncture We pay for up to two outpatient acupuncture services in any one calendar month, or more often if they're medically necessary. We also pay for up to 12 acupuncture visits in 90 days if you have chronic low back pain, defined as: • lasting 12 weeks or longer; **This benefit is continued on the next page**	$0 You pay $0 for each Medicare-covered treatment

	Covered Service	What you pay
	Acupuncture (continued) • not specific (having no systemic cause that can be identified, such as not associated with metastatic, inflammatory, or infectious disease); • not associated with surgery; • not associated with pregnancy. In addition, we pay for an additional eight sessions of acupuncture for chronic low back pain if you show improvement. You may not get more than 20 acupuncture treatments for chronic low back pain each year. Acupuncture treatments must be stopped if you don't get better or if you get worse. Provider Requirements: Physicians may furnish acupuncture in accordance with applicable state requirements. Physician assistants (PAs), nurse practitioners (NPs)/clinical nurse specialists (CNSs), and auxiliary personnel may furnish acupuncture if they meet all applicable state requirements and have: • a master's or doctoral level degree in acupuncture or Oriental Medicine from a school accredited by the Accreditation Commission on Acupuncture and Oriental Medicine (ACAOM); and, • a current, full, active, and unrestricted license to practice acupuncture in a State, Territory, or Commonwealth (i.e., Puerto Rico) of the United States, or District of Columbia. Auxiliary personnel furnishing acupuncture must be under the appropriate level of supervision of a physician, PA, or NP/CNS required by our regulations.	
	Acupuncture - Routine (Supplemental)* Unlimited visits every calendar year for acupuncture services. Supplemental acupuncture services are covered when determined as medically accepted standards of care for: **This benefit is continued on the next page**	$0 **Prior authorization may be required**

	Covered Service	What you pay
	Acupuncture - Routine (Supplemental)* (continued) • Pain syndromes associated with musculoskeletal (MSK) symptoms • MSK conditions, including spine and extremities, for which pain is a symptom • Nausea from chemotherapy and post-surgery To find a contracted provider or ask a question about acupuncture services: • Call ASH Customer Service at 800-678-9133, or • Visit online at www.ashlink.com/ash/molina	
	Alcohol misuse screening and counseling We pay for one alcohol-misuse screening (SABIRT) for adults who misuse alcohol but aren't alcohol dependent. This includes pregnant women. If you screen positive for alcohol misuse, you can get up to four brief, face-to-face counseling sessions each year (if you're able and alert during counseling) with a qualified primary care provider (PCP) or practitioner in a primary care setting.	$0
	Ambulance services Covered ambulance services, whether for an emergency or non-emergency situation, include ground and air (airplane and helicopter). The ambulance will take you to the nearest place that can give you care. Your condition must be serious enough that other ways of getting to a place of care could risk your health or life. Ambulance services for other cases (non-emergent) must be approved by us. In cases that aren't emergencies, we may pay for an ambulance. Your condition must be serious enough that other ways of getting to a place of care could risk your life or health.	$0 **Prior authorization is only required for non-emergent ambulance transport.** If you need emergency care, dial 911 and request an ambulance. Refer to “Worldwide emergency/urgent coverage” in this chart if you need emergency ambulance transport outside the U.S.
	Annual physical exam (Supplemental) **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	The annual routine physical exam provides coverage for additional physical examination services that can only be rendered by a physician, nurse practitioner, or physician assistant. This is a great opportunity to focus attention on prevention and screening. During a routine physical examination, the clinician will examine you to identify problems through visual inspection, palpation, auscultation, and percussion. The last three of these involve direct physical contact and are necessary to identify the presence (or absence) of a physical condition.	If additional services are required, your provider will refer you to a specialist or submit a prior authorization if needed.
	Annual wellness visit You can get an annual checkup. This is to make or update a prevention plan based on your current risk factors. We pay for this once every 12 months. **Note:** Your first annual wellness visit can't take place within 12 months of your **Welcome to Medicare** visit. However, you don't need to have had a **Welcome to Medicare** visit to get annual wellness visits after you've had Part B for 12 months.	$0
	Asthma preventive services You can receive asthma education and a home environment assessment for triggers commonly found in the home for people with poorly controlled asthma.	$0
	Bone mass measurement We pay for certain procedures for members who qualify (usually, someone at risk of losing bone mass or at risk of osteoporosis). These procedures identify bone mass, find bone loss, or find out bone quality. We pay for the services once every 24 months, or more often if medically necessary. We also pay for a doctor to look at and comment on the results.	$0

	Covered Service	What you pay
	Breast cancer screening (mammograms) We pay for the following services: • one baseline mammogram between the ages of 35 and 39 • one screening mammogram every 12 months • clinical breast exams once every 24 month	$0
	Cardiac (heart) rehabilitation services* We pay for cardiac rehabilitation services such as exercise, education, and counseling. Members must meet certain conditions and have a doctor's order. We cover these comprehensive programs if you've had at least one of these conditions: • heart attack in the last 12 months • coronary artery bypass surgery • stable angina pectoris (chest pain) • heart valve repair or replacement • coronary angioplasty (a medical procedure used to open a blocked artery) or coronary stenting (a procedure used to keep an artery open) • heart or heart and lung transplant • stable chronic heart failure Coverage limitations: You can get up to 36 cardiac rehabilitation sessions. You can have two sessions per day (each lasting one hour), and the program can last up to 36 weeks. If you qualify, you may be able to get 36 more sessions that can be spread out over a longer time period.	$0 **Prior authorization may be required.**
	Cardiovascular (heart) disease risk reduction visit (therapy for heart disease) We pay for one visit a year, or more if medically necessary, with your primary care provider (PCP) to help lower your risk for heart disease. During the visit, your doctor may: • discuss aspirin use, **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Cardiovascular (heart) disease risk reduction visit (therapy for heart disease) (continued) • check your blood pressure, **and/or** • give you tips to make sure you're eating well.	
	Cardiovascular (heart) disease screening tests We pay for blood tests to check for cardiovascular disease once every five years (60 months). These blood tests also check for defects due to high risk of heart disease.	$0 There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every 5 years.
	Cervical and vaginal cancer screening We pay for the following services: • for all women: Pap tests and pelvic exams once every 24 months • for women who are at high risk of cervical or vaginal cancer: one Pap test every 12 months • for women who have had an abnormal Pap test within the last three years and are of childbearing age: one Pap test every 12 months • for women aged 30-65: human papillomavirus (HPV) testing or Pap plus HPV testing once every five years	$0
	Chiropractic services We pay for the following services: • adjustments of the spine to correct alignment	You pay $0 per visit for these Medicare-covered services.
	Colorectal cancer screening We pay for the following services: • Colonoscopy has no minimum or maximum age limitation and is covered once every 120 months (ten years) for patients not at high risk, or 48 months after a previous **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Colorectal cancer screening (continued) flexible sigmoidoscopy for patients who aren't at high risk for colorectal cancer, and once every 24 months for high risk patients after a previous screening colonoscopy. • Computed tomography colonography for patients 45 years and older who aren't at high risk of colorectal cancer is covered when at least 59 months have passed following the month in which the last screening computed tomography colonography was performed, or when 47 months have passed following the month in which the last screening flexible sigmoidoscopy or screening colonoscopy was performed. For patients at high risk for colorectal cancer, payment may be made for a screening computed tomography colonography performed after at least 23 months have passed following the month in which the last screening computed tomography colonography or the last screening colonoscopy was performed. • Flexible sigmoidoscopy for patients 45 years and older. Once every 120 months for patients not at high risk after the patient got a screening colonoscopy. Once every 48 months for high risk patients from the last flexible sigmoidoscopy or computed tomography colonography. • Screening fecal-occult blood tests for patients 45 years and older. Once every 12 months. • Multitarget stool DNA for patients 45 to 85 years of age and not meeting high risk criteria. Once every three years. • Blood-based Biomarker Tests for patients 45 to 85 years of age and not meeting high risk criteria. Once every three years. • Colorectal cancer screening tests include a follow-on screening colonoscopy after a Medicare covered non-invasive stool-based colorectal cancer screening test returns a positive result. • Colorectal cancer screening tests include a planned screening flexible sigmoidoscopy or screening colonoscopy that involves the removal of tissue or other matter, or other procedure furnished in connection with, as a result of, and in the same clinical encounter as the screening test.	
	Dental services **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	We pay for certain dental services, including but not limited to, cleanings, fillings, and dentures. What we don't cover is available through Medi-Cal Dental, described in **Section G2** below. We pay for some dental services when the service is an integral part of specific treatment of a person's primary medical condition. Examples include reconstruction of the jaw after a fracture or injury, tooth extractions done in preparation for radiation treatment for cancer involving the jaw, or oral exams prior to organ transplantation.	
	Depression screening We pay for one depression screening each year. The screening must be done in a primary care setting that can give follow-up treatment and/or referrals.	$0
	Diabetes screening We pay for this screening (includes fasting glucose tests) if you have any of the following risk factors: • high blood pressure (hypertension) • history of abnormal cholesterol and triglyceride levels (dyslipidemia) • obesity • history of high blood sugar (glucose) Tests may be covered in some other cases, such as if you're overweight and have a family history of diabetes. You may qualify for up to two diabetes screenings every 12 months following the date of your most recent diabetes screening test.	$0 There is no coinsurance, copayment, or deductible for the Medicare-covered diabetes screening tests.
	Diabetic self-management training, services, and supplies We pay for the following services for all people who have diabetes (whether they use insulin or not): **This benefit is continued on the next page**	You pay $0 for this benefit. Supplies are covered when you have a prescription and fill it

	Covered Service	What you pay
	Diabetic self-management training, services, and supplies (continued) • Supplies to monitor your blood glucose, including the following: ○ a blood glucose monitor ○ blood glucose test strips ○ lancet devices and lancets ○ glucose-control solutions for checking the accuracy of test strips and monitors • For people with diabetes who have severe diabetic foot disease, we pay for the following: ○ one pair of therapeutic custom-molded shoes (including inserts), including the fitting, and two extra pairs of inserts each calendar year, **or** ○ one pair of depth shoes, including the fitting, and three pairs of inserts each year (not including the non-customized removable inserts provided with such shoes) • In some cases, we pay for training to help you manage your diabetes. To find out more, contact Member Services. • Certain diabetic supplies, including blood glucose testing products, are limited to specific brands and manufacturers. The preferred diabetic products are Trividia Health brands (TrueMetrix) and Accu-Chek Guides. The most recent list of these diabetic supplies is available on our website.	at a network retail pharmacy or through the Mail Service Pharmacy program. See "Vision care" in this chart for doctor's services if you need an eye exam for diabetic retinopathy or a glaucoma screening. See "Podiatry services" in this chart if you are diabetic and need to see a doctor for a foot exam. See "Medical nutrition therapy" in this chart if you are diabetic and need medical nutrition therapy services (MNT). **Prior authorization may be required diabetic supplies, diabetic shoes, and inserts.** **Prior authorization is not required for preferred manufacturer.** **Prior authorization is not required for Medicare-covered diabetes self-management training.**
	Doula services For individuals who are pregnant, we pay for nine visits with a doula during the prenatal and postpartum period as well as support during labor and delivery. Up to nine additional postpartums may be provided as well.	$0
	Durable medical equipment (DME) and related supplies* **This benefit is continued on the next page**	

	Covered Service	What you pay
	Refer to **Chapter 12** of this *Member Handbook* for a definition of "Durable medical equipment (DME)." We cover the following items: • wheelchairs, including electric wheelchairs • crutches • powered mattress systems • dry pressure pad for mattress • diabetic supplies • hospital beds ordered by a provider for use in the home • intravenous (IV) infusion pumps and pole • speech generating devices • oxygen equipment and supplies • nebulizers • walkers • standard curved handle or quad cane and replacement supplies • cervical traction (over the door) • bone stimulator • dialysis care equipment Other items may be covered. We pay for all medically necessary DME that Medicare and Medi-Cal usually pay for. If our supplier in your area doesn't carry a particular brand or maker, you may ask them if they can special order it for you.	$0 **Prior authorization may be required.**
	Emergency care Emergency care means services that are: • given by a provider trained to give emergency services, • needed to evaluate or treat a medical emergency. A medical emergency is an illness, injury, severe pain, or medical condition that's quickly getting worse. The condition is so serious that, if it doesn't get immediate medical attention, anyone with an **This benefit is continued on the next page**	$0 If you get emergency care at an out-of-network hospital and need inpatient care after your emergency is stabilized, you must move to a network hospital for your care to continue to be paid for. You can stay in the out-of-network hospital for your

	Covered Service	What you pay
	Emergency care (continued)	

	average knowledge of health and medicine could expect it to result in:
	• serious risk to your health or to that of your unborn child; **or**
	• serious harm to bodily functions; **or**
	• serious dysfunction of any bodily organ or
	• loss of a limb, or loss of function of a limb.
	• In the case of a pregnant woman in active labor, when:
	  ○ There isn't enough time to safely transfer you to another hospital before delivery.
	  ○ A transfer to another hospital may pose a threat to your health or safety or to that of your unborn child.
	
	Emergency care is only within the United States and its territories except under limited circumstances. Contact the plan for details.
	
	As an added benefit, we offer up to $10,000 of worldwide emergency coverage each calendar year for emergency transportation, urgent care, emergency care, and post-stabilization care.
		inpatient care only if our plan approves your stay.

	Family planning services The law lets you choose any provider – whether a network provider or out-of-network provider – for certain family planning services. This means any doctor, clinic, hospital, pharmacy or family planning office. We pay for the following services: • family planning exam and medical treatment • family planning lab and diagnostic tests • family planning methods (IUC/IUD, implants, injections, birth control pills, patch, or ring) • family planning supplies with prescription (condom, sponge, foam, film, diaphragm, cap) • limited fertility services such as counseling and education about fertility awareness techniques, and/or preconception **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Family planning services (continued) health counseling, testing, and treatment for sexually transmitted infections (STIs) • counseling and testing for HIV and AIDS, and other HIV-related conditions • permanent contraception (You must be age 21 or over to choose this method of family planning. You must sign a federal sterilization consent form at least 30 days, but not more than 180 days before the date of surgery.) • genetic counseling We also pay for some other family planning services. However, you must use a provider in our provider network for the following services: • treatment for medical conditions of infertility (This service doesn't include artificial ways to become pregnant.) • treatment for AIDS and other HIV-related conditions • genetic testing Over-the-counter family planning products and drugs not covered under Medicare Part D may be covered under your Medi-Cal Rx benefit. Please visit the Medi-Cal Rx website (medi-calrx.dhcs.ca.gov) for more information. You can also call the Medi-Cal Rx Customer Service Center at 800-977-2273. You will need your Medi-Cal card or Benefits Identification Card (BIC) to access Medi-Cal Rx covered drugs.	
	Fitness (Supplemental) Members have access to a Healthy Aging and Exercise program at no cost. Under this program, members can access a network of no-cost participating fitness centers. In addition, members can choose 1 (one) home fitness kit per benefit year at no cost. Options may include: • A Strength Kit with resistance tubing **This benefit is continued on the next page**	$0 Always talk to your doctor before starting or changing your exercise routine.

	Covered Service	What you pay
	Fitness (Supplemental) (continued) • Toning Kit with a Pilates ball • Yoga Kit with a yoga mat • Self-Care Kit with a foam roller • Walking Kit with a pedometer. Members can also access other program features including thousands of on-demand workout videos, virtual events, and online resources through the Well-Being Club, and coaching sessions. Participating facilities and fitness chains may vary by location and are subject to change. Kits are subject to change.	
	Health and wellness education programs We offer many programs that focus on certain health conditions. These include: • health education classes; • nutrition education classes; • smoking and tobacco use cessation; **and** • nursing hotline Other programs designed to enrich your health and lifestyle are also available, such as: • A smoking cessation program. • A weight control program. For information and/or materials for smoking cessation or weight control call (866) 472-9483 (TTY/TDD:711), Monday to Friday, 6 a.m. to 6 p.m. (Pacific Standard Time). Nutritional / Dietary Counseling See the "Nutrition counseling (Supplemental)" benefit in this chart. Nurse Advice Line Whether you have an immediate health concern, questions about a medical condition, or would like general information about **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Health and wellness education programs (continued) available health resources the nurse advice line is available 24 hours a day, 7 days a week. The toll-free Nurse Advice Line phone numbers are: English (888) 275-8750 (TTY:711) / Spanish (866) 648-3537 (TTY: 711) A registered nurse will help you determine if you can manage your care at home or need the attention of a medical professional. Call anytime, day or night, to speak with a registered nurse about illnesses or injuries. No referral or prior authorization is needed This service isn't intended for emergencies. In case of an emergency, dial 911 immediately. To learn about health and wellness education programs and services email HealthEducation.MHC@MolinaHealthCare.Com or call member services at (855) 665-4627 (TTY: 711).	
	Hearing services* We pay for hearing and balance tests done by your provider. These tests tell you whether you need medical treatment. They're covered as outpatient care when you get them from a physician, audiologist, or other qualified provider. We also pay for hearing aids when prescribed by a physician or other qualified provider, including: • molds, supplies, and inserts • repairs • an initial set of batteries • six visits for training, adjustments, and fitting with the same vendor after you get the hearing aid • trial period rental of hearing aids • assistive listening devices, surface-worn bone conduction hearing devices **This benefit is continued on the next page**	$0 **Prior authorization may be required.**

	Covered Service	What you pay
	Hearing services* (continued) • hearing aid-related audiology and post-evaluation services	
	Hearing services (Supplemental) In addition to the Medicare-covered hearing services, you can get a routine hearing test once every calendar year. After the routine hearing test, you may be fitted for a hearing aid. To find an in-network hearing provider close to you can: 1. Call our Member Services Department, or 2. Search online – using our supplemental hearing provider online search tool at MolinaHealthcare.com/Medicare. Fitting / evaluation for hearing aids can be done once every calendar year. If you are told you need hearing aids, you can get up to 2 pre-selected hearing aids from a plan-approved provider every year for both ears combined.	$0
	Help with certain chronic conditions* You may be eligible for special supplemental benefits for the chronically ill (SSBCI) if you meet the three criteria listed below in conjunction with Case Management assessment: 1. Have one or more chronic conditions listed below that is life threatening or significantly limits your overall health or function, 2. Have a high risk of hospitalization or other adverse health outcomes, and 3. Require intensive care coordination. Qualifying chronic conditions include: • Autoimmune disorders • Cancer • Cardiovascular disorders **This benefit is continued on the next page**	$0 There is no coinsurance or copayment. Participation in a care management program maybe required. Members must also have physician sign off for testing based on lack of historical medical information. **Prior authorization may be required.**

	Covered Service	What you pay
	Help with certain chronic conditions* (continued) • Chronic alcohol use disorder and other substance use disorders (SUDs) • Chronic and disabling mental health conditions • Chronic conditions that impair vision, hearing (deafness), taste, touch, and smell • Chronic gastrointestinal disease • Chronic heart failure • Chronic kidney disease (CKD) • Chronic lung disorders • Conditions associated with cognitive impairment • Conditions that require continued therapy services in order for individuals to maintain or retain functioning • Conditions with functional challenges • Dementia • Diabetes mellitus • HIV/AIDS • Immunodeficiency and Immunosuppressive disorders • Neurologic disorders • Overweight, obesity, and metabolic syndrome • Post-organ transplantation • Severe hematologic disorders • Stroke Enrollment in the plan does not guarantee eligibility. You will have access to SSBCI benefits after it is determined that you meet the requirements. However, you will not receive benefits for any time period before your eligibility was determined. We will help you with accessing these benefits. You can call Member Services or your Case Manager to initiate your request or get additional information. Participation in a care management program may be required. Note: By requesting this benefit you are authorizing Molina Healthcare representatives to contact you by phone, mail or any other methods of communication as expressly outlined in your application. **This benefit is continued on the next page**	

	Covered Service	What you pay
	Help with certain chronic conditions* (continued) Upon approval, your pre-funded debit (MyChoice Card) will be automatically loaded with a monthly allowance to be used towards the SSBCI benefits. Any unused funds at the end of each month will not carry over to the following month. **Food and Produce** You can use the allowance on your pre-funded debit card (MyChoice Card) towards a variety of brand-name and generic healthy food products at your nearby participating local store, or online with home delivery for no additional cost at Members.NationsBenefits.com. **Utilities** Members must engage in an assessment to determine eligibility under the benefit for assistance with Utilities (Electricity and Natural Gas, Water). **Transportation for Non-Medical Needs** You can use your MyChoice Card to purchase rides for non-medical needs to approved locations such as fitness centers, food pantries, grocery stores, pharmacies to purchase OTC supplies, religious services, and senior centers. Please see the Pre-funded Debit Card (MyChoice Card) section for a complete list of benefit and services that are included in the combined allowance.	
	HIV screening We pay for one HIV screening exam every 12 months for people who: • ask for an HIV screening test, **or** • are at increased risk for HIV infection. If you're pregnant, we pay for up to three HIV screening tests during a pregnancy. **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	HIV screening (continued) We also pay for additional HIV screening(s) when recommended by your provider.	
	Home health agency care* Before you can get home health services, a doctor must tell us you need them, and they must be provided by a home health agency. You must be homebound, which means leaving home is a major effort. We pay for the following services, and maybe other services not listed here: • part-time or intermittent skilled nursing and home health aide services (to be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than eight hours per day and 35 hours per week.) • physical therapy, occupational therapy, and speech therapy • medical and social services • medical equipment and supplies	$0 **Prior authorization may be required.**
	Home infusion therapy* Our plan pays for home infusion therapy, defined as drugs or biological substances administered into a vein or applied under the skin and provided to you at home. The following are needed to perform home infusion: • the drug or biological substance, such as an antiviral or immune globulin; • equipment, such as a pump; **and** • supplies, such as tubing or a catheter. Our plan covers home infusion services that include but aren't limited to: • professional services, including nursing services, provided in accordance with your care plan; **This benefit is continued on the next page**	$0 **Prior authorization may be required.**

	Covered Service	What you pay
	Home infusion therapy* (continued) • member training and education not already included in the DME benefit; • remote monitoring; **and** • monitoring services for the provision of home infusion therapy and home infusion drugs furnished by a qualified home infusion therapy supplier.	
	Hospice care You have the right to elect hospice if your provider and hospice medical director determine you have a terminal prognosis. This means you have a terminal illness and are expected to have six months or less to live. You can get care from any hospice program certified by Medicare. Our plan must help you find Medicare-certified hospice programs in the plan's service area, including programs we own, control, or have a financial interest in. Your hospice doctor can be a network provider or an out-of-network provider. Covered services include: • drugs to treat symptoms and pain • short-term respite care • home care When you're admitted to a hospice, you have the right to stay in our plan. **For hospice services and services covered by Medicare Part A or Medicare Part B that relate to your terminal prognosis are billed to Medicare:** • Original Medicare (rather than our plan) will pay your hospice provider for your hospice services and any Part A or B services related to your terminal illness. While you're in the hospice program, your hospice provider will bill Original Medicare for the services Original Medicare pays for. **For services covered by our plan but not covered by Medicare Part A or Medicare Part B:** **This benefit is continued on the next page**	When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not Molina Medicare Complete Care Plus (HMO D-SNP).

	Covered Service	What you pay
	Hospice care (continued) • Our plan covers services not covered under Medicare Part A or Medicare Part B. We cover the services whether or not they relate to your terminal prognosis. You pay nothing for these services. **For drugs that may be covered by our plan's Medicare Part D benefit:** • Drugs are never covered by both hospice and our plan at the same time. For more information, refer to **Chapter 5** of this *Member Handbook*. **Note:** If you have a serious illness, you may be eligible for palliative care, which provides team-based patient and family-centered care to improve your quality of life. You may receive palliative care at the same time as curative/regular care. Please see Palliative Care section below for more information. **Note:** If you need non-hospice care, call your Case Manager and/or Member Services to arrange the services. Non-hospice care is care that **isn't** related to your terminal prognosis. Our plan covers hospice consultation services (one time only) for a terminally ill member who hasn't chosen the hospice benefit.	
	Immunizations We pay for the following services: • pneumonia vaccines • flu/influenza shots, once each flu/influenza season in the fall and winter, with additional flu/influenza shots if medically necessary • hepatitis B vaccines if you've never received a complete series, you don't know your vaccination history, or you have any other condition that puts you at high or intermediate risk of getting hepatitis B • COVID-19 vaccines • human papillomavirus (HPV) vaccine **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Immunizations (continued) • other vaccines if you're at risk and they meet Medicare Part B coverage rules We pay for other vaccines that meet the Medicare Part D coverage rules. Refer to **Chapter 6** of this *Member Handbook* to learn more. We also pay for all vaccines for adults as recommended by the Advisory Committee on Immunization Practices (ACIP)	
	Inpatient hospital care Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you're formally admitted to the hospital with a doctor's order. The day before you're discharged is your last inpatient day. We pay for the following services and other medically necessary services not listed here: • semi-private room (or a private room if medically necessary) • meals, including special diets • regular nursing services • costs of special care units, such as intensive care or coronary care units • drugs and medications • lab tests • X-rays and other radiology services • needed surgical and medical supplies • appliances, such as wheelchairs • operating and recovery room services • physical, occupational, and speech therapy • inpatient substance abuse services • in some cases, the following types of transplants: corneal, kidney, kidney/pancreas, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. **This benefit is continued on the next page**	$0 You must get approval from our plan to get inpatient care at an out-of-network hospital after your emergency is stabilized. Your inpatient benefits will begin on day one each time you are admitted to a hospital. The benefit period ends when you are discharged. **Prior authorization may be required.**

	Covered Service	What you pay
	Inpatient hospital care (continued) If you need a transplant, a Medicare-approved transplant center will review your case and decide if you're a candidate for a transplant. Transplant providers may be local or outside of the service area. If local transplant providers are willing to accept the Medicare rate, then you can get your transplant services locally or outside the pattern of care for your community. If our plan provides transplant services outside the pattern of care for our community and you choose to get your transplant there, we arrange or pay for lodging and travel costs for you and one other person. Molina Medicare Complete Care Plus (HMO D-SNP) will provide reimbursement for lodging and meals while in the distant location for transplant related medical care, with a daily maximum of up to $150 per day. In addition, mileage reimbursement can be requested at the amount equivalent to the standard mileage rates for taxpayers as described by the Internal Revenue Service (IRS) that is adjusted and notice published publicly. The maximum amount payable for all travel, lodging, meals, and mileage reimbursement is five-thousand dollars ($5,000) per transplant in accordance with plan guidelines. • blood, including storage and administration. Coverage of whole blood and packed red cells begins with the pint of blood that you need. All other components of blood are covered beginning with the first pint used. • physician services **Note:** To be an inpatient, your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you're not sure if you're an inpatient or an outpatient, ask the hospital staff. Get more information from the Medicare fact sheet *Medicare Hospital Benefits* available at Medicare.gov/publications/11435- **This benefit is continued on the next page**	

	Covered Service	What you pay
	Inpatient hospital care (continued) Medicare-Hospital-Benefits.pdf or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048.	
	Inpatient services in a psychiatric hospital We pay for mental health care services that require a hospital stay. • If you need inpatient services in a freestanding psychiatric hospital, we pay for the first 190 days. After that, the local county mental health agency pays for medically necessary inpatient psychiatric services. Authorization for care beyond the 190 days is coordinated with the local county mental health agency. • The 190-day limit **doesn't** apply to inpatient mental health services provided in a psychiatric unit of a general hospital • If you're 65 years or older, we pay for services you get in an Institute for Mental Diseases (IMD) Medicare doesn't cover: • Private duty nursing • A phone or television in your room • A private room (unless medically necessary)	$0 Your inpatient benefits will begin on day one each time you are admitted to a hospital. The benefit period ends when you are discharged. **Prior authorization may be required.**
	Inpatient stay: Covered services in a hospital or skilled nursing facility (SNF) during a non-covered inpatient stay We don't pay for your inpatient stay if you've used all of your inpatient benefit or if the stay isn't reasonable and medically necessary. However, in certain situations where inpatient care isn't covered, we may pay for services you get while you're in a hospital or nursing facility. To find out more, contact Member Services. We pay for the following services, and maybe other services not listed here: • doctor services • diagnostic tests, like lab tests **This benefit is continued on the next page**	$0 **Prior authorization may be required.**

	Covered Service	What you pay
	Inpatient stay: Covered services in a hospital or skilled nursing facility (SNF) during a non-covered inpatient stay (continued) • X-ray, radium, and isotope therapy, including technician materials and services • surgical dressings • splints, casts, and other devices used for fractures and dislocations • prosthetics and orthotic devices, other than dental, including replacement or repairs of such devices. These are devices that replace all or part of: ○ an internal body organ (including contiguous tissue), **or** ○ the function of an inoperative or malfunctioning internal body organ. • leg, arm, back, and neck braces, trusses, and artificial legs, arms, and eyes. This includes adjustments, repairs, and replacements needed because of breakage, wear, loss, or a change in your condition • physical therapy, speech therapy, and occupational therapy	
	Kidney disease services and supplies We pay for the following services: • Kidney disease education services to teach kidney care and help you make good decisions about your care. You must have stage IV chronic kidney disease, and your doctor must refer you. We cover up to six sessions of kidney disease education services. • Outpatient dialysis treatments, including dialysis treatments when temporarily out of the service area, as explained in **Chapter 3** of this *Member Handbook*, or when your provider for this service is temporarily unavailable or inaccessible. • Inpatient dialysis treatments if you're admitted as an inpatient to a hospital for special care • Self-dialysis training, including training for you and anyone helping you with your home dialysis treatments • Home dialysis equipment and supplies **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Kidney disease services and supplies (continued) • Certain home support services, such as necessary visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and to check your dialysis equipment and water supply. Medicare Part B pays for some drugs for dialysis. For information, refer to "Medicare Part B drugs" in this chart.	
	Lung cancer screening with low dose computed tomography (LDCT) Our plan pays for lung cancer screening every 12 months if you: • are aged 50-77, **and** • have a counseling and shared decision-making visit with your doctor or other qualified provider, **and** • have smoked at least one pack a day for 20 years with no signs or symptoms of lung cancer or smoke now or have quit within the last 15 years After the first screening, our plan pays for another screening each year with a written order from your doctor or other qualified provider. If a provider elects to provide a lung cancer screening counseling and shared decision-making visit for lung cancer screenings, the visit must meet the Medicare criteria for such visits.	$0
	Meal Benefit – Chronic Meals (Supplemental) Under this benefit, if you have an eligible chronic condition including diabetes, CHF, cardiovascular disorders (limited to cardiac arrhythmias, coronary artery disease, peripheral vascular disease and chronic venous thromboembolic disorder), dementia and chronic lung disorders and participate in a Care Management Program, you get 14 meals each month, for 12 months in the calendar year. Meal types will be based on any dietary needs you may have. Plan maximum total of 168 meals. Members must contact case management in order to qualify for this benefit.	$0 **Prior authorization may be required.**

	Covered Service	What you pay
	Meal Benefit – Post Discharge (Supplemental) This benefit is meant to keep you healthy and strong after an Inpatient Hospital or Skilled Nursing Facility (SNF) stay or for a medical condition or potential medical condition that requires you to remain at home for a period of time. This benefit provides 2 meals a day for 14 days with a total of 28 meals delivered. Meal types will be based on any dietary needs you may have. You may also qualify for an additional 28 meals over 14 days with approval. Plan maximum coverage of 4 weeks, and up to 56 meals every calendar year applies. Your Case Manager will order your meals for you, and they will be delivered to your home. The first delivery usually arrives within 72 hours (3 business days) of order processing. You will be contacted in advance of the delivery date(s). These services must be requested within 30 days of being discharged in order for the benefit to be authorized.	$0 **Prior authorization may be required.**
	Medical nutrition therapy This benefit is for people with diabetes or kidney disease without dialysis. It's also for after a kidney transplant when ordered by your doctor. We pay for three hours of one-on-one counseling services during the first year you get medical nutrition therapy services under Medicare. We may approve additional services if medically necessary. We pay for two hours of one-on-one counseling services each year after that. If your condition, treatment, or diagnosis changes, you may be able to get more hours of treatment with a doctor's order. A doctor must prescribe these services and renew the order each year if you need treatment in the next calendar year. We may approve additional services if medically necessary.	$0

	Covered Service	What you pay
	Medicare Diabetes Prevention Program (MDPP) Our plan pays for MDPP services for eligible people. MDPP is designed to help you increase healthy behavior. It provides practical training in: • long-term dietary change, **and** • increased physical activity, **and** • ways to maintain weight loss and a healthy lifestyle.	$0
	Medicare Part B drugs* These drugs are covered under Part B of Medicare. Our plan pays for the following drugs: • drugs you don't usually give yourself and are injected or infused while you get doctor, hospital outpatient, or ambulatory surgery center services • insulin furnished through an item of durable medical equipment (such as a medically necessary insulin pump) • other drugs you take using durable medical equipment (such as nebulizers) that our plan authorized • the Alzheimer's drug Leqembi® (generic lecanemab) which is given intravenously (IV). In addition to medication costs, you may need additional scans and tests before and/or during treatment. Talk to your doctor about what scans and tests you may need as part of your treatment. • clotting factors you give yourself by injection if you have hemophilia • transplant/immunosuppressive drugs: Medicare covers transplant drug therapy if Medicare paid for your organ transplant. You must have Part A at the time of the covered transplant, and you must have Part B at the time you get immunosuppressive drugs. Medicare Part D covers immunosuppressive drugs if Part B doesn't cover them • osteoporosis drugs that are injected. We pay for these drugs if you're homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and can't inject the drug yourself **This benefit is continued on the next page**	You pay $0 for each Medicare Part B prescription drug. Your pharmacy must bill remaining 20% cost share to Medi-Cal Plan. Part B drugs may be subject to step therapy. **Prior authorization may be required.**

	Covered Service	What you pay
	Medicare Part B drugs* (continued) • some antigens: Medicare covers antigens if a doctor prepares them and a properly instructed person (who could be you, the patient) gives them under appropriate supervision • certain oral anti-cancer drugs: Medicare covers some oral cancer drugs you take by mouth if the same drug is available in injectable form or the drug is a prodrug (an oral form of a drug that, when ingested, breaks down into the same active ingredient found in the injectable drug). As new oral cancer drugs become available, Part B may cover them. If Part B doesn't cover them, Part D does • oral anti-nausea drugs: Medicare covers oral anti-nausea drugs you use as part of an anti-cancer chemotherapeutic regimen if they're administered before, at, or within 48 hours of chemotherapy or are used as a full therapeutic replacement for an intravenous anti-nausea drug • certain oral End-Stage Renal Disease (ESRD) drugs covered under Medicare Part B • calcimimetic and phosphate binder medications under the ESRD payment system, including the intravenous medication Parsabiv®, and the oral medication Sensipar • certain drugs for home dialysis, including heparin, the antidote for heparin (when medically necessary) and topical anesthetics • erythropoiesis-stimulating agents: Medicare covers erythropoietin by injection if you have ESRD or you need this drug to treat anemia related to certain other conditions (such as Retacrit® and Aranesp®) • IV immune globulin for the home treatment of primary immune deficiency diseases • parenteral and enteral nutrition (IV and tube feeding) The following link takes you to a list of Medicare Part B drugs that may be subject to step therapy: MolinaHealthcare.com/Medicare. We also cover some vaccines under our Medicare Part B and most adult vaccines under our Medicare Part D drug benefit. **This benefit is continued on the next page**	

	Covered Service	What you pay
	Medicare Part B drugs* (continued) **Chapter 5** of this *Member Handbook* explains our drug benefit. It explains rules you must follow to have prescriptions covered. **Chapter 6** of this *Member Handbook* explains what you pay for your drugs through our plan.	
	Nurse Advice Line Whether you have an immediate health concern, questions about a medical condition, or would like general information about available health resources the nurse advice line is available 24 hours a day, 7 days a week. The toll-free Nurse Advice Line phone numbers are: English (888) 275-8750 (TTY:711), Spanish (866) 648-3537 (TTY:711) A registered nurse will help you determine if you can manage your care at home or need the attention of a medical professional. Call anytime, day or night, to speak with a registered nurse about illnesses or injuries. This service isn't intended for emergencies. In case of an emergency, dial 911 immediately.	$0 No prior authorization is needed.
	Nursing facility care A nursing facility (NF) is a place that provides care for people who can't get care at home but who don't need to be in a hospital. Services that we pay for include, but aren't limited to, the following: • semiprivate room (or a private room if medically necessary) • meals, including special diets • nursing services • physical therapy, occupational therapy, and speech therapy • respiratory therapy **This benefit is continued on the next page**	$0 **Prior authorization may be required.**

	Covered Service	What you pay
	Nursing facility care (continued) • drugs given to you as part of your plan of care. (This includes substances that are naturally present in the body, such as blood-clotting factors.) • blood, including storage and administration • medical and surgical supplies usually given by nursing facilities • lab tests usually given by nursing facilities • X-rays and other radiology services usually given by nursing facilities • use of appliances, such as wheelchairs usually given by nursing facilities • physician/practitioner services • durable medical equipment • dental services, including dentures • vision benefits • hearing exams • chiropractic care • podiatry services You usually get your care from network facilities. However, you may be able to get your care from a facility not in our network. You can get care from the following places if they accept our plan's amounts for payment: • a nursing facility or continuing care retirement community where you were living right before you went to the hospital (as long as it provides nursing facility care). • a nursing facility where your spouse or domestic partner is living at the time you leave the hospital.	
	Nutrition counseling (Supplemental) You can get individual telephonic nutrition counseling upon request. Your provider will need to complete and sign a Health Education Referral Form so we have a clear understanding of your needs before we call you. • Telephonic intervention is 30 to 60 minutes in length. **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Nutrition counseling (Supplemental) (continued) • You will be given contact information for further information and/or follow-up as needed or desired. You can get up to 12 individual in-person or group sessions every calendar year. Your provider will refer you to an in-network dietician for these services.	
	Obesity screening and therapy to keep weight down If you have a body mass index of 30 or more, we pay for counseling to help you lose weight. You must get the counseling in a primary care setting. That way, it can be managed with your full prevention plan. Talk to your primary care provider to find out more.	$0
	Opioid treatment program (OTP) services Our plan pays for the following services to treat opioid use disorder (OUD) through an OTP which includes the following services: • intake activities • periodic assessments • medications approved by the FDA and, if applicable, managing and giving you these medications • substance use counseling • individual and group therapy • testing for drugs or chemicals in your body (toxicology testing)	$0 Prior authorization is not required for Medicare-covered outpatient opioid treatment program services, but may be needed if you require opioid treatment medications.
	Outpatient diagnostic tests and therapeutic services and supplies* We pay for the following services and other medically necessary services not listed here: • X-rays • radiation (radium and isotope) therapy, including technician materials and supplies • surgical supplies, such as dressings • splints, casts, and other devices used for fractures and dislocations • lab tests • blood, including storage and administration **This benefit is continued on the next page**	$0 **Prior authorization may be required.** No authorization is required for outpatient lab services and outpatient x-ray services. Genetic lab testing requires prior authorization.

	Covered Service	What you pay
	Outpatient diagnostic tests and therapeutic services and supplies* (continued) • diagnostic non-laboratory tests such as CT scans, MRIs, EKGs, and PET scans when your doctor or other health care provider orders them to treat a medical condition • other outpatient diagnostic tests	
	Outpatient hospital observation We pay for outpatient hospital observation services to determine if you need to be admitted as an inpatient or can be discharged. The services must meet Medicare criteria and be considered reasonable and necessary. Observation services are covered only when provided by the order of a physician or another person authorized by state law and hospital staff bylaws to admit patients to the hospital or order outpatient tests. **Note:** Unless the provider has written an order to admit you as an inpatient to the hospital, you're an outpatient. Even if you stay in the hospital overnight, you might still be considered an outpatient. If you aren't sure if you're an outpatient, ask hospital staff. Get more information from the Medicare fact sheet *Medicare Hospital Benefits* available at Medicare.gov/publications/11435-Medicare-Hospital-Benefits.pdf.	$0
	Outpatient hospital services* We pay for medically necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury, such as: • Services in an emergency department or outpatient clinic, such as outpatient surgery or observation services • Observation services help your doctor know if you need to be admitted to the hospital as "inpatient." • Sometimes you can be in the hospital overnight and still be "outpatient." **This benefit is continued on the next page**	$0 **Prior authorization may be required.** No authorization is required for outpatient lab services and outpatient x-ray services. Genetic lab testing requires prior authorization.

	Covered Service	What you pay
	Outpatient hospital services* (continued) • You can get more information about being inpatient or outpatient in this fact sheet: http://medicare.gov/publications/11435-Medicare-Hospital-Benefits.pdf • Labs and diagnostic tests billed by the hospital • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be needed without it • X-rays and other radiology services billed by the hospital • Medical supplies, such as splints and casts • Some drugs and biologicals that you can't give yourself	
	Outpatient mental health care* We pay for mental health services provided by: • a state-licensed psychiatrist or doctor • a clinical psychologist • a clinical social worker (CSW) • a clinical nurse specialist (CNS) • a licensed professional counselor (LPC) • a licensed marriage and family therapist (LMFT) • a nurse practitioner (NP) • a physician assistant (PA) • any other Medicare-qualified mental health care professional as allowed under applicable state laws We pay for the following services, and maybe other services not listed here: • clinic services • day treatment • psychosocial rehab services • partial hospitalization or intensive outpatient programs • individual and group mental health evaluation and treatment • psychological testing when clinically indicated to evaluate a mental health outcome **This benefit is continued on the next page**	$0 **Prior authorization may be required.**

	Covered Service	What you pay
	Outpatient mental health care* (continued) • outpatient services for the purposes of monitoring drug therapy • outpatient laboratory, drugs, supplies and supplements • psychiatric consultation Your Medi-Cal benefits include specialty mental health services for individuals who qualify. These specialty mental health services are covered outside of our plan. Please see **Chapter 3, Section E.1,** for more information on these services and how to access them.	
	Outpatient rehabilitation services* We pay for physical therapy, occupational therapy, and speech therapy. You can get outpatient rehabilitation services from hospital outpatient departments, independent therapist offices, comprehensive outpatient rehabilitation facilities (CORFs), and other facilities.	$0 **Prior authorization may be required.**
	Outpatient substance use disorder services* We pay for the following services, and maybe other services not listed here: • alcohol misuse screening and counseling • treatment of drug abuse • group or individual counseling by a qualified clinician • subacute detoxification in a residential addiction program • alcohol and/or drug services in an intensive outpatient treatment center • extended-release Naltrexone (vivitrol) treatment	$0 **Prior authorization may be required.**
	Outpatient surgery We pay for outpatient surgery and services at hospital outpatient facilities and ambulatory surgical centers. **Note**: If you're having surgery in a hospital facility, you should check with your provider about whether you'll be an inpatient or **This benefit is continued on the next page**	$0 **Prior authorization may be required.**

	Covered Service	What you pay
	Outpatient surgery (continued) outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you're an outpatient. Even if you stay in the hospital overnight, you might still be considered an outpatient.	
	Over-the-counter (OTC) items (Supplemental) $133 monthly allowance for OTC items. OTC hearing aids are covered and included in the combined OTC allowance. Your coverage includes non-prescription OTC health and wellness items like vitamins, sunscreen, pain relievers, cough and cold medicine, and bandages. You can order: • Online – visit molina.nationsbenefits.com. • By App – Download the Benefits Pro App through iPhone App Store or Google Play. • By Phone – (877) 208-9243 to speak with a Nations OTC Member Experience Advisor at (TTY 711), every day from 8 a.m. - 8 p.m. local time. • By Mail – Fill out and return the order form in the product catalog. • Through participating retail locations. Refer to your 2027 OTC Product Catalog, Online Portal, or Benefits Pro App for a complete list of plan-approved OTC items. For a complete list of participating retail locations, please refer to the Online Portal or Benefits Pro App. Limitations and exclusions may apply. If you don't use all of your monthly benefit amount, the remaining balance will expire and not rollover to the next month. Please see the Pre-funded Debit Card (MyChoice Card) section for a complete list of benefit and services that are included in the combined allowance. **This benefit is continued on the next page**	$0 You may be responsible for costs if you exceed your maximum monthly allowance.

	Covered Service	What you pay
	Over-the-counter (OTC) items (Supplemental) (continued) If you need help with the Benefits Pro™ Portal or placing an order, please call 877-208-9243 (TTY: 711). Member Experience Advisors are available every day from 8 a.m. - 8 p.m. local time. Language support services are available at no cost, if needed.	
	Palliative Care Palliative care is covered by our plan. Palliative care is for people with serious illness. It provides patient and family-centered care that improves quality of life by anticipating, preventing, and treating suffering. Palliative Care **isn't** hospice, therefore you don't have to have a life expectancy of six months or less to qualify for palliative care. Palliative care is provided at the same time as curative/regular care. Palliative care includes the following: • advance care planning • palliative care assessment and consultation • a plan of care including all authorized palliative and curative care, including mental health and medical social services • services from your designated care team • care coordination • pain and symptom management You may not get hospice care and palliative care at the same time if you're over the age of 21. If you're getting palliative care and meet the eligibility for hospice care, you can ask to change to hospice care at any time.	$0
	Partial hospitalization services and intensive outpatient services* Partial hospitalization is a structured program of active psychiatric treatment. It's offered as a hospital outpatient service or by a community mental health center that's more intense than the care you get in your doctor's, therapist's, licensed marriage and family therapist's (LMFT), or licensed professional counselor's office. It can help keep you from having to stay in the hospital. **This benefit is continued on the next page**	$0 **Prior authorization may be required.** You must meet certain requirements to qualify for coverage and your doctor must

	Covered Service	What you pay
	Partial hospitalization services and intensive outpatient services* (continued) Intensive outpatient service is a structured program of active behavioral (mental) health therapy treatment provided as a hospital outpatient service, a community mental health center, a federally qualified health center, or a rural health clinic that's more intense than care you get in your doctor's, therapist's, LMFT, or licensed professional counselor's office but less intense than partial hospitalization. **Note:** Because there are no community mental health centers in our network, we cover partial hospitalization only as a hospital outpatient service.	certify that you would otherwise need inpatient treatment. This treatment is given during the day in a hospital outpatient department or community mental health center and doesn't require an overnight stay.
	Physician/provider services, including doctor's office visits We pay for the following services: • medically necessary health care or surgery services given in places such as: • physician's office • certified ambulatory surgical center • hospital outpatient department • any other location • consultation, diagnosis, and treatment by a specialist • basic hearing and balance exams given by your primary care provider ***or*** specialist, if your doctor orders them to find out whether you need treatment • Certain telehealth services ○ You have the option of getting these services through an in-person visit or by telehealth. If you choose to get one of these services by telehealth, you must use a network provider who offers the service by telehealth. • Some telehealth services including consultation, diagnosis, and treatment by a physician or practitioner, for members in certain rural areas or other places approved by Medicare • telehealth services for monthly end-stage renal disease (ESRD) related visits for home dialysis members in a hospital-based or **This benefit is continued on the next page**	$0 There is no coinsurance, copayment, or deductible for this benefit.

	Covered Service	What you pay

	Physician/provider services, including doctor's office visits (continued)
	critical access hospital-based renal dialysis center, renal dialysis facility, or at home
	• telehealth services to diagnose, evaluate, or treat symptoms of a stroke
	• telehealth services for members with a substance use disorder or co-occurring mental health disorder regardless of your location
	• telehealth services for diagnosis, evaluation, and treatment of mental health disorders
	• telehealth services for mental health visits provided by rural health clinics and federally qualified health centers.
	• you have an in-person visit within 6 months prior to your first telehealth visit
	• You have an in-person visit every 12 months while receiving these telehealth services
	  ○ exceptions can be made to the above for certain circumstances
	• virtual check-ins (for example, by phone or video chat) with your doctor for five-ten minutes **if**
	  ○ you're not a new patient **and**
	  ○ the check-in isn't related to an office visit in the past seven days **and**
	  ○ the check-in doesn't lead to an office visit within 24 hours or the soonest available appointment
	• Evaluation of video and/or images you send to your doctor and interpretation and follow-up by your doctor within 24 hours **if**:
	  ○ you're not a new patient and
	  ○ the evaluation isn't related to an office visit in the past seven days **and**
	  ○ the evaluation doesn't lead to an office visit within 24 hours or the soonest available appointment
	This benefit is continued on the next page	

	Covered Service	What you pay
	Physician/provider services, including doctor's office visits (continued) • Consultation your doctor has with other doctors by phone, the Internet, or electronic health record if you're not a new patient • Second opinion by another network provider before surgery	
	Podiatry services We pay for the following services: • diagnosis and medical or surgical treatment of injuries and diseases of the foot (such as hammer toe or heel spurs) • routine foot care for members with conditions affecting the legs, such as diabetes	$0 **Prior authorization may be required.**
	Pre-exposure prophylaxis (PrEP) for HIV prevention If you don't have HIV, but your doctor or other health care practitioner determines you're at an increased risk for HIV, we cover pre-exposure prophylaxis (PrEP) medication and related services. If you qualify, covered services include: • FDA-approved oral or injectable PrEP medication including the fee for injecting the drug, if applicable. • Up to eight individual counseling sessions (including HIV risk assessment, HIV risk reduction, and medication adherence) every 12 months. • Up to eight HIV screenings every 12 months. • A one-time hepatitis B virus screening.	$0
	Pre-Funded debit card (My Choice Card) $133 combined monthly allowance on a pre-funded debit card that may be used towards select supplemental plan benefits such as: • Over-the-counter items/OTC Hearing Aids • Food and Produce* • Transportation for non-medical needs* • Utilities (Electricity, Natural Gas, & Water)* *Eligibility requirements applicable. **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Pre-Funded debit card (My Choice Card) (continued) The preloaded debit card is not a credit card. You cannot convert the card to cash or loan it to other people. Funds are loaded onto the card each month. At the end of each month, any unused allocated money will not carry over to the following month or plan year. If you leave the plan, any unused allocated funds revert to the plan upon your effective disenrollment date. The card allowances may only be used to access the specified supplemental benefit up to the defined limit. This allowance may only be used by the member and may not be applied to any other benefit or costs. For more information on how to qualify for the Food and Produce benefit under the Special Supplemental Benefits for Chronic Illnesses, please call Member Services. To access allowances for SSBCI's, members must have a qualifying chronic condition and provide physician approval in conjunction with Case Management. Refer to "Help with certain chronic conditions" in this chart for more information.	
	Prostate cancer screening exams For men aged 50 and over, we pay for the following services once every 12 months: • a digital rectal exam • a prostate specific antigen (PSA) test	$0
	Prosthetic and orthotic devices and related supplies Prosthetic devices replace all or part of a body part or function. These include but aren't limited to: • testing, fitting, or training in the use of prosthetic and orthotic devices • colostomy bags and supplies related to colostomy care • enteral and parenteral nutrition, including feeding supply kits, infusion pump, tubing and adaptor, solutions, and supplies for self-administered injections **This benefit is continued on the next page**	$0 **Prior authorization may be required.**

	Covered Service	What you pay
	Prosthetic and orthotic devices and related supplies (continued) • pacemakers • braces • prosthetic shoes • artificial arms and legs • breast prostheses (including a surgical brassiere after a mastectomy) • prostheses to replace all of part of an external facial body part that was removed or impaired as a result of disease, injury, or congenital defect • incontinence cream and diapers We pay for some supplies related to prosthetic and orthotic devices. We also pay to repair or replace prosthetic and orthotic devices. **We offer some coverage after cataract removal or cataract surgery. Refer to "Vision care" later in this chart for details.**	
	Pulmonary rehabilitation services We pay for pulmonary rehabilitation programs for members who have moderate to very severe chronic obstructive pulmonary disease (COPD). You must have an order for pulmonary rehabilitation from the doctor or provider treating the COPD.	$0 **Prior authorization may be required.**
	Screening for Hepatitis C Virus infection We cover one Hepatitis C screening if your primary care doctor or other qualified health care provider orders one and you meet one of these conditions: • You're at high risk because you use or have used illicit injection drugs. • You had a blood transfusion before 1992. • You were born between 1945-1965. If you were born between 1945-1965 and aren't considered high risk, we pay for a screening once. If you're at high risk (for example, **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Screening for Hepatitis C Virus infection (continued) you've continued to use illicit injection drugs since your previous negative Hepatitis C screening test), we cover yearly screenings.	
	Sexually transmitted infections (STIs) screening and counseling We pay for screenings for chlamydia, gonorrhea, syphilis, and hepatitis B. These screenings are covered for pregnant women and for some people who are at increased risk for an STI. A primary care provider must order the tests. We cover these tests once every 12 months or at certain times during pregnancy. We also pay for up to two face-to-face, high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. Each session can be 20 to 30 minutes long. We pay for these counseling sessions as a preventive service only if given by a primary care provider. The sessions must be in a primary care setting, such as a doctor's office.	$0
	Skilled nursing facility (SNF) care For a definition of skilled nursing facility care, go to **Chapter 12**. We pay for the following services, and maybe other services not listed here: • a semi-private room, or a private room if it's medically necessary • meals, including special diets • skilled nursing services • physical therapy, occupational therapy, and speech therapy • drugs you get as part of your plan of care, including substances that are naturally in the body, such as blood-clotting factors • blood--including storage and administration. Coverage of whole blood and packed red cells begins with the first pint of blood that you need. All other components of blood are covered beginning with the first pint used • medical and surgical supplies given by SNFs **This benefit is continued on the next page**	$0 **Prior authorization may be required.**

	Covered Service	What you pay
	Skilled nursing facility (SNF) care (continued) • lab tests given by SNFs • X-rays and other radiology services given by nursing facilities • appliances, such as wheelchairs, usually given by nursing facilities • physician/provider services You usually get SNF care from network facilities. Under certain conditions you may be able to get your care from a facility not in our network. You can get care from the following places if they accept our plan's amounts for payment: • a nursing facility or continuing care retirement community where you lived before you went to the hospital (as long as it provides nursing facility care) • a nursing facility where your spouse or domestic partner lives at the time you leave the hospital	
	Smoking and tobacco use cessation Counseling to quit smoking and tobacco use is covered on an outpatient and hospitalized basis for people who meet these criteria: • use tobacco, regardless of whether they exhibit signs or symptoms of tobacco-related disease • are competent and alert during counseling • a qualified physician or other Medicare-recognized practitioner providers counseling We cover two quit attempts per year (each attempt may include a maximum of four intermediate or intensive sessions, with up to eight sessions per year).	$0
	Supervised exercise therapy (SET) We pay for SET for members with symptomatic peripheral artery disease (PAD) who have a referral for PAD from the physician responsible for PAD treatment. Our plan pays for: **This benefit is continued on the next page**	$0 **Prior authorization may be required.**

	Covered Service	What you pay
	Supervised exercise therapy (SET) (continued) • up to 36 sessions during a 12-week period if all SET requirements are met • an additional 36 sessions over time if deemed medically necessary by a health care provider The SET program must be: • 30 to 60-minute sessions of a therapeutic exercise-training program for PAD in members with leg cramping due to poor blood flow (claudication) • in a hospital outpatient setting or in a physician's office • delivered by qualified personnel who make sure benefit exceeds harm and who are trained in exercise therapy for PAD • under the direct supervision of a physician, physician assistant (PA), or nurse practitioner (NP)/clinical nurse specialist (CNS) trained in both basic and advanced life support techniques	
	Transportation: Non-emergency medical transportation This benefit allows for medical transportation for a service covered by our plan and Medicare. This can include: ambulance, litter van, wheelchair van, medical transportation services, and coordinating with Paratransit. The forms of transportation are authorized when: • Your medical provider determines your medical and/or physical condition doesn't allow you to travel by bus, passenger car, taxicab, or another form of public or private transportation, and prior authorization is required and you'll need to call your plan to arrange a ride Refer to **Chapter 3, Section F** for more information.	$0
	Transportation: Non-medical transportation This benefit allows for transportation to medical services by passenger car, taxi, or other forms of public/private transportation. **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Transportation: Non-medical transportation (continued) Transportation is required for the purpose of obtaining needed medical care covered by Medi-Cal, including travel to dental appointments and to pick up drugs. Transportation for services dually covered by Medi-Cal and Medicare are covered. Your coverage also includes your (MyChoice) card to purchase rides for non-medical needs to approved locations such as fitness centers, food pantries, grocery stores, pharmacies to purchase OTC supplies, religious services, and senior centers. Please see the Pre-funded Debit Card (MyChoice Card) section for a complete list of benefit and services that are included in the combined allowance. Refer to **Chapter 3, Section F** for more information	
	Urgently needed care Urgently needed care is care given to treat: • a non-emergency that requires immediate medical care, **or** • an unforeseen illness, **or** • an injury, **or** • a condition that needs care right away. If you require urgently needed care, you should first try to get it from a network provider. However, you can use out-of-network providers when you can't get to a network provider because given your time, place, or circumstances, it's not possible, or it's unreasonable, to get this service from network providers (for example, when you're outside the plan's service area and you require medically needed immediate services for an unseen condition but it's not a medical emergency). As an added benefit, we offer up to $10,000 of worldwide emergency coverage each calendar year for emergency transportation, urgent care, emergency care, and post-stabilization care.	$0

	Covered Service	What you pay
	Vision care We pay for the following services: • one routine eye exam every year **and** • up to $100 for eyeglasses (frames and lenses) or up to $100 for contact lenses every two years We pay for outpatient doctor services for the diagnosis and treatment of diseases and injuries of the eye. For example, treatment for age-related macular degeneration. For people at high risk of glaucoma, we pay for one glaucoma screening each year. People at high risk of glaucoma include: • People with a family history of glaucoma • People with diabetes • African-Americans who are 50 and over • Hispanic Americans who are 65 and over For people with diabetes, we pay for screening for diabetic retinopathy once per year. We pay for one pair of glasses or contact lenses after each cataract surgery when the doctor inserts an intraocular lens. If you have two separate cataract surgeries, you must get one pair of glasses after each surgery. You can't get two pairs of glasses after the second surgery, even if you didn't get a pair of glasses after the first surgery.	$0
	Vision care (Supplemental) We have partnered with a Vision Vendor to give you more value for your routine vision needs! Supplemental Vision services covered include, but not limited to: • One routine eye exam every calendar year • An eyewear allowance You can use your *$250* **This benefit is continued on the next page**	$0

	Covered Service	What you pay
	Vision care (Supplemental) (continued) eyewear allowance to purchase: • Contact lenses* • Eyeglasses (lenses and frames) • Eyeglass lenses and/or frames • Upgrades (such as, tinted, U-V, polarized or photochromatic lenses). *If you choose contact lenses, your eyewear allowance can also be used to pay down all or a portion of your contact lens fitting fee. You are responsible for paying for any corrective eyewear over the limit of the plan's eyewear allowance. $0 copay for up to one routine eye exam (and refraction) for eyeglasses every calendar year. **You may be able to access additional optometry, eye appliance, and low vision aids services through your Medi-Cal benefits.**	
	"Welcome to Medicare" preventive visit We cover the one-time "Welcome to Medicare" preventive visit. The visit includes: • a review of your health, • education and counseling about preventive services you need (including screenings and shots (or vaccines)), **and** • referrals for other care if you need it. **Note:** We cover the "Welcome to Medicare" preventive visit only during the first 12 months that you have Medicare Part B. When you make your appointment, tell your doctor's office you want to schedule your "Welcome to Medicare" preventive visit.	$0
	Worldwide emergency/urgent coverage (Supplemental) As an added benefit, your coverage includes up to $10,000 every calendar year for worldwide emergency/urgent care outside of the United States (U.S.). **This benefit is continued on the next page**	$0 If you receive emergency care outside the U.S. and need inpatient care after

	Covered Service	What you pay
	Worldwide emergency/urgent coverage (Supplemental) (continued) This benefit is limited to services that would be classified as emergency or urgent care had the care been provided in the U.S. Worldwide coverage includes emergency or urgently needed care, emergency ambulance transportation from the scene of an emergency to the nearest medical treatment facility and post-stabilization care. Ambulance services are covered in situations where getting to the emergency room in any other way could endanger your health. When these situations happen, we ask that you or someone caring for you to call us. We will try to arrange for network providers to take over your care as soon as your medical condition and circumstances allow. Transportation back to the U.S. from another country is not covered. Routine care and pre-scheduled or elective procedures are not covered. Foreign taxes and fees (including but not limited to, currency conversion or transaction fees) are not covered. U.S. means 50 states, the District of Columbia, Puerto Rico, the Virgin Islands, Guam, the Northern Mariana Island, and American Samoa.	your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered or you must have your inpatient care at the out-of-network hospital authorized by the plan. Your cost is the highest cost-sharing you would pay at a network hospital. Plan maximum applies. You may need to file a claim for reimbursement of emergency/ urgent care received outside the U.S. Plan maximum of $10,000 every calendar year applies for this benefit.

E. Community Supports

You may get supports under your Individualized Care Plan. Community Supports are medically appropriate and cost-effective alternative services or settings to those covered under the Medi-Cal State Plan. These services are optional for members. If you qualify, these services may help you live more independently. They don't replace benefits that you already receive under Medi-Cal.

Housing Transition Navigation Services: Assists members experiencing homelessness with obtaining housing by providing support with items such as housing applications, benefits advocacy, securing available resources, and providing help with landlords upon move-in.

Eligibility:

- Members prioritized for a permanent supportive housing unit or rental subsidy resource through the local homeless Coordinated Entry System (CES) or similar system; or

- Members who meet the Housing and Urban Development (HUD) definition of homeless and who are receiving Enhanced Care Management (ECM), or who have one or more serious chronic conditions and/or serious mental illness and/or are at risk of institutionalization or requiring residential services as a result of a substance use disorder; or
- Members who meet the HUD definition of at risk of homelessness as defined in Section 91.5 of Title 24 of the Code of Federal Regulations; or
- Members at risk of experiencing homelessness and have one or more serious chronic conditions; have a serious mental illness; are at risk of institutionalization or overdose or are requiring residential services because of a substance use disorder or have a Serious Emotional Disturbance (children and adolescents); are receiving ECM; or are a Transition-Age Youth with significant barriers to housing stability, such as one or more convictions, a history of foster care, involvement with the juvenile justice or criminal justice system, and/or have a serious mental illness and/or a child or adolescent with serious emotional disturbance and/or who have been victims of trafficking or domestic violence.

Housing Deposits: Assists members experiencing homelessness with identifying, coordinating, securing, or funding one-time services and modifications necessary to enable a person to establish a basic household that does not constitute room and board. These services must be identified as reasonable and necessary in the individual's individualized housing support plan and are available only when the member is unable to meet such expense. Members must be receiving or be referred for Housing Transition Navigation Services CS.

Eligibility:

- Members who received Housing Transition Navigation Services CS; or
- Members who are prioritized for a permanent supportive housing unit or rental subsidy resource through the local homeless CES or similar system; or
- Members who meet the HUD definition of homeless and who are receiving ECM, or who have one or more serious chronic conditions and/or serious mental illness and/or are at risk of institutionalization or requiring residential services as a result of a substance use disorder.
- Restriction/Limitation: Available once in a member's lifetime. Housing Deposits can only be approved one additional time. Referrer must provide documentation as to what conditions have changed to demonstrate why providing Housing Deposits would be more successful on the second attempt.

Housing Tenancy and Sustaining Services: Provides tenancy and sustaining services to maintain safe and stable residency once housing is secured for members who had been experiencing homelessness and are now newly housed.

Eligibility:

- Members who received Housing Transition/Navigation Services CS; or
- Members who are prioritized for a permanent supportive housing unit or rental subsidy resource through the local homeless CES or similar system; or
- Members who meet the HUD definition of homeless and who are receiving ECM, or who have one or more serious chronic conditions and/or serious mental illness and/or are at risk of institutionalization or requiring residential services as a result of a substance use disorder; or

- Members who meet the HUD definition of at risk of homelessness as defined in Section 91.5 of Title 24 of the Code of Federal Regulations; or
- Members at risk of experiencing homelessness and have one or more serious chronic conditions; have a serious mental illness; are at risk of institutionalization or overdose or are requiring residential services because of a substance use disorder or have a Serious Emotional Disturbance (children and adolescents); are receiving ECM; or are a Transition-Age Youth with significant barriers to housing stability, such as one or more convictions, a history of foster care, involvement with the juvenile justice or criminal justice system, and/or have a serious mental illness and/or a child or adolescent with serious emotional disturbance and/or who have been victims of trafficking or domestic violence.
- Restriction/Limitation: Housing Tenancy and Sustaining Services are only available for a single duration in the individual's lifetime and can be approved one additional time. Referrer must provide documentation as to what conditions have changed to demonstrate why providing Housing Tenancy and Sustaining Services would be more successful on the second attempt.

Recuperative Care (Medical Respite): Members needing short-term residential care who no longer require hospitalization but still need to heal from an injury or illness (including behavioral health conditions) and whose condition would be exacerbated by an unstable living environment. Clinical information must be provided.

Eligibility:

- Members who are at risk of hospitalization or are post-hospitalization and live alone with no formal support; or face housing insecurity or have housing that would jeopardize their health and safety without modification; or
- Members who meet the Housing and Urban Development (HUD) definition of homeless and who are receiving ECM, or who have one or more serious chronic conditions and/or serious mental illness and/or are at risk of institutionalization or requiring residential services as a result of a substance use disorder; or
- Members who meet the HUD definition of being at risk of homelessness; or
- Members at risk of experiencing homelessness and have one or more serious chronic conditions; have a serious mental illness; are at risk of institutionalization or overdose or are requiring residential services because of a substance use disorder or have a Serious Emotional Disturbance (children and adolescents); are receiving ECM; or are a Transition-Age Youth with significant barriers to housing stability, such as one or more convictions, a history of foster care, involvement with the juvenile justice or criminal justice system, and/or have a serious mental illness and/or a child or adolescent with serious emotional disturbance and/or who have been victims of trafficking or domestic violence.
- Restriction/Limitation: Recuperative Care is not more than ninety (90) days in continuous duration. The ninety (90) day recuperative care period may start over if the member is re-hospitalized with a different diagnosis during and/or after the initial ninety (90) day authorization, provided that recuperative care criteria is met.

Respite Services: Provided to caregivers when it is useful and necessary to maintain a member in their own home and to preempt caregiver burnout to avoid institutional services. The services are provided on a short-term basis because of the absence or need for relief for the caregiver and are non-medical in nature. This service is rest for the caregiver only and only to avoid Long-Term Care placements.

- Members who meet the HUD definition of at risk of homelessness as defined in Section 91.5 of Title 24 of the Code of Federal Regulations; or
- Members at risk of experiencing homelessness and have one or more serious chronic conditions; have a serious mental illness; are at risk of institutionalization or overdose or are requiring residential services because of a substance use disorder or have a Serious Emotional Disturbance (children and adolescents); are receiving ECM; or are a Transition-Age Youth with significant barriers to housing stability, such as one or more convictions, a history of foster care, involvement with the juvenile justice or criminal justice system, and/or have a serious mental illness and/or a child or adolescent with serious emotional disturbance and/or who have been victims of trafficking or domestic violence.
- Restriction/Limitation: Short-Term Post-Hospitalization Housing is available once in a member's lifetime and cannot exceed six (6) months (but may be authorized for a shorter period based on member's needs).

Eligibility:

- Members who live in the community and are compromised in their Activities of Daily Living (ADLs) requiring dependency on a qualified caregiver, and the qualified caregiver, who provides most of the member's support, requires caregiver relief to avoid institutional placement for the member; or
- Member is a child who previously received Respite Services under the Pediatrics Palliative Care Waiver.
- Restriction/Limitation: These services, in combination with any direct care services being received, may not exceed 24 hours per day of care. Respite Services are maxed at 336 hours per calendar year.

Day Habilitation Programs: Provided in a member's home or an out-of-home, non-facility setting to assist members in acquiring, retaining, and improving self-help, socialization, and adaptive skills necessary to reside successfully in the member's natural environment.

Eligibility:

- Members who are experiencing homelessness; or
- Members who exited homelessness and entered housing in the last 24 months; or
- Members at risk of homelessness or institutionalization whose housing stability could be improved through participation in a day habilitation program.

Assisted Living Facility Transitions: Assists members to live in the community and/or avoid institutionalization when possible. Facilitates nursing facility transition back into a home-like, community setting and/or prevent skilled nursing admissions for members with imminent need for nursing level of care (LOC). Members have a choice of residing in an assisted living setting as an alternative to long-term placement in a nursing facility when they meet eligibility requirements. California Community Transitions (CCT) must be explored and utilized prior to this Community Support.

Nursing Facility Transition:

- Has resided 60+ days in a nursing facility; and willing to live in an assisted living setting as an alternative to a nursing facility; and able to reside safely in an assisted living facility with appropriate and cost-effective supports.

Nursing Facility Diversion:

- Interested in remaining in the community; and willing and able to reside safely in an assisted living facility with appropriate and cost-effective supports and services; and must be currently receiving medically necessary nursing facility LOC or meet the minimum criteria to receive nursing facility LOC and in lieu of going into a facility, is choosing to remain in the community and continue to receive medically necessary nursing facility LOC services at an assisted living facility.

Restrictions/Limitations: Members are directly responsible for paying their own living expenses.

Community or Home Transition Services: Assists members who have been living in a nursing facility to live in the community and avoid further institutionalization by supporting members with becoming housed in a private residence and covering non-recurring setup expenses.

Eligibility:

- Members currently receiving medically necessary nursing facility level of care (LOC) services and in lieu of remaining in the nursing facility or Medical Respite setting, is choosing to transition home and continue to receive medically necessary nursing facility LOC services; and
    - Has lived 60+ days in a nursing home and/or Medical Respite setting; and
    - Is interested in moving back to the community; and
    - Is able to reside safely in the community with appropriate and cost-effective support and services.
- Restriction/Limitation: Community Transition Services/Nursing Facility Transition to a Home is available once in an individual's lifetime with a lifetime maximum of $7,500. Community Transition Services/ Nursing Facility Transition to a Home can only be approved one additional time. Referrer must provide documentation that the member was compelled to move from a provider- operated living arrangement to a living arrangement in a private residence through circumstances beyond their control.

Community Transition Services do not include monthly rental or mortgage expense, food, regular utility charges, and/or household appliances or items that are intended for purely diversionary/recreational purposes.

Personal Care and Homemaker Services: Provides care for members who need assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

Eligibility:

- Members at risk for hospitalization or institutionalization in a nursing facility or with functional deficits and no other adequate support system with:
    - Needs above and beyond any approved county In-Home Supportive Services (IHSS) hours when additional hours are required (pending reassessment); or
    - Initially referred to IHSS and during the IHSS waiting period to be approved and hire a caregiver (Member must be already referred to In-Home Supportive Services); or

- Members not eligible to receive In-Home Supportive Services and need help to avoid a short-term stay in a skilled nursing facility which cannot exceed 60 days.

Environmental Accessibility Adaptations (Home Modifications): Physical adaptations to a home that are necessary to ensure the health, welfare, and safety of the member, or enable the member to function with greater independence in the home: without with the member would require institutionalization.

Eligibility:

Members at risk for institutionalization in a nursing facility.

- Restrictions/Limitations: EAAs are payable up to a total lifetime maximum of $7500. The only exceptions to the $7500 total maximum are if the member's place of residence changes or if the member's condition has changed so significantly those additional modifications are necessary to ensure the health, welfare, and safety of the member, or are necessary to enable the member to function with greater independence in the home and avoid institutionalization or hospitalization.

Medically Supportive Food/Medically Tailored Meals: Provides meals for members recently discharged from a hospital or skilled nursing facility or to meet the unique dietary needs of members with chronic conditions.

Eligibility:

- Members discharged from the hospital or a skilled nursing facility or at a high risk of hospitalization or nursing home placement who are referred and meet criteria will receive up to two (2) meals per day, and/or medically supportive food for up to four (4) weeks per hospitalization at a maximum of twelve (12) weeks in a calendar year.
- Individuals with chronic conditions, such as but not limited to diabetes, cardiovascular disorders, congestive heart failure, stroke, chronic lung disorders, human immunodeficiency virus (HIV), cancer, gestational diabetes, or other high risk perinatal conditions, and chronic or disabling mental/behavioral health disorders.

Sobering Centers: Provides alternative destinations for members who are found to be publicly intoxicated (due to alcohol and/or other drugs) and would otherwise be transported to the emergency department or jail. The service covered is for a duration of less than 24 hours.

Eligibility:

- Members aged 18 and older who are intoxicated but conscious, cooperative, able to walk, nonviolent, and free from any medical distress (including life-threatening withdrawal symptoms or apparent underlying symptoms) and who would otherwise be transported to the emergency department or jail or who presented at an emergency department and are appropriate to be diverted to a Sobering Center.

Asthma Remediation: Assists members by identifying, coordinating, securing, or funding services and modifications necessary to a home environment to ensure the health, welfare, and safety of the individual or to enable the individual to function in the home without acute asthma episodes, which could result in

the need for emergency services and hospitalization. The referral must be signed by a licensed health care professional.

Eligibility:

- Members with poorly controlled asthma (as determined by an emergency department visit or hospitalization or two Primary Care Physician (PCP) or urgent care visits in the past 12 months or a score of 19 or lower on the Asthma Control Test) for whom a licensed health care provider has documented that the services will likely help avoid asthma-related hospitalizations, emergency department visits, or other high-cost services.
- Restriction/Limitation: Asthma Mitigation Project funding must be explored and utilized prior to the CS. Asthma Remediation are available once in an individual's lifetime with a lifetime maximum of $7,500. Asthma Remediation can only be approved one additional time. Referrer must provide documentation describing the significant changes to condition that additional modifications are necessary to ensure the health, welfare, and safety of the member, or are necessary to enable the member to function with greater independence in the home and avoid institutionalization or hospitalization.

Transitional Rent:

Provides up to six months of rental assistance in interim and permanent settings to Members who are experiencing or at risk of homelessness, have certain clinical risk factors, and have either recently undergone a critical life transition (such as exiting an institutional or carceral setting or foster care), or who meet other specified eligibility criteria.

Eligibility:

Members who have one or more of the following clinical risk factors:

- Meets the access criteria for Medi-Cal Specialty Mental Health Services (SMHS);
- Meets the access criteria for Drug Medi-Cal (DMC) or Drug Medi-Cal Organized Delivery System (DMC-ODS);
- One or more serious chronic physical health conditions;
- One or more physical, intellectual, or developmental disabilities; or
- Individuals who are pregnant up through 12-months postpartum.

AND

Also is at risk of homelessness

AND

Is included within one of the transitioning populations below:

- Transitioning out of an institutional or congregate residential setting: Individuals transitioning out of an institutional or congregate residential setting, including but not limited to an inpatient hospital stay, an

inpatient or residential substance use disorder treatment facility, an inpatient or residential mental health facility, or nursing facility.

- Transitioning out of a carceral setting: Individuals transitioning out of a state prison, county jail, youth correctional facility, or other state, local, or federal penal setting where they have been in custody and held involuntarily through operation of law enforcement authorities.
- Transitioning out of interim housing: Individuals transitioning out of transitional housing, rapid rehousing, a domestic violence shelter or domestic violence housing, a homeless shelter, or other interim housing, whether funded or administered by HUD, or at the State or local level.
- Transitioning out of recuperative care or short-term posthospitalization housing: Individuals transitioning out of short-term post-hospitalization housing or recuperative care, whether the stay was covered by Medi-Cal managed care, or another source.
- Transitioning out of foster care: Individuals having aged out of foster care up to age 26 (having been in foster care on or after their 18th birthday) either in California or in another state.

OR

Members who are experiencing unsheltered homelessness (Individuals or families with a primary night-time residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground);

OR

Members who are eligible for Full-Service Partnership (FSP), which is a comprehensive behavioral health program for individuals living with significant mental health and/or co-occurring substance use conditions that have demonstrated a need for intensive wraparound services.

Restrictions/Limitations: Transitional Rent is available to eligible Members and their household once per demonstration period (through December 2026) and cannot exceed a duration of six months. Transitional Rent is subject to the six-month global cap on Room and Board services. Room and Board services include Recuperative Care/Medical Respite and Short-Term Post-Hospitalization Housing.

All Community Supports, except for Sobering Centers, require prior approval by Molina.

If you need help or would like to find out which Community Supports may be available for you, call (888) 665-4621, TTY: 711 or call your health care provider.

F. Benefits covered outside of our plan

We don’t cover the following services, but they're available through Medi-Cal fee-for service.

F1. California Community Transitions (CCT)

The California Community Transitions (CCT) program uses local Lead Organizations to help eligible Medi-Cal beneficiaries, who've lived in an inpatient facility for at least 60 consecutive days, transition back to, and remaining safely in, a community setting. The CCT program funds transition coordination services during the

pre-transition period and for 365 days post transition to assist beneficiaries with moving back to a community setting.

You can get transition coordination services from any CCT Lead Organization that serves the county you live in. You can find a list of CCT Lead Organizations and the counties they serve on the Department of Health Care Services website at: www.dhcs.ca.gov/services/ltc/Pages/CCT.

For CCT transition coordination services

Medi-Cal pays for the transition coordination services. You pay nothing for these services.

For services not related to your CCT transition

The provider bills us for your services. Our plan pays for the services provided after your transition. You pay nothing for these services.

While you get CCT transition coordination services, we pay for services listed in the Benefits Chart in **Section D.**

No change in drug coverage benefit

The CCT program **doesn't** cover drugs. You continue to get your normal drug benefit through our plan. For more information, refer to **Chapter 5** of this *Member Handbook*.

Note: If you need non-CCT transition care, call your Case Manager to arrange the services. Non-CCT transition care is care **not** related to your transition from an institution or facility.

F2. Medi-Cal Dental

Certain dental services are available through Medi-Cal Dental. More information is on the SmileCalifornia.org website. Medi-Cal Dental includes but isn't limited to, services such as:

- initial examinations, X-rays, cleanings, sealants and fluoride treatments
- restorations and crowns
- root canal therapy
- partial and complete dentures, adjustments, repairs, and relines

For more information regarding dental benefits available in Medi-Cal Dental, or if you need help finding a dentist who accepts Medi-Cal, contact the customer service line at 1-800-322-6384 (TTY users call 1-800-735-2922). The call is free. Medi-Cal Dental representatives are available to assist you from 8 a.m. to 5 p.m., Monday through Friday. You can also visit the website at smilecalifornia.org/ for more information.

In Sacramento and Los Angeles counties, you may get Medi-Cal dental benefits through a Dental Managed Care plan (Dental MCP). If you want more information about Medi-Cal dental plans or want to make changes, contact Health Care Options at 1-800-430-4263 (TTY users call 1-800-430-7077), Monday through Friday, 8 a.m. to 6 p.m. The call is free. DMC contacts are also available here: www.dhcs.ca.gov/services/Pages/ManagedCarePlanDirectory.aspx.

F3. In-Home Supportive Services (IHSS)

- The IHSS Program will help pay enrolled care providers for services provided to you so that you can remain safely in your own home. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities.
- To receive services, an assessment is conducted to determine which types of services may be authorized for each participant based on their needs. The types of services which can be authorized through IHSS are housecleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments, and protective supervision for the mentally impaired.
- Your Case Manager can help you apply for IHSS with your county social service agency. For information on county-specific social services agency information, visit https://www.cdss.ca.gov/inforesources/county-ihss-offices.

F4. 1915(c) Home and Community Based Services (HCBS) Waiver Programs

Assisted Living Waiver (ALW)

- The Assisted Living Waiver (ALW) offers Medi-Cal eligible beneficiaries the choice of residing in an assisted living setting as an alternative to long-term placement in a nursing facility. The goal of the ALW is to facilitate nursing facility transition back into a homelike and community setting or prevent skilled nursing admissions for beneficiaries with an imminent need for nursing facility placement.
- Members who are enrolled in ALW can remain enrolled in ALW while also receiving benefits provided by our plan. Our plan works with your ALW Care Coordination Agency to coordinate the services you receive.
- The ALW is currently only available in the following counties: Alameda, Contra Costa, Fresno, Kern, Los Angeles, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, and Sonoma.
- Your Case Manager can help you apply for the ALW. For information on participating ALW care coordination agencies, visit dhcs.ca.gov/services/ltc/Documents/Care-Coordination-Agencies.pdf.

HCBS Waiver for Californians with Developmental Disabilities (HCBS-DD)

California Self-Determination Program (SDP) Waiver for Individuals with Developmental Disabilities

- There are two 1915(c) waivers, the HCBS-DD Waiver and SDP Waiver, that provide services to people who have been diagnosed with a developmental disability that begins before the individual's 18th birthday and is expected to continue indefinitely. Both waivers are a way to fund certain services that allow persons with developmental disabilities to live at home or in the community rather than residing in a licensed health facility. Costs for these services are funded jointly by the federal government's Medicaid program and the State of California. Your Case Manager can help connect you to DD Waiver services.

Home and Community-Based Alternative (HCBA) Waiver

- The HCBA Waiver provides care management services to persons at risk for nursing home or institutional placement. The care management services are provided by a multidisciplinary Care Management Team

comprised of a nurse and social worker. The team coordinates Waiver and State Plan services (such as medical, behavioral health, In-Home Supportive Services, etc.), and arranges for other long-term services and supports available in the local community. Care management and Waiver services are provided in the participant's community-based residence. This residence can be privately owned, secured through a tenant lease arrangement, or the residence of a participant's family member.

- Members who are enrolled in the HCBA Waiver can remain enrolled in the HCBA Waiver while also receiving benefits provided by our plan. Our plan works with your HCBA waiver agency to coordinate the services you receive.
- Your Case Manager can help you apply for the HCBA. For information on local HCBA agencies, visit dhcs.ca.gov/services/ltc/Pages/Home-and-Community-Based-(HCB)-Alternatives-Waiver.aspx

Medi-Cal Waiver Program (MCWP)

- The Medi-Cal Waiver Program (MCWP) provides comprehensive case management and direct care services to persons living with HIV as an alternative to nursing facility care or hospitalization. Case management is a participant centered, team approach consisting of a registered nurse and social work case manager. Case managers work with the participant and primary care provider(s), family, caregiver(s), and other service providers, to assess care needs to keep the participant in their home and community.
- The goals of the MCWP are to: (1) provide home and community-based services for persons with HIV who may otherwise require institutional services; (2) assist participants with HIV health management; (3) improve access to social and behavioral health support and (4) coordinate service providers and eliminate duplication of services.
- Members who are enrolled in the MCWP Waiver can remain enrolled in the MCWP Waiver while also receiving benefits provided by our plan. Our plan works with your MCWP waiver agency to coordinate the services you receive.
- Your Case Manager can help you apply for the MCWP. Visit cdph.ca.gov/Programs/CID/DOA/Pages/OA_MCWP_Provider_List.aspx.

Multipurpose Senior Services Program (MSSP)

- The Multipurpose Senior Services Program (MSSP) provides both social and health care management services to assist individuals remain in their own homes and communities.
- While most of the program participants also receive In-Home Supportive Services, MSSP provides on-going care coordination, links participants to other needed community services and resources, coordinates with health care providers, and purchases some needed services that aren't otherwise available to prevent or delay institutionalization. The total annual combined cost of care management and other services must be lower than the cost of receiving care in a skilled nursing facility.
- A team of health and social service professionals provides each MSSP participant with a complete health and psychosocial assessment to determine needed services. The team then works with the MSSP participant, their physician, family, and others to develop an individualized care plan. Services include:
    - care management
    - adult day care
    - minor home repair/maintenance

  - supplemental in-home chore, personal care, and protective supervision services
  - respite services
  - transportation services
  - counseling and therapeutic services
  - meal services
  - communication services.

- Members who are enrolled in the MSSP Waiver can remain enrolled in the MSSP Waiver while also receiving benefits provided by our plan. Our plan works with your MSSP provider to coordinate the services you receive.
- Your Case Manager can help you apply for MSSP. For more information on MSSP providers, visit https://aging.ca.gov/Programs_and_Services/Multipurpose_Senior_Services_Program/.

F5. County Behavioral Health Services Provided Outside Our Plan (Mental Health and Substance Use Disorder Services)

You have access to medically necessary behavioral health services that Medicare and Medi-Cal cover. We provide access to behavioral health services covered by Medicare and Medi-Cal managed care. Our plan doesn't provide Medi-Cal specialty mental health or county substance use disorder services, but these services are available to you through county behavioral health agencies.

Medi-Cal specialty mental health services are available to you through the county mental health plan (MHP) if you meet criteria to access specialty mental health services. Medi-Cal specialty mental health services provided by your county MHP include:

- mental health services
- medication support services
  - day treatment intensive services
- day rehabilitation
  - crisis intervention services
  - crisis stabilization services
- adult residential treatment services
- crisis residential treatment services
- psychiatric health facility services
- psychiatric inpatient hospital services
- targeted case management
- peer support services
- therapeutic behavioral services
- therapeutic foster care
- intensive care coordination

- intensive home-based services
- justice-involved reentry
- assertive community treatment (ACT)
- forensic assertive community treatment (FACT)
- coordinated specialty care (CSC) for first episode psychosis (FEP)
- clubhouse services
- enhanced community health worker (CHW) services

Drug Medi-Cal (DMC) services are available to you through your county behavioral health agency if you meet criteria to receive these services.

- intensive outpatient treatment services
- perinatal residential substance use disorder treatment
- outpatient treatment services
- narcotic treatment program
- medications for addiction treatment (also called Medication Assisted Treatment)
- peer support services
- early intervention services (for members under age 21)
- early periodic screening, diagnosis, and treatment (for members under age 21)

Drug Medi-Cal Organized Delivery System (DMC-ODS) Services include:

- outpatient treatment services
- intensive outpatient treatment services
- partial hospitalization services
- medications for addiction treatment (also called Medication Assisted Treatment)
- residential treatment services
- withdrawal management services
- narcotic treatment program
- recovery services
- care coordination
- peer support services
- early intervention services (for members under age 21)
- early periodic screening, diagnosis, and treatment (for members under age 21)
- inpatient treatment services

In addition to the services listed above, you may have access to voluntary inpatient detoxification services if you meet the criteria.

Molina Medicare Complete Care Plus provides access to many mental health and substance use providers. A list of providers can be located on the Molina Medicare Complete Care Plus Member website or by calling Member Services. For a copy of the most current Provider/Pharmacy Directory, or to seek additional assistance

in choosing a behavioral health provider, please contact Member Services. For some services you may be required to get a Prior Authorization. You or your Behavioral Health Provider or your PCP may request a prior authorization from Molina Healthcare's Utilization Management Department by telephone, fax, or mail based on the urgency of the requested service.

Please refer to the Benefits Chart in **Chapter 4** for information about which services require prior authorization. The care must be determined necessary. By necessary, we mean you need services to prevent, diagnose, or treat your condition or to maintain your current mental health status. This includes care that keeps you from going into a hospital or nursing home. It also means the services, supplies, or drugs meet accepted standards of behavioral health and medical practice.

If you are receiving services or need to obtain Medi-Cal specialty mental health services or drug services that are available to you through the county mental health plan (MHP), Molina Medicare Complete Care Plus Case Managers can help refer you to the appropriate county resource for an assessment. You can call Member Services to request assistance. You can also contact the County directly. See the appropriate county numbers in the information below.

Specialty Mental Health Services
Los Angeles County Department of Mental Health 1-800-854-7771
Riverside University Health System – Behavioral Health 1-800-499-3008
San Bernardino County Department of Behavioral Health 1-888-743-1478
San Diego County Behavioral Health Services 1-888-724-7240

Sacramento County Mental Health Access Team (916) 875-1055 Toll free: (888) 881-4881

Drug Medi-Cal Services
Los Angeles County Department of Public Health 1-844-804-7500
Riverside University Health System – Behavioral Health 1-800-499-3008
San Bernardino County Department of Behavioral Health 1-888-743-1478

San Diego County Behavioral Health Services 1-888-724-7240

Sacramento County Behavioral Health Services – Substance Use Prevention and Treatment (SUPT).
1-888-881-4881

G. Benefits not covered by our plan, Medicare, or Medi-Cal

This section tells you about benefits excluded by our plan. "Excluded" means that we don't pay for these benefits. Medicare and Medi-Cal don't pay for them either.

The list below describes some services and items not covered by us under any conditions and some excluded by us only in some cases.

We don't pay for excluded medical benefits listed in this section (or anywhere else in this *Member Handbook*) except under specific conditions listed. Even if you get the services at an emergency facility, the plan won't

pay for the services. If you think that our plan should pay for a service that isn't covered, you can request an appeal. For information about appeals, refer to **Chapter 9** of this *Member Handbook*.

In addition to any exclusions or limitations described in the Benefits Chart, our plan doesn't cover the following items and services:

- services considered not “reasonable and medically necessary,” according to Medicare and Medi-Cal, unless listed as covered services
- experimental medical and surgical treatments, items, and drugs, unless Medicare, a Medicare-approved clinical research study, or our plan covers them. Refer to **Chapter 3** of this *Member Handbook* for more information on clinical research studies. Experimental treatment and items are those that aren't generally accepted by the medical community.
- surgical treatment for morbid obesity, except when medically necessary and Medicare pays for it
- a private room in a hospital, except when medically necessary
- private duty nurses
- personal items in your room at a hospital or a nursing facility, such as a telephone or television
- full-time nursing care in your home
- fees charged by your immediate relatives or members of your household
- meals delivered to your home
- elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging and mental performance), except when medically necessary
- cosmetic surgery or other cosmetic work, unless it's needed because of an accidental injury or to improve a part of the body that isn't shaped right. However, we pay for reconstruction of a breast after a mastectomy and for treating the other breast to match it
- chiropractic care, other than manual manipulation of the spine consistent with coverage guidelines
- routine foot care, except as described in Podiatry services in the Benefits Chart in **Section D**
- orthopedic shoes, unless the shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease
- supportive devices for the feet, except for orthopedic or therapeutic shoes for people with diabetic foot disease
- radial keratotomy, LASIK surgery, and other low-vision aids
- reversal of sterilization procedures
- naturopath services (the use of natural or alternative treatments)
- services provided to veterans in Veterans Affairs (VA) facilities. However, when a veteran gets emergency services at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we'll reimburse the veteran for the difference. You're still responsible for your cost-sharing amounts.

Chapter 5: Getting your outpatient drugs

Introduction

This chapter explains rules for getting your outpatient drugs. These are drugs that your provider orders for you that you get from a pharmacy or by mail-order. They include drugs covered under Medicare Part D and Medi-Cal. **Chapter 6** of this *Member Handbook* tells you what you pay for these drugs. Key terms and their definitions appear in alphabetical order in the last chapter of this Member Handbook.

We also cover the following drugs, although they're not discussed in this chapter:

- **Drugs covered by Medicare Part A**. These generally include drugs given to you while you're in a hospital or nursing facility.
- **Drugs covered by Medicare Part B**. These include some chemotherapy drugs, some drug injections given to you during an office visit with a doctor or other provider, and drugs you're given at a dialysis clinic. To learn more about what Medicare Part B drugs are covered, refer to the Benefits Chart in **Chapter 4** of this *Member Handbook*.
- In addition to the plan's Medicare Part D and medical benefits coverage, your drugs may be covered by Original Medicare if you're in Medicare hospice. For more information, please refer to **Chapter 5**, **Section F3** "In a Medicare-certified hospice program."

Rules for our plan's outpatient drug coverage

We usually cover your drugs as long as you follow the rules in this section.

You must have a provider (doctor, dentist, or other prescriber) write your prescription, which must be valid under applicable state law. This person often is your primary care provider (PCP). It could also be another provider if your PCP has referred you for care.

Your prescriber must **not** be on Medicare's Exclusion or Preclusion Lists.

You generally must use a network pharmacy to fill your prescription. (Refer to **Section A1** for more information). Or you can fill your prescription through the plan's mail-order service.

Your prescribed drug must be on our plan's *List of Covered Drugs*. We call it the "*Drug List*" for short. (Refer to **Section B** of this chapter.)

- If it isn't on the *Drug List*, we may be able to cover it by giving you an exception.
- Refer to **Chapter 9** to learn about asking for an exception.
- Please also note that the request to cover your prescribed drug will be evaluated under both Medicare and Medi-Cal standards.

Your drug must be used for a medically accepted indication. This means that use of the drug is either approved by the Food and Drug Administration (FDA) or supported by certain medical references. Your prescriber may be able to help identify medical references to support the requested use of the prescribed

drug. A medically accepted indication for Medi-Cal-covered drugs and items means it must not be used for an indication that is listed as unsupported or not recommended in any of the compendia.

Your drug may require approval from our plan based on certain criteria before we'll cover it. (Refer to **Section C** in this chapter).

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A. Getting your prescriptions filled

A1. Filling your prescription at a network pharmacy

In most cases, we pay for prescriptions only when filled at any of our network pharmacies. A network pharmacy is a drug store that agrees to fill prescriptions for our plan members. You may use any of our network pharmacies. (Refer to **Section A8** for information about when we cover prescriptions filled at out-of-network pharmacies.)

To find a network pharmacy, refer to the *Provider and Pharmacy Directory*, visit our website or contact Member Services or your Case Manager.

A2. Using your Member ID Card when you fill a prescription

To fill your prescription, **show your Member ID Card** at your network pharmacy. The network pharmacy bills us for our share of the cost of your covered drug. You may need to pay the pharmacy a copay when you pick up your prescription.

Remember, you need your Medi-Cal card or Benefits Identification Card (BIC) to access Medi-Cal Rx covered drugs.

If you don't have your Member ID Card or BIC with you when you fill your prescription, ask the pharmacy to call us to get the necessary information, or you can ask the pharmacy to look up your plan enrollment information.

If the pharmacy can't get the necessary information, you may have to pay the full cost of the prescription when you pick it up. Then you can ask us to pay you back for our share. **If you can't pay for the drug, contact Member Services right away**. We'll do everything we can to help.

- To ask us to pay you back, refer to **Chapter 7** of this *Member Handbook*.
- If you need help getting a prescription filled, contact Member Services or your Case Manager.

A3. What to do if you change your network pharmacy

If you change pharmacies and need a prescription refill, you either ask to have a new prescription written by a provider or ask your pharmacy to transfer the prescription to the new pharmacy if there are any refills left.

If you need help changing your network pharmacy, contact Member Services or your Case Manager.

A4. What to do if your pharmacy leaves the network

If the pharmacy you use leaves our plan's network, you need to find a new network pharmacy.

To find a new network pharmacy, refer to the *Provider and Pharmacy Directory*, visit our website, or contact Member Services or your Case Manager.

A5. Using a specialized pharmacy

Sometimes prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care facility, such as a nursing facility.
    - Usually, long-term care facilities have their own pharmacies. If you're a resident of a long-term care facility, we make sure you can get the drugs you need at the facility's pharmacy.
    - If your long-term care facility's pharmacy isn't in our network or you have difficulty getting your drugs in a long-term care facility, contact Member Services.
- Indian Health Care Provider (IHCP) Pharmacies. American Indian and Alaska Native Members have access to pharmacies at an Indian Health Care Provider (IHCP) to the extent they have an enrolled retail pharmacy. If you're not American Indian or Alaska Native, you may still receive services from a retail pharmacy at an IHCP if you are assigned to the clinic or for an emergency.
- Pharmacies that dispense drugs restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use. (Note: This scenario should happen rarely.)
- To find a specialized pharmacy, refer to the *Provider and Pharmacy Directory*, visit our website, or contact Member Services or your Case Manager.

A6. Using mail-order services to get your drugs

For certain kinds of drugs, you can use our plan's network mail-order services. Generally, drugs available through mail-order are drugs that you take on a regular basis for a chronic or long-term medical condition. Drugs **not** available through our plan's mail-order service are marked with **"NM"** in our *Drug List*.

Our plan's mail-order service allows you to order at least a **31**-day supply of the drug and no more than a **100**-day supply. A **100**-day supply has the same copay as a one-month supply.

Filling prescriptions by mail

To get order forms and information about filling your prescriptions by mail, please call Member Services.

Usually, a mail-order prescription arrives within 14 days. If there is an urgent need or this timing is delayed, please call Member Services at the number at the bottom of the page for help in receiving a temporary supply of your prescription.

Mail-order processes

Mail-order service has different procedures for new prescriptions it gets from you, new prescriptions it gets directly from your provider's office, and refills on your mail-order prescriptions.

1. **New prescriptions the pharmacy gets from you**

   The pharmacy automatically fills and delivers new prescriptions it gets from you.

2. **New prescriptions the pharmacy gets from your provider's office**

   After the pharmacy gets a prescription from a health care provider, it contacts you to find out if you want the medication filled immediately or at a later time.

   - This gives you an opportunity to make sure the pharmacy is delivering the correct drug (including strength, amount, and form) and, if needed, allows you to stop or delay the order before you're billed and it's shipped.
   - Respond each time the pharmacy contacts you, to let them know what to do with the new prescription and to prevent any delays in shipping.

3. **Refills on mail-order prescriptions**

   For refills of your drugs, you have the option to sign up for an automatic refill program. Under this program we start to process your next refill automatically when our records show you should be close to running out of your drug.

   - The pharmacy contacts you before shipping each refill to make sure you need more medication, and you can cancel scheduled refills if you have enough medication or your medication has changed.
   - If you choose not to use our auto refill program, contact your pharmacy 14 days before your current prescription will run out to make sure your next order is shipped to you in time.

To opt out of our program that automatically prepares mail-order refills, contact us by calling Member services at (855) 665-4627 (TTY: 711). Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time.

Let the pharmacy know the best ways to contact you so they can reach you to confirm your order before shipping. The pharmacy will contact you by phone at the number you have provided. It is important to make sure that our pharmacy has the most current contact information.

A7. Getting a long-term supply of drugs

You can get a long-term supply of maintenance drugs on our plan's *Drug List*. Maintenance drugs are drugs you take on a regular basis, for a chronic or long-term medical condition.

Some network pharmacies allow you to get a long-term supply of maintenance drugs. A 100-day supply has the same copay as a one-month supply. The *Provider and Pharmacy Directory* tells you which pharmacies can give you a long-term supply of maintenance drugs. You can also call your Case Manager or Member Services for more information.

For certain kinds of drugs, you can use our plan's network mail-order services to get a long-term supply of maintenance drugs. Refer to **Section A6** to learn about mail-order services.

A8. Using a pharmacy not in our plan's network

Generally, we pay for drugs filled at an out-of-network pharmacy only when you aren't able to use a network pharmacy. We have network pharmacies outside of our service area where you can get prescriptions filled as a member of our plan. In these cases, check with your Care Manager or Member Services first to find out if there's a network pharmacy nearby.

We pay for prescriptions filled at an out-of-network pharmacy in the following cases:

- If the prescription is related to urgently needed care
- If these prescriptions are related to care for a medical emergency
- Coverage will be limited to a 31-day supply unless the prescription is written for less

A9. Paying you back for a prescription

If you must use an out-of-network pharmacy, you must generally pay the full cost instead of a copay when you get your prescription. You can ask us to pay you back for our share of the cost. You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost we would cover at an in-network pharmacy.

If you pay the full cost for your prescription that may be covered by Medi-Cal Rx, you may be able to be reimbursed by the pharmacy once Medi-Cal Rx pays for the prescription. Alternatively, you may ask Medi-Cal Rx to pay you back by submitting the "Medi-Cal Out-of-Pocket Expense Reimbursement (Conlan)" claim. More information can be found on the Medi-Cal Rx website: medi-calrx.dhcs.ca.gov/home/.

To learn more about this, refer to **Chapter 7** of this *Member Handbook*.

B. Our plan's *Drug List*

We have a *List of Covered Drugs.* We call it the "*Drug List*" for short.

We select the drugs on the *Drug List* with the help of a team of doctors and pharmacists. The *Drug List* also tells you the rules you need to follow to get your drugs.

We generally cover a drug on our plan's *Drug List* when you follow the rules we explain in this chapter.

B1. Drugs on our *Drug List*

Our *Drug List* includes drugs covered under Medicare Part D.

Most of the drugs you get from a pharmacy are covered by our plan. Other drugs, such as some over-the-counter (OTC) medications and certain vitamins, may be covered by Medi-Cal Rx. Please visit the Medi-Cal Rx website (medi-calrx.dhcs.ca.gov) for more information. You can also call the Medi-Cal Rx Customer Service Center at 800-977-2273. Please bring your Medi-Cal Beneficiary Identification Card (BIC) when getting your prescriptions through Medi-Cal Rx.

Our *Drug List* includes brand name drugs, generic drugs, and biological products (which may include biosimilars).

A brand name drug is a drug sold under a trademarked name owned by the drug manufacturer. Biological products are drugs that are more complex than typical drugs. On our *Drug List*, when we refer to "drugs" this could mean a drug or a biological product.

Generic drugs have the same active ingredients as brand name drugs. Biological products have alternatives called biosimilars. Generally, generic drugs and biosimilars work just as well as brand name drugs or original biological products and usually cost less. There are generic drug substitutes available for many brand name drugs and biosimilar alternatives for some original biological products. Some biosimilars are interchangeable biosimilars and, depending on state law, may be substituted for the original biological product at the pharmacy without needing a new prescription, just like generic drugs can be substituted for brand name drugs.

Refer to **Chapter 12** for definitions of the types of drugs that may be on the *Drug List.*

Our plan also covers certain OTC drugs and products. Some OTC drugs cost less than prescription drugs and work just as well. For more information, call Member Services.

B2. How to find a drug on our *Drug List*

To find out if a drug you take is on our *Drug List*, you can:

- Visit our plan's website at MolinaHealthcare.com/Medicare. The *Drug List* on our website is always the most current one.
- Call your Case Manager or Member Services to find out if a drug is on our *Drug List* or to ask for a copy of the list.
- Drugs that are not covered by Part D may be covered by Medi-Cal Rx. Please visit the Medi-Cal Rx website (medi-calrx.dhcs.ca.gov/) for more information
- Use our "Real Time Benefit Tool" at MolinaHealthcare.com/Medicare to search for drugs on the *Drug List* to get an estimate of what you'll pay and if there are alternative drugs on the *Drug List* that could treat the same condition. You can also call your Case Manager or **Member Services**.

B3. Drugs not on our *Drug List*

We don't cover all drugs.

- Some drugs are not on our *Drug List* because the law doesn't allow us to cover those drugs.
- In other cases, we decided not to include a drug on our *Drug List*.
- In some cases, you may be able to get a drug that isn't on our *Drug List*. For more information refer to **Chapter 9**.

Our plan doesn't pay for the kinds of drugs described in this section. These are called **excluded drugs**. If you get a prescription for an excluded drug, you may need to pay for it yourself. If you think we should pay for an

excluded drug because of your case, you can make an appeal. Refer to **Chapter 9** of this *Member Handbook* for more information about appeals.

Here are three general rules for excluded drugs:

1. Our plan's outpatient drug coverage (which includes Medicare Part D) can't pay for a drug that Medicare Part A or Medicare Part B already covers. Our plan covers drugs covered under Medicare Part A or Medicare Part B for free, but these drugs aren't considered part of your outpatient drug benefits.
2. Our plan can't cover a drug purchased outside the United States and its territories.
3. Use of the drug must be approved by the FDA or supported by certain medical references as a treatment for your condition. Your doctor or other provider may prescribe a certain drug to treat your condition, even though it wasn't approved to treat the condition. This is called "off-label use." Our plan usually doesn't cover drugs prescribed for off-label use.

Also, by law, Medicare or Medi-Cal can't cover the types of drugs listed below.

- Drugs used to promote fertility
- Drugs used for the relief of cough or cold symptoms*
- Drugs used for cosmetic purposes or to promote hair growth
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride* preparations
- Drugs used for the treatment of sexual or erectile dysfunction
- Drugs used for the treatment of anorexia, weight loss or weight gain*
- Outpatient drugs made by a company that says you must have tests or services done only by them

*Select products may be covered by Medi-Cal. Please visit the Medi-Cal Rx website (www.medi-calrx.dhcs.ca.gov) for more information.

B4. *Drug List* cost-sharing tiers

Every drug on our *Drug List* is in one of six tiers. A tier is a group of drugs of generally the same type (for example, brand name, generic, or OTC drugs). In general, the higher the cost-sharing tier, the higher your cost for the drug.

Tier 1 - Preferred Generic- lowest cost-share

Tier 2 - Generic

Tier 3 - Preferred Brand- You may pay up to $35 per month supply of each covered insulin product on this tier.

Tier 4 - Non-Preferred Drug

Tier 5 - Specialty Tier- highest cost-share

Tier 6 - Select Care Drugs- lowest cost share

To find out which cost-sharing tier your drug is in, look for the drug on our *Drug List*.

Chapter 6 of this *Member Handbook* tells the amount you pay for drugs in each tier.

C. Limits on some drugs

For certain drugs, special rules limit how and when our plan covers them. Generally, our rules encourage you to get a drug that works for your medical condition and is safe and effective. When a safe, lower-cost drug works just as well as a higher-cost drug, we expect your provider to prescribe the lower-cost drug.

Note that sometimes a drug may appear more than once in our *Drug List*. This is because the same drugs can differ based on the strength, amount, or form of the drug prescribed by your provider, and different restrictions may apply to the different versions of the drugs (for example, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid.)

If there's a special rule for your drug, it usually means that you or your provider must take extra steps for us to cover the drug. For example, your provider may have to tell us your diagnosis or provide results of blood tests first. If you or your provider thinks our rule shouldn't apply to your situation, ask us to use the coverage decision process to make an exception. We may or may not agree to let you use the drug without taking extra steps.

To learn more about asking for exceptions, refer to **Chapter 9** of this *Member Handbook*.

1. **Limiting use of a brand name drug or original biological products when, respectively, a generic or interchangeable biosimilar version is available**

   Generally, a generic drug or interchangeable biosimilar works the same as a brand name drug or original biological product and usually costs less. If there's a generic or interchangeable biosimilar version of a brand name drug or original biological product available, our network pharmacies give you, respectively, the generic or interchangeable biosimilar version.

   - We usually don't pay for the brand name drug or original biological product when there is an available generic version.
   - However, if your provider told us the medical reason that the generic drug or interchangeable biosimilar won’t work for you or wrote “No substitutions” on your prescription for a brand name drug **or** original biological product **or** told us the medical reason that the generic drug or interchangeable biosimilar or other covered drugs that treat the same condition won't work for you, then we cover the brand name drug.

2. **Getting plan approval in advance**

   For some drugs, you or your prescriber must get approval from our plan before you fill your prescription. This is called prior authorization. This is put in place to ensure medication safety and help guide appropriate use of certain drugs. If you don’t get approval, we may not cover the drug. Call Member Services at the number at the bottom of the page or on our website at https://molinahealthcare.com/medicare/ca/duals/drugs for more information about prior authorization.
3. **Trying a different drug first**

In general, we want you to try lower-cost drugs that are as effective before we cover drugs that cost more. For example, if Drug A and Drug B treat the same medical condition, and Drug A costs less than Drug B, we may require you to try Drug A first.

If Drug A **doesn't** work for you, then we cover Drug B. This is called step therapy. Call Member Services at the number at the bottom of the page or on our website at https://molinahealthcare.com/medicare/ca/duals/drugs for more information about step therapy.

4. **Quantity limits**

   For some drugs, we limit the amount of the drug you can have. This is called a quantity limit. For example, if it's normally considered safe to take only one pill per day for a certain drug, we might limit how much of a drug you can get each time you fill your prescription.

To find out if any of the rules above apply to a drug you take or want to take, check our *Drug List*. For the most up-to-date information, call Member Services or check our website at MolinaHealthcare.com/Medicare. If you disagree with our coverage decision based on any of the above reasons you may request an appeal. Please refer to **Chapter 9** of this *Member Handbook*.

D. Reasons your drug might not be covered

We try to make your drug coverage work well for you, but sometimes a drug may not be covered in the way that you like. For example:

- Our plan doesn’t cover the drug you want to take. The drug may not be on our *Drug List*. We may cover a generic version of the drug but not the brand name version you want to take. A drug may be new, and we haven’t reviewed it for safety and effectiveness yet.
- Our plan covers the drug, but there are special rules or limits on coverage. As explained in the section above, some drugs our plan covers have rules that limit their use. In some cases, you or your prescriber may want to ask us for an exception.
- The drug is covered, but in a cost-sharing tier that makes your cost more expensive than you think it should be.

There are things you can do if we don’t cover a drug the way you want us to cover it.

D1. Getting a temporary supply

In some cases, we can give you a temporary supply of a drug when the drug isn't on our *Drug List* or is limited in some way. This gives you time to talk with your provider about getting a different drug or to ask us to cover the drug.

To get a temporary supply of a drug, you must meet the two rules below:

1. The drug you’ve been taking:
   - is no longer on our *Drug List* **or**
   - was never on our *Drug List* **or**

- is now limited in some way.

2. You must be in one of these situations:

- You were in our plan last year.
  - We cover a temporary supply of your drug **during the first 90 days of the calendar year**.
  - This temporary supply is for up to 31 days.
  - If your prescription is written for fewer days, we allow multiple refills to provide up to a maximum of 31 days of medication. You must fill the prescription at a network pharmacy.
  - Long-term care pharmacies may provide your drug in small amounts at a time to prevent waste.
- You're new to our plan.
  - We cover a temporary supply of your drug **during the first 90 days of your membership in our plan.**
  - This temporary supply is for up to 31 days.
  - If your prescription is written for fewer days, we allow multiple refills to provide up to a maximum of 31 days of medication. You must fill the prescription at a network pharmacy.
  - Long-term care pharmacies may provide your drug in small amounts at a time to prevent waste.
- You've been in our plan for more than 90 days, live in a long-term care facility, and need a supply right away.
  - We cover one 31-day supply, or less if your prescription is written for fewer days. This is in addition to the temporary supply above.
  - If you are a new resident of a LTC facility and have been enrolled in our plan or more than 90 days and need a drug that isn't on our formulary or is subject to other restrictions such as step therapy or dosage limits, we will cover a temporary 31-day emergency supply of that drug (unless the prescription is for fewer days) while the member pursues a formulary exception. Exceptions are available in situations where you experience a change in the level of care you are receiving that also requires you to transition from one facility or treatment center to another. In such circumstances you would be eligible for a temporary, one-time fill exception even if you are outside of the first 90 days as a member of the plan.
  - Please note that our transition policy applies only to those drugs that are “Part D” and bought at a network pharmacy. The transition policy cannot be used to buy a non-Part D drug or a drug out-of-network, unless you qualify for out-of-network access.

D2. Asking for a temporary supply

To ask for a temporary supply of a drug, call Member Services.

When you get a temporary supply of a drug, talk with your provider as soon as possible to decide what to do when your supply runs out. Here are your choices:

- Change to another drug.

  Our plan may cover a different drug that works for you. Call Member Services to ask for a list of drugs we cover that treat the same medical condition. The list can help your provider find a covered drug that may work for you.

  OR
- Ask for an exception.

  You and your provider can ask us to make an exception. For example, you can ask us to cover a drug that isn't on our *Drug List* or ask us to cover the drug without limits. If your provider says you have a good medical reason for an exception, they can help you ask for one.

D3. Asking for an exception

If a drug you take will be taken off our *Drug List* or limited in some way next year, we allow you to ask for an exception before next year.

- We tell you about any change in the coverage for your drug for next year. Ask us to make an exception and cover the drug for next year the way you would like.
- We answer your request for an exception within 72 hours after we get your request (or your prescriber's supporting statement).
- If we approve your request, we'll authorize coverage for the drug before the change takes effect.

To learn more about asking for an exception, refer to **Chapter 9** of this *Member Handbook*.

If you need help asking for an exception, contact Member Services or your Case Manager.

E. Coverage changes for your drugs

Most changes in drug coverage happen on January 1, but we may add or remove drugs on our *Drug List* during the year. We may also change our rules about drugs. For example, we may:

- Decide to require or not require prior authorization for a drug (permission from us before you can get a drug).
- Add or change the amount of a drug you can get (quantity limits).
- Add or change step therapy restrictions on a drug (you must try one drug before we cover another drug).
- Replace an original biological product with an interchangeable biosimilar version of the biological product.

We must follow Medicare requirements before we change our plan's *Drug List*. For more information on these drug rules, refer to **Section C**.

If you take a drug that we covered at the **beginning** of the year, we generally won't remove or change coverage of that drug **during the rest of the year** unless:

- a new, cheaper drug comes on the market that works as well as a drug on our *Drug List* now, **or**

- we learn that a drug isn't safe, **or**
- a drug is removed from the market.

What happens if coverage changes for a drug you're taking?

To get more information on what happens when our *Drug List* changes, you can always:

- Check our current *Drug List* online at MolinaHealthcare.com/Medicare **or**
- Call Member Services at the number at the bottom of the page to check our current *Drug List*.

Changes we may make to the *Drug List* that affect you during the current plan year

Some changes to the *Drug List* will happen immediately. For example:

A new generic drug becomes available. Sometimes, a new generic drug or biosimilar comes on the market that works as well as a brand name drug or original biological product on the *Drug List* now. When that happens, we may remove the brand name drug and add the new generic drug, but your cost for the new drug will stay the same or will be lower. When we add the new generic drug, we may also decide to keep the brand name drug on the list but change its coverage rules or limits.

- We may not tell you before we make this change, but we'll send you information about the specific change we made once it happens.
- You or your provider can ask for an “exception” from these changes. We'll send you a notice with the steps you can take to ask for an exception. Please refer to **Chapter 9** of this handbook for more information on exceptions.

When these changes happen, we’ll:

- Tell you at least 30 days before we make the change to the *Drug Lis*t or
- Let you know and give you a 31-day supply of the brand name drug or original biological product after you ask for a refill.

This will give you time to talk to your doctor or other prescriber. They can help you decide:

- If you should switch to the generic or interchangeable biosimilar if there’s a similar drug on the *Drug List* you can take instead or
- Whether to ask for an exception from these changes. To learn more about asking for exceptions, refer to **Chapter 9** of this *Member Handbook*.

Removing unsafe drugs and other drugs that are off the market. Sometimes a drug may be found unsafe or taken off the market for another reason. If this happens, we may immediately take it off our *Drug List*. If you're taking the drug, we'll send you a notice after we make the change. Contact your prescribing doctor if you receive a notification.

We may make other changes that affect the drugs you take. We tell you in advance about these other changes to our *Drug List*. These changes might happen if:

- The FDA provides new guidance or there are new clinical guidelines about a drug.

When these changes happen, we:

- Tell you at least 30 days before we make the change to our *Drug List* **or**
- Let you know and give you a 31 -day supply of the drug after you ask for a refill.

This gives you time to talk to your doctor or other prescriber. They can help you decide:

- If there's a similar drug on our *Drug List* you can take instead **or**
- If you should ask for an exception from these changes to continue covering the drug or the version of the drug you've been taking. To learn more about asking for exceptions, refer to **Chapter 9** of this *Member Handbook*.

Changes to the *Drug List* that don't affect you during this plan year

We may make changes to drugs you take that aren't described above and don't affect you now. For such changes, if you're taking a drug we covered at the **beginning** of the year, we generally don't remove or change coverage of that drug **during the rest of the year**.

For example, if we remove a drug you're taking, increase what you pay for the drug, or limit its use, then the change doesn't affect your use of the drug or what you pay for the drug for the rest of the year.

If any of these changes happen for a drug you're taking (except for the changes noted in the section above), the change won't affect your use until January 1 of the next year.

We won't tell you above these types of changes directly during the current year. You'll need to check the *Drug List* for the next plan year (when the list is available during the open enrollment period) to see if there are any changes that will impact you during the next plan year.

F. Drug coverage in special cases

F1. In a hospital or a skilled nursing facility for a stay that our plan covers

If you're admitted to a hospital or skilled nursing facility for a stay our plan covers, we generally cover the cost of your drugs during your stay. You won't pay a copay. Once you leave the hospital or skilled nursing facility, we cover your drugs as long as the drugs meet all of our coverage rules.

To learn more about drug coverage and what you pay, refer to **Chapter 6** of this Member Handbook.

F2. In a long-term care facility

Usually, a long-term care facility, such as a nursing facility, has its own pharmacy or a pharmacy that supplies drugs for all of their residents. If you live in a long-term care facility, you may get your drugs through the facility's pharmacy if it's part of our network.

Check your *Provider and Pharmacy Directory* to find out if your long-term care facility's pharmacy is part of our network. If it isn't or if you need more information, contact Member Services.

F3. In a Medicare-certified hospice program

Drugs are never covered by both hospice and our plan at the same time.

- You may be enrolled in a Medicare hospice and require certain drugs (e.g., pain, anti-nausea drugs, laxative, or anti-anxiety drugs) that your hospice doesn't cover because it isn't related to your terminal prognosis and conditions. In that case, our plan must get notification from the prescriber or your hospice provider that the drug is unrelated before we can cover the drug.
- To prevent delays in getting any unrelated drugs that our plan should cover, you can ask your hospice provider or prescriber to make sure we have the notification that the drug is unrelated before you ask a pharmacy to fill your prescription.

If you leave hospice, our plan covers all of your drugs. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, take documentation to the pharmacy to verify that you left hospice.

Refer to earlier parts of this chapter that tell about drugs our plan covers. Refer to **Chapter 4** of this *Member Handbook* for more information about the hospice benefit.

G. Programs on drug safety and managing drugs

G1. Programs to help you use drugs safely

Each time you fill a prescription, we look for possible problems, such as drug errors or drugs that:

- may not be needed because you take another similar drug that does the same thing
- may not be safe for your age or gender
- could harm you if you take them at the same time
- have ingredients that you are or may be allergic to
- may be an error in the amount (dosage)
- have unsafe amounts of opioid pain medications

If we find a possible problem in your use of drugs, we work with your provider to correct the problem.

G2. Programs to help you manage your drugs

Our plan has a program to help members with complex health needs. In such cases, you may be eligible to get services, at no cost to you, through a medication therapy management (MTM) program. This program is

voluntary and free. This program helps you and your provider make sure that your medications are working to improve your health. If you qualify for the program, a pharmacist or other health professional will give you a comprehensive review of all of your medications and talk with you about:

- how to get the most benefit from the drugs you take
- any concerns you have, like medication costs and drug reactions
- how best to take your medications
- any questions or problems you have about your prescription and over-the-counter medication

Then, they'll give you:

- A written summary of this discussion. The summary has a medication action plan that recommends what you can do for the best use of your medications.
- A personal medication list that includes all medications you take, how much you take, and when and why you take them.
- Information about safe disposal of prescription medications that are controlled substances.

It’s a good idea to talk to your prescriber about your action plan and medication list.

- Take your action plan and medication list to your visit or anytime you talk with your doctors, pharmacists, and other health care providers.
- Take your medication list with you if you go to the hospital or emergency room.

MTM programs are voluntary and free to members who qualify. If we have a program that fits your needs, we enroll you in the program and send you information. If you don't want to be in the program, let us know, and we'll take you out of it.

If you have questions about these programs, contact Member Services or your Case Manager.

G3. Drug management program (DMP) to help members safely use opioid medications

We have a program that helps make sure members safely use prescription opioids and other frequently abused medications. This program is called a Drug Management Program (DMP).

If you use opioid medications that you get from several prescribers or pharmacies or if you had a recent opioid overdose, we may talk to your prescribers to make sure your use of opioid medications is appropriate and medically necessary. Working with your prescribers, if we decide your use of prescription opioid or benzodiazepine medications may not be safe, we may limit how you can get those medications. If we place you in our DMP, the limitations may include:

- Requiring you to get all prescriptions for those medications from a certain pharmacy(ies)
- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain prescriber(s)
- Limiting the amount of opioid or benzodiazepine medications we cover for you

If we plan on limiting how you get these medications or how much you can get, we'll send you a letter in advance. The letter will tell you if we'll limit coverage of these drugs for you, or if you'll be required to get the prescriptions for these drugs only from a specific provider or pharmacy.

You'll have a chance to tell us which prescribers or pharmacies you prefer to use and any information you think is important for us to know. After you've had the opportunity to respond, if we decide to limit your coverage for these medications, we'll send you another letter that confirms the limitations.

If you think we made a mistake, you disagree with our decision or the limitation, you and your prescriber can make an appeal. If you appeal, we'll review your case and give you a new decision. If we continue to deny any part of your appeal related to limitations that apply to your access to medications, we'll automatically send your case to an Independent Review Organization (IRO). (To learn more about appeals and the IRO, refer to **Chapter 9** of this *Member Handbook*.)

The DMP may not apply to you if you:

- have certain medical conditions, such as cancer or sickle cell disease,
- are getting hospice, palliative, or end-of-life care, **or**
- live in a long-term care facility.

Chapter 6: What you pay for your Medicare and Medi-Cal drugs

Introduction

This chapter tells what you pay for your outpatient drugs. By “drugs,” we mean:

- Medicare Part D drugs, **and**
- Drugs and items covered under Medi-Cal Rx

Because you're eligible for Medi-Cal, you get Extra Help from Medicare to help pay for your Medicare Part D drugs. We have sent you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also known as the “Low Income Subsidy Rider” or the "LIS Rider”), which tells you about your drug coverage. If you don’t have this insert, please call Member Services and ask for the “LIS Rider.”

> **Extra Help** is a Medicare program that helps people with limited incomes and resources reduce Medicare Part D drug costs, such as premiums, deductibles, and copays. Extra Help is also called the “Low-Income Subsidy,” or “LIS.”

Other key terms and their definitions appear in alphabetical order in the last chapter of this *Member Handbook*.

To learn more about drugs, you can look in these places:

- Our *List of Covered Drugs.*
  - We call this the “Drug List.” It tells you:
    - which drugs we pay for
    - which of the six each drug is in
    - if there are any limits on the drugs
  - If you need a copy of our *Drug List*, call Member Services. You can also find the most current copy of our Drug List on our website at MolinaHealthcare.com/Medicare.
  - Most of the drugs you get from a pharmacy are covered by Molina Medicare Complete Care Plus. Other drugs, such as some over-the counter (OTC) medications and certain vitamins, may be covered by Medi-Cal Rx. Please visit the Medi-Cal Rx website (medi-calrx.dhcs.ca.gov/) for more information. You can also call the Medi-Cal Rx Customer Service Center at 800-977-2273. Please bring your Medi-Cal Beneficiary Identification Card (BIC) when getting prescriptions through Medi-Cal Rx.
- **Chapter 5** of this *Member Handbook***.**

- Explains how to get your outpatient drugs through our plan.
- It includes rules you need to follow. It also tells which types of drugs our plan doesn't cover.
- When you use the plan's "Real Time Benefit Tool" to look up drug coverage (refer to **Chapter 5, Section B2**), the cost shown is an estimate of the out-of-pocket costs you're expected to pay. You can call your Case Manager or Member Services for more information.

- Our *Provider and Pharmacy Directory***.**
  - In most cases, you must use a network pharmacy to get your covered drugs. Network pharmacies are pharmacies that agree to work with us.
  - The *Provider and Pharmacy Directory* lists our network pharmacies. Refer to **Chapter 5** of this *Member Handbook* for more information about network pharmacies.

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A. The *Explanation of Benefits* (EOB)

Our plan keeps track of your drug costs and the payments you make when you get prescriptions at the pharmacy. We track two types of costs:

- Your **out-of-pocket costs**. This is the amount of money you, or others on your behalf, pay for your prescriptions. This includes what you paid when you got a covered Part D drug, any payments for your drugs made by family or friends, any payments made for your drugs by Extra Help from Medicare, employer or union health plans, Indian Health Service, AIDS drug assistance programs, charities, and most State Pharmaceutical Assistance Programs (SPAPs).
- Your **total drug costs**. This is the total of all payments made for your covered Part D drugs. It includes what our plan paid, and what other programs or organizations paid for your covered Part D drugs.

When you get drugs through our plan, we send you a summary called the *Explanation of Benefits (EOB)*. We call it the EOB for short. The EOB isn't a bill. The EOB has more information about the drugs you take. The EOB includes:

- **Information for the month**. The summary tells what drugs you got for the previous month. It shows the total drug costs, what we paid, and what you and others paid for you.
- **Totals for the year since January 1.** This shows the total drug costs and total payments for your drugs since the year began.
- **Drug price information.** This is the total price of the drug and changes in the drug price since the first fill for each prescription claim of the same quantity.
- **Lower cost alternatives.** When applicable, information about other available drugs with lower cost-sharing for each prescription.

We offer coverage of drugs not covered under Medicare.

- Payments made for these drugs don't count towards your total out-of-pocket costs.
- Most of the drugs you get from a pharmacy are covered by the plan. Other drugs, such as some over-the-counter (OTC) medications and certain vitamins, may be covered by Medi-Cal Rx. Please visit Medi-Cal Rx website (www.medi-calrx.dhcs.ca.gov) for more information. You can also call the Medi-Cal customer service center at 800-977-2273. Please bring your Medi-Cal beneficiary identification card (BIC) when getting prescriptions through Medi-Cal Rx.
- To find out which drugs our plan covers, refer to our *Drug List*.

B. How to keep track of your drug costs

To keep track of your drug costs and the payments you make, we use records we get from you and from your pharmacy. Here is how you can help us:

1. **Use your Member ID Card.**

   Show your Member ID Card every time you get a prescription filled. This helps us know what prescriptions you fill and what you pay.

2. **Make sure we have the information we need.**

   You can ask us to pay you back for our share of the cost of the drug. Give us copies of receipts for covered drugs that you paid for. For more information or help with submitting a Direct Member Reimbursement form, contact Member Services.

   Here are examples of when you should give us copies of your receipts:

   - When you buy a covered drug at a network pharmacy at a special price or use a discount card that isn't part of our plan's benefit.
   - When you pay a copay for drugs that you get under a drug maker's patient assistance program.
   - When you buy covered drugs at an out-of-network pharmacy.
   - When you pay the full price for a covered drug under special circumstances.

   For more information about asking us to pay you back for our share of the cost of a drug, refer to **Chapter 7** of this *Member Handbook*.
3. **Send us information about payments others make for you.**

   Payments made by certain other people and organizations also count toward your out-of-pocket costs. For example, an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs. This can help you qualify for catastrophic coverage. When you reach the Catastrophic Coverage Stage, our plan pays all of the costs of your Medicare Part D drugs for the rest of the year.
4. **Check the EOBs we send you.**

   When you get an EOB in the mail, make sure it's complete and correct.

   - **Do you recognize the name of each pharmacy?** Check the dates. Did you get drugs that day?
   - **Did you get the drugs listed?** Do they match those listed on your receipts? Do the drugs match what your doctor prescribed?

B1. What if you find mistakes on this summary?

If something is confusing or doesn't seem right on this EOB, please call us at Molina Medicare Complete Care Plus (HMO D-SNP) Member Services. You can also find answers to many questions on our website: MolinaHealthcare.com/Medicare.

B2. What about possible fraud?

If this summary shows drugs you're not taking or anything else that seems suspicious to you, please contact us.

- Call us at Molina Medicare Complete Care Plus (HMO D-SNP) Member Services.
- Or call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can call these numbers for free.

- If you suspect that a provider who gets Medi-Cal has committed fraud, waste, or abuse, it's your right to report it by calling the confidential toll-free number 1- 800-822-6222. Other methods of reporting Medi-Cal fraud may be found at: www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx.

If you think something is wrong or missing, or if you have any questions, call Member Services. Keep these EOBs. They're an important record of your drug expenses.

C. Drug Payment Stages for Medicare Part D drugs

There are two payment stages for your Medicare Part D drug coverage under our plan. How much you pay for each prescription depends on your level of Extra Help and which stage you're in when you get a prescription filled or refilled. These are the two stages:

Stage 1: Initial Coverage Stage	Stage 2: Catastrophic Coverage Stage
During this stage, we pay part of the costs of your drugs, and you pay your share. Your share is called the copay. You begin in this stage when you fill your first prescription of the year.	During this stage, we pay all of the costs of your drugs through December 31, 2027. You begin this stage when you've paid a certain amount of out-of-pocket costs.

C1. Our plan has six cost-sharing tiers

Cost-sharing tiers are groups of drugs with the same copay. Every drug on our *Drug List* is in one of six cost-sharing tiers. In general, the higher the tier number, the higher the copay. To find the cost-sharing tiers for your drugs, refer to our *Drug List*.

Tier 1 - Preferred Generic- lowest cost-share

Tier 2 - Generic

Tier 3 - Preferred Brand- You may pay up to $35 per month supply of each covered insulin product on this tier.

Tier 4 - Non-Preferred Drug

Tier 5 - Specialty Tier- highest cost-share

Tier 6 - Select Care Drugs- lowest cost share

To find out which cost-sharing tier your drug is in, refer to our plan's Drug List.

C2. Your pharmacy choices

How much you pay for a drug depends on whether you get the drug from:

- a network pharmacy, or

- an out-of-network pharmacy. In limited cases, we cover prescriptions filled at out-of-network pharmacies. Refer to **Chapter 5** of this *Member Handbook* to find out when we do that.
- Our plan's mail-order pharmacy.

Refer to **Chapter 9** of this *Member Handbook* to learn about how to file an appeal if you're told a drug won't be covered. To learn more about these pharmacy choices, refer to **Chapter 5** of this *Member Handbook* and our *Provider and Pharmacy Directory*.

C3. Getting a long-term supply of a drug

For some drugs, you can get a long-term supply (also called an "extended supply") when you fill your prescription. A long-term supply is up to a 100-day supply. It costs you the same as a one-month supply.

For details on where and how to get a long-term supply of a drug, refer to **Chapter 5** of this *Member Handbook* or our *Provider and Pharmacy Directory*.

C4. What you pay

You may pay a copay when you fill a prescription. If your covered drug costs less than the copay, you pay the lower price.

Contact Member Services to find out how much your copay is for any covered drug.

Most of the drugs you get from a pharmacy are covered by the plan. Other drugs, such as some over-the-counter (OTC) medications and certain vitamins, may be covered by Medi-Cal Rx. Please visit Medi-Cal Rx website (medi-calrx.dhcs.ca.gov/) for more information. You can also call the Medi-Cal customer service center at 800-977-2273. Please bring your Medi-Cal beneficiary identification card (BIC) when getting prescriptions through Medi-Cal Rx.

Your share of the cost when you get a one-month supply of a covered drug from:

	A network pharmacy A one-month or up to a 31-day supply	**Our plan's mail-order service** A one-month or up to a 31-day supply	**A network long-term care pharmacy** Up to a 31-day supply	**An out-of-network pharmacy** Up to a 31-day supply. Coverage is limited to certain cases. Refer to **Chapter 5** of this *Member Handbook* for details.
Cost-sharing Tier 1 *(Preferred Generic)*	$0	$0	$0	$0

	A network pharmacy A one-month or up to a 31-day supply	**Our plan's mail-order service** A one-month or up to a 31-day supply	**A network long-term care pharmacy** Up to a 31-day supply	**An out-of-network pharmacy** Up to a 31-day supply. Coverage is limited to certain cases. Refer to **Chapter 5** of this *Member Handbook* for details.
Cost-sharing Tier 2 *(Generic)*	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.
Cost-sharing Tier 3 *(Preferred Brand)*	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.
Cost-sharing Tier 4 *(Non-Preferred Drug)*	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.
Cost-sharing Tier 5	$0 copay; $1.65 copay; $5.80 copay	$0 copay; $1.65 copay; $5.80 copay for drugs (including	$0 copay; $1.65 copay; $5.80 copay for drugs (including	$0 copay; $1.65 copay; $5.80 copay for drugs (including

	A network pharmacy A one-month or up to a 31-day supply	**Our plan's mail-order service** A one-month or up to a 31-day supply	**A network long-term care pharmacy** Up to a 31-day supply	**An out-of-network pharmacy** Up to a 31-day supply. Coverage is limited to certain cases. Refer to **Chapter 5** of this *Member Handbook* for details.
(Specialty Tier)	for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.
Cost-sharing Tier 6 (Select Care Drugs)	$0	$0	$0	$0

*If you receive "Extra Help," your share of the cost for a one-month supply of a covered Part D prescription drug depends on the level of "Extra Help" you receive. For more information about your drug costs, look at the separate insert (the "LIS Rider").

For information about which pharmacies can give you long-term supplies, refer to our plan's *Provider and Pharmacy Directory*.

D. Stage 1: The Initial Coverage Stage

During the Initial Coverage Stage, we pay a share of the cost of your covered drugs, and you pay your share. Your share is called the copay. The copay depends on the cost-sharing tier the drug is in and where you get it.

Tier 1 - Preferred Generic- lowest cost-share

Tier 2 - Generic

Tier 3 - Preferred Brand- You may pay up to $35 per month supply of each covered insulin product on this tier.

Tier 4 - Non-Preferred Drug

Tier 5 - Specialty Tier- highest cost-share

Tier 6 - Select Care Drugs- lowest cost share

To find out which cost-sharing tier your drug is in, refer to our plan's *Drug List*.

Cost-sharing tiers are groups of drugs with the same copay. Every drug on our plan's *Drug List* is in one of six cost-sharing tiers. In general, the higher the tier number, the higher the copay. To find the cost-sharing tiers for your drugs, refer to our *Drug List*.

D1. Your pharmacy choices

How much you pay for a drug depends on if you get the drug from:

- A network retail pharmacy **or**
- An out-of-network pharmacy. In limited cases, we cover prescriptions filled at out-of-network pharmacies. Refer to **Chapter 5** of this *Member Handbook* to find out when we do that.
- Our plan's mail-order pharmacy.

To learn more about these choices, refer to **Chapter 5** of this *Member Handbook* and to our *Provider and Pharmacy Directory*.

D2. Getting a long-term supply of a drug

For some drugs, you can get a long-term supply (also called an "extended supply") when you fill your prescription. A long-term supply is up to a 100-day supply. It costs you the same as a one-month supply.

For details on where and how to get a long-term supply of a drug, refer to **Chapter 5** of this *Member Handbook* or our plan's *Provider and Pharmacy Directory*.

D3. What you pay

During the Initial Coverage Stage, you may pay a copay each time you fill a prescription. If your covered drug costs less than the copay, you pay the lower price.

Contact Member Services to find out how much your copay is for any covered drug.

Your share of the cost when you get a one-month or long-term supply of a covered drug from:

	A network pharmacy A one-month or up to a 100-day supply	**Our plan's mail-order service** A one-month or up to a 100-day supply	**A network long-term care pharmacy** Up to a 31-day supply	**An out-of-network pharmacy** Up to a 31-day supply. Coverage is limited to certain cases. Refer to **Chapter 5** of this *Member Handbook* for details.
Cost-sharing Tier 1 (Preferred Generic)	$0	$0	$0	$0
Cost-sharing Tier 2 (Generic)	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.
Cost-sharing Tier 3 (Preferred Brand)	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.
Cost-sharing Tier 4 (Non-Preferred Drug)	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.

	A network pharmacy A one-month or up to a 100-day supply	**Our plan's mail-order service** A one-month or up to a 100-day supply	**A network long-term care pharmacy** Up to a 31-day supply	**An out-of-network pharmacy** Up to a 31-day supply. Coverage is limited to certain cases. Refer to **Chapter 5** of this *Member Handbook* for details.
Cost-sharing Tier 5 (Specialty Tier)	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription. The copays listed here are for a 1-month supply; a long-term supply is not available for this tier.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription. The copays listed here are for a 1-month supply; a long-term supply is not available for this tier.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.	$0 copay; $1.65 copay; $5.80 copay for drugs (including brand drugs treated as generic) and $0 copay; $5.00 copay; $14.40 copay for all other drugs per prescription.
Cost-sharing Tier 6 (Select Care Drugs)	$0	$0	$0	$0

*If you receive "Extra Help," your share of the cost for a one-month up to a 100-day supply of a covered Part D prescription drug depends on the level of "Extra Help" you receive. For more information about your drug costs, look at the separate insert (the "LIS Rider").

For information about which pharmacies can give you long-term supplies, refer to our *Provider and Pharmacy Directory*.

D4. End of the Initial Coverage Stage

The Initial Coverage Stage ends when your total out-of-pocket costs reach $2,400. At that point, the Catastrophic Coverage Stage begins. We cover all your drug costs from then until the end of the year.

Your EOB helps you keep track of how much you've paid for your drugs during the year. We let you know if you reach the $2,400 limit. Many people don't reach it in a year.

E. Stage 2: The Catastrophic Coverage Stage

When you reach the out-of-pocket limit of $2,400 for your drugs, the Catastrophic Coverage Stage begins. You stay in the Catastrophic Coverage Stage until the end of the calendar year. During this stage, you pay nothing for your Part D covered drugs.

F. Your drug costs if your doctor prescribes less than a full month's supply

Usually, you pay a copay to cover a full month's supply of a covered drug. However, your doctor can prescribe less than a month's supply of drugs.

- There may be times when you want to ask your doctor about prescribing less than a month's supply of a drug (for example, when you're trying a drug for the first time).
- If your doctor agrees, you don't pay for the full month's supply for certain drugs.

When you get less than a month's supply of a drug, the amount you pay is based on the number of days of the drug that you get. We calculate the amount you pay per day for your drug (the "daily cost-sharing rate") and multiply it by the number of days of the drug you get.

- Here's an example: Let's say the copay for your drug for a full month's supply (a 30-day supply) is $1.35. This means that the amount you pay for your drug is less than $0.05 per day. If you get a seven days' supply of the drug, your payment is less than $.05 per day multiplied by seven days, for a total payment less than $0.35.
- Daily cost-sharing allows you to make sure a drug works for you before you pay for an entire month's supply.
- You can also ask your provider to prescribe less than a full month's supply of a drug to help you:
  - Better plan when to refill your drugs
  - Coordinate refills with other drugs so you can take fewer trips to the pharmacy

G. What you pay for Part D vaccines

Important message about what you pay for vaccines: Some vaccines are considered medical benefits and are covered under Medicare Part B. Other vaccines are considered Medicare Part D drugs. You can find these vaccines listed in our *Drug List*. Our plan covers most adult Medicare Part D vaccines at no cost to you. Refer to our plan's *Drug List* or contact Member Services for coverage and cost-sharing details about specific vaccines.

There are two parts to our coverage of Medicare Part D vaccines:

1. The first part is for the cost of **the vaccine itself**.
2. The second part is for the cost of **giving you the vaccine**. For example, sometimes you may get the vaccine as a shot given to you by your doctor.

G1. What you need to know before you get a vaccine

We recommend that you call Member Services if you plan to get a vaccine.

- We can tell you about how our plan covers your vaccine and explain your share of the cost.
- We can tell you how to keep your costs down by using network pharmacies and providers. Network pharmacies and providers agree to work with our plan. A network provider works with us to ensure that you have no upfront costs for a Medicare Part D vaccine.

Chapter 7: Asking us to pay our share of a bill you received for covered services or drugs

Introduction

This chapter tells you how and when to send us a bill to ask for payment. It also tells you how to make an appeal if you don't agree with a coverage decision. Key terms and their definitions appear in alphabetical order in the last chapter of this *Member Handbook*.

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A. Asking us to pay for your services or drugs

You shouldn't get a bill for in-network services. Our network providers must bill the plan for your covered services after you get them. A network provider is a provider who works with the health plan.

We don't allow Molina Medicare Complete Care Plus providers to bill you for these services. We pay our providers directly, and we protect you from any charges.

If you get a bill for the full cost of health care or drugs, don't pay the bill and send the bill to us. To send us a bill, call Member Services.

- If we cover the services or drugs, we'll pay the provider directly.
- If we cover the services or drugs and you already paid more than your share of the cost, it's your right to be paid back.
    - If you paid for services covered by Medicare, we'll pay you back.
- If you paid for Medi-Cal services you already received, you may qualify to be reimbursed (paid back) if you meet all of the following conditions:
    - The service you received is a Medi-Cal covered service that we're responsible for paying. We won't reimburse you for a service that isn't covered by Molina Medicare Complete Care Plus.
    - You received the covered service after you became an eligible Molina Medicare Complete Care Plus member.
    - You ask to be paid back within one year from the date you received the covered service.
    - You provide proof that you paid for the covered service, such as a detailed receipt from the provider.
    - You received the covered service from a Medi-Cal enrolled provider in Molina Medicare Complete Care Plus' network. You don't need to meet this condition if you received emergency care, family planning services, or another service that Medi-Cal allows out-of-network providers to perform without pre-approval (prior authorization).
- If the covered service normally requires pre-approval (prior authorization), you need to provide proof from the provider that shows a medical need for the covered service.
- Molina Medicare Complete Care Plus will tell you if they'll reimburse you in a letter called a Notice of Action. If you meet all of the above conditions, the Medi-Cal-enrolled provider should pay you back for the full amount you paid. If the provider refuses to pay you back, Molina Medicare Complete Care Plus will pay you back for the full amount you paid. We'll reimburse you within 45 working days of receipt of the claim. If the provider is enrolled in Medi-Cal, but isn't in our network and refuses to pay you back, Molina Medicare Complete Care Plus will pay you back, but only up to the amount that FFS Medi-Cal would pay. Molina Medicare Complete Care Plus will pay you back for the full out-of-pocket amount for emergency services, family planning services, or another service that Medi-Cal allows to be provided by out-of-network providers without pre-approval. If you don't meet one of the above conditions, we won't pay you back.
- We won't pay you back if:

  - You asked for and received services that aren't covered by Medi-Cal, such as cosmetic services.
  - The service isn't a covered service for Molina Medicare Complete Care Plus.
  - You went to a doctor who doesn't take Medi-Cal and you signed a form that said you want to be seen anyway and you'll pay for the services yourself.

- If we don't cover the services or drugs, we'll tell you.

Contact Member Services or your Case Manager if you have any questions. If you don't know what you should've paid, or if you get a bill and you don't know what to do about it, we can help. You can also call if you want to tell us information about a request for payment you already sent to us.

Examples of times when you may need to ask us to pay you back or to pay a bill you got include:

1. **When you get emergency or urgently needed health care from an out-of-network provider**

   Ask the provider to bill us.

   - If you pay the full amount when you get the care, ask us to pay you back. Send us the bill and proof of any payment you made.
   - You may get a bill from the provider asking for payment that you think you don't owe. Send us the bill and proof of any payment you made.
     - If the provider should be paid, we'll pay the provider directly.
     - If you already paid for the Medicare service, we'll pay you back.

2. **When a network provider sends you a bill**

   Network providers must always bill us. It's important to show your Member ID Card when you receive any services or prescriptions; however, sometimes network providers make mistakes, and ask you to pay for your services or more than your share of the costs. **Call Member Services** or your Case Manager at the number at the bottom of this page **if you get any bills**.

   - Because we pay the entire cost for your services, you aren't responsible for paying any costs. Providers shouldn't bill you anything for these services.
   - Whenever you get a bill from a network provider, send us the bill. We'll contact the provider directly and take care of the problem.
   - If you already paid a bill from a network provider for Medicare-covered services, send us the bill and proof of any payment you made. We'll pay you back for your covered services ***or*** for the difference between the amount you paid and the amount you owed under our plan.

3. **If you're retroactively enrolled in our plan**

   Sometimes your enrollment in the plan can be retroactive. (This means that the first day of your enrollment has passed. It may have even been last year.)

   - If you were enrolled retroactively and you paid a bill after the enrollment date, you can ask us to pay you back.

- Send us the bill and proof of any payment you made.

4. **When you use an out-of-network pharmacy to fill a prescription**

   If you use an out-of-network pharmacy, you pay the full cost of your prescription.

   - In only a few cases, we'll cover prescriptions filled at out-of-network pharmacies. Send us a copy of your receipt when you ask us to pay you back for our share of the cost.
   - Refer to **Chapter 5** of this *Member Handbook* to learn more about out-of-network pharmacies.
   - We may not pay you back the difference between what you paid for the drug at the out-of-network pharmacy and the amount that we'd pay at an in-network pharmacy.

5. **When you pay the full Medicare Part D prescription cost because you don't have your Member ID Card with you**

   If you don't have your Member ID Card with you, you can ask the pharmacy to call us or look up your plan enrollment information.

   - If the pharmacy can't get the information right away, you may have to pay the full prescription cost yourself or return to the pharmacy with your Member ID Card.
   - Send us a copy of your receipt when you ask us to pay you back for our share of the cost.
   - We may not pay you back the full cost you paid if the cash price you paid is higher than our negotiated price for the prescription.

6. **When you pay the full Medicare Part D prescription cost for a drug that's not covered**

   You may pay the full prescription cost because the drug isn't covered.

   - The drug may not be on our *List of Covered Drugs* (*Drug List*) on our website, or it may have a requirement or restriction that you don't know about or don't think applies to you. If you decide to get the drug, you may need to pay the full cost.
     - If you don't pay for the drug but think we should cover it, you can ask for a coverage decision (refer to **Chapter 9** of this *Member Handbook*).
     - If you and your doctor or other prescriber think you need the drug right away, (within 24 hours), you can ask for a fast coverage decision (refer to **Chapter 9** of this *Member Handbook*).
   - Send us a copy of your receipt when you ask us to pay you back. In some cases, we may need to get more information from your doctor or other prescriber to pay you back for our share of the cost of the drug. We may not pay you back the full cost you paid if the price you paid is higher than our negotiated price for the prescription.

When you send us a request for payment, we review it and decide whether the service or drug should be covered. This is called making a "coverage decision." If we decide the service or drug should be covered, we pay for our share of the cost of it.

If we deny your request for payment, you can appeal our decision. To learn how to make an appeal, refer to **Chapter 9** of this *Member Handbook.*

B. Sending us a request for payment

Send us your bill and proof of any payment you made for Medicare services or call us. Proof of payment can be a copy of the check you wrote or a receipt from the provider. **It's a good idea to make a copy of your bill and receipts for your records.** You can ask your Case Manager for help. You must send your information to us within (1) calendar year of the date you received the service and/or item, or within 36 months of the date you got the drug.

Mail your request for payment together with any bills or receipts to this address:

For Medical Services:

Attn: Medicare Member Services
200 Oceangate, Suite 100
Long Beach, CA 90802

For Part D (Rx) Services:

Molina Healthcare
Attn: Pharmacy Department
7050 Union Park Center, Suite 600
Midvale, UT 84047

C. Coverage decisions

When we get your request for payment, we make a coverage decision. This means that we decide if our plan covers your service, item, or drug. We also decide the amount of money, if any, you must pay.

- We'll let you know if we need more information from you.
- If we decide that our plan covers the service, item, or drug and you followed all the rules for getting it, we'll pay our share of the cost for it. If you already paid for the service or drug, we'll mail you a check for our share of the cost. If you paid the full cost of a drug, you might not be reimbursed the full amount you paid (for example, if you got a drug at an out-of-network pharmacy or if the cash price you paid is higher than our negotiated price). If you haven't paid, we'll pay the provider directly.

Chapter 3 of this *Member Handbook* explains the rules for getting your services covered.

Chapter 5 of this *Member Handbook* explains the rules for getting your Medicare Part D drugs covered.

- If we decide not to pay for our share of the cost of the service or drug, we'll send you a letter with the reasons. The letter also explains your rights to make an appeal.
- To learn more about coverage decisions, refer to **Chapter 9.**

D. Appeals

If you think we made a mistake in turning down your request for payment, you can ask us to change our decision. This is called "making an appeal." You can also make an appeal if you don't agree with the amount we pay.

The formal appeals process has detailed procedures and deadlines. To learn more about appeals, refer to **Chapter 9** of this *Member Handbook*:

- To make an appeal about getting paid back for a health care service, refer to **Section F**.
- To make an appeal about getting paid back for a drug, refer to **Section G**.

Chapter 8: Your rights and responsibilities

Introduction

This chapter includes your rights and responsibilities as a member of our plan. We must honor your rights. Key terms and their definitions appear in alphabetical order in the last chapter of this *Member Handbook*.

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A. Your right to get services and information in a way that meets your needs

We must ensure **all** services, both clinical and non-clinical, are provided to you in a culturally competent and accessible manner including for those with limited English proficiency, limited reading skills, hearing incapacity, or those with diverse cultural and ethnic backgrounds. We must also tell you about our plan's benefits and your rights in a way that you can understand. We must tell you about your rights each year that you're in our plan.

- To get information in a way that you can understand, call your Case Manager or Member Services. Our plan has free interpreter services available to answer questions in different languages.
- Our plan can also give you materials in languages other than English including Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese and in formats such as large print, braille, or audio. To get materials in one of these alternative formats, please call Member Services or write to Molina Medicare Complete Care Plus at 200 Oceangate, Suite 100 Long Beach, CA 90802.
    - To make or change a request for a preferred language other than English and/or alternate format, please call Member Services at (855) 665-4627 (TTY: 711). Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. local time, or write to Molina Healthcare at 200 Oceangate, Suite 100 Long Beach, CA 90802.
    - We will keep your language or format request for future mailings and communications, so you don't need to make a separate request each time.We will keep your language or format request for future mailings and communications, so you don't need to make a separate request each time.
    - To make a standing request to get materials in a language other than English or in an alternate format now and in the future, please contact Member Services at (855) 665-4627 (TTY: 711). Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. local time.

If you have trouble getting information from our plan because of language problems or a disability and you want to file a complaint, call:

- Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.
- Medi-Cal Office of Civil Rights at 916-440-7370. TTY users should call 711.
- U.S Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7697.

Su derecho a obtener información de una manera que cumpla con sus necesidades

Debemos garantizar que **todos** los servicios se proporcionen de manera culturalmente competente y accesible. También debemos informarle acerca de los beneficios de nuestro plan y sus derechos de una manera que pueda entender. We must tell you about your rights each year that you are in our plan.

- Para obtener información de una forma que sea comprensible para usted, llame a su Coordinador de Cuidados o Servicios para Miembros. Nuestro plan tiene servicios de interpretación disponibles para responder las preguntas en diferentes idiomas.

- Nuestro plan también puede ofrecerle materiales en idiomas diferentes del inglés, que incluyen *español, árabe, armenio, camboyano, chino, persa, coreano, laosiano, ruso, tagalo y vietnamita* y en formatos como letras grandes, braille o audio. Para recibir materiales en uno de estos formatos alternativos, llame a Servicios para Miembros o escriba a Molina Medicare Complete Care Plus (855) 665-4627 (TTY: 711), los 7 días de la semana, de 8:00 a. m. a 8:00 p. m., hora local. Para servicios médicos: 200 Oceangate, Suite 100 Long Beach, CA 90802
    - Para solicitar de manera permanente materiales en otro idioma o en un formato alternativo ahora y en el futuro, comuníquese con Servicios para Miembros al (855) 665-4627 (TTY: 711), los 7 días de la semana, de 8:00 a. m. a 8:00 p. m., hora local.

Si tiene problemas para obtener información de nuestro plan debido a problemas con el idioma o por una discapacidad y desea presentar una queja, llame a:

- Medicare al 1-800-MEDICARE (1-800-633-4227). Puede llamar las 24 horas del día, los 7 días de la semana. Los usuarios de TTY deben llamar al 1-877-486-2048.
- Oficina de Derechos Civiles de Medi-Cal al 916-440-7370. Los usuarios de TTY deben llamar al 711.
- Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de EE. UU. al 1-800-368-1019. Los usuarios de TTY deben llamar al 1-800-537-7697.

Karapatan mong matanggap ang mga serbisyo at impormasyon sa paraan na nakasasapat sa mga pangangailangan mo

Dapat namin tiyakin na **lahat** ng serbisyong ibinibigay sa iyo ay wasto sa kultura at nasa paraang naa-access. Dapat din naming ipaalam sa inyo ang tungkol sa mga benepisyo ng aming plano at ang inyong mga karapatan sa paraang mauunawaan ninyo. Dapat naming ipaalam sa inyo ang tungkol sa inyong mga karapatan sa bawat taon na kayo ay nasa aming plano.

- Para makakuha ng impormasyon sa paraang nauunawaan mo, tawagan ang Case Manager mo o ang Mga Serbisyo ng Miyembro. Ang aming plano ay may mga libreng serbisyo ng interpreter na available upang sagutin ang mga tanong sa iba't ibang wika.
- Makapagbibigay din sa iyo ang plan namin ng mga babasahin na nasa mga wikang bukod sa English kabilang ang *Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, at Vietnamese* at sa mga format kagaya ng malaking print, braille, o audio. Para makakuha ng mga materyal sa isa sa mga alternatibong format na ito, Pakitawagan ang Mga Serbisyo para sa Miyembro o sumulat sa Molina Medicare Complete Care Plus (855) 665-4627 (TTY: 711) 7 araw sa isang linggo, 8:00 a.m. hanggang 8:00 p.m., lokal na oras. Para sa Mga Serbisyong Medikal: 200 Oceangate, Suite 100 Long Beach, CA 90802
    - Para gumawa ng isang nagpapatuloy na kahilingan para makakuha ng mga materyales sa isang wika maliban sa Ingles o sa isang alternatibong format ngayon at sa hinaharap, makipag-ugnayan sa Mga Serbisyo para sa Miyembro sa (855) 665-4627, TTY: 711 7 araw sa isang linggo, 8:00 a.m. hanggang 8:00 p.m., lokal na oras.

Kung nahihirapan kayong kumuha ng impormasyon mula sa aming plano dahil sa mga problema sa wika o kapansanan at gusto ninyong maghain ng reklamo, tumawag sa:

- Medicare sa 1-800-MEDICARE (1-800-633-4227). Maaari kayong tumawag 24 oras sa isang araw, 7 araw sa isang linggo. Dapat tumawag ang mga gumagamit ng TTY sa 1-877-486-2048.
- Tanggapan para sa Mga Karapatang Sibil ng Medi-Cal sa 916-440-7370. Dapat tumawag ang mga gumagamit ng TTY sa 711.
- U.S Department of Health and Human Services, Tanggapan para sa mga Karapatang Sibil sa numerong 1-800-368-1019. Dapat tumawag ang mga gumagamit ng TTY sa 1-800-537-7697.

Quý vị có quyền nhận dịch vụ và thông tin theo cách thức đáp ứng nhu cầu của mình

Chúng tôi phải đảm bảo **tất** cả các dịch vụ được cung cấp cho quý vị theo cách phù hợp về mặt văn hóa và dễ tiếp cận. Chúng tôi cũng phải cho quý vị biết về phúc lợi của chương trình và quyền của quý vị theo cách quý vị có thể hiểu được. Chúng tôi phải thông báo với quý vị về các quyền của quý vị mỗi năm quý vị tham gia chương trình của chúng tôi.

- Để nhận được thông tin theo cách quý vị có thể hiểu được, hãy gọi cho điều phối viên chăm sóc hoặc bộ phận Dịch vụ thành viên. Chương trình của chúng tôi có các dịch vụ thông dịch miễn phí để giải đáp thắc mắc bằng nhiều ngôn ngữ.
- Chương trình của chúng tôi cũng có thể cung cấp cho quý vị tài liệu bằng các ngôn ngữ khác ngoài tiếng Anh bao gồm *tiếng Tây Ban Nha, tiếng Ả Rập, tiếng Armenia, tiếng Campuchia, tiếng Trung, tiếng Ba Tư, tiếng H'Mông, tiếng Hàn, tiếng Lào, tiếng Nga, tiếng Tagalog và tiếng Việt* và theo các định dạng như chữ cỡ lớn, chữ nổi braille hoặc âm thanh. Để nhận tài liệu ở một trong những định dạng thay thế này, vui lòng gọi cho bộ phận Dịch vụ thành viên hoặc gửi thư cho Molina Medicare Complete Care Plus theo số (855) 665-4627 (TTY: 711) 7 ngày một tuần, 8:00 giờ sáng đến 8:00 giờ tối, theo giờ địa phương. Đối với dịch vụ y tế: 200 Oceangate, Suite 100 Long Beach, CA 90802
    - Để đưa ra yêu cầu dài hạn để nhận tài liệu này bằng ngôn ngữ khác không phải là tiếng Anh hoặc ở định dạng khác hiện tại hoặc trong tương lai, vui lòng liên hệ với bộ phận Dịch vụ thành viên theo số (855) 665-4627, TTY: 711 7 ngày một tuần, 8:00 giờ sáng đến 8:00 giờ tối, theo giờ địa phương.

Nếu quý vị gặp khó khăn trong việc nhận thông tin từ chương trình chúng tôi do vấn đề về ngôn ngữ hoặc tình trạng khuyết tật và muốn nộp khiếu nại, hãy gọi:

- Medicare theo số 1-800-MEDICARE (1-800-633-4227). Quý vị có thể gọi 24 giờ trong ngày, 7 ngày trong tuần. Những người dùng TTY nên gọi đến số 1-877-486-2048.
- Gọi cho Medi-Cal Office of Civil Rights theo số 916-440-7370. Người dùng TTY nên gọi số 711.
- U.S Department of Health and Human Services, Office for Civil Rights theo số 1-800-368-1019. Người dùng TTY nên gọi số 1-800-537-7697.

본인의 필요를 충족하는 방식으로 서비스와 정보를 이용할 권리

당사는 모든 서비스가 문화적으로 적절하며 접근 가능한 방식으로 제공되도록 보장해야 합니다. 당사는 회원님이 이해할 수 있는 방식으로 당사 플랜의 혜택 및 회원님의 권리를 설명해야 합니다. 당사에는 회원의 플랜 가입 기간 중 매년 회원의 권리에 대해 회원에 안내해야 할 의무가 있습니다.

- 회원님께서 이해할 수 있는 방식으로 정보를 제공받으려면 케어 코디네이터에게 연락하거나 회원 서비스에 전화하십시오. 당사 플랜에서는 다양한 언어로 질문에 답변해 드리는 무료 통역 서비스를 제공하고 있습니다.
- 또한 영어 이외에도 스페인어, 아랍어, 아르메니아어, 캄보디아어, 중국어, 페르시아어, 흐몽어, 한국어, 라오어, 러시아어, 타갈로그어, 베트남어로 된 자료, 큰 활자나 점자 또는 음성 자료를 제공해 드립니다. 자료를 해당 대체 형식으로 제공받으려면 회원 서비스에 (855) 665-4627 (TTY: 711)번으로 매일 오전 8시~오후 8시(연중무휴, 현지 시각)에 전화하시거나 다음 주소의 Molina Medicare Complete Care Plus로 서신을 보내시기 바랍니다. 의료 서비스 관련 우편 주소: 200 Oceangate, Suite 100 Long Beach, CA 90802
    - 지금 및 향후에 자료를 영어 이외의 다른 언어나 대체 형식으로 계속해서 제공받으려면, 회원 서비스에 (855) 665-4627 (TTY: 711)번으로 매일 오전 8시~오후 8시(연중무휴, 현지 시간)에 전화하시기 바랍니다.

언어 문제 또는 장애 때문에 당사 플랜으로부터 정보를 얻는 데 어려움이 있어 불만을 제기하고자 하시는 경우

- Medicare에 1-800-MEDICARE(1-800-633-4227)번으로 연락하시기 바랍니다. 상담 전화는 하루 24시간, 연중무휴 운영됩니다. TTY 사용자는 1-877-486-2048번으로 전화하십시오.
- Medi-Cal 민권 사무국은 916-440-7370번입니다. TTY 사용자는 711번으로 전화하셔야 합니다.
- 미국 보건복지부, 민권 사무국 번호는 1-800-368-1019 번입니다. TTY 사용자는 1-800-537-7697번으로 전화하십시오.

Ваше право получать услуги и информацию любым удобным вам способом

Мы должны обеспечить, чтобы **все** услуги предоставлялись вам доступным образом и с учетом культурных особенностей. Мы также должны сообщать вам об объеме покрываемых услуг в рамках плана и ваших правах в понятной для вас форме. Мы должны сообщать вам о ваших правах каждый год в течение всего времени вашего участия в плане.

- Чтобы получить информацию понятным для вас способом, позвоните координатору медицинских услуг или в отдел обслуживания участников программы страхования. Наш план предоставляет бесплатные услуги переводчика, который поможет получить ответы на ваши вопросы на необходимом вам языке.
- В рамках нашего плана вы можете получить материалы на *испанском, арабском, армянском, камбоджийском, китайском, корейском, лаосском, русском, тагальском и вьетнамском языках, а также на языках фарси и хмонг .* Кроме того, информация для вас доступна в разных форматах, включая крупный шрифт, шрифт Брайля или аудио. Чтобы получить материалы в одном из этих альтернативных форматов, позвоните в отдел обслуживания участников программы страхования или в офис Molina Medicare Complete Care Plus по номеру (855) 665-4627 (TTY: 711). График работы: ежедневно с 08:00 до 20:00 по местному времени. Медицинские услуги: 200 Oceangate, Suite 100 Long Beach, CA 90802 (Калифорния).

- Чтобы подать постоянный запрос на предоставление вам сейчас и в будущем материалов на другом языке (кроме английского) или в другом формате, обратитесь в отдел обслуживания участников программы страхования по номеру (855) 665-4627 (TTY: 711). График работы: ежедневно с 08:00 до 20:00 по местному времени.

Если у вас возникнут трудности при получении информации от сотрудников нашего плана из-за языкового барьера или ограниченных возможностей и вы захотите подать жалобу, позвоните в:

- Medicare по номеру 1-800-MEDICARE (1-800-633-4227). Вы можете звонить круглосуточно в любой день недели. Если вы пользуетесь телефоном TTY: 1-877-486-2048.
- Управление по гражданским правам Medi-Cal по номеру 916-440-7370. При использовании TTY набирайте 711.
- Управление по гражданским правам (Office for Civil Rights) при Министерстве здравоохранения и социального обеспечения США (U.S Department of Health and Human Services) по номеру 1-800-368-1019. При использовании TTY набирайте 1-800-537-7697.

您有權以滿足您需求的方式獲得服務和資訊

我們必須確保向您提供的所有服務都符合您的文化背景以利使用。我們還必須以您可以理解的方式向您介紹我們的計劃福利和您的權利。我們必須在您參與本計劃的每一年向您說明您的權利。

- 想要以您可以理解的方式獲得資訊，請致電您的照護協調員或會員服務部。本計劃提供免費的口譯員服務，可以用不同語言來回答問題。
- 我們的計劃也可以為您提供非英文版本的資料，包括西班牙語、阿拉伯語、亞美尼亞語、柬埔寨語、中文、波斯語、苗語、韓語、老撾語、俄語、塔加拉族語和越南語，以及大字體、點字或音訊等格式。如需這些其他格式之一的資料，請致電會員服務部或寫信給 Molina Medicare Complete Care Plus，電話：(855) 665-4627 (TTY: 711)，每週 7 天，當地時間上午 8:00 至下午 8:00。醫療服務：200 Oceangate, Suite 100 Long Beach, CA 90802
    - 若要長期要求現在和以後都取得非英文版本或替代格式的資料，請致電會員服務部，電話：(855) 665-4627，TTY: 711，每週 7 天，當地時間上午 8:00 至下午 8:00。

如果您因語言問題或殘疾而在取得本計劃資訊時遇到困難，並想要提交投訴，請致電：

- Medicare，電話：1-800-MEDICARE (1-800-633-4227)。您每週 7 天、每天 24 小時均可致電。TTY 使用者應致電 1-877-486-2048。
- Medi-Cal 民權辦公室，電話：916-440-7370。TTY 使用者應致電 711。
- 美國衛生及公共服務部民權辦公室，電話：1-800-368-1019。TTY 使用者應致電 1-800-537-7697。

حقك في الحصول على الخدمات والمعلومات بالطريقة التي تلبي احتياجاتك

تعين علينا ضمان تقديم **جميع** الخدمات إليك بطريقة تتسم بالكفاءة الثقافية وسهولة الوصول. كما يتعين علينا إخبارك بمزايا خطتنا وحقوقك بطريقة تستطيع استيعابها. يتعين علينا إخبارك بحقوقك كل عام تكون فيه عضوًا بخطتنا.

- للحصول على المعلومات بطريقة تستطيع استيعابها، يرجى الاتصال بمنسق حالتك أو خدمات الأعضاء. وتوفر خطتنا خدمات ترجمة مجانية للإجابة عن الأسئلة بلغات مختلفة.

- كما يمكن أن توفر لك خطتنا المواد بلغات غير الإنجليزية، بما في ذلك الإسبانية والعربية والأرمينية والكمبودية والصينية والفارسية والهمنوجية والكورية واللاوية والروسية والتاغالوغية والفيتنامية وبتنسيقات مثل المطبوعات الكبيرة أو طريقة برايل أو بالتنسيق الصوتي. للحصول على المواد بأحد هذه التنسيقات البديلة، يرجى الاتصال بخدمات الأعضاء أو مراسلة Molina Medicare Complete Care Plus يمكنهم الاتصال على: 711، TTY، وذلك على الرقم (855) 665-4627، وبالنسبة لمستخدمي الهاتف النصي على مدار 7 أيام في الأسبوع، من الساعة 8 صباحًا إلى 8 مساءً حسب التوقيت المحلي. للخدمات الطبية: 200 Oceangate, Suite 100 Long Beach, CA 90802
    - لتقديم طلب للحصول على مواد بلغة أخرى خلاف اللغة الإنجليزية أو بتنسيق مختلف الآن وفي المستقبل، يُرجى الاتصال بخدمات الأعضاء على الرقم (855) 665-4627، لمستخدمي أجهزة الهواتف النصية: 711، على مدار 7 أيام في الأسبوع، من الساعة 8 صباحًا إلى 8 مساءً حسب التوقيت المحلي.

إذا واجهتَ صعوبة في الحصول على المعلومات عن طريق خطتنا بسبب مشكلات تتعلق باللغة أو الإعاقة وتود تقديم شكوى بالأمر، فيمكنك الاتصال بالجهات الآتية:

- خط المساعدة 1-800-MEDICARE لبرنامج Medicare على الرقم (1-800-633-4227). يُمكنك الاتصال بنا على مدار 24 ساعة في اليوم، 7 أيام في الأسبوع. بالنسبة إلى مستخدمي أجهزة الهواتف النصية (TTY)، يرجى الاتصال على الرقم 1-877-486-2048.
- مكتب الحقوق المدنية التابع لبرنامج Medi-Cal على الرقم 916-440-7370. بالنسبة لمستخدمي أجهزة الهواتف النصية TTY، يمكنهم الاتصال على رقم 711.
- صحة والخدمات البشرية، مكتب الحقوق المدنية (Department of Health and Human Services, Office for Civil Rights) في الولايات المتحدة على الرقم 1-800-368-1019. بالنسبة إلى مستخدمي الهاتف النصي (TTY)، يمكنهم الاتصال على الرقم 1-800-537-7697.

A. សិទ្ធិរបស់អ្នកក្នុងការទទួលបានសេវាកម្ម និងព័ត៌មានតាមរបៀបដែលបំពេញតម្រូវការរបស់អ្នក

យើងត្រូវតែធានាថាសេវាកម្ម**ទាំងអស់**ត្រូវបានផ្តល់ជូនអ្នកក្នុងលក្ខណៈមានប្រសិទ្ធភាពតាមរយៈធម៌និងអាចចូលប្រើប្រាស់បាន។ យើងក៏ត្រូវតែប្រាប់អ្នកអំពីអត្ថប្រយោជន៍នៃគម្រោងនិងសិទ្ធិរបស់អ្នកតាមវិធីដែលអ្នកអាចយល់បាន។ យើងត្រូវប្រាប់អ្នកឲ្យបានដឹងពីសិទ្ធិនានានៅក្នុងឆ្នាំនីមួយៗដែលអ្នកស្ថិតនៅក្នុងគម្រោងរបស់យើង។

- ដើម្បីទទួលបានព័ត៌មានទៅតាមវិធីដែលអ្នកអាចយល់បាន សូមទូរសព្ទទៅសេវាបម្រើសមាជិក។ គម្រោងរបស់យើងមានសេវាអ្នកបកប្រែផ្ទាល់មាត់ដោយឥតគិតថ្លៃ ដែលអាចឆ្លើយសំណួរជាភាសាផ្សេងៗ។
- គម្រោងរបស់យើងខ្ញុំក៏អាចផ្តល់ឯកសារជាភាសាផ្សេងក្រៅពីភាសាអង់គ្លេស រួមមាន *ភាសាអេស្ប៉ាញ អារ៉ាប់ អាមេនី ខ្មែរ ចិន ហ្គាស៊ី មន កូរ៉េ ឡាវ រុស្សី តាកាឡុក និងវៀតណាម* ហើយមានទម្រង់ជាអក្សរពុម្ពធំ អក្សរសម្រាប់មនុស្សពិការភ្នែក ឬសំឡេង។ ដើម្បីទទួលបានសម្ភារៈក្នុងទម្រង់ជំនួសណាមួយទាំងនេះ សូមទូរសព្ទទៅផ្នែកសេវាបម្រើសមាជិក ឬសរសេរទៅកាន់ Molina Medicare Complete Care Plus (855) 665-4627 TTY: 711, 7 ថ្ងៃក្នុងមួយសប្តាហ៍ ចាប់ពីម៉ោង 8:00 ព្រឹក ដល់ម៉ោង 8:00 យប់ ម៉ោងក្នុងស្រុក។ សម្រាប់សេវាកម្មវេជ្ជសាស្ត្រ: 200 Oceangate, Suite 100 Long Beach, CA 90802
- ដើម្បីធ្វើសំណើអចិន្ត្រៃយ៍ដើម្បីទទួលបានឯកសារជាភាសាណាមួយក្រៅពីភាសាអង់គ្លេស ឬជាទម្រង់ផ្សេងទៀតពេលបច្ចុប្បន្ន និងអនាគត សូមទាក់ទងទៅសេវាសមាជិកតាមរយៈលេខ (855) 665-4627, TTY: 711, 7 ថ្ងៃក្នុងមួយសប្តាហ៍ ចាប់ពីម៉ោង 8:00 ព្រឹក ដល់ម៉ោង 8:00 យប់ ម៉ោងក្នុងស្រុក។

ប្រសិនបើអ្នកមានបញ្ហាក្នុងការទទួលបានព័ត៌មានពីគម្រោងរបស់យើង ដោយសារបញ្ហាភាសា ឬពិការភាព ហើយអ្នកចង់ដាក់ពាក្យបណ្តឹង សូមទូរសព្ទទៅ:

- Medicare តាមរយៈលេខ 1-800-MEDICARE (1-800-633-4227)។ អ្នកអាចទូរសព្ទមក 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍។ អ្នកប្រើប្រាស់ TTY សូមទូរសព្ទទៅលេខ 1-877-486-2048 ។
- ការិយាល័យ Medi-Cal នៃសិទ្ធិស៊ីវិលតាមរយៈលេខ 916-440-7370 ។ អ្នកប្រើប្រាស់ TTY គួរហៅទូរសព្ទទៅលេខ 711 ។
- U.S Department of Health and Human Services, ការិយាល័យសិទ្ធិស៊ីវិលតាមរយៈលេខ 1-800-368-1019 ។ អ្នកប្រើប្រាស់ TTY សូមទូរសព្ទទៅលេខ 1-800-537-7697 ។

حق شما برای دریافت خدمات و اطلاعات به گونه‌ای که نیازهای‌تان را برآورده کند

اید اطمینان حاصل کنیم که **تمامی** خدمات به‌صورتی به شما ارائه می‌شود که به‌لحاظ فرهنگی قابل قبول و قابل دسترس باشند. باید اطلاعات مربوط به مزایای طرح‌مان و حقوق‌تان را به گونه‌ای در اختیارتان قرار دهیم که برای‌تان قابل درک باشد. باید هر سالی که عضو طرح ما هستید، حقوق‌تان را به شما اطلاع دهیم.

- جهت کسب اطلاعات به‌شیوه‌ای که برای‌تان قابل درک باشد، با هماهنگ‌کنندهٔ خدمات درمانی خود یا خدمات اعضاء تماس بگیرید. طرح ما به‌منظور پاسخ‌دهی به سؤالات به زبان‌های مختلف، خدمات ترجمهٔ رایگان را ارائه می‌دهد.
- همچنین در طرح ما امکان ارائهٔ مطالب به زبان‌هایی به غیر از انگلیسی از جمله اسپانیایی، عربی، ارمنی، کامبوجی، چینی، فارسی، همونگی، کره‌ای، لائوسی، روسی، تاگالوگ و ویتنامی و به قالب‌هایی مثل چاپ با حروف درشت، خط بریل یا صوتی وجود دارد. برای دریافت مطالب به یکی از این قالب‌های جایگزین، لطفاً با خدمات اعضاء به‌شمارهٔ(855) 665-4627 یا به شمارهٔ 711 در 7 روز TTY هفته، از 8:00 قبل از ظهر تا 8:00 بعد از ظهر، به وقت محلی تماس بگیرید یا به Molina Medicare Complete Care Plus Oceangate, Suite 100 Long Beach, CA 90802 نامه بنویسید. برای خدمات پزشکی: 200

- جهت دریافت مطالب به زبانی غیر از انگلیسی یا در قالبی دیگر در حال حاضر یا در آینده، لطفاً با بخش خدمات اعضاء به شمارهٔ(855) 665-4627، TTY: 711 در 7 روز هفته، از 8:00 قبل از ظهر تا 8:00 بعدازظهر، به‌وقت محلی تماس بگیرید.

اگر به دلیل مشکلات زبان یا معلولیت برای دریافت اطلاعات از طرح ما مشکل دارید و می‌خواهید شکایتی را ثبت کنید، با این شماره‌ها تماس بگیرید:

- می‌توانید در 7 روز هفته و در 24 ساعت شبانه‌روز تماس بگیرید. . MEDICARE (1-800-633-4227)-به شمارهٔ Medicare 800-1 باید با شمارهٔ 1-877-486-2048 تماس بگیرند TTY کاربران.
- دفتر حقوق مدنی Medi-Cal یا Medi-Cal Office of Civil Rights کاربران 916-440-7370. باید با شمارهٔ TTY 711 به شمارهٔ تماس بگیرید.
- متعلق به وزارت بهداشت و خدمات انسانی ایالات متحده آمریکا (Office for Civil Rights) فتر حقوق مدنی (U.S Department of Health and Human Services) کاربران 1-800-368-1019. باید با شمارهٔ TTY به شمارهٔ 1-800-537-7697 تماس بگیرند.

Ձեր կարիքներին համապատասխանող ձևով ծառայություններ և տեղեկություն ստանալու ձեր իրավունքը

Մենք պետք է ապահովենք, որ ձեզ տրամադրվող **բոլոր** ծառայությունները լինեն մշակութային առումով գրագետ և հասանելի ձևով: Մենք պարտավորվում ենք նաև հայտնել ձեզ ծրագրի նպաստների և ձեր իրավունքների մասին ձեզ համար հասանելի ձևով: Մենք պետք է տեղեկացնենք ձեր իրավունքների մասին ամեն տարի, քանի դեռ մեր ծրագրի անդամ եք հանդիսանում:

- Ձեզ համար հասանելի ձևով տեղեկություն ստանալու համար զանգահարեք խնամքի համակարգողին կամ Անդամների սպասարկման կենտրոն: Մեր ծրագիրն ունի անվճար թարգմանչական ծառայություններ՝ տարբեր լեզուներով հարցերին պատասխանելու համար:
- Մեր ծրագիրը կարող է նաև տրամադրել նյութեր, այդ թվում՝ *իսպաներեն, արաբերեն, հայերեն, կամբոջերեն, չինարեն, պարսկերեն, հմոնգերեն, կորեերեն, լաոսերեն, ռուսերեն, տագալերեն և վիետնամերեն,* ինչպես նաև մեծատառ, Բրայլյիի գրերով կամ աուդիո ձևաչափերով: Այս այլընտրանքային ձևաչափերից որևէ մեկով նյութեր ձեռք բերելու համար խնդրում ենք զանգահարել Անդամների սպասարկման կենտրոն՝ (855) 665-4627 հեռախոսահամարովմ TTY՝ 711, շաբաթը 7 օր, առավոտյան 8:00 a.m.-ից մինչև 8:00 p.m.՝ տեղական ժամանակով: Բժշկական ծառայությունների համար՝ 200 Oceangate, Suite 100 Long Beach, CA 90802
    - Մեր ծրագիրը կարող է նաև տրամադրել նյութեր, այդ թվում՝ իսպաներեն, արաբերեն, հայերեն, կամբոջերեն, չինարեն, պարսկերեն, հմոնգերեն, կորեերեն, լաոսերեն, ռուսերեն, տագալերեն և վիետնամերեն, ինչպես նաև մեծատառ, Բրայլյիի գրերով կամ աուդիո ձևաչափերով: Այս այլընտրանքային ձևաչափերից որևէ մեկով նյութեր ձեռք բերելու համար խնդրում ենք զանգահարել Անդամների սպասարկման կենտրոն՝ (855) 665-4627 հեռախոսահամարովմ TTY՝ 711, շաբաթը 7 օր, առավոտյան 8:00 a.m.-ից մինչև 8:00 p.m.՝ տեղական ժամանակով: Բժշկական ծառայությունների համար՝ 200 Oceangate, Suite 100 Long Beach, CA 90802

Եթե լեզվական խնդիրների կամ հաշմանդամության պատճառով դժվարանում եք մեր ծրագրից տեղեկություն ստանալ և ցանկանում եք բողոք ներկայացնել, զանգահարեք՝

- Medicare՝ 1-800-MEDICARE (1-800-633-4227) հեռախոսահամարով: Կարող եք զանգահարել օրը 24 ժամ, շաբաթը 7 օր: TTY օգտագործողները պետք է զանգահարեն 1-877-486-2048 հեռախոսահամարով:
- Medi-Cal Քաղաքացիական իրավունքների գրասենյակ՝ 916-440-7370: TTY օգտագործողները պետք է զանգահարեն 711:
- ԱՄՆ Առողջապահության և սոցիալական ծառայությունների վարչություն, քաղաքացիական իրավունքների գրասենյակ՝ 1-800-368-1019 հեռախոսահամարով: TTY օգտագործողները պետք է զանգահարեն 1-800-537-7697 հեռախոսահամարով:

Koj txoj cai tau txais kev pab cuam thiab cov ntaub ntawv raws li koj xav tau

Peb yuav tsum xyuas kom meej **tag nro** cov kev pab cuam raug muab rau koj raws li kev coj noj coj ua thiab nkag mus tau zoo.Peb kuj yuav tsum tau qhia koj txog peb txoj phiaj xwm cov txiaj ntsig thiab koj cov cai raws li koj tuaj yeem nkag siab.Peb yuav tsum qhia koj txog koj txoj cai txhua xyoo uas koj nyob hauv peb txoj phiaj xwm.

- Txhawm rau kom tau txais cov ntaub ntawv hauv txoj hauv kev uas koj tuaj yeem nkag siab, hu rau koj neeg lis hauj lwm rau kev saib xyuas los sis Lub Chaw Pab Cuam Tswv Cuab.Peb txoj phiaj xwm muaj kev pab txhais lus pub dawb los teb cov lus nug ua ntau hom lus.
- Peb txoj phiaj xwm tseem tuaj yeem muab cov ntaub ntawv ua lwm yam lus dhau ntawm lus Askiv xws li *Xab Pees Niv, As Las Npiv, As Mes Nias, Kas Pus Cia, Suav, Fas Xis, Hmoob, Kaus Lim, Nplog, Lav Xias, Tas Kas Lov thiab Nyab Laj* Arabic thiab hauv cov ntawv xws li ntawv loj, ntawv sau, los sis suab.Txhawm rau kom tau txais cov ntaub ntawv ua ib qho ntawm lwm hom ntawv, thov hu rau Lub Chaw Pab Cuam Tswv Cuab los sis sau rau Molina Medicare Complete Care Plus (855) 665-4627 (TTY: 711) 7 hnub hauv ib lim tiam, 8:00 teev sawv ntxov txog 8:00 teev tsaus ntuj, raws lub sij hawm hauv cheeb tsam.Rau Kev Pab Cuam Kho Mob: 200 Oceangate, Suite 100 Long Beach, CA 90802
    - Txhawm rau thov kom tau txais cov ntaub ntawv ua lwm yam lus uas tsis yog lus Askiv los sis lwm hom ntawv tam sim no thiab yav tom ntej, thov hu rau Lub Chaw Pab Cuam Tswv Cuab ntawm (855) 665-4627, TTY: 711 7 hnub hauv ib lim tiam, 8:00 teev sawv ntxov txog 8:00 teev tsaus ntuj, raws lub sij hawm hauv cheeb tsam.

Yog tias koj muaj teeb meem tau txais cov ntaub ntawv los ntawm peb txoj phiaj xwm vim muaj teeb meem lus los sis kev xiam oob qhab thiab koj xav ua ntawv tsis txaus siab, hu rau:

- Medicare ntawm 1-800-MEDICARE (1-800-633-4227).Koj tuaj yeem hu tau 24 teev hauv ib hnub, 7 hnub hauv ib lub lim tiam.Cov neeg siv TTY yuav tsum hu rau tus xov tooj 1-877-486-2048.
- Medi-Cal Lub Chaw Lis Hauj Lwm txog Cov Cai Ntawm Pej Xeem tau ntawm 916-440-7370.Cov neeg siv TTY yuav tsum hu xov tooj rau 711.
- U.S. Department of Health and Human Services, Office for Civil Rights ntawm 1-800-368-1019.Cov neeg siv TTY yuav tsum hu rau tus xov tooj 1-800-537-7697.

A. ສິດທິຂອງທ່ານທີ່ຈະໄດ້ຮັບການບໍລິການ ແລະ ຂໍ້ມູນໃນລັກສະນະທີ່ຕອບສະໜອງຄວາມຕ້ອງການຂອງທ່ານ

ພວກເຮົາຕ້ອງຮັບປະກັນວ່າ ການບໍລິການ **ທັງໝົດ** ແມ່ນຖືກສະໜອງໃຫ້ທ່ານໃນລັກສະນະທີ່ເໝາະສົມກັບອັດທະນະທຳ ແລະ ສາມາດເຂົ້າເຖິງໄດ້. ພວກເຮົາຍັງຕ້ອງໃຫ້ຂໍ້ມູນທ່ານກ່ຽວກັບຜົນປະໂຫຍດຂອງແຜນເຮົາ ແລະ ສິດທິຂອງທ່ານໃນທາງທີ່ທ່ານສາມາດເຂົ້າໃຈໄດ້. ພວກເຮົາຕ້ອງໃຫ້ຂໍ້ມູນທ່ານກ່ຽວກັບສິດທິຂອງທ່ານໃນແຕ່ລະປີວ່າທ່ານຢູ່ໃນແຜນຂອງພວກເຮົາ.

- ເພື່ອໃຫ້ໄດ້ຮັບຂໍ້ມູນໃນລັກສະນະທີ່ທ່ານສາມາດເຂົ້າໃຈໄດ້, ໂທຫາ ຜູ້ຈັດການກໍລະນີຂອງທ່ານ ຫຼື ຝ່າຍບໍລິການສະມາຊິກ. ແຜນການຂອງພວກເຮົາແມ່ນມີບໍລິການແປພາສາໂດຍບໍ່ເສຍຄ່າເພື່ອຕອບຄຳຖາມໃນພາສາທີ່ແຕກຕ່າງກັນ.
- ແຜນການຂອງພວກເຮົາຍັງສາມາດໃຫ້ເອກະສານແກ່ທ່ານເປັນ*ພາສາແອສປາໂຍນ, ອາຫລບຍ, ກ້າປູເຈຍ, ຈີນ, ຝາຊີ, ເກົາຫຼີ, ລັດເຊຍ, ຕາກາລ້ອກ, ຫວຽດນາມ, ອາຣັບ* ແລະ ໃນຮູບແບບຕ່າງໆເຊັ່ນ: ແບບພິມ, ອັກສອນນູນ ຫຼື ສຽງ. ເພື່ອຮັບເອກະສານໃນໜຶ່ງໃນຮູບແບບທາງເລືອກເຫຼົ່ານີ້, ກະລຸນາໂທຫາຝ່າຍບໍລິການສະມາຊິກ ຫຼື ຂຽນໄປຫາ Molina Medicare Complete Care Plus (855) 665-4627 TTY: 711 7 ວັນຕໍ່ອາທິດ, 8:00 ໂມງເຊົ້າ ຫາ 8:00 ໂມງແລງ, ຕາມເວລາທ້ອງຖິ່ນ. ສຳລັບການບໍລິການທາງການແພດ: 200 Oceangate, Suite 100 Long Beach, CA 90802
- ເພື່ອດຳເນີນການຮ້ອງຂໍເອກະສານເປັນພາສາທີ່ບໍ່ແມ່ນພາສາອັງກິດ ຫຼື ໃນຮູບແບບທາງເລືອກໃນຕອນນີ້ ແລະ ອະນາຄົດ, ກະລຸນາຕິດຕໍ່ຫາຝ່າຍບໍລິການສະມາຊິກທີ່ (855) 665-4627, TTY: 711 7 ວັນຕໍ່ອາທິດ, 8:00 ໂມງເຊົ້າ ຫາ 8:00 ໂມງແລງ, ຕາມເວລາທ້ອງຖິ່ນ.

ຖ້າທ່ານມີບັນຫາໃນການໄດ້ຮັບຂໍ້ມູນຈາກແຜນການຂອງພວກເຮົາເນື່ອງຈາກບັນຫາດ້ານພາສາ ຫຼື ຄວາມພິການ ແລະ ທ່ານຕ້ອງການຍື່ນຄຳຮ້ອງທຸກ, ໃຫ້ໂທຫາ:

- 1-800-MEDICARE (1-800-633-4227). ທ່ານສາມາດໂທ 24 ຊົ່ວໂມງຕໍ່ວັນ, 7 ວັນຕໍ່ອາທິດ. ຜູ້ໃຊ້ TTY ຄວນໂທຫາ 1-877-486-2048.
- ຫ້ອງການສິດທິພົນລະເມືອງ ຂອງແຜນ Medi-Cal ທີ່ເບີ 916-440-7370. ຜູ້ໃຊ້ TTY ຄວນໂທຫາ 711.
- U.S Department of Health and Human Services, ຫ້ອງການສິດທິພົນລະເມືອງ ທີ່ 1-800-368-1019. ຜູ້ໃຊ້ TTY ຄວນໂທຫາ 1-800-537-7697.

B. Our responsibility for your timely access to covered services and drugs

You have rights as a member of our plan.

- You have the right to choose a primary care provider (PCP) in our network. A network provider is a provider who works with us. You can find more information about what types of providers may act as a PCP and how to choose a PCP in **Chapter 3** of this *Member Handbook*.
  - Call your Case Manager or Member Services or go to the *Provider and Pharmacy Directory* to learn more about network providers and which doctors are accepting new patients.
- You have the right to a women's health specialist without getting a referral. We **don't** require you to get referrals.
- You have the right to get covered services from network providers within a reasonable amount of time.
  - This includes the right to get timely services from specialists.
  - If you can't get services within a reasonable amount of time, we must pay for out-of-network care.

If you have questions, please call Molina Medicare Complete Care Plus (HMO D-SNP) at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time. The call is free. **For more information**, visit MolinaHealthcare.com/Medicare.

- You have the right to get emergency services or care that's urgently needed without prior authorization (PA).
- You have the right to get your prescriptions filled at any of our network pharmacies without long delays.
- You have the right to know when you can use an out-of-network provider. To learn about out-of-network providers, refer to **Chapter 3** of this *Member Handbook*.
- When you first join our plan, you have the right to keep your current providers and service authorizations for up to 12 months if certain conditions are met. To learn more about keeping your providers and service authorizations, refer to **Chapter 1** of this *Member Handbook*.
- You have the right to make your own healthcare decisions with help from your care team and Case Manager.

Chapter 9 of this *Member Handbook* tells what you can do if you think you aren't getting your services or drugs within a reasonable amount of time. It also tells what you can do if we denied coverage for your services or drugs and you don't agree with our decision.

C. Our responsibility to protect your personal health information (PHI)

We protect your PHI as required by federal and state laws.

Your PHI includes the personal information you gave us when you enrolled in our plan. It also includes your medical records and other medical and health information.

You have rights when it comes to your information and controlling how your PHI is used. We provide you with a written notice that advises you about these rights and explains how we protect the privacy of your PHI. The notice is called the "Notice of Privacy Practice."

Members who may consent to receive sensitive services aren't required to get any other member's authorization to receive sensitive services or to submit a claim for sensitive services. Molina Medicare Complete Care Plus will direct communications regarding sensitive services to a member's alternate designated mailing address, email address, or telephone number or, in the absence of a designation, in the name of the member at the address or telephone number on file. Molina Medicare Complete Care Plus won't disclose medical information related to sensitive services to any other member without written authorization from the member receiving care. Molina Medicare Complete Care Plus will accommodate requests for confidential communication in the form and format requested, if it's readily producible in the requested form and format, or at alternative locations. A member's request for confidential communications related to sensitive services will be valid until the member revokes the request or submits a new request for confidential communications.

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 confidential communications requests to provide PHI in a particular form or format, if it is readily producible in the requested form and format, or at alternative locations. You will need to make your request in writing or by electronic transmission. Please visit https://www.molinahealthcare.com/members/ca/

en-us/mem/Medi-Cal-Confidential-Communication-Request.aspx or call Member Services at the number at the bottom of the page, if you are interested in making a Confidential Communication 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 or by electronic transmission. 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.*

C1. How we protect your PHI

We make sure that no unauthorized people look at or change your records.

Except for the cases noted below, we don't give your PHI to anyone not providing your care or paying for your care. If we do, we must get written permission from you first. You, or someone legally authorized to make decisions for you, can give written permission.

Sometimes we don't need to get your written permission first. These exceptions are allowed or required by law:

- We must release PHI to government agencies checking on our plan's quality of care.
- We may release PHI if ordered by a court, but only if it's allowed by California law.
- We must give Medicare your PHI including information about your Medicare Part D drugs. If Medicare releases your PHI for research or other uses, they do it according to federal laws.

C2. Your right to look at your medical records

- You have the right to look at your medical records and to get a copy of your records.
- You have the right to ask us to update or correct your medical records. If you ask us to do this, we work with your health care provider to decide if changes should be made.
- You have the right to know if and how we share your PHI with others for any purposes that aren't routine.

If you have questions or concerns about the privacy of your PHI, call Member Services.

Your Privacy

Dear Molina Medicare Member:

Your privacy is important to us. We respect and protect your privacy. Molina uses and shares your information to provide you with health benefits. Molina wants to let you know how your information is used or shared.

PHI means *protected health information*. PHI includes your name, member number, race, ethnicity, language needs, or other things that identify you. Molina wants you to know how we use or share your PHI.

Why does Molina use or share our Member's PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To use or share PHI for other purposes as required or permitted by law.

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 purposes not listed above.

What are your privacy rights?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI
- To ask us to not use or share your PHI in certain way
- To get a list of certain people or places we have shared your PHI with

How does Molina protect your PHI?

Molina uses many ways to protect PHI across our health plan. This includes PHI in written word, spoken word, or in a computer. Below are some ways Molina protects PHI:

- Molina has policies and rules to protect PHI.
- Molina limits who may see PHI. Only Molina staff with a need to know PHI may use it.
- Molina staff is trained on how to protect and secure PHI.
- Molina staff must agree in writing to follow the rules and policies that protect and secure PHI
- Molina secures PHI in our computers. PHI in our computers is kept private by using firewalls and passwords.

What must Molina do by law?

- Keep your PHI private.
- Give you written information, such as this on our duties and privacy practices about your PHI.
- Follow the terms of our Notice of Privacy Practices.

What can you do if you feel your privacy rights have not been protected?

- Call or write Molina and complain.
- Complain to the Department of Health and Human Services.

We will not hold anything against you. Your action would not change your care in any way.

The above is only a summary. Our Notice of Privacy Practices has more information about how we use and share our Member's PHI. Our Notice of Privacy Practices is in the following section of this Member Handbook. It is on our web site at www.molinahealthcare.com. You may also get a copy of our Notice of Privacy Practices by calling our Member Services Department at (855) 665-4627 (TTY: 711), 7 days a week, 8:00 a.m. to 8:00 p.m., local time. TTY users, please call 711.

NOTICE OF PRIVACY PRACTICES

MOLINA HEALTHCARE OF CALIFORNIA INC.

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 California Inc. ("**Molina Healthcare**", "**Molina**", "**we**" or "**our**") uses and shares protected health information about you to provide your health benefits as a Molina Medicare Complete Care Plus (HMO) D-SNP member. 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 September 23, 2013.

PHI means protected health information. PHI is 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'll 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?

In addition to treatment, payment and health care operations, the law allows or requires Molina to use and share your PHI for several other purposes including the following:

Required by law

We'll use or share information about you as required by law. We'll 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, such as when approved by a privacy or institutional review board.

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 for law enforcement purposes, such as 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, such as national security activities.

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.

Worker's 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 to 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 request, 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. We may charge you a reasonable fee for copying and mailing the records. In certain cases we may deny the 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; or
- PHI released in the interest of national security or for intelligence purposes

We'll charge a reasonable fee for each list if you ask for this list more than once in a 12- month period. You will need to make your request in writing. You may use Molina's form to request.

You may make any of the requests listed above, or may get a paper copy of this Notice. Please call Molina Member Services at (855) 665-4627 (TTY: 711). Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. local time

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 make a complaint to us at the following:

By Phone:
Molina Member Services (855) 665-4627
Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. local time
In Writing:

Molina Healthcare
Attn: Medicare Member Services
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:

U.S. Department of Health and Human Services
Office for Civil Rights – Centralized Case Management Operations
200 Independence Ave., S.W.
Suite 509F, HHH Building
Washington, D.C. 20201

(800) 368-1019; (800) 537-7697 (TDD);

(202) 619-3818 (FAX)

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 web site 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 then covered by Molina.

Contact Information

If you have any questions, please contact the following office:

By Phone:
Molina Member Services (855) 665-4627
Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. local time
In Writing:
Molina Healthcare
Attn: Medicare Member Services

200 Oceangate, Suite 100
Long Beach, CA 90802

This information is available for free in other languages. Please call our customer service number at (855) 665-4627 (TTY 711), 7 days a week, 8 a.m. - 8 p.m., local time. Esta información está disponible gratuitamente en otros idiomas. Por favor, comuníquese a nuestro número de teléfono para servicio al cliente al (855) 665-4627 (TTY 711), los 7 días de la semana, de 8:00 a.m. a 8:00 p.m., hora local.

D. Our responsibility to give you information

As a member of our plan, you have the right to get information from us about our plan, our network providers, and your covered services.

If you don't speak English, we have interpreter services to answer questions you have about our plan. To get an interpreter, call Member Services. This is a free service to you. We can also give you information in large print, braille, or audio. We can also give you written materials and/or information in Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese. To make a standing request to get materials in a language other than English or in an alternate format now and in the future, please contact Member Services at (855) 665-4627 (TTY: 711). Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. local time.

If you want information about any of the following, call Member Services:

- How to choose or change plans
- Our plan, including:
  - financial information
  - how plan members have rated us
  - the number of appeals made by members
  - how to leave our plan
- Our network providers and our network pharmacies, including:
  - how to choose or change primary care providers
  - qualifications of our network providers and pharmacies
  - how we pay providers in our network
- Covered services and drugs, including:
  - services (refer to **Chapters 3 and 4** of this *Member Handbook*) and drugs (refer to **Chapters 5 and 6** of this *Member Handbook)* covered by our plan
  - limits to your coverage and drugs
  - rules you must follow to get covered services and drugs
- Why something isn't covered and what you can do about it (refer to **Chapter 9** of this *Member Handbook*), including asking us to:

- put in writing why something isn't covered
- change a decision we made
- pay for a bill you got

E. Inability of network providers to bill you directly

Doctors, hospitals, and other providers in our network can't make you pay for covered services. They also can't balance bill or charge you if we pay less than the amount the provider charged. To learn what to do if a network provider tries to charge you for covered services, refer to **Chapter 7** of this *Member Handboo*k.

F. Your right to leave our plan

No one can make you stay in our plan if you don't want to.

- You have the right to get most of your health care services through Original Medicare or another Medicare Advantage (MA) plan.
- You can get your Medicare Part D drug benefits from a drug plan or from another MA plan.
- Refer to **Chapter 10** of this *Member Handbook:*
  - For more information about when you can join a new MA or drug benefit plan.
  - For information about how you'll get your Medi-Cal benefits if you leave our plan.

G. Your right to make decisions about your health care

You have the right to full information from your doctors and other health care providers to help you make decisions about your health care.

G1. Your right to know your treatment choices and make decisions

Your providers must explain your condition and your treatment choices in a way that you can understand. You have the right to:

- **Know your choices.** You have the right to be told about all treatment options.
- **Know the risks.** You have the right to be told about any risks involved. We must tell you in advance if any service or treatment is part of a research experiment. You have the right to refuse experimental treatments.
- **Get a second opinion.** You have the right to use another doctor before deciding on treatment.
- **Say no.** You have the right to refuse any treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to. You have the right to stop taking a prescribed drug. If you refuse treatment or stop taking a prescribed drug, we won't drop you from our plan. However, if you refuse treatment or stop taking a drug, you accept full responsibility for what happens to you.
- **Ask us to explain why a provider denied care.** You have the right to get an explanation from us if a provider denied care that you think you should get.
- **Ask us to cover a service or drug that we denied or usually don’t cover.** This is called a coverage decision. **Chapter 9** of this *Member Handbook* tells how to ask us for a coverage decision.

G2. Your right to say what you want to happen if you can't make health care decisions for yourself

For more information, call Molina Medicare Complete Care Plus (HMO D-SNP) Member Services toll-free at (855) 665-4627 (TTY: 711). Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. local time if you are deaf or hard of hearing, call TTY: 711 for the California Relay Service.

Sometimes people can't make health care decisions for themselves. Before that happens to you, you can:

- Fill out a written form **giving someone the right to make health care decisions for you** if you ever can't make decisions for yourself.
- **Give your doctors written instructions** about how to handle your health care if you can't make decisions for yourself, including care you **don't** want.

The legal document you use to give your directions is called an "advance directive." There are different types of advance directives and different names for them. Examples are a living will and a power of attorney for health care.

You aren't required to have an advance directive, but you can. Here's what to do if you want to use an advance directive:

- **Get the form.** You can get the form from your doctor, a lawyer, a social worker, or some office supply stores. Pharmacies and provider offices often have the forms. You can find a free form online and download it. You can also contact Member Services to ask for the form.
- **Fill out the form and sign it.** The form is a legal document. Consider having a lawyer or someone else you trust, such as a family member or your PCP, help you complete it.
- **Give copies of the form to people who need to know.** Give a copy of the form to your doctor. You should also give a copy to the person you name to make decisions for you if you can't. You may want to give copies to close friends or family members. Keep a copy at home.
- If you're being hospitalized and you have a signed advance directive, **take a copy of it to the hospital**.
    - The hospital will ask if you have a signed advance directive form and if you have it with you.
    - If you don't have a signed advance directive form, the hospital has forms and will ask if you want to sign one.

You have the right to:

- Have your advance directive placed in your medical records.
- Change or cancel your advance directive at any time.
- Learn about changes to advance directive laws. Molina Medicare Complete Care Plus (HMO D-SNP) will tell you about changes to the state law no later than 90 days after the change.

By law, no one can deny you care or discriminate against you based on whether you signed an advance directive. Call Member Services for more information.

G3. What to do if your instructions aren't followed

If you signed an advance directive and you think a doctor or hospital didn't follow the instructions in it, you can make a complaint with the Medicare and Medi-Cal Ombudsperson Program (MMOP) at: 1-855-501-3077, TTY: 711.

H. Your right to make complaints and ask us to reconsider our decisions

Chapter 9 of this *Member Handbook* tells you what you can do if you have any problems or concerns about your covered services or care. For example, you can ask us to make a coverage decision, make an appeal to change a coverage decision, or make a complaint.

You have the right to get information about appeals and complaints that other plan members have filed against us. Call Member Services to get this information.

H1. What to do about unfair treatment or to get more information about your rights

If you think we treated you unfairly – and it **isn't** about discrimination for reasons listed in **Chapter 11** of this *Member Handbook* – or you want more information about your rights, you can call:

- Member Services.
- The Health Insurance Counseling and Advocacy Program (HICAP) at (213) 383-4519. For more details about HICAP, refer to **Chapter 2**
- The Medi-Cal Ombudsman at 1-888-452-8609. For more details about this program, refer to **Chapter 2** of this *Member Handbook.*
- Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. (You can also read or download "Medicare Rights & Protections," found on the Medicare website at www.medicare.gov/publications/11534-medicare-rights-and-protections.pdf.)

I. Your responsibilities as a plan member

As a plan member, you have a responsibility to do the things that are listed below. If you have any questions, call Member Services.

- **Read this *Member Handbook*** to learn what our plan covers and the rules to follow to get covered services and drugs. For details about your:
  - Covered services, refer to **Chapters 3 and 4** of this *Member Handbook*. Those chapters tell you what's covered, what isn't covered, what rules you need to follow, and what you pay.
  - Covered drugs, refer to **Chapters 5 and 6** of this *Member Handbook*.
- **Tell us about any other health or drug coverage** you have. We must make sure you use all of your coverage options when you get health care. Call Member Services if you have other coverage.
- **Tell your doctor and other health care providers** that you're a member of our plan. Show your Member ID Card when you get services or drugs.

- **Help your doctors** and other health care providers give you the best care.
  - Give them information they need about you and your health. Learn as much as you can about your health problems. Follow the treatment plans and instructions that you and your providers agree on.
  - Make sure your doctors and other providers know about all the drugs you take. This includes drugs, over-the-counter drugs, vitamins, and supplements.
  - Ask any questions you have. Your doctors and other providers must explain things in a way you can understand. If you ask a question and you don't understand the answer, ask again.
- **Work with your Case Manager** including completing an annual health risk assessment.
- **Be considerate.** We expect all plan members to respect the rights of others. We also expect you to act with respect in your doctor's office, hospitals, and other provider offices.
- **Pay what you owe.** As a plan member, you're responsible for these payments:
  - Medicare Part A and Medicare Part B premiums. For most Molina Medicare Complete Care Plus members, Medi-Cal pays for your Medicare Part A premium and for your Medicare Part B premium.
  - For some of your drugs covered by our plan, you must pay your share of the cost when you get the drug. This will be a copay. **Chapter 6** tells what you must pay for your drugs.
  - **If you get any services or drugs that aren't covered by our plan, you must pay the full cost. (Note:** If you disagree with our decision to not cover a service or drug, you can make an appeal. Please refer to **Chapter 9** to learn how to make an appeal.)
- **Tell us if you move.** If you plan to move, tell us right away. Call your Case Manager or Member Services.
  - **If you move outside of our service area, you can't stay in our plan.** Only people who live in our service area can be members of this plan. **Chapter 1** of this *Member Handbook* advises you about our service area.
  - We can help you find out if you're moving outside our service area. During a special enrollment period, you can switch to Original Medicare or enroll in a Medicare health or drug plan in your new location. We can tell you if we have a plan in your new area.
  - Tell Medicare and Medi-Cal your new address when you move. Refer to **Chapter 2** of this *Member Handbook* for phone numbers for Medicare and Medi-Cal.
  - **If you move and stay in our service area, we still need to know.** We need to keep your membership record up to date and know how to contact you.
  - **If you move, tell Social Security (or the Railroad Retirement Board).**
- **Tell us if you have a new phone number** or a better way to contact you.
- **Call your Case Manager or Member Services for help if you have questions or concerns.**

Chapter 9: What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Introduction

This chapter has information about your rights. Read this chapter to find out what to do if:

- You have a problem with or complaint about our plan.
- You need a service, item, or medication that our plan said it won't pay for.
- You disagree with a decision our plan made about your care.
- You think your covered services are ending too soon.
- You have a problem or complaint with your long-term services and supports, which include Community-Based Adult Services (CBAS) and Nursing Facility (NF) services.

This chapter is in different sections to help you easily find what you're looking for. **If you have a problem or concern, read the parts of this chapter that apply to your situation.**

You should get the health care, drugs, and long-term services and supports that your doctor and other providers determine are necessary for your care as a part of your care plan. **If you have a problem with your care, you can call the Medicare Medi-Cal Ombudsman Program at 1-855-501-3077 for help.** This chapter explains different options you have for different problems and complaints, but you can always call the Ombudsman Program to help guide you through your problem. For additional resources to address your concerns and ways to contact them, refer to **Chapter 2** of your *Member Handbook*.

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A. What to do if you have a problem or concern

This chapter explains how to handle problems and concerns. The process you use depends on the type of problem you have. Use one process for **coverage decisions and appeals** and another for **making complaints** (also called grievances).

To ensure fairness and promptness, each process has a set of rules, procedures, and deadlines that we and you must follow.

A1. About the legal terms

There are legal terms in this chapter for some rules and deadlines. Many of these terms can be hard to understand, so we use simpler words in place of certain legal terms when we can. We use abbreviations as little as possible.

For example, we say:

- “Making a complaint” instead of “filing a grievance”
- “Coverage decision” instead of “organization determination", “benefit determination", “at-risk determination", or “coverage determination”
- “Fast coverage decision” instead of “expedited determination”
- “Independent Review Organization” (IRO) instead of “Independent Review Entity” (IRE)

Knowing the proper legal terms may help you communicate more clearly, so we provide those too.

B. Where to get help

B1. For more information and help

Sometimes it’s confusing to start or follow the process for dealing with a problem. This can be especially true if you don’t feel well or have limited energy. Other times, you may not have the information you need to take the next step.

Help from our plan

You can call our plan at (855) 665-4627 (TTY: 711) to help deal with a problem or answer questions.

Help from the Health Insurance Counseling and Advocacy Program

You can call the Health Insurance Counseling and Advocacy Program (HICAP) (213) 383-4519. You can also review their website at https://www.aging.ca.gov/Programs_and_Services/Medicare_Counseling/. HICAP counselors can answer your questions and help you understand what to do about your problem. HICAP isn't connected with us or with any insurance company or health plan. HICAP has trained counselors in every county, and services are free. The HICAP phone number is 1-800-434-0222.

Help from the Medicare Medi-Cal Ombudsman Program

You can call the Medicare Medi-Cal Ombudsman Program and speak with an advocate about your health coverage questions. They may be able to offer free legal help. The Ombudsman Program isn't connected with us or with any insurance company or health plan. Their phone number is 1-855-501-3077, and their website is www.healthconsumer.org.

Help and information from Medicare

For more information and help, you can contact Medicare. Here are two ways to get help from Medicare:

- Call 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048.
- Visit the Medicare website (www.medicare.gov).

Help from the California Department of Health Care Services

The California Department of Health Care Services (DHCS) Medi-Cal Managed Care Ombudsman can help. They can help if you have problems joining, changing, or leaving a health plan. They can also help if you moved and are having trouble getting your Medi-Cal transferred to your new county. You can call the Ombudsman Monday through Friday, between 8 a.m. and 5 p.m. at (866) 784-2595.

Help from the California Department of Managed Health Care

Contact the California Department of Managed Health Care (DMHC) for free help. The DMHC is responsible for overseeing health plans. The DMHC helps people with appeals about Medi-Cal services or billing problems. The phone number is **1-888-466-2219**. Individuals who are deaf, hard of hearing, or speech-impaired can use the toll-free TDD number, **1-877-688-9891**. You can also visit DMHC's website at **www.dmhc.ca.gov**.

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **(855) 665-4627 (TTY: 711)** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (**1-888-466-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's internet website www.dmhc.ca.gov has complaint forms, IMR application forms and instructions online.

C. Understanding Medicare and Medi-Cal complaints and appeals in our plan

You have Medicare and Medi-Cal. Information in this chapter applies to all your Medicare and Medi-Cal managed care benefits. This is sometimes called an "integrated process" because it combines, or integrates, Medicare and Medi-Cal processes.

Sometimes Medicare and Medi-Cal processes can't be combined. In those situations, you use one process for a Medicare benefit and another process for a Medi-Cal benefit. **Section F4** explains these situations.

D. Problems with your benefits

If you have a problem or concern, read the parts of this chapter that apply to your situation. The following chart helps you find the right section of this chapter for problems or complaints.

Is your problem or concern about your benefits or coverage? This includes problems about whether particular medical care (medical items, services and/or Part B drugs) are covered or not, the way they're covered, and problems about payment for medical care.	
Yes. My problem is about benefits or coverage. Refer to **Section E,** "Coverage decisions and appeals."	**No.** My problem isn't about benefits or coverage. Refer to **Section K,** "How to make a complaint."

E. Coverage decisions and appeals

The process for asking for a coverage decision and making an appeal deals with problems related to your benefits and coverage for your medical care (services, items and Part B drugs, including payment). To keep things simple, we generally refer to medical items, services, and Part B drugs as medical care. You use the coverage decision and appeals process for issues such as whether something is covered or not and the way in which something is covered.

E1. Coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we pay for your medical services or drugs. You or your doctor can also contact us and ask for a coverage decision. You or your doctor may be unsure whether we cover a specific medical service or if we may refuse to provide medical care you think you need. **If you want to know if we'll cover a medical service before you get it, you can ask us to make a coverage decision for you.**

We make a coverage decision when we review a request for service or a claim. In some cases, we may decide a service or drug isn't covered or is no longer covered for you by Medicare or Medi-Cal. If you disagree with this coverage decision, you can make an appeal.

E2. Appeals

If we make a coverage decision and you aren't satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check if we followed all rules properly. Different reviewers than those who made the original unfavorable decision handle your appeal.

In most cases, you must start your appeal at Level 1. If your health problem is urgent or involves an immediate and serious threat to your health, or if you're in severe pain and need a faster decision, you may ask for an IMR Medical Review from the Department of Managed Health Care at www.dmhc.ca.gov. Refer to **Section F4** for more information.

When we complete the review, we give you our decision. Under certain circumstances, explained later in this chapter, you can ask for an expedited or "fast coverage decision" or "fast appeal" of a coverage decision.

If we say **No** to part or all of what you asked for, we'll send you a letter. If your problem is about coverage of a Medicare medical care, the letter will tell you that we sent your case to the Independent Review Organization (IRO) for a Level 2 Appeal. If your problem is about coverage of a Medicare Part D or Medicaid service or item, the letter will tell you how to file a Level 2 Appeal yourself. Refer to Section F4 for more information about Level 2 Appeals.

If you aren't satisfied with the Level 2 Appeal decision, you may be able to go through additional levels of appeal.

E3. Help with coverage decisions and appeals

You can ask for help from any of the following:

- **Member Services** at the numbers at the bottom of the page.
- **Medicare Medi-Cal Ombudsman Program at 1-855-501-3077.**
- **Health Insurance Counseling and Advocacy Program (HICAP)** at 1-800-434-0222.
- **The Help Center at the Department of Managed Health Care** (DMHC) for free help. The DMHC helps people with appeals regarding Medi-Cal services or billing problems. The phone number is 1-888-466-2219. Individuals who are deaf, hard of hearing, or speech-impaired can use the toll-free TDD number, 1-877-688-9891. You can also visit DMHC's website at www.dmhc.ca.gov. While the DMHC can help people in Managed Medi-Cal plans, it can't help people in Medicare plans only and in the following County Organized Health Systems (COHS): Partnership Health Plan, Gold Coast Health Plan, CenCal Health, Central California Alliance for Health, and CalOptima. The federal government regulates Medicare plans, and the Department of Health Care Services regulates COHS plans.
- **Your doctor or other provider**. Your doctor or other provider can ask for a coverage decision or appeal on your behalf.
- **A friend or family member**. You can name another person to act for you as your "representative" and ask for a coverage decision or make an appeal.
- **A lawyer**. You have the right to a lawyer, but **you aren't required to have a lawyer** to ask for a coverage decision or make an appeal.
    - Call your own lawyer or get the name of a lawyer from the local bar association or other referral service. Some legal groups will give you free legal services if you qualify.

- Ask for a legal aid attorney from the Medicare Medi-Cal Ombudsperson Program at 1-855-501-3077.

Fill out the Appointment of Representative form if you want a lawyer or someone else to act as your representative. The form gives someone permission to act for you.

Call Member Services at the numbers at the bottom of the page and ask for the "Appointment of Representative" form. You can also get the form by visiting www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf. **You must give us a copy of the signed form.**

E4. Which section of this chapter can help you

There are four situations that involve coverage decisions and appeals. Each situation has different rules and deadlines. We give details for each one in a separate section of this chapter. Refer to the section that applies:

- **Section F**, "Medical care"
- **Section G**, "Medicare Part D drugs"
- **Section H**, "Asking us to cover a longer hospital stay"
- **Section I**, "Asking us to continue covering certain medical services" (This section only applies to these services: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.)

If you're not sure which section to use, call Member Services at the numbers at the bottom of the page.

F. Medical care

This section explains what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care. For information about requesting a longer hospital stay, please refer to **Section H**.

This section is about your benefits for medical care that's described in **Chapter 4** of this *Member Handbook* in the benefits chart. In some cases, different rules may apply to a Medicare Part B drug. When they do, we explain how rules for Medicare Part B drugs differ from rules for medical services and items.

F1. Using this section

This section explains what you can do in any of the following situations:

1. You think we cover medical care you need but aren't getting.

   What you can do: You can ask us to make a coverage decision. Refer to **Section F2**.
2. We didn't approve the medical care your doctor or other health care provider wants to give you, and you think we should.

   What you can do: You can appeal our decision. Refer to **Section F3.**
3. You got medical care that you think we cover, but we won't pay.

   What you can do: You can appeal our decision not to pay. Refer to **Section F5.**

4. You got and paid for medical care you thought we cover, and you want us to pay you back.

   What you can do: You can ask us to pay you back. Refer to **Section F5.**

5. We reduced or stopped your coverage for certain medical care, and you think our decision could harm your health.

   What you can do: You can appeal our decision to reduce or stop the medical care. Refer to **Section F4.**

   - If the coverage is for hospital care, home health care, skilled nursing facility care, or CORF services, special rules apply. Refer to **Section H** or **Section I** to find out more.
   - For all other situations involving reducing or stopping your coverage for certain medical care, use this section (**Section F**) as your guide.

6. You're experiencing delays in care or you can't find a doctor.

   What you can do: You can file a complaint. Refer to **Section K2.**

F2. Asking for a coverage decision

> When a coverage decision involves your medical care, it's called an **integrated organization determination**.

You, your doctor, or your representative can ask us for a coverage decision by:

- calling: (855) 665-4627 (TTY: 711).
- faxing: Advanced Imaging: (877) 731-7218; Transplants: (877) 813-1206; Medical/Behavioral Health Outpatient: (844) 251-1450; Inpatient: (844) 834-2152; RX/Jcodes: (866) 290-1309.
- writing:

  Molina Healthcare
  Attn: Coverage Request
  200 Oceangate Suite 100
  Long Beach, CA 90802.

Standard coverage decision

When we give you our decision, we use the "standard" deadlines unless we agree to use the "fast" deadlines. A standard coverage decision means we give you an answer within:

- **Five business days**, and no later than **seven calendar days** after we get your request **for a medical service or item that's subject to our prior authorization rules.**
- **Five business days**, and no later than **14 calendar days** after we get your request **for all other medical services or items.**

- **72 hours** after we get your request for a **Medicare Part B drug**.

For a medical item or service, we can take up to 14 more calendar days if we ask for more time or if we need more information that may benefit you (such as medical records from out-ofnetwork providers). If we take extra days to make the decision, we'll tell you in writing. **We can't take extra days if your request is for a Medicare Part B drug.**

If you think **we shouldn't** take extra days, you can make a "fast answer to your complaint within 24 hours. The process for making a complaint is different from the process for coverage decisions and appeals. For more information about making a complaint, including a fast complaint, refer to **Section K**.

Fast coverage decision

> The legal term for fast coverage decision is **expedited determination**.

When you ask us to make a coverage decision about your medical care that requires a quick response, ask us to make a "fast coverage decision." A fast coverage decision means we'll give you an answer within:

- **72 hours** after we get your request **for a medical service or item.**
- **24 hours** after we get your request **for a Medicare Part B drug.**

For a medical item or service, we can take up to 14 more calendar days if we find information that may benefit you is missing (such as medical records from out-of-network providers) or if you need time to get us information for the review. If we take extra days to make the decision, we'll tell you in writing. **We can't take extra time if your request is for a Medicare Part B drug.**

If you think we **shouldn't** take extra days to make the coverage decision, you can make a "fast complaint" about our decision to take extra days. For more information about making a complaint, including a fast complaint, refer to **Section K**. We'll call you as soon as we make the decision.

To get a fast coverage decision, you must meet two requirements:

- You're asking for coverage for medical items and/or services that you **didn't get**. You can't ask for a fast coverage decision about payment for items or services you already got.
- Using the standard deadlines **could cause serious harm to your health** or hurt your ability to function.

We automatically give you a fast coverage decision if your doctor tells us your health requires it. If you ask without your doctor's support, we decide if you get a fast coverage decision.

- If we decide that your health doesn't meet the requirements for a fast coverage decision, we send you a letter that says so, and we use the standard deadlines instead. The letter tells you:
    - We automatically give you a fast coverage decision if your doctor asks for it.

- How you can file a "fast complaint" about our decision to give you a standard coverage decision instead of a fast coverage decision. For more information about making a complaint, including a fast complaint, refer to **Section K.**

If we say No to part or all of your request, we send you a letter explaining the reasons.

- If we say **No**, you have the right to make an appeal. If you think we made a mistake, making an appeal is a formal way of asking us to review our decision and change it.
- If you decide to make an appeal, you'll go on to Level 1 of the appeals process (refer to **Section F3**).

In limited circumstances, we may dismiss your request for a coverage decision, which means we won't review the request. Examples of when a request will be dismissed include:

- if the request is incomplete,
- if someone makes the request on your behalf but isn't legally authorized to do so, **or**
- if you ask for your request to be withdrawn.

If we dismiss a request for a coverage decision, we'll send you a notice explaining why the request was dismissed and how to ask for a review of the dismissal. This review is called an appeal. Appeals are discussed in the next section.

F3. Making a Level 1 Appeal

To start an appeal related to a denied service or item, or to continue a service or item you're already receiving, you, your doctor, or your authorized representative must contact us. Call us at (855) 665-4627 (TTY: 711).

Ask for a standard appeal or a fast appeal in writing or by calling us at (855) 665-4627 (TTY: 711).

- If your doctor or other provider asks to continue a service or item you're already getting during your appeal, you may need to name them as your representative to act on your behalf.
- If someone other than your doctor makes the appeal for you, include an Appointment of Representative form authorizing this person to represent you. You can get the form by visiting www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf or on our website at MolinaHealthcare.com/Medicare.
- We can accept an appeal request without the form, but we can't begin or complete our review until we get it. If we don't get the form before our deadline for making a decision on your appeal:
  - We dismiss your request, and
  - We send you a written notice explaining your right to ask the IRO to review our decision to dismiss your appeal.
- You must ask for an appeal within 65 calendar days from the date on the letter we sent to tell you our decision.
- If you miss the deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good reasons are things like you had a serious illness or we gave you the wrong information about the deadline. Explain the reason why your appeal is late when you make your appeal.

- You have the right to ask us for a free copy of the information about your appeal. You and your doctor may also give us more information to support your appeal.

If your health requires it, ask for a fast appeal.

> The legal term for "fast appeal" is "**expedited reconsideration**."

- If you appeal a decision we made about coverage for care, you and/or your doctor can request a fast appeal.

We automatically give you a fast appeal if your doctor tells us your health requires it. If you ask without your doctor's support, we decide if you get a fast appeal.

- If we decide that your health doesn't meet the requirements for a fast appeal, we send you a letter that says so and we use the standard deadlines instead. The letter tells you:
  - We automatically give you a fast appeal if your doctor asks for it.
  - How you can file a "fast complaint" about our decision to give you a standard appeal instead of a fast appeal. For more information about making a complaint, including a fast complaint, refer to **Section K**.

If we tell you we're stopping or reducing services or items that you already get, you may be able to continue those services or items during your appeal.

- If we decide to change or stop coverage for a service or item that you get, we send you a notice before we take action.
- If you disagree with our decision, you can file a Level 1 Appeal.
- We continue covering the service or item if you ask for a Level 1 Appeal **within ten calendar days** of the date on our letter or by the intended effective date of the action, whichever is later.
  - If you meet this deadline, you'll get the service or item with no changes while your Level 1 appeal is pending.
  - You'll also get all other services or items (that aren't the subject of your appeal) with no changes.
  - If you don't appeal before these dates, then your service or item won't be continued while you wait for your appeal decision.

We consider your appeal and give you our answer.

- When we review your appeal, we take another careful look at all information about your request for coverage of medical care.
- We check if we followed all the rules when we said **No** to your request.
- We gather more information if we need it. We may contact you or your doctor to get more information.

There are deadlines for a fast appeal.

- When we use the fast deadlines, we must give you our answer **within 72 hours after we get your appeal, or sooner if your health requires a quicker response.** If we deny a fast appeal we'll give you, your doctor, prescriber, or representative verbal confirmation of the denial.
    - If we don't give you an answer within 72 hours, we must send your request to Level 2 of the appeals process. An IRO then reviews it. The IRO will notify you in writing when it gets your appeal. Later in this chapter, we tell you about this organization and explain the Level 2 appeals process. If your problem is about coverage of a Medicaid service or item, you can file a Level 2 – State Hearing with the state yourself as soon as the time is up. In California a State Hearing is called State Fair Hearing. To file a State Hearing, refer to https://www.cdss.ca.gov/hearing-requests.
- **If we say Yes to part or all of your request**, we must authorize or provide the coverage we agreed to provide within 72 hours after we get your appeal, or sooner if your health requires it.
- **If we say No to part or all of your request**, we send your appeal to the IRO for a Level 2 Appeal.

There are deadlines for a standard appeal.

- When we use the standard deadlines, we must give you our answer **within 30 calendar days** after we get your appeal for coverage for services you didn't get.
- If your request is for a Medicare Part B drug you didn't get, we give you our answer **within seven calendar days** after we get your appeal or sooner if your health requires it.
    - If we don't give you an answer by the deadline, we must send your request to Level 2 of the appeals process. An IRO then reviews it. Later in this chapter, we tell you about this organization and explain the Level 2 appeals process. If your problem is about coverage of a Medicaid service or item, you can file a Level 2 – State Hearing with the state yourself as soon as the time is up. In California a State Hearing is called a State Fair Hearing. To file a State Hearing, refer to https://www.cdss.ca.gov/hearing-requests.

If we say Yes to part or all of your request, we must authorize or provide the coverage we agreed to provide within 30 calendar days of the date we got your appeal request, or as fast as your health condition requires and within 72 hours of the date we change our decision, or within seven calendar days of the date we got your appeal if your request is for a Medicare Part B drug.

If we say **No** to part or all of your request, **you have additional appeal rights:**

- If we say **No** to part or all of what you asked for, we send you a letter.
- If your problem is about coverage of a Medicare service or item, the letter tells you that we sent your case to the IRO for a Level 2 Appeal.
- If your problem is about coverage of a Medi-Cal service or item, the letter tells you how to file a Level 2 Appeal yourself.

F4. Making a Level 2 Appeal

If we say **No** to part or all of your Level 1 Appeal, we'll send you a letter. This letter tells you if Medicare, Medi-Cal, or both programs usually cover the service or item.

- If your problem is about a service or item that **Medicare** usually covers, we automatically send your case to Level 2 of the appeals process as soon as the Level 1 Appeal is complete.
- If your problem is about a service or item that **Medi-Cal** usually covers, you can file a Level 2 Appeal yourself. The letter tells you how to do this. We also include more information later in this chapter.
- If your problem is about a service or item that **both Medicare and Medi-Cal** may cover, you automatically get a Level 2 Appeal with the IRO. In addition to the automatic Level 2 Appeal, you can also ask for a State Hearing and an Independent Medical Review with the state. However, an Independent Medical Review isn't available if you have already presented evidence in a State Hearing.

If you qualified for continuation of benefits when you filed your Level 1 Appeal, your benefits for the service, item, or drug under appeal may also continue during Level 2. Refer to **Section F3** for information about continuing your benefits during Level 1 Appeals.

- If your problem is about a service usually covered only by Medicare, your benefits for that service don’t continue during the Level 2 appeals process with the IRO.
- If your problem is about a service usually covered only by Medi-Cal, your benefits for that service continue if you submit a Level 2 Appeal within ten calendar days after getting our decision letter.

When your problem is about a service or item Medicare usually covers

The IRO reviews your appeal. It’s an independent organization hired by Medicare.

> The formal name for the Independent Review Organization (IRO) is the **Independent Review Entity**, sometimes called the **IRE**.

- This organization isn’t connected with us and isn’t a government agency. Medicare chose the company to be the IRO, and Medicare oversees their work.
- We send information about your appeal (your “case file”) to this organization. You have the right to a free copy of your case file.
- You have a right to give the IRO additional information to support your appeal.
- Reviewers at the IRO take a careful look at all information related to your appeal.

If you had a fast appeal at Level 1, you also have a fast appeal at Level 2.

- If you had a fast appeal to us at Level 1, you automatically get a fast appeal at Level 2. The IRO must give you an answer to your Level 2 Appeal **within 72 hours** of getting your appeal.

If you had a standard appeal at Level 1, you also have a standard appeal at Level 2.

- If you had a standard appeal to us at Level 1, you automatically get a standard appeal at Level 2.
- If your request is for a medical item or service, the IRO must give you an answer to your Level 2 Appeal **within 30 calendar days** of getting your appeal.
- If your request is for a Medicare Part B drug, the IRO must give you an answer to your Level 2 Appeal **within seven calendar days** of getting your appeal.

If the IRO gives you their answer in writing and explains the reasons.

- **If the IRO says Yes to part or all of a request for a medical item or service,** we must promptly implement the decision:
  - Authorize the medical care coverage **within 72 hours, or**
  - Provide the service within **five working days** after we get the IRO's decision for **standard requests, or**
  - Provide the service **within 72 hours** from the date we get the IRO's decision for **expedited requests**.
- **If the IRO says Yes to part or all of a request for a Medicare Part B drug, we must authorize or provide the Medicare Part B drug under dispute:**
  - **Within 72 hours** after we get the IRO's decision for **standard requests, or**
  - **Within 24 hours** from the date we get the IRO's decision for **expedited requests.**
- **If the IRO says No to part or all of your appeal,** it means they agree that we shouldn't approve your request (or part of your request) for coverage for medical care. This is called "upholding the decision" or "turning down your appeal."
  - If your case meets the requirements, you choose whether you want to take your appeal further.
  - There are three additional levels in the appeals process after Level 2, for a total of five levels.
  - If your Level 2 Appeal is turned down and you meet the requirements to continue the appeals process, you must decide whether to go on to Level 3 and make a third appeal. The details about how to do this are in the written notice you get after your Level 2 Appeal.
  - An Administrative Law Judge (ALJ) or attorney adjudicator handles a Level 3 Appeal. Refer to **Section J** for more information about Level 3, 4, and 5 Appeals.

When your problem is about a service or item Medi-Cal usually covers

There are two ways to make a Level 2 appeal for Medi-Cal services and items:

(1) Filing a complaint or Independent Medical Review or

(2) State Hearing.

(1) Department of Managed Health Care (DMHC)

You can file a complaint with or apply for an Independent Medical Review (IMR) from the Help Center at the DMHC. By filing a complaint, the DMHC will review our decision. The DMHC will do their own investigation of your complaint or decide whether the case qualifies for IMR. An IMR may be available for any Medi-Cal covered service or item that's medical in nature. An IMR is a review of your case by experts who aren't part of our plan or a part of the DMHC. If the IMR is decided in your favor, we must give you the service or item you requested. You pay no costs for an IMR.

You can file a complaint or apply for an IMR if our plan:

- Denies, changes, or delays a Medi-Cal service or treatment because our plan determines it's not medically necessary.
- Won't cover an experimental or investigational Medi-Cal treatment for a serious medical condition.
- Disputes whether a surgical service or procedure was cosmetic or reconstructive in nature.
- Won't pay for emergency or urgent Medi-Cal services that you already received.
- Hasn't resolved your Level 1 Appeal on a Medi-Cal service within 30 calendar days for a standard appeal or 72 hours, or sooner, if your health requires it, for a fast appeal.

In most cases, you must file an appeal with us before requesting an IMR. Refer to **Section F3** for information, about our Level 1 appeal process. If you disagree with our decision, you can submit an IMR Application/ Complaint Form with the DMHC.

NOTE: If your provider filed an appeal for you, but we don't get your Appointment of Representative form, you'll need to refile your appeal with us before you can file for a Level 2 IMR with the DMHC unless your appeal involves an imminent and serious threat to your health, including but not limited to, severe pain, potential loss of life, limb, or major bodily function.

You may request for an IMR and a State Hearing, but you aren't allowed to go to IMR if you have already presented evidence in a State Hearing or had a State Hearing on the same issue.

If your treatment was denied because it was experimental or investigational, you don't have to take part in our appeal process before you apply for an IMR.

If your problem is urgent or involves an immediate and serious threat to your health or if you're in severe pain, you may bring it immediately to the DMHC’s attention without first going through our appeal process.

You must **apply for an IMR within six months** after we send you a written decision about your appeal. The DMHC may accept your application after six months for good reason, such as you had a medical condition that prevented you from asking for the IMR within six months, or you didn't get adequate notice from us of the IMR process.

To file a complaint or ask for an IMR:

- Fill out the IMR/Complaint Form available at: www.dmhc.ca.gov/FileaComplaint/IndependentMedicalReviewComplaintForms.aspx or call the DMHC Help Center at 1-888-466-2219. TTY users should call 1-877-688-9891.

- If you have them, attach copies of letters or other documents about the service or item that we denied. This can speed up the IMR process. Send copies of documents, not originals. The Help Center can't return any documents.
- Fill out the Authorized Assistant Form if someone is helping you with your IMR. You can get the form at www.dmhc.ca.gov/FileaComplaint/IndependentMedicalReviewComplaintForms.aspx or call the Department's Help Center at 1-888-466-2219. TTY users should call 1-877-688-9891.
- Submit the IMR/Complaint Form and any attachments to the DMHC online:

  www.dmhc.ca.gov/FileaComplaint.

Submit by mail or fax:
Help Center
Department of Managed Health Care
980 Ninth Street, Suite 500
Sacramento, CA 95814-2725
FAX: 916-255-5241

Within seven days, DMHC will review your application and send you an acknowledgement of receipt letter. If DMHC determines the case qualifies for IMR, then an IMR decision will be made within 45 days after the receipt of all required documentation.

If your case is urgent and you qualify for IMR, an IMR decision will usually be made within seven days after the receipt of all required documentation.

If you're not satisfied with the result of the IMR, you can still ask for a State Hearing.

An IMR can take longer if the DMHC doesn't receive all of the medical records needed from you or your treating doctor. If you're using a doctor who isn't in your health plan's network, it's important that you get and send us your medical records from that doctor. Your health plan is required to get copies of your medical records from doctors who are in the network.

If the DMHC decides that your case isn't eligible for IMR, the DMHC will review your case through its regular consumer complaint process. Your complaint should be resolved within 30 calendar days of the submission of the completed application. If your complaint is urgent, it will be resolved sooner.

(2) State Hearing

You can ask for a State Hearing for Medi-Cal covered services and items. If your doctor or other provider asks for a service or item that we won't approve, or we won't continue to pay for a service or item you already have and we said no to your Level 1 appeal, you have the right to ask for a State Hearing.

In most cases **you have 120 days to ask for a State Hearing** after the "Appeal Decision Letter" notice is mailed to you.

NOTE: If you ask for a State Hearing because we told you that a service you currently get will be changed or stopped, **you have fewer days to submit your request** if you want to keep getting that service while your State Hearing is pending. Read "Will my benefits continue during Level 2 appeals" on page 4 for more information.

You can ask for a State Hearing in the following ways:

- Online at www.cdss.ca.gov.
- By phone: Call 1-800-743-8525. This number can be very busy. You may get a message to call back later. If you cannot speak or hear well, please call TTY/TDD 1-800-952-8349.
- In writing: Fill out a State Hearing form or write a letter. Send it by mail or fax to:
  - Mail: California Department of Social Services State Hearings Division P.O. Box 944243, Mail Station 9-17-433 Sacramento, CA 94244-2430
- Fax: (916) 309-3487 or toll-free at 1-833-281-0903
- You may complete the "Request for State Hearing" on the back of the notice of action. Be sure to include your name, address, telephone number, Social Security Number and/or CIN number, and the reason you want a State Hearing.

If someone is helping you ask for a State Hearing, add their name, address, and telephone number to the form or letter. If you need an interpreter, tell the State Hearings Division what language you speak. You will not have to pay for an interpreter. The State Hearings Division will get you one. If you have a disability, the State Hearings Division can get you special accommodations free of charge to help you participate in the hearing. Please include information about your disability and the accommodation you need.

Medi-Cal Level 2 Appeals

If you are not satisfied with Molina's appeal decision, you may request a Level 2 Appeal in the form of an Independent Medical Review (IMR). You must submit the IMR request directly to the California Department of Managed Health Care (DMHC). An independent reviewer who is not affiliated with Molina will review your case and make a decision. Requests for IMR generally must be submitted within six months of the date of the appeal decision notice. DMHC's toll-free telephone number is 1-888-466-2219 (TTY 1-877-688-9891). You can find the Independent Medical Review/Complaint form and instructions online at the DMHC's website: https://www.dmhc.ca.gov.

The State Hearings Division gives you their decision in writing and explains the reasons.

- If the State Hearings Division says **Yes** to part or all of a request for a medical item or service, we must authorize or provide the service or item **within 72 hours** after we get their decision.
- If the State Hearings Division says **No** to part or all of your appeal, it means they agree that we shouldn't approve your request (or part of your request) for coverage for medical care. This is called "upholding the decision" or "turning down your appeal."

If the IRO or State Hearing decision is **No** for all or part of your request, you have additional appeal rights.

If your Level 2 Appeal went to the **IRO,** you can appeal again only if the dollar value of the service or item you want meets a certain minimum amount. An ALJ or attorney adjudicator handles a Level 3 Appeal. **The letter you get from the IRO explains additional appeal rights you may have.**

The letter you get from the State Hearings Division describes the next appeal option.

Refer to **Section J** for more information about your appeal rights after Level 2.

F5. Payment problems

We don't allow our network providers to bill you for covered services and items. This is true even if we pay the provider less than the provider charges for a covered service or item. You're never required to pay the balance of any bill. The only amount you should be asked to pay is the copay for drug categories that require a copay.

If you get a bill that's more than your copay for covered services and items, send the bill to us. Don't pay the bill yourself. We'll contact the provider directly and take care of the problem. If you do pay the bill, you can get a refund from our plan if you followed the rules for getting services or item.

For more information, refer to **Chapter 7** of this *Member Handbook*. It describes situations when you may need to ask us to pay you back or pay a bill you got from a provider. It also tells how to send us the paperwork that asks us for payment.

If you ask to be paid back, you're asking for a coverage decision. We'll check if the service or item you paid for is covered and if you followed all the rules for using your coverage.

- If the service or item you paid for is covered and you followed all the rules, we'll send you ***or*** your provider the payment for the service or item typically within 30 calendar days, but no later than 60 calendar days after we get your request. Your provider will then send the payment to you.
- If you haven’t paid for the service or item yet, we'll send the payment directly to the provider. When we send the payment, it’s the same as saying **Yes** to your request for a coverage decision.
- If the service or item isn't covered or you didn't follow all the rules, we'll send you a letter telling you we won’t pay for the service or item and explaining why.

If you don’t agree with our decision not to pay, **you can make an appeal**. Follow the appeals process described in **Section F3**. When you follow these instructions, note:

- If you make an appeal for us to pay you back, we must give you our answer within 30 calendar days after we get your appeal.

If our answer to your appeal is **No** and **Medicare** usually covers the service or item, we'll send your case to the IRO. We'll send you a letter if this happens.

- If the IRO reverses our decision and says we should pay you, we must send the payment to you or to the provider within 30 calendar days. If the answer to your appeal is **Yes** at any stage of the appeals process after Level 2, we must send the payment to you or to the health care provider within 60 calendar days.

- If the IRO says **No** to your appeal, it means they agree that we shouldn't approve your request. This is called "upholding the decision" or "turning down your appeal." You'll get a letter explaining additional appeal rights you may have. Refer to **Section J** for more information about additional levels of appeal.

If our answer to your appeal is **No** and Medi-Cal usually covers the service or item, you can file a Level 2 Appeal yourself. Refer to **Section F4** for more information.

G. Medicare Part D drugs

Your benefits as a member of our plan include coverage for many drugs. Most of these are Medicare Part D drugs. There are a few drugs that Medicare Part D doesn't cover that Medi-Cal may cover. **This section only applies to Medicare Part D drug appeals.** We'll say "drug" in the rest of this section instead of saying "Medicare Part D drug" every time. For drugs covered only by Medi-Cal follow the process in **Section E.**

To be covered, the drug must be used for a medically accepted indication. That means the drug is approved by the Food and Drug Administration (FDA) or supported by certain medical references. Refer to **Chapter 5** of this *Member Handbook* for more information about a medically accepted indication.

G1. Medicare Part D coverage decisions and appeals

Here are examples of coverage decisions you ask us to make about your Medicare Part D drugs:

- You ask us to make an exception, including asking us to:
  - Cover a Medicare Part D drug that isn't on our plan's Drug List or
  - Set aside a restriction on our coverage for a drug (such as limits on the amount you can get)
- You ask us if a drug is covered for you (such as when your drug is on our plan's Drug List but we must approve it for you before we cover it)

NOTE: If your pharmacy tells you that your prescription can't be filled as written, the pharmacy gives you a written notice explaining how to contact us to ask for a coverage decision.

> An initial coverage decision about your Medicare Part D drugs is called a "**coverage determination**."

- You ask us to pay for a drug you already bought. This is asking for a coverage decision about payment.

If you disagree with a coverage decision we made, you can appeal our decision. This section tells you both how to ask for coverage decisions and how to make an appeal. Use the chart below to help you.

Which of these situations are you in?			
You need a drug that isn't on our Drug List or need us to set aside a rule or restriction on a drug we cover.	You want us to cover a drug on our Drug List, and you think you meet plan rules or restrictions (such as getting approval in advance) for the drug you need.	You want to ask us to pay you back for a drug you already got and paid for.	We told you that we won't cover or pay for a drug in the way that you want.
You can ask us to make an exception. (This is a type of coverage decision.)	**You can ask us for a coverage decision.**	**You can ask us to pay you back.** (This is a type of coverage decision.)	**You can make an appeal.** (This means you ask us to reconsider.)
Start with **Section G2**, then refer to **Sections G3 and G4.**	Refer to **Section G4.**	Refer to **Section G4.**	Refer to **Section G5.**

G2. Medicare Part D exceptions

If we don't cover a drug in the way you would like, you can ask us to make an "exception." If we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber needs to explain the medical reasons why you need the exception.

> Asking for coverage of a drug not on our Drug List or for removal of a restriction on a drug is sometimes called asking for a **"formulary exception."**

> Asking to pay a lower price for a covered non-preferred drug is sometimes called asking for a **tiering exception**.

Here are some examples of exceptions that you or your doctor or other prescriber can ask us to make:

1. **Covering a drug that isn't on our *Drug List***

- If we agree to make an exception and cover a drug that's not on our Drug List, you pay the copay that applies to all of our drugs in Tier 5.
- You can't get an exception to the required copay amount for the drug.

2. **Removing a restriction for a covered drug**

   - Extra rules or restrictions apply to certain drugs on our Drug List (refer to **Chapter 5** of this *Member Handbook* for more information).
   - Extra rules and restrictions for certain drugs include:
     - Being required to use the generic version of a drug instead of the brand name drug.
     - Getting our approval in advance before we agree to cover the drug for you. This is sometimes called "prior authorization (PA)."
     - Being required to try a different drug first before we agree to cover the drug you ask for. This is sometimes called "step therapy."
     - Quantity limits. For some drugs, there are restrictions on the amount of the drug you can have.
   - If we agree to an exception for you and set aside a restriction, you can ask for an exception to the copay amount you're required to pay.

3. **Changing coverage of a drug to a lower cost-sharing tier**. Every drug on our *Drug List* is in one of six cost-sharing tiers. In general, the lower the cost-sharing tier number, the less your required copay amount is.

   - Our *Drug List* often includes more than one drug for treating a specific condition. These are called "alternative" drugs.
   - If an alternative drug for your medical condition is in a lower cost-sharing tier than the drug you take, you can ask us to cover it at the cost-sharing amount for the alternative drug. This would lower your copay amount for the drug.
     - If the drug you take is a brand name drug, you can ask us to cover it at the cost-sharing amount for the lowest tier for brand name alternatives for your condition.
     - If the drug you take is a generic drug, you can ask us to cover it at the cost-sharing amount for the lowest tier for either brand or generic alternatives for your condition.
     - You can't ask us to change the cost-sharing tier for any drug in Tier 5: Specialty.
   - If we approve your tiering exception request and there's more than one lower cost-sharing tier with alternative drugs you can't take, you usually pay the lowest amount.

G3. Important things to know about asking for an exception

Your doctor or other prescriber must tell us the medical reasons.

Your doctor or other prescriber must give us a statement explaining the medical reasons for asking for an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Our *Drug List* often includes more than one drug for treating a specific condition. These are called "alternative" drugs. If an alternative drug is just as effective as the drug you ask for and wouldn't cause more side effects or other health problems, we generally **don't** approve your exception request. If you ask us for a tiering exception, we generally **don't** approve your exception request unless all alternative drugs in the lower cost-sharing tier(s) won't work as well for you or are likely to cause an adverse reaction or other harm.

We can say Yes or No to your request.

- If we say **Yes** to your exception request, the exception usually lasts until the end of the calendar year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say **No** to your exception request, you can make an appeal. Refer to **Section G5** for information on making an appeal if we say **No**.

The next section tells you how to ask for a coverage decision, including an exception.

G4. Asking for a coverage decision, including an exception

- Ask for the type of coverage decision you want by calling (800) 665-3086 (TTY: 711), writing, or faxing us. You, your representative, or your doctor (or other prescriber) can do this. Please include your name, contact information, and information about the claim.
- You or your doctor (or other prescriber) or someone else acting on your behalf can ask for a coverage decision. You can also have a lawyer act on your behalf.
- Refer to **Section E3** to find out how to name someone as your representative.
- You don't need to give written permission to your doctor or other prescriber to ask for a coverage decision on your behalf.
- If you want to ask us to pay you back for a drug, refer to **Chapter 7** of this *Member Handbook*.
- If you ask for an exception, give us a "supporting statement." The supporting statement includes your doctor or other prescriber's medical reasons for the exception request.
- Your doctor or other prescriber can fax or mail us the supporting statement. They can also tell us by phone and then fax or mail the statement.

If your health requires it, ask us for a "fast coverage decision."

We use the "standard deadlines" unless we agree to use the "fast deadlines."

- A **standard coverage decision** means we give you an answer within 72 hours after we get your doctor's statement.
- A **fast coverage decision** means we give you an answer within 24 hours after we get your doctor's statement.

A "fast coverage decision" is called an **"expedited coverage determination."**

You can get a fast coverage decision if:

- It's for a drug you didn't get. You can't get a fast coverage decision if you're asking us to pay you back for a drug you already bought.
- Your health or ability to function would be seriously harmed if we use the standard deadlines.

If your doctor or other prescriber tells us that your health requires a fast coverage decision, we'll review your request under the fast coverage decision timeline. We'll send you a letter with this information.

- If you ask for a fast coverage decision without support from your doctor or other prescriber, we'll decide if you get a fast coverage decision.
- If we decide that your medical condition doesn't meet the requirements for a fast coverage decision, we'll use the standard deadlines instead.
    - We send you a letter that tells you we'll use the standard deadline. The letter also tells you how to make an appeal about our decision.
    - You can file a fast complaint and get a response within 24 hours. For more information making complaints, including fast complaints, refer to **Section K**.

Deadlines for a fast coverage decision

- If we use the fast deadlines, we must give you our answer within 24 hours after we get your request. If you ask for an exception, we give you our answer within 24 hours after we get your doctor's supporting statement. We give you our answer sooner if your health requires it.
- If we don't meet this deadline, we send your request to Level 2 of the appeals process for review by an IRO. Refer to **Section G6** for more information about a Level 2 Appeal.
- If we say **Yes** to part or all of your request, we give you the coverage within 24 hours after we get your request or your doctor's supporting statement.
- If we say **No** to part or all of your request, we send you a letter with the reasons. The letter also tells you how you can make an appeal.

Deadlines for a standard coverage decision about a drug you didn't get

- If we use the standard deadlines, we must give you our answer within 72 hours after we get your request. If you ask for an exception, we give you our answer within 72 hours after we get your doctor's supporting statement. We give you our answer sooner if your health requires it.
- If we don't meet this deadline, we send your request to Level 2 of the appeals process for review by an IRO.

- If we say **Yes** to part or all of your request, we give you the coverage within 72 hours after we get your request or your doctor's supporting statement for an exception.
- If we say **No** to part or all of your request, we send you a letter with the reasons. The letter also tells you how to make an appeal.

Deadlines for a standard coverage decision about a drug you already bought

- We must give you our answer within 14 calendar days after we get your request.
- If we don't meet this deadline, we send your request to Level 2 of the appeals process for review by an IRO.
- If we say **Yes** to part or all of your request, we pay you back within 14 calendar days.
- If we say **No** to part or all of your request, we send you a letter with the reasons. The letter also tells you how to make an appeal.

G5. Making a Level 1 Appeal

> An appeal to our plan about a Medicare Part D drug coverage decision is called a plan **"redetermination".**

- Start your **standard or fast appeal** by calling (800) 665-3086 (TTY: 711), writing, or faxing us. You, your representative, or your doctor (or other prescriber) can do this. Please include your name, contact information, and information regarding your appeal.
- You must ask for an appeal **within 65 calendar days** from the date on the letter we sent to tell you our decision.
- If you miss the deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good reasons are things like you had a serious illness, or we gave you the wrong information about the deadline. Explain the reason why your appeal is late when you make your appeal.
- You have the right to ask us for a free copy of the information about your appeal. You and your doctor may also give us more information to support your appeal.

If your health requires it, ask for a fast appeal.

> A fast appeal is also called an **"expedited redetermination."**

- If you appeal a decision we made about a drug you didn't get, you and your doctor or other prescriber decide if you need a fast appeal.
- Requirements for a fast appeal are the same as those for a fast coverage decision. Refer to **Section G4** for more information.

We consider your appeal and give you our answer.

- We review your appeal and take another careful look at all of the information about your coverage request.
- We check if we followed the rules when we said **No** to your request.
- We may contact you or your doctor or other prescriber to get more information.

Deadlines for a fast appeal at Level 1

- If we use the fast deadlines, we must give you our answer **within 72 hours** after we get your appeal.
    - We give you our answer sooner if your health requires it.
    - If we don't give you an answer within 72 hours, we must send your request to Level 2 of the appeals process. Then an IRO reviews it. Refer to **Section G6** for information about the review organization and the Level 2 appeals process.
- If we say **Yes** to part or all of your request, we must provide the coverage we agreed to provide within 72 hours after we get your appeal.
- If we say **No** to part or all of your request, we send you a letter that explains the reasons and tells you how you can make an appeal.

Deadlines for a standard appeal at Level 1

- If we use the standard deadlines, we must give you our answer **within seven calendar days** after we get your appeal for a drug you didn't get.
- We give you our decision sooner if you didn't get the drug and your health condition requires it. If you believe your health requires it, ask for a fast appeal.
    - If we don't give you a decision within seven calendar days, we must send your request to Level 2 of the appeals process. Then an IRO reviews it. Refer to **Section G6** for information about the review organization and the Level 2 appeals process.

If we say **Yes** to part or all of your request:

- We must **provide the coverage** we agreed to provide as quickly as your health requires, but **no later than seven calendar days** after we get your appeal.
- We must **send payment to you** for a drug you bought **within 30 calendar days** after we get your appeal.

If we say **No** to part or all of your request:

- We send you a letter that explains the reasons and tells you how you can make an appeal.
- We must give you our answer about paying you back for a drug you bought **within 14 calendar days** after we get your appeal.

  - If we don't give you a decision within 14 calendar days, we must send your request to Level 2 of the appeals process. Then an IRO reviews it. Refer to **Section G6** for information about the review organization and the Level 2 appeals process.

- If we say **Yes** to part or all of your request, we must pay you within 30 calendar days after we get your request.
- If we say **No** to part or all of your request, we send you a letter that explains the reasons and tells you how you can make an appeal.

G6. Making a Level 2 Appeal

If we say **No** to your Level 1 Appeal, you can accept our decision or make another appeal. If you decide to make another appeal, you use the Level 2 Appeal appeals process. The **IRO** reviews our decision when we said **No** to your first appeal. This organization decides if we should change our decision.

> The formal name for the "Independent Review Organization" (IRO) is the **"Independent Review Entity",** sometimes called the **"IRE".**

To make a Level 2 Appeal, you, your representative, or your doctor or other prescriber must contact the IRO **in writing** and ask for a review of your case.

- If we say **No** to your Level 1 Appeal, the letter we send you includes **instructions about how to make a Level 2 Appeal** with the IRO. The instructions tell who can make the Level 2 Appeal, what deadlines you must follow, and how to reach the organization.
- When you make an appeal to the IRO, we send the information we have about your appeal to the organization. This information is called your "case file". **You have the right to a free copy of your case file.** If you need help requesting a free copy of your case file, call (855) 665-4627 (TTY: 711).
- You have a right to give the IRO additional information to support your appeal.

The IRO reviews your Medicare Part D Level 2 Appeal and gives you an answer in writing. Refer to **Section F4** for more information about the IRO.

Deadlines for a fast appeal at Level 2

If your health requires it, ask the IRO for a fast appeal.

- If they agree to a fast appeal, they must give you an answer **within 72 hours** after getting your appeal request.
- If they say **Yes** to part or all of your request, we must provide the approved drug coverage **within 24 hours** after getting the IRO's decision.

Deadlines for a standard appeal at Level 2

If you have a standard appeal at Level 2, the IRO must give you an answer:

- **within seven calendar days** after they get your appeal for a drug you didn't get.
- **within 14 calendar days** after getting your appeal for repayment for a drug you bought.

If the IRO says **Yes** to part or all of your request:

- We must provide the approved drug coverage **within 72 hours** after we get the IRO's decision.
- We must pay you back for a drug you bought within 30 calendar days after we get the IRO's decision.
- If the IRO says **No** to your appeal, it means they agree with our decision not to approve your request. This is called "upholding the decision" or "turning down your appeal".

If the IRO says **No** to your Level 2 Appeal, you have the right to a Level 3 Appeal if the dollar value of the drug coverage you ask for meets a minimum dollar value. If the dollar value of the drug coverage you ask for is less than the required minimum, you can't make another appeal. In that case, the Level 2 Appeal decision is final. The IRO sends you a letter that tells you the minimum dollar value needed to continue with a Level 3 Appeal.

If the dollar value of your request meets the requirement, you choose if you want to take your appeal further.

- There are three additional levels in the appeals process after Level 2.
- If the IRO says **No** to your Level 2 Appeal and you meet the requirement to continue the appeals process, you:
    - Decide if you want to make a Level 3 Appeal.
    - Refer to the letter the IRO sent you after your Level 2 Appeal for details about how to make a Level 3 Appeal.

An ALJ or attorney adjudicator handles Level 3 Appeals. Refer to **Section J** for information about Level 3, 4, and 5 Appeals.

H. Asking us to cover a longer hospital stay

When you're admitted to a hospital, you have the right to get all hospital services that we cover that are necessary to diagnose and treat your illness or injury. For more information about our plan's hospital coverage, refer to **Chapter 4** of this *Member Handbook*.

During your covered hospital stay, your doctor and the hospital staff work with you to prepare for the day when you leave the hospital. They also help arrange for care you may need after you leave.

- The day you leave the hospital is called your "discharge date."
- Your doctor or the hospital staff will tell you what your discharge date is.

If you think you're being asked to leave the hospital too soon or you're concerned about your care after you leave the hospital, you can ask for a longer hospital stay. This section tells you how to ask.

Notwithstanding the appeals discussed in this **Section H**, you may also file a complaint with and ask the DMHC for an Independent Medical Review to continue your hospital stay. Please refer to **Section F4** to learn how to file a complaint with and ask the DMHC for an Independent Medical Review. You can ask for an Independent Medical Review in addition to or instead of a Level 3 Appeal.

H1. Learning about your Medicare rights

Within two days after you're admitted to the hospital, someone at the hospital, such as a nurse or caseworker, will give you a written notice called "An Important Message from Medicare about Your Rights." Everyone with Medicare gets a copy of this notice whenever they're admitted to a hospital.

If you don't get the notice, ask any hospital employee for it. If you need help, call Member Services at the numbers at the bottom of the page. You can also call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

- **Read the notice** carefully and ask questions if you don't understand. The notice tells you about your rights as a hospital patient, including your rights to:
  - Get Medicare-covered services during and after your hospital stay. You have the right to know what these services are, who will pay for them, and where you can get them.
  - Be a part of any decisions about the length of your hospital stay.
  - Know where to report any concerns you have about the quality of your hospital care.
  - Appeal if you think you're being discharged from the hospital too soon.
- **Sign the notice** to show that you got it and understand your rights.
  - You or someone acting on your behalf can sign the notice.
  - Signing the notice **only** shows that you got the information about your rights. Signing **doesn't** mean you agree to a discharge date your doctor or the hospital staff may have told you.
- **Keep your copy** of the signed notice so you have the information if you need it.

If you sign the notice more than two days before the day you leave the hospital, you'll get another copy before you're discharged.

You can look at a copy of the notice in advance if you:

- Call Member Services at the numbers at the bottom of the page
- Call Medicare at 1-800 MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.
- Visit www.cms.gov/medicare/forms-notices/beneficiary-notices-initiative/ffs-ma-im.

H2. Making a Level 1 Appeal

To ask for us to cover your inpatient hospital services for a longer time, make an appeal. The Quality Improvement Organization (QIO) reviews the Level 1 Appeal to find out if your planned discharge date is medically appropriate for you.

The QIO is a group of doctors and other health care professionals paid by the federal government. These experts check and help improve the quality for people with Medicare. They aren't part of our plan.

In California, the QIO is Commence Health. Call them at (877) 588-1123. Contact information is also in the notice, "An Important Message from Medicare about Your Rights," and in **Chapter 2**.

Call the QIO before you leave the hospital and no later than your planned discharge date.

- **If you call before you leave,** you can stay in the hospital after your planned discharge date without paying for it while you wait for the QIO's decision about your appeal.
- **If you don't call to appeal,** and you decide to stay in the hospital after your planned discharge date, you may pay all costs for hospital care you get after your planned discharge date.
- Because hospital stays are covered by both Medicare and Medi-Cal, if the Quality Improvement Organization won't hear your request to continue your hospital stay, or you believe that your situation is urgent, involves an immediate and serious threat to your health, or you're in severe pain, you may also file a complaint with or ask the California Department of Managed Health Care (DMHC) for an Independent Medical Review. Please refer to **Section F4** to learn how to file a complaint and ask the DMHC for an Independent Medical Review.

Ask for help if you need it. If you have questions or need help at any time:

- Call Member Services at the numbers at the bottom of the page.
- Call the Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222.

Ask for a fast review. Act quickly and contact the QIO to ask for a fast review of your hospital discharge.

> The legal term for **"fast review"** is "**immediate review**" or **"expedited review."**

What happens during fast review

- Reviewers at the QIO ask you or your representative why you think coverage should continue after the planned discharge date. You aren't required to write a statement, but you may.
- Reviewers look at your medical information, talk with your doctor, and review information that the hospital and our plan gave them.
- By noon of the day after reviewers tell our plan about your appeal, you get a letter with your planned discharge date. The letter also gives reasons why your doctor, the hospital, and we think that's the right discharge date that's medically appropriate for you.

The legal term for this written explanation is the "**Detailed Notice of Discharge**." You can get a sample by calling Member Services at the numbers at the bottom of the page or 1-800-MEDICARE (1-800-633-4227). (TTY users should call 1-877-486-2048.) You can also refer to a sample notice online at www.cms.gov/medicare/forms-notices/beneficiary-notices-initiative/ffs-ma-im.

Within one full day after getting all of the information it needs, the QIO give you their answer to your appeal.

If the QIO says **Yes** to your appeal:

- We'll provide your covered inpatient hospital services for as long as the services are medically necessary.

If the QIO says **No** to your appeal:

- They believe your planned discharge date is medically appropriate.
- Our coverage for your inpatient hospital services will end at noon on the day after the QIO gives you their answer to your appeal.
- You may have to pay the full cost of hospital care you get after noon on the day after the QIO gives you their answer to your appeal.
- You can make a Level 2 Appeal if the QIO turns down your Level 1 Appeal **and** you stay in the hospital after your planned discharge date.

H3. Making a Level 2 Appeal

For a Level 2 Appeal, you ask the QIO to take another look at the decision they made on your Level 1 Appeal. Call them at (877) 588-1123.

You must ask for this review **within 60 calendar days** after the day the QIO said **No** to your Level 1 Appeal. You can ask for this review only if you stay in the hospital after the date that your coverage for the care ended.

QIO reviewers will:

- Take another careful look at all of the information related to your appeal.
- Tell you their decision about your Level 2 Appeal within 14 calendar days of receipt of your request for a second review.

If the QIO says **Yes** to your appeal:

- We must pay you back for our share of hospital care costs since noon on the day after the date the QIO turned down your Level 1 Appeal.
- We'll provide your covered inpatient hospital services for as long as the services are medically necessary.

If the QIO says **No** to your appeal:

- They agree with their decision about your Level 1 Appeal and won't change it.
- They give you a letter that tells you what you can do if you want to continue the appeals process and make a Level 3 Appeal.
- You may also file a complaint with or ask the DMHC for an Independent Medical Review to continue your hospital stay. Please refer to **Section E4** to learn how to file a complaint with and ask the DMHC for an Independent Medical Review.

An ALJ or attorney adjudicator handles Level 3 Appeals. Refer to **Section J** for information about Level 3, 4, and 5 Appeals.

I. Asking us to continue covering certain medical services

This section is only about three types of services you may be getting:

- home health care services
- skilled nursing care in a skilled nursing facility, **and**
- rehabilitation care as an outpatient at a Medicare-approved CORF. This usually means you're getting treatment for an illness or accident or you're recovering from a major operation.

With any of these three types of services, you have the right to get covered services for as long as the doctor says you need them.

When we decide to stop covering any of these, we must tell you **before** your services end. When your coverage for that service ends, we stop paying for it.

If you think we're ending the coverage of your care too soon, **you can appeal our decision**. This section tells you how to ask for an appeal.

I1. Advance notice before your coverage ends

We send you a written notice that you'll get at least two days before we stop paying for your care. This is called the "Notice of Medicare Non-Coverage." The notice tells you the date when we'll stop covering your care and how to appeal our decision.

You or your representative should sign the notice to show that you got it. Signing the notice **only** shows that you got the information. Signing **doesn't** mean you agree with our decision.

I2. Making a Level 1 Appeal

If you think we're ending coverage of your care too soon, you can appeal our decision. This section tells you about the Level 1 Appeal process and what to do.

- **Meet the deadlines.** The deadlines are important. Understand and follow the deadlines that apply to things you must do. Our plan must follow deadlines too. If you think we're not meeting our deadlines, you can file a complaint. Refer to **Section K** for more information about complaints.
- **Ask for help if you need it**. If you have questions or need help at any time:

  - Call Member Services at the numbers at the bottom of the page.
  - Call the HICAP at 1-800-434-0222.

- **Contact the QIO.**
  - Refer to **Section H2** or refer to **Chapter 2** of this *Member Handbook* for more information about the QIO and how to contact them.
  - Ask them to review your appeal and decide whether to change our plan's decision.

- **Act quickly and ask for a "fast-track appeal".** Ask the QIO if it's medically appropriate for us to end coverage of your medical services.

Your deadline for contacting this organization

- You must contact the QIO to start your appeal by noon of the day before the effective date on the "Notice of Medicare Non-Coverage" we sent you.
- If the Quality Improvement Organization won't hear your request to continue coverage of your health care services or you believe that your situation is urgent or involves an immediate and serious threat to your health or if you're in severe pain, you may file a complaint with and ask the California Department of Managed Health Care (DMHC) for an Independent Medical Review. Please refer to **Section F4** to learn how to file a complaint with and ask the DMHC for an Independent Medical Review.

> The legal term for the written notice is "**Notice of Medicare Non-Coverage"**. To get a sample copy, call Member Services at the numbers at the bottom of the page or call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. Or get a copy online at www.cms.gov/Medicare/Medicare-General-Information/BNI/FFS-Expedited-Determination-Notices.

What happens during a fast-track appeal

- Reviewers at the QIO ask you or your representative why you think coverage should continue. You aren't required to write a statement, but you may.
- Reviewers look at your medical information, talk with your doctor, and review information that our plan gave them.
- Our plan also sends you a written notice that explains our reasons for ending coverage of your services. You get the notice by the end of the day the reviewers inform us of your appeal.

> The legal term for the notice explanation is "**Detailed Explanation of Non-Coverage".**

- Reviewers provide their decision within one full day after getting all the information they need.

If the QIO says **Yes** to your appeal:

- We'll provide your covered services for as long as they're medically necessary.

If the QIO says **No** to your appeal:

- Your coverage ends on the date we told you.
- We stop paying the costs of this care on the date in the notice.
- You pay the full cost of this care yourself if you decide to continue the home health care, skilled nursing facility care, or CORF services after the date your coverage ends
- You decide if you want to continue these services and make a Level 2 Appeal.

I3. Making a Level 2 Appeal

For a Level 2 Appeal, you ask the QIO to take another look at the decision they made on your Level 1 Appeal. Call them at (877) 588-1123.

You must ask for this review **within 60 calendar days** after the day the QIO said **No** to your Level 1 Appeal. You can ask for this review **only** if you continue care after the date that your coverage for the care ended.

QIO reviewers will:

- Take another careful look at all of the information related to your appeal.
- Tell you their decision about your Level 2 Appeal within 14 calendar days of receipt of your request for a second review.

If the QIO says **Yes** to your appeal:

- We pay you back for our share of the costs of care you got since the date when we said your coverage would end.
- We'll provide coverage for the care for as long as it's medically necessary.

If the QIO says **No** to your appeal:

- They agree with our decision to end your care and won't change it.
- They give you a letter that tells you what you can do if you want to continue the appeals process and make a Level 3 Appeal.
- You may file a complaint with and ask the DMHC for an Independent Medical Review to continue coverage of your health care services. Please refer to **Section F4** to learn how to ask the DMHC for an Independent Medical Review. You can file a complaint with and ask the DMHC for an Independent Medical Review in addition to or instead of a Level 3 Appeal.

An ALJ or attorney adjudicator handles Level 3 Appeals. Refer to **Section J** for information about Level 3, 4, and 5 Appeals.

J. Taking your appeal beyond Level 2

J1. Next steps for Medicare services and items

If you made a Level 1 Appeal and a Level 2 Appeal for Medicare services or items, and both of your appeals were turned down, you may have the right to additional levels of appeal.

If the dollar value of the Medicare service or item you appealed doesn't meet a certain minimum dollar amount, you can't appeal any further. If the dollar value is high enough, you can continue the appeals process. The letter you get from the IRO for your Level 2 Appeal explains who to contact and what to do to ask for a Level 3 Appeal.

Level 3 Appeal

Level 3 of the appeals process is an ALJ hearing. The person who makes the decision is an ALJ or an attorney adjudicator who works for the federal government.

If the ALJ or attorney adjudicator says **Yes** to your appeal, we have the right to appeal a Level 3 decision that's favorable to you.

- If we decide **to appeal** the decision, we send you a copy of the Level 4 Appeal request with any accompanying documents. We may wait for the Level 4 Appeal decision before authorizing or providing the service in dispute.
- If we decide **not to appeal** the decision, we must authorize or provide you with the service within 60 calendar days after getting the ALJ or attorney adjudicator’s decision.
    - If the ALJ or attorney adjudicator says **No** to your appeal, the appeals process may not be over.
- If you decide **to accept** this decision that turns down your appeal, the appeals process is over.
- If you decide **not to accept** this decision that turns down your appeal, you can continue to the next level of the review process. The notice you get will tell you what to do for a Level 4 Appeal.

Level 4 Appeal

The Medicare Appeals Council (Council) reviews your appeal and gives you an answer. The Council is part of the federal government.

If the Council says **Yes** to your Level 4 Appeal or denies our request to review a Level 3 Appeal decision favorable to you, we have the right to appeal to Level 5.

- If we decide **to appeal** the decision, we'll tell you in writing.
- If we decide **not to appeal** the decision, we must authorize or provide you with the service within 60 calendar days after getting the Council’s decision.

If the Council says **No** or denies our review request, the appeals process may not be over.

- If you decide **to accept** this decision that turns down your appeal, the appeals process is over.

- If you decide **not to accept** this decision that turns down your appeal, you may be able to continue to the next level of the review process. The notice you get will tell you if you can go on to a Level 5 Appeal and what to do.

Level 5 Appeal

- A Federal District Court judge will review your appeal and all of the information and decide **Yes** or **No**. This is the final decision. There are no other appeal levels beyond the Federal District Court.

J2. Additional Medi-Cal appeals

You also have other appeal rights if your appeal is about services or items that Medi-Cal usually covers. The letter you get from the State Hearings Division will tell you what to do if you want to continue the appeals process.

J3. Appeal Levels 3, 4 and 5 for Medicare Part D Drug Requests

This section may be right for you if you made a Level 1 Appeal and a Level 2 Appeal, and both of your appeals were turned down.

If the value of the drug you appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. The written response you get to your Level 2 Appeal explains who to contact and what to do to ask for a Level 3 Appeal.

Level 3 Appeal
Level 3 of the appeals process is an ALJ hearing. The person who makes the decision is an ALJ or an attorney adjudicator who works for the federal government.

If the ALJ or attorney adjudicator says **Yes** to your appeal:

- The appeals process is over.
- We must authorize or provide the approved drug coverage within 72 hours (or 24 hours for an expedited appeal) or make payment no later than 30 calendar days after we get the decision.

If the ALJ or attorney adjudicator says **No** to your appeal, the appeals process may not be over.

- If you decide **to accept** this decision that turns down your appeal, the appeals process is over.
- If you decide **not to accept** this decision that turns down your appeal, you can continue to the next level of the review process. The notice you get will tell you what to do for a Level 4 Appeal.

Level 4 Appeal

The Council reviews your appeal and gives you an answer. The Council is part of the federal government.

If the Council says **Yes** to your appeal:

- The appeals process is over.

- We must authorize or provide the approved drug coverage within 72 hours (or 24 hours for an expedited appeal) or make payment no later than 30 calendar days after we get the decision.

If the Council says **No** to your appeal or if the Council denies the review request, the appeals process may not be over.

- If you decide to **accept** the decision that turns down your appeal, the appeals process is over.
- If you decide **not to accept** this decision that turns down your appeal, you may be able to continue to the next level of the review process. The notice you get will tell you if you can go on to a Level 5 Appeal and what to do.

Level 5 Appeal

- A Federal District Court judge will review your appeal and all of the information and decide **Yes** or **No**. This is the final decision. There are no other appeal levels beyond the Federal District Court.

K. How to make a complaint

K1. What kinds of problems should be complaints

The complaint process is used for certain types of problems only, such as problems about quality of care, waiting times, coordination of care, and customer service. Here are examples of the kinds of problems handled by the complaint process.

Complaint	Example
Quality of your medical care	• You're unhappy with the quality of care, such as the care you got in the hospital.
Respecting your privacy	• You think that someone didn't respect your right to privacy or shared confidential information about you.
Disrespect, poor customer service, or other negative behaviors	• A health care provider or staff was rude or disrespectful to you. • Our staff treated you poorly. • You think you're being pushed out of our plan.
Accessibility and language assistance	• You can't physically access the health care services and facilities in a doctor or provider's office. • Your doctor or provider doesn't provide an interpreter for the non-English language you speak (such as American Sign Language or Spanish). • Your provider doesn't give you other reasonable accommodations you need and ask for.
Waiting times	• You have trouble getting an appointment or wait too long to get it. • Doctors, pharmacists, or other health professionals, Member Services, or other plan staff keep you waiting too long.

Complaint	Example
Cleanliness	• You think the clinic, hospital or doctor's office isn't clean.
Information you get from us	• You think we failed to give you a notice or letter that you should have received. • You think written information we sent you is too difficult to understand.
Timeliness related to coverage decisions or appeals	• You think we don't meet our deadlines for making a coverage decision or answering your appeal. • You think that, after getting a coverage or appeal decision in your favor, we don't meet the deadlines for approving or giving you the service or paying you back for certain medical services. • You don't think we sent your case to the IRO on time.

There are different kinds of complaints. You can make an internal complaint and/or an external complaint. An internal complaint is filed with and reviewed by our plan. An external complaint is filed with and reviewed by an organization not affiliated with our plan. If you need help making an internal and/or external complaint, you can call Member Services at (855) 665-4627 (TTY: 711).

> **The legal term** for a "complaint" is a "**grievance**."
>
> **The legal term** for "making a complaint" is "**filing a grievance**."

K2. Internal complaints

To make an internal complaint, call Member Services at (855) 665-4627 (TTY: 711). You can make the complaint at any time unless it's about a Medicare Part D drug. If the complaint is about a Medicare Part D drug, you must make it **within 60 calendar** days after you had the problem you want to complain about.

- If there's anything else you need to do, Member Services will tell you.
- You can also write your complaint and send it to us. If you put your complaint in writing, we'll respond to your complaint in writing.
- Grievances may only be resolved orally in cases that do not involve a coverage dispute, disputed health care service involving medical necessity or experimental/investigational treatment, and which are resolved by close of business the next day. All other grievances, oral or in writing, must be acknowledged and responded to in writing. You can call us at (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time; or write to us at:

Molina Medicare Complete Care Plus Appeals and Grievances, PO Box 22816, Long Beach, CA 90801, Fax: (562) 499-0610.

> **The legal term** for "fast complaint" is "**expedited grievance**."

If possible, we answer you right away. If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we'll do that.

- We answer most complaints within 30 calendar days. If we don't make a decision within 30 calendar days because we need more information, we notify you in writing. We also provide a status update and estimated time for you to get the answer.
- If you make a complaint because we denied your request for a "fast coverage decision" or a "fast appeal," we automatically give you a "fast complaint" and respond to your complaint within 24 hours.
- If you make a complaint because we took extra time to make a coverage decision or appeal, we automatically give you a "fast complaint" and respond to your complaint within 24 hours.

If we don't agree with some or all of your complaint, we'll tell you and give you our reasons. We respond whether we agree with the complaint or not.

K3. External complaints

Medicare

You can tell Medicare about your complaint or send it to Medicare. The Medicare Complaint Form is available at: www.medicare.gov/my/medicare-complaint. You don't need to file a complaint with Molina Medicare Complete Care Plus (HMO D-SNP) before filing a complaint with Medicare.

Medicare takes your complaints seriously and uses this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the health plan isn't addressing your problem, you can also call 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. The call is free.

Medi-Cal

You can file a complaint with the California Department of Health Care Services (DHCS) Medi-Cal Managed Care Ombudsman by calling 1-888-452-8609. TTY users can call 711. Call Monday through Friday between 8 a.m. and 5 p.m.

You can file a complaint with the California Department of Managed Health Care (DMHC). The DMHC is responsible for regulating health plans. You can call the DMHC Help Center for help with complaints about Medi-Cal services. For non-urgent matters, you may file a complaint with the DMHC if you disagree with the decision in your Level 1 appeal or if the plan hasn't resolved your complaint after 30 calendar days. However,

you may contact the DMHC without filing a Level 1 appeal if you need help with a complaint involving an urgent issue or one that involves an immediate and serious threat to your health, if you're in severe pain, if you disagree with our plan's decision about your complaint, or if our plan hasn't resolved your complaint after 30 calendar days.

Here are two ways to get help from the Help Center:

- Call 1-888-466-2219. Individuals who are deaf, hard of hearing, or speech-impaired can use the toll-free TTY number, 1-877-688-9891. The call is free.
- Visit the Department of Managed Health Care's website (www.dmhc.ca.gov).

Office for Civil Rights (OCR)

You can make a complaint to the Department of Health and Human Services (HHS) OCR if you think you haven't been treated fairly. For example, you can make a complaint about disability access or language assistance. The phone number for the OCR is 1-800-368-1019. TTY users should call 1-800-537-7697. You can visit www.hhs.gov/ocr for more information.

You may also contact the local OCR office at:

U.S. Department of Health and Human Services

90 7th Street, Suite 4-100

San Francisco, CA 94103

Customer Response Center: (800) 368-1019

Fax: (202) 619-3818

TDD: (800) 537-7697

Email: OCRComplaint@hhs.gov

You may also have rights under the Americans with Disability Act (ADA). You can contact the local OCR office at (800) 368-1019, TDD: (800) 537-7697.

QIO

When your complaint is about quality of care, you have two choices:

- You can make your complaint about the quality of care directly to the QIO.
- You can make your complaint to the QIO and to our plan. If you make a complaint to the QIO, we work with them to resolve your complaint.

The QIO is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. To learn more about the QIO, refer to **Section H2** or refer to **Chapter 2** of this *Member Handbook*.

In California, the QIO is called Commence Health (California's Quality Improvement Organization). The phone number for Commence Health is (877) 588-1123.

Chapter 10: Ending your membership in our plan

Introduction

This chapter explains how you can end your membership with our plan and your health coverage options after you leave our plan. If you leave our plan, you'll still be in the Medicare and Medi-Cal programs as long as you're eligible. Key terms and their definitions appear in alphabetical order in the last chapter of this *Member Handbook*.

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A. When you can end your membership in our plan

Most people with Medicare can end their membership during certain times of the year. Since you have Medi-Cal, you have some choices to end your membership with our plan including any month of the year.

In addition, you may end your membership in our plan during the following periods each year:

- The **Open Enrollment Period,** which lasts from October 15 to December 7. If you choose a new plan during this period, your membership in our plan ends on December 31 and your membership in the new plan starts on January 1.
- The **Medicare Advantage (MA) Open Enrollment Period,** which lasts from January 1 to March 31 and also for new Medicare beneficiaries who are enrolled in a plan, from the month of entitlement to Part A and Part B until the last day of the 3rd month of entitlement. If you choose a new plan during this period, your membership in the new plan starts the first day of the next month.

There may be other situations when you're eligible to make a change to your enrollment. For example, when:

- you move out of our service area,
- your eligibility for Medi-Cal or Extra Help changed, **or**
- if you recently moved into, currently are getting care in, or just moved out of a nursing facility or a long-term care hospital.

Your Medicare membership ends on the last day of the month that we get your request to leave our plan. For example, if we get your request on January 18, your coverage with our plan ends on January 31. If you enroll in another plan, your new coverage begins the first day of the next month (February 1, in this example).

If you leave our plan, you can get information about your:

- Medicare options in the table in **Section C1**
- Medi-Cal options and services in **Section C2**

You can get more information about how you can end your membership by calling:

- Member Services at the number at the bottom of this page. The number for TTY users is listed too.
- Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.
- California Health Insurance Counseling and Advocacy Program (HICAP), at 1-800-434-0222, Monday through Friday from 8:00 a.m. to 5:00 p.m. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP. Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 a.m. to 6:00 p.m. TTY users should call 1-800-430-7077.
- Medi-Cal Managed Care Ombudsman at 1-888-452-8609, Monday through Friday from 8 a.m. to 5 p.m. or e-mail MMCDOmbudsmanOffice@dhcs.ca.gov.

NOTE: If you're in a drug management program (DMP), you may not be able to change plans. Refer to **Chapter 5** of this *Member Handbook* for information about drug management programs.

B. How to end membership in our plan

If you decide to end your membership you can do so by enrolling in another Medicare plan or switch to Original Medicare. However, if you want to switch from our plan to Original Medicare but you haven't selected a separate Medicare drug plan, you must ask to be disenrolled from our plan. There are two ways you can ask to be disenrolled:

- You can make a request in writing to us. Contact Member Services at the number at the bottom of this page if you need more information on how to do this.
- Call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users (people who have difficulty with hearing or speaking) should call 1-877-486-2048. When you call 1-800-MEDICARE, you can also enroll in another Medicare health or drug plan. More information on getting your Medicare services when you leave our plan is in the chart on page 1.
- Call Health Care Options at 1-844-580-7272, Monday through Friday from 8 a.m. to 6 p.m. TTY users should call 1-800-430-7077.
- **Section C** below includes steps that you can take to enroll in a different plan, which will also end your membership in our plan.

C. How to get Medicare and Medi-Cal services separately

You have choices about getting your Medicare and Medi-Cal services if you choose to leave our plan.

C1. Your Medicare services

You have three options for getting your Medicare services listed below any month of the year. You have an additional option listed below during certain times of the year including the **Open Enrollment Period** and the **Medicare Advantage Open Enrollment Period** or other situations described in **Section A**. By choosing one of these options, you automatically end your membership in our plan.

1. You can change to:	**Here is what to do:**
A Medicare Medi-Cal Plan (Medi-Medi Plan) is a type of Medicare Advantage plan. It's for people who have both Medicare and Medi-Cal, and combines Medicare and Medi-Cal benefits into one plan. Medi-Medi Plans coordinate all benefits and services across both programs, including all Medicare and Medi-Cal covered services or a Program of All-inclusive Care for the Elderly (PACE) plan, if you qualify.	Call Medicare at 1-800-MEDICARE (1-800- 633-4227). TTY users should call 1-877-486-2048. For Program of All-Inclusive Care for the Elderly (PACE) inquiries, call 1-855-921- PACE (7223). If you need help or more information: • Call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8 a.m. to 5 p.m. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP/.

Note: The term Medi-Medi Plan is the name for integrated dual eligible special needs plans (D-SNPs) in California.	**OR** Enroll in a new Medi-Medi Plan. You'll automatically be disenrolled from our Medicare plan when your new plan's coverage begins. Your Medi-Cal plan will change to match your Medi-Medi Plan.
2. You can change to: **Original Medicare with a separate Medicare drug plan, and a Medi-Cal Plan.**	**Here is what to do:** Call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. If you need help or more information: • Call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8 a.m. to 5 p.m. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP/. **OR** Enroll in a new Medicare drug plan. You'll automatically be disenrolled from our plan when your Original Medicare coverage begins. You'll remain enrolled in your Medi-Cal Plan unless you choose a different plan.
3. You can change to: **Original Medicare without a separate Medicare drug plan if you have a valid disenrollment reason** **NOTE**: If you switch to Original Medicare and don't enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you tell Medicare you don't want to join. You should only drop drug coverage if you have drug coverage from another	**Here is what to do:** Call Medicare at 1-800-MEDICARE (1-800- 633-4227). TTY users should call 1-877-486-2048. If you need help or more information: • Call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8 a.m. to 5 p.m. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP/. You'll automatically be disenrolled from our plan when your Original Medicare coverage begins.

source, such as an employer or union. If you have questions about whether you need drug coverage, call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434- 0222, Monday through Friday from 8 a.m. to 5 p.m. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP/.	You'll remain enrolled in your Medi-Cal Plan unless you choose a different plan.
4. You can change to: **Any Medicare health plan** during certain times of the year including the **Open Enrollment Period** and the **Medicare Advantage Open Enrollment Period** or other situations described in Section A.	**Here is what to do:** Call Medicare at 1-800-MEDICARE (1-800- 633-4227). TTY users should call 1-877-486-2048. For Program of All-Inclusive Care for the Elderly (PACE) inquiries, call 1-855-921- PACE (7223). If you need help or more information: • Call the California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, Monday through Friday from 8 a.m. to 5 p.m. For more information or to find a local HICAP office in your area, please visit www.aging.ca.gov/HICAP/. **OR** Enroll in a new Medicare plan. You'll automatically be disenrolled from our Medicare plan when your new plan's coverage begins. Your Medi-Cal Plan may change.

C2. Your Medi-Cal services

For questions about how to get your Medi-Cal services after you leave our plan, contact Health Care Options at 1-844-580-7272, Monday through Friday from 8 a.m. to 6 p.m. TTY users should call 1-800-430-7077. Or visit www.healthcareoptions.dhcs.ca.gov/en. Ask how joining another plan or returning to Original Medicare affects how you get your Medi-Cal coverage.

D. Your medical items, services and drugs until your membership in our plan ends

If you leave our plan, it may take time before your membership ends and your new Medicare and Medi-Cal coverage begins. During this time, you keep getting your drugs and health care through our plan until your new plan begins.

- Use our network providers to receive medical care.
- Use our network pharmacies including through our mail-order pharmacy services to get your prescriptions filled.
- If you're hospitalized on the day that your membership in Molina Medicare Complete Care Plus ends, our plan will cover your hospital stay until you're discharged. This will happen even if your new health coverage begins before you're discharged.

E. Other situations when your membership in our plan ends

These are cases when we must end your membership in our plan:

- If there's a break in your Medicare Part A and Medicare Part B coverage.
- If you no longer qualify for Medi-Cal. Our plan is for people who qualify for both Medicare and Medi-Cal. Note: if you no longer qualify for Medi-Cal you can temporarily continue in our plan with Medicare benefits, please see information below on deeming period.
    - If you do not regain Medi-Cal coverage and do not expect to regain coverage within 3 months, you will be disenrolled from our plan and will no longer be able to receive services from Molina Medicare Complete Care Plus (HMO D-SNP). Call member services for more information.
- If you move out of our service area.
- If you're away from our service area for more than six months.
    - If you move or take a long trip, call Member Services to find out if where you’re moving or traveling to is in our plan’s service area.
- If you go to jail or prison for a criminal offense.
- If you lie about or withhold information about other insurance you have for drugs.
- If you're not a United States citizen or national, or an eligible non-citizen.
    - You must be a United States citizen or national, or an eligible non-citizen to be a member of our plan.
    - The Centers for Medicare & Medicaid Services (CMS) will notify us if you’re not eligible to remain a member on this basis.
    - We must disenroll you if you don’t meet this requirement.

If you’re within our plan’s 3-month period of deemed continued eligibility, we’ll continue to provide all Medicare Advantage and Part D plan-covered Medicare benefits. However, during this period, we won’t continue to cover Medicaid benefits that are included under the applicable Medicaid State Plan, nor will we pay the Medicare premiums or cost sharing for which the state would otherwise be liable had you not lost your Medicaid eligibility. The amount you pay for Medicare-covered services may increase during this period.

We can make you leave our plan for the following reasons only if we get permission from Medicare and Medi-Cal first:

- If you intentionally give us incorrect information when you're enrolling in our plan and that information affects your eligibility for our plan.
- If you continuously behave in a way that's disruptive and makes it difficult for us to provide medical care for you and other members of our plan.
- If you let someone else use your Member ID Card to get medical care. (Medicare may ask the Inspector General to investigate your case if we end your membership for this reason.)

F. Rules against asking you to leave our plan for any health-related reason

We can't ask you to leave our plan for any reason related to your health. If you think we're asking you to leave our plan for a health-related reason, **call Medicare** at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

G. Your right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can file a grievance or make a complaint about our decision to end your membership. You can also refer to **Chapter 9** of this *Member Handbook* for information about how to make a complaint.

H. How to get more information about ending your plan membership

If you have questions or would like more information on ending your membership, you can call Member Services at the number at the bottom of this page.

Chapter 11: Legal notices

Introduction

This chapter includes legal notices that apply to your membership in our plan. Key terms and their definitions appear in alphabetical order in the last chapter of this *Member Handbook*.

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A. Notice about laws

Many laws apply to this *Member Handbook*. These laws may affect your rights and responsibilities even if the laws aren't included or explained in this *Member Handbook*. The main laws that apply are federal and state laws about the Medicare and Medi-Cal programs. Other federal and state laws may apply too.

B. Federal notice about nondiscrimination

We don't discriminate based on race, ethnicity, national origin, color, religion, sex, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area. All organizations that provide Medicare Advantage plans, like our plan, must obey federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, Section 1557 of the Affordable Care Act, all other laws that apply to organizations that get federal funding, and any other laws and rules that apply for any other reason.

If you want more information or have concerns about discrimination or unfair treatment:

- Call the Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019. TTY users can call 1-800-537-7697. You can also visit www.hhs.gov/ocr for more information.

C. Notice about nondiscrimination for Medi-Cal

We don't discriminate or treat you differently because of your race, ethnicity, national origin, color, religion, sex, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area. In addition, we don't unlawfully discriminate, exclude people, or treat them differently because of ancestry, ethnic group identification, gender identity, marital status, or medical condition.

If you want more information or have concerns about discrimination or unfair treatment:

- Call the Department of Health Care Services, Office for Civil Rights at 916-440-7370. TTY users can call 711 (Telecommunications Relay Service). If you believe that you've been discriminated against and want to file a discrimination grievance, contact Molina Healthcare.

By phone:

- Call (855) 665-4627 (TTY: 711), Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time.
    - Give your health plan ID number, your name, and the reason for your complaint.

By mail:

- Call Molina Healthcare at (855) 665-4627 (TTY: 711) and ask to have a form sent to you.
    - When you get the form, fill it out.
    - Your doctor's office will have complaint forms.

- Be sure to include your name, health plan ID number, and the reason for your complaint. Tell us what happened and how we can help you.
- Mail the form to:

Molina Healthcare

Attn: Appeals & Grievances

200 Oceangate, Suite 100

Long Beach, CA 90801-9977

Online:

- Go to the Molina Healthcare website at MolinaHealthcare.com/Medicare.

If your grievance is about discrimination in the Medi-Cal program, you can also file a complaint with the Department of Health Care Services, Office of Civil Rights, by phone, in writing, or electronically:

- By phone: Call 916-440-7370. If you can't speak or hear well, please call 711 (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:

  Deputy Director, Office of Civil Rights
  Department of Health Care Services
  Office of Civil Rights
  P.O. Box 997413, MS 0009
  Sacramento, CA 95899-7413

  Complaint forms are available at www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.

If you have a disability and need help accessing health care services or a provider, call Member Services. If you have a complaint, such as a problem with wheelchair access, Member Services can help.

D. Notice about Medicare as a second payer and Medi-Cal as a payer of last resort

Sometimes someone else must pay first for the services we provide you. For example, if you're in a car accident or if you're injured at work, insurance or Workers Compensation must pay first.

We have the right and responsibility to collect for covered Medicare services for which Medicare isn't the first payer.

We comply with federal and state laws and regulations relating to the legal liability of third parties for health care services to members. We take all reasonable measures to ensure that Medi-Cal is the payer of last resort.

Medi-Cal members must utilize all other health coverage (OHC) prior to Medi-Cal when the same service is available under your health coverage since Medi-Cal is the payer of last resort. This means that in most cases, Medi-Cal will be the secondary payer to the Medicare OHC, covering allowable costs not paid by our plan or other OHC up to the Medi-Cal rate.

E. Notice about Medi-Cal estate recovery

The Medi-Cal program must seek repayment from probated estates of certain deceased members for Medi-Cal benefits received on or after their 55th birthday. Repayment includes Fee-For-Service and managed care premiums/capitation payments for nursing facility services, home and community-based services, and related hospital and prescription drug services received when the member was an inpatient in a nursing facility or was receiving home and community-based services. Repayment can't exceed the value of a member's probated estate.

To learn more, go to the Department of Health Care Services' estate recovery website at www.dhcs.ca.gov/er or call 916-650-0590.

Chapter 12: Definitions of important words

Introduction

This chapter includes key terms used throughout this *Member Handbook* with their definitions. The terms are listed in alphabetical order. If you can't find a term you're looking for or if you need more information than a definition includes, contact Member Services.

Activities of daily living (ADL): The things people do on a normal day, such as eating, using the toilet, getting dressed, bathing, or brushing teeth.

Administrative law judge: An Administrative Law Judge (ALJ) is a judge who hears and decides cases involving government agencies. A judge that reviews a level 3 appeal.

AIDS drug assistance program (ADAP): A program that helps eligible individuals living with HIV/AIDS have access to life-saving HIV medications.

Ambulatory surgical center: A facility that provides outpatient surgery to patients who don't need hospital care and who aren't expected to need more than 24 hours of care.

Appeal: A way for you to challenge our action if you think we made a mistake. You can ask us to change a coverage decision by filing an appeal. **Chapter 9** of this *Member Handbook* explains appeals, including how to make an appeal.

Balance billing: The practice where a provider bills a patient for the difference between the provider's full billed charges and the amount paid by the patient's health plan.

Behavioral health: Refers to our emotional, psychological, and social well-being. In simpler terms: It's about how we think, feel, and interact with others. It's an all-inclusive term referring to mental health and substance use disorder services.

Biological product:A drug that's made from natural and living sources like animal cells, plant cells, bacteria, or yeast. Biological products are more complex than other drugs and can't be copied exactly, so alternative forms are called biosimilars. (See also "Original biological product" and "Biosimilar").

Biosimilar: A biological drug that's very similar, but not identical, to the original biological product. Biosimilars are as safe and effective as the original biological product. Some biosimilars may be substituted for the original biological product at the pharmacy without needing a new prescription. (Go to "Interchangeable biosimilar").

Brand name drug: A drug that's made and sold by the company that originally made the drug. Brand name drugs have the same ingredients as the generic versions of the drugs. Generic drugs are usually made and sold by other drug companies and are generally not available until the patent on the brand name drug has ended.

Case Manager: One main person who works with you, with the health plan, and with your care providers to make sure you get the care you need.

Care plan: Refer to "Individualized care plan."

Care team: Refer to "Interdisciplinary care team."

Catastrophic coverage stage: The stage in the Medicare Part D drug benefit where our plan pays all costs of your drugs until the end of the year. You begin this stage when you (or other qualified parties on your behalf) have spent $2,400 for Part D covered drugs during the year.

Centers for Medicare & Medicaid Services (CMS): The federal agency in charge of Medicare. **Chapter 2** of this *Member Handbook* explains how to contact CMS.

Community-Based Adult Services (CBAS): Outpatient, facility-based service program that delivers skilled nursing care, social services, occupational and speech therapies, personal care, family/caregiver training and support, nutrition services, transportation, and other services to eligible members who meet applicable eligibility criteria.

Complaint: A written or spoken statement saying that you have a problem or concern about your covered services or care. This includes any concerns about the quality of service, quality of your care, our network providers, or our network pharmacies. The formal name for "making a complaint" is "filing a grievance".

Comprehensive outpatient rehabilitation facility (CORF): A facility that mainly provides rehabilitation services after an illness, accident, or major operation. It provides a variety of services, including physical therapy, social or psychological services, respiratory therapy, occupational therapy, speech therapy, and home environment evaluation services.

Copay: A fixed amount you pay as your share of the cost each time you get certain drugs. For example, you might pay $2 or $5 for a drug.

Cost-sharing: Amounts you have to pay when you get certain drugs. Cost-sharing includes copays.

Cost-sharing tier: A group of drugs with the same copay. Every drug on the *List of Covered Drugs* (also known as the *Drug List*) is in one of six (6) cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug.

Coverage decision: A decision about what benefits we cover. This includes decisions about covered drugs and services or the amount we pay for your health services. **Chapter 9** of this *Member Handbook* explains how to ask us for a coverage decision.

Covered drugs: The term we use to mean all of the prescription and over-the-counter (OTC) drugs covered by our plan.

Covered services: The general term we use to mean all the health care, long-term services and supports, supplies, prescription and over-the-counter drugs, equipment, and other services our plan covers.

Cultural competence training: Training that provides additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

Daily cost- sharing rate: A rate that may apply when your doctor prescribes less than a full month's supply of certain drugs for you and you're required to pay a copay. A daily cost-sharing rate is the copay divided by the number of days in a month's supply.

Here is an example: Let's say the copay for your drug for a full month's supply (a 30-day supply) is $1.35. This means that the amount you pay for your drug is less than $0.05 per day. If you get a seven-day supply of the drug, your payment is less than $0.05 per day multiplied by seven days, for a total payment less than $0.35.

Department of Health Care Services (DHCS): The state department in California that administers the Medicaid Program (known as Medi-Cal).

Department of Managed Health Care (DMHC): The state department in California responsible for regulating most health plans. DMHC helps people with appeals and complaints about Medi-Cal services. DMHC also conducts Independent Medical Reviews (IMR).

Disenrollment: The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Drug Management Program (DMP): A program that helps make sure members safely use prescription opioids and other frequently abused medications.

Drug tiers: Groups of drugs on our *Drug List*. Generic, brand name, or over-the-counter (OTC) drugs are examples of drug tiers. Every drug on the Drug List is in one of 6 tiers.

Dual eligible special needs plan (D-SNP): Health plan that serves individuals who are eligible for both Medicare and Medicaid. Our plan is a D-SNP.

Durable medical equipment (DME): Certain items your doctor orders for use in your own home. Examples of these items are wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, IV infusion pumps, speech generating devices, oxygen equipment and supplies, nebulizers, and walkers.

Emergency: A medical emergency when you, or any other person with an average knowledge of health and medicine, believe that you have medical symptoms that need immediate medical attention to prevent death, loss of a body part, or loss of or serious impairment to a bodily function (and if you're a pregnant woman, loss of an unborn child). The medical symptoms may be an illness, injury, severe pain, or a medical condition that's quickly getting worse.

Emergency care: Covered services given by a provider trained to give emergency services and needed to treat a medical or behavioral health emergency.

Exception: Permission to get coverage for a drug not normally covered or to use the drug without certain rules and limitations.

Excluded services: Services that aren't covered by this health plan.

Extra Help: Medicare program that helps people with limited incomes and resources reduce Medicare Part D drug costs, such as premiums, deductibles, and copays. Extra Help is also called the "Low-Income Subsidy", or "LIS".

Generic drug: A drug approved by the FDA to use in place of a brand name drug. A generic drug has the same ingredients as a brand name drug. It's usually cheaper and works just as well as the brand name drug.

Grievance: A complaint you make about us or one of our network providers or pharmacies. This includes a complaint about the quality of your care or the quality of service provided by your health plan.

Health Insurance Counseling and Advocacy Program (HICAP): A program that provides free and objective information and counseling about Medicare. **Chapter 2** of this *Member Handbook* explains how to contact HICAP.

Health plan: An organization made up of doctors, hospitals, pharmacies, providers of long-term services, and other providers. It also has Case Managers to help you manage all your providers and services. All of them work together to provide the care you need.

Health risk assessment (HRA): A review of your medical history and current condition. It's used to learn about your health and how it might change in the future.

Home health aide: A person who provides services that don't need the skills of a licensed nurse or therapist, such as help with personal care (like bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides don't have a nursing license or provide therapy.

Hospice: A program of care and support to help people who have a terminal prognosis live comfortably. A terminal prognosis means that a person has been medically certified as terminally ill, meaning having a life expectancy of six months or less.

- An enrollee who has a terminal prognosis has the right to elect hospice.
- A specially trained team of professionals and caregivers provide care for the whole person, including physical, emotional, social, and spiritual needs.
- We're required to give you a list of hospice providers in your geographic area.

Improper/inappropriate billing: A situation when a provider (such as a doctor or hospital) bills you more than our cost-sharing amount for services. Call Member Services if you get any bills you don't understand.

Because we pay the entire cost for your services, you **don't** owe any cost-sharing. Providers shouldn't bill you anything for these services.

In-Home Supportive Services (IHSS): The IHSS Program will help pay enrolled care providers for services provided to you so that you can remain safely in your own home. IHSS is an alternative to out-of-home care, such as nursing homes or board and care facilities. To receive services, an assessment is conducted to determine which types of services may be authorized for each participant based on their needs. The types of services which can be authorized through IHSS are housecleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical

services), accompaniment to medical appointments, and protective supervision for the mentally impaired. County social service agencies administer IHSS.

Independent Medical Review (IMR): If we deny your request for medical services or treatment, you can make an appeal. If you disagree with our decision and your problem is about a Medi-Cal service, including DME supplies and drugs, you can ask the California Department of Managed Health Care for an IMR. An IMR is a review of your case by experts who aren't part of our plan. If the IMR decision is in your favor, we must give you the service or treatment you asked for. You pay no costs for an IMR.

Independent review organization (IRO): An independent organization hired by Medicare that reviews a level 2 appeal. It isn't connected with us and isn't a government agency. This organization decides whether the decision we made is correct or if it should be changed. Medicare oversees its work. The formal name is the **Independent Review Entity**.

Individualized care plan (ICP or Care Plan): A plan for what services you'll get and how you'll get them. Your plan may include medical services, behavioral health services, and long-term services and supports.

Initial coverage stage: The stage before your total Medicare Part D drug expenses reach $2,400. This includes amounts you paid, what our plan paid on your behalf, and the low-income subsidy. You begin in this stage when you fill your first prescription of the year. During this stage, we pay part of the costs of your drugs, and you pay your share.

Inpatient: A term used when you're formally admitted to the hospital for skilled medical services. If you're not formally admitted, you may still be considered an outpatient instead of an inpatient even if you stay overnight

Integrated D-SNP: A dual-eligible special needs plan that covers Medicare and most or all Medicaid services under a single health plan or affiliated health plans for certain groups of individuals eligible for both Medicare and Medicaid. These individuals are known as full-benefit dually eligible individuals.

Interchangeable biosimilar: A biosimilar that may be substituted at the pharmacy without needing a new prescription because it meets additional requirements about the potential for automatic substitution. Automatic substitution at the pharmacy is subject to state law.

Interdisciplinary care team (ICT or care team): A care team may include doctors, nurses, counselors, or other health professionals who are there to help you get the care you need. Your care team also helps you make a care plan.

***List of Covered Drugs* (*Drug List*):** A list of prescription and over-the-counter (OTC) drugs we cover. We choose the drugs on this list with the help of doctors and pharmacists. The *Drug List* tells you if there are any rules you need to follow to get your drugs. The *Drug List* is sometimes called a "formulary".

Long-term services and supports (LTSS): Long-term services and supports help improve a long-term medical condition. Most of these services help you stay in your home so you don't have to go to a nursing facility or hospital. LTSS covered by our plan include Community-Based Adult Services (CBAS), also known as adult day

health care, Nursing Facilities (NF), and Community Supports. IHSS and 1915(c) waiver programs are Medi-Cal LTSS provided outside our plan.

Low-income subsidy (LIS): Refer to "Extra Help"

Mail-order program: Some plans may offer a mail-order program that allows you to get up to a three-month supply of your covered prescription drugs sent directly to your home. This may be a cost-effective and convenient way to fill prescriptions you take regularly.

Medi-Cal: This is the name of California Medicaid program. Medi-Cal is managed by the state and is paid for by the state and the federal government.

- It helps people with limited incomes and resources pay for long-term services and supports and medical costs.
- It covers extra services and some drugs not covered by Medicare.
- Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medi-Cal.

Medicaid (or Medical Assistance): A program run by the federal government and the state that helps people with limited incomes and resources pay for long-term services and supports and medical costs. Medi-Cal is the Medicaid program for the State of California.

Medi-Cal plans: Plans that cover only Medi-Cal benefits, such as long-term services and supports, medical equipment, and transportation. Medicare benefits are separate.

Medically necessary: This describes services, supplies, or drugs you need to prevent, diagnose, or treat a medical condition or to maintain your current health status. This includes care that keeps you from going into a hospital or nursing facility. It also means the services, supplies, or drugs meet accepted standards of medical practice.

Medicare: The federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with end-stage renal disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare or a managed care plan (refer to "Health plan").

Medicare Advantage: A Medicare program, also known as "Medicare Part C" or "MA", that offers MA plans through private companies. Medicare pays these companies to cover your Medicare benefits.

Medicare Appeals Council (Council): A council that reviews a level 4 appeal. The Council is part of the Federal government.

Medicare-covered services: Services covered by Medicare Part A and Medicare Part B. All Medicare health plans, including our plan, must cover all the services covered by Medicare Part A and Medicare Part B.

Medicare Diabetes Prevention Program (MDPP): A structured health behavior change program that provides training in long-term dietary change, increased physical activity, and strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.

Medicare-Medi-Cal enrollee: A person who qualifies for Medicare and Medicaid coverage. A Medicare-Medicaid enrollee is also called a "dually eligible individual".

Medicare Part A: The Medicare program that covers most medically necessary hospital, skilled nursing facility, home health, and hospice care.

Medicare Part B: The Medicare program that covers services (such as lab tests, surgeries, and doctor visits) and supplies (such as wheelchairs and walkers) that are medically necessary to treat a disease or condition. Medicare Part B also covers many preventive and screening services.

Medicare Part C: The Medicare program, also known as "Medicare Advantage" or "MA", that lets private health insurance companies provide Medicare benefits through an MA Plan.

Medicare Part D: The Medicare drug benefit program. We call this program "Part D" for short. Medicare Part D covers outpatient drugs, vaccines, and some supplies not covered by Medicare Part A or Medicare Part B or Medicaid. Our plan includes Medicare Part D.

Medicare Part D drugs: Drugs covered under Medicare Part D. Congress specifically excludes certain categories of drugs from coverage under Medicare Part D. Medicaid may cover some of these drugs.

Medication Therapy Management (MTM): A Medicare Part D program for complex health needs provided to people who meet certain requirements or are in a Drug Management Program. MTM services usually include a discussion with a pharmacist or health care provider to review medications. Refer to **Chapter 5** of this *Member Handbook* for more information.

Medi-Medi Plan: A Medi-Medi Plan is a type of Medicare Advantage plan. It's for people who have both Medicare and Medi-Cal, and combines Medicare and Medi-Cal benefits into one plan. Medi-Medi Plans coordinate all benefits and services across both programs, including all Medicare and Medi-Cal covered services.

Member (member of our plan, or plan member): A person with Medicare and Medi-Cal who qualifies to get covered services, who has enrolled in our plan, and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS) and the state.

***Member Handbook* and disclosure information:** This document, along with your enrollment form and any other attachments, or riders, which explain your coverage, what we must do, your rights, and what you must do as a member of our plan.

Member Services: A department in our plan responsible for answering your questions about membership, benefits, grievances, and appeals. Refer to **Chapter 2** of this *Member Handbook* for more information about Member Services.

Network pharmacy: A pharmacy (drug store) that agreed to fill prescriptions for our plan members. We call them "network pharmacies" because they agreed to work with our plan. In most cases, we cover your prescriptions only when filled at one of our network pharmacies.

Network provider: Are providers who work with our plan. These providers agree to accept our payment as full payment. We arranged for these providers to deliver covered services to you. Network providers bill us directly for care they give you. When you use a network provider, you usually pay nothing for covered services. "Provider" is the general term we use for doctors, nurses, and other people who give you services and care. The term also includes hospitals, home health agencies, clinics, and other places that give you health care services, medical equipment, and long-term services and supports.

Nursing home or facility: A facility that provides care for people who can't get their care at home but don't need to be in the hospital.

Ombudsperson: An office in your state that works as an advocate on your behalf. They can answer questions if you have a problem or complaint and can help you understand what to do. The ombudsperson's services are free. You can find more information in **Chapters 2 and 9** of this *Member Handbook*.

Organization determination: Our plan makes an organization determination when we, or one of our providers, decide about whether services are covered or how much you pay for covered services. Organization determinations are called "coverage decisions". **Chapter 9** of this *Member Handbook* explains coverage decisions.

Original biological product: A biological product that has been approved by the FDA and serves as the comparison for manufacturers making a biosimilar version. It's also called a reference product.

Original Medicare (traditional Medicare or fee-for-service Medicare): The government offers Original Medicare. Under Original Medicare, services are covered by paying doctors, hospitals, and other health care providers amounts that Congress determines.

- You can use any doctor, hospital, or other health care provider that accepts Medicare. Original Medicare has two parts: Medicare Part A (hospital insurance) and Medicare Part B (medical insurance).
- Original Medicare is available everywhere in the United States.
- If you don't want to be in our plan, you can choose Original Medicare

Out-of-network pharmacy: A pharmacy that hasn't agreed to work with our plan to coordinate or provide covered drugs to members of our plan. Our plan doesn't cover most drugs you get from out-of-network pharmacies unless certain conditions apply.

Out-of-network provider or Out-of-network facility: A provider or facility that isn't employed, owned, or operated by our plan and isn't under contract to provide covered services to members of our plan. **Chapter 3** of this *Member Handbook* explains out-of-network providers or facilities.

Out-of-pocket costs: The cost- sharing requirement for members to pay for part of the drugs they get is also called the "out-of-pocket" cost requirement. Refer to the definition for "cost-sharing" above.

Over-the-counter (OTC) drugs: Over-the-counter drugs are drugs or medicines that a person can buy without a prescription from a health care professional.

Part A: Refer to "Medicare Part A."

Part B: Refer to "Medicare Part B."

Part C: Refer to "Medicare Part C."

Part D: Refer to "Medicare Part D."

Part D drugs: Refer to "Medicare Part D drugs."

Personal health information (also called Protected health information) (PHI): Information about you and your health, such as your name, address, social security number, physician visits, and medical history. Refer to our Notice of Privacy Practices for more information about how we protect, use, and disclose your PHI, as well as your rights with respect to your PHI.

Preventive services: Health care to prevent illness or detect illness at an early stage, when treatment is likely to work best (for example, preventive services include Pap tests, flu shots, and screening mammograms).

Primary care provider (PCP): The doctor or other provider you use first for most health problems. They make sure you get the care you need to stay healthy.

- They also may talk with other doctors and health care providers about your care and refer you to them.
- In many Medicare health plans, you must use your primary care provider before you use any other health care provider.
- Refer to **Chapter 3** of this *Member Handbook* for information about getting care from primary care providers.

Prior authorization (PA): An approval you must get from us before you can get a specific service or drug or use an out-of-network provider. Our plan may not cover the service or drug if you don't get approval first.

Our plan covers some network medical services only if your doctor or other network provider gets PA from us.

- Covered services that need our plan's PA are marked in **Chapter 4** of this *Member Handbook*.

Our plan covers some drugs only if you get PA from us.

- Covered drugs that need our plan's PA are marked in the *List of Covered Drugs* and the rules are posted on our website.

Program of All-Inclusive Care for the Elderly (PACE): A program that covers Medicare and Medicaid benefits together for people age 55 and over who need a higher level of care to live at home.

Prosthetics and orthotics: Medical devices ordered by your doctor or other health care provider that include, but aren't limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Providers: Are doctors, nurses, and other people who give you services and care and are licensed by the state. Providers also include hospitals, home health agencies, clinics, and other places that give you health care services, behavioral health services, medical equipment, and certain LTSS.

Quality improvement organization (QIO): A group of doctors and other health care experts who help improve the quality of care for people with Medicare. The federal government pays the QIO to check and improve the care given to patients. Refer to **Chapter 2** of this *Member Handbook* for information about the QIO.

Quantity limits: A limit on the amount of a drug you can have. We may limit the amount of the drug that we cover per prescription.

Real Time Benefit Tool: A portal or computer application in which enrollees can look up complete, accurate, timely, clinically appropriate, enrollee-specific covered drugs and benefit information. This includes cost-sharing amounts, alternative drugs that may be used for the same health condition as a given drug, and coverage restrictions (prior authorization, step therapy, quantity limits) that apply to alternative drugs.

Referral: A referral is your primary care provider's (PCP's) or our approval to use a provider other than your PCP. If you don't get approval first, we may not cover the services. You don't need a referral to use certain specialists, such as women's health specialists. You can find more information about referrals in **Chapters 3 and 4** of this *Member Handbook*.

Rehabilitation services: Treatment you get to help you recover from an illness, accident, or major operation. These services include inpatient rehabilitation care, physical therapy (outpatient), speech and language therapy, and occupational therapy. Refer to **Chapter 4** of this *Member Handbook* to learn more about rehabilitation services.

Sensitive services: Services related to mental or behavioral health, sexual and reproductive health, family planning, sexually transmitted infections (STIs), HIV/AIDS, sexual assault and abortions, substance use disorder, gender affirming care, and intimate partner violence.

Service area: A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's generally the area where you can get routine (non-emergency) services. Only people who live in our service area can enroll in our plan.

Share of cost: The portion of your health care costs that you may have to pay each month before your benefits become effective. The amount of your share of cost varies depending on your income and resources.

Skilled nursing facility (SNF): A nursing facility with the staff and equipment to give skilled nursing care and, in most cases, skilled rehabilitative services and other related health services.

Skilled nursing facility (SNF) care: Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous (IV) injections that a registered nurse or a doctor can give.

Specialist: A doctor who treats certain types of health care problems. For example, an orthopedic surgeon treats broken bones; an allergist treats allergies; and a cardiologist treats heart problems. In most cases, a member will need a referral from their PCP to go to a specialist.

Specialized pharmacy: Refer to **Chapter 5** of this *Member Handbook* to learn more about specialized pharmacies.

State hearing: If your doctor or other provider asks for a Medi-Cal service that we won't approve, or we won't continue to pay for a Medi-Cal service you already have, you can ask for a State Hearing. If the State Hearing is decided in your favor, we must give you the service you asked for.

Step therapy: A coverage rule that requires you to try another drug before we cover the drug you ask for.

Supplemental Security Income (SSI): A monthly benefit Social Security pays to people with limited incomes and resources who are disabled, blind, or age 65 and over. SSI benefits aren't the same as Social Security benefits.

Urgently needed care: Care you get for an unforeseen illness, injury, or condition that isn't an emergency but needs care right away. You can get urgently needed care from out-of-network providers when you can't get to them because given your time, place, or circumstances, it isn't possible, or it's unreasonable to get services from network providers (for example when you're outside our plan's service area and you require medically needed immediate services for an unseen condition but it isn't a medical emergency).

Non-Discrimination Notice – Section 1557
Molina Healthcare - Medicare

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin (including limited English proficiency), race, or sex (consistent with the scope of sex discrimination described at § 92.101(a)).

To help you effectively communicate with us, Molina Healthcare provides services free of charge and in a timely manner:

- Molina Healthcare provides reasonable modifications and appropriate aids and services to people with disabilities. This includes: (1) Qualified interpreters. (2) Information in other formats, such as large print, audio, accessible electronic formats, Braille.
- Molina Healthcare provides language services to people who speak another language or have limited English skills. This includes: (1) Qualified oral interpreters. (2) Information translated in your language.

If you need these services, contact Molina Member Services at the phone number on the back of your Member ID card.

If you believe we have discriminated on the basis of age, color, disability, national origin, race, or sex, you can file a grievance. 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 at MolinaHealthcare.com/members/common/en-US/Notice-of-Nondiscrimination.aspx.

Call our Civil Rights Coordinator at 1-866-606-3889, TTY/TDD: 711 or submit your grievance to:

Civil Rights Unit
200 Oceangate
Long Beach, CA 90802
Email: civil.rights@MolinaHealthcare.com
Website: MolinaHealthcare.Alertline.com

You can also file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, online through the Office for Civil Rights Complaint Portal at: ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Phone: 1-800-368-1019
TTY/TDD: 800-537-7697

Complaint forms are available here: hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf.

English	For free language assistance services, and auxiliary aids and services, call 1-800-665-1029 (TTY: 711).
Spanish Español	Para obtener servicios gratuitos de asistencia lingüística, así como ayudas y servicios auxiliares, llame al 1-800-665-1029 (TTY: 711).
Chinese 中文 （简体）	如需免费的语言协助服务以及辅助工具和服务，请致电 1-800-665-1029（TTY 用户请拨打 711）。
Vietnamese Tiếng Việt	Để sử dụng dịch vụ hỗ trợ ngôn ngữ miễn phí cũng như các dịch vụ và tính năng hỗ trợ thêm, hãy gọi 1-800-665-1029 (TTY: 711).
Korean 한국인	무료 언어 지원 서비스와 보조 지원 및 서비스를 원하시면1-800-665-1029 (TTY: 711)로 연락 주시기 바랍니다.
Russian Русский	Для получения бесплатных услуг языковой помощи, а также вспомогательных средств и услуг, позвоните: 1-800-665-1029 (телетайп: 711).
Tagalog	Para sa libreng serbisyo sa tulong sa wika, at mga auxiliary aid at serbisyo, tumawag sa 1-800-665-1029 (TTY: 711).
Ukrainian Українська	Для отримання безкоштовної мовної допомоги, допоміжних засобів та послуг телефонуйте за номером 1-800-665-1029 (TTY: 711).
Mon-Khmer Cambodian ខ្មែរ	សម្រាប់សេវាកម្មជំនួយភាសា និងជំនួយផ្នែកស្តាប់ដោយឥតគិតថ្លៃ សូមទូរសព្ទទៅ 1-800-665-1029 (TTY: 711)។
Japanese 日本語	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、1-800-665-1029（TTY: 711）までお電話ください。
Amharic አማርኛ	ለነጻ የቋንቋ እርዳታ አገልግሎቶች፣ እና ረዳት እርዳታዎች እና አገልግሎቶች፣ ወደ 1-800-665-1029 (TTY: 711) ይደውሉ።
Cushite	Tajaajiloota hiikkaa afaanii, fi namoota hanqina dhagahuu qabaniif deeggarsa dhageettii meeshaatiinii bilisaan argachuuf, gara 1-800-665-1029 (TTY: 711) tti bilbilaa.

Afaan Oromoo	
Arabic العربية	اتصل على الرقم 1029-665-800-1 (الهاتف النصي 711 :(TTY)) لتلقي خدمات المساعدة اللغوية المجانية والخدمات والمساعدات الإضافية.
Panjabi ਪੰਜਾਬੀ	ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ, ਅਤੇ ਸਹਾਇਕ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ, 1-800-665-1029 (TTY: 711) ਤੇ ਕਾਲ ਕਰੋ।
German Deutsch	Kostenlose Sprachassistenzdienste, Hilfsmittel und Dienstleistungen erhalten Sie unter 1-800-665-1029 (TTY: 711).
Laotian ພາສາລາວ	ສຳລັບການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ອຸປະກອນ ແລະ ການບໍລິການເສີມແບບບໍ່ເສຍຄ່າ, ໃຫ້ໂທ 1-800-665-1029 (TTY: 711).

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English

ATTENTION: If you need help in your language call 1-855-687-7860 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-855-687-7860 (TTY: 711). These services are free of charge.

العربية(Arabic)

يرجى االنتباه،: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ : TTY، (وبالنسبة لمستخدمي الهاتف النصي 1-855-687-7860 مكنهم االتصال على 711)تتوفر أيضًا المساعدات والخدمات لألشخاص ذوي اإلعاقة، مثل المستندات المكتوبة)بطريقة بريل والخط الكبير، اتصل بـ (وبالنسبة لمستخدمي الهاتف النصي لى 1-855-687-7860 TTY يمكنهم االتصال على : 711 هذه الخدمات مجانية.

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. եթե ձեզ հարկավոր է աջակցություն ձեր լեզվով, ապա զանգահարեք 1-855-687-7860 (711) հեռախոսահամարով: Հաշմանդամություն ունեցող անձանց համար գործում են նաև օժանդակ միջոցներ ու ծառայություններ, օրինակ՝ Բրայլի գրատիպով ու խոշոր տպատառով տրամադրվող նյութեր: Այս դեպքում զանգահարեք 1-855-687-7860 (711) հեռախոսահամարով: Ծառայությունները գործում են անվճար:

ខ្មែរ (Cambodian)

ចំណាំ៖ បើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នក សូមទូរសព្ទទៅលេខ 1-855-687-7860 (TTY: 711)។ ជំនួយ និងសេវាកម្មសម្រាប់ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរផុសសម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរសព្ទមកលេខ 1-855-687-7860 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文 (Chinese)

请注意：如果您需要以您的语言提供帮助，请致电 1-855-687-7860 (711)。另外还提供针对残疾人士的辅助工具和服务，例如盲文文件和大字体文件。请致电 1-855-687-7860 (711)。这些服务均免费提供。

فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود راهنمایی دریافت کنید، با 711) (1-855-687-7860 تماس

بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌هایی با خط بریل و چاپ درشت، نیز

موجود است. با 711) (1-855-687-7860 تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-855-687-7860 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बडे प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-855-687-7860 (TTY: 711) पर कॉल करें। ये सेवाएं निशुल्क हैं।

Hmoob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-855-687-7860 (TTY: 711). Tsis tas li ntawd, kuj tseem muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-855-687-7860 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語 (Japanese)

注記: 日本語での対応が必要な場合は 1-855-687-7860 (711) までお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスもご用意しております。 1-855-687-7860 (711)までお電話ください。これらのサービスは無料です

한국어 (Korean)

알림: 귀하의 언어로 도움을 받고 싶으시면 1-855-687-7860 (711)번으로 전화하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 지원 및 서비스도 이용하실 수 있습니다. 1-855-687-7860 (711)번으로

전화하십시오. 이러한 서비스는 무료로 제공됩니다.

ພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອເປັນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-855-687-7860 (711). ນອກນີ້ຍັງມີຄວາມຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນ: ເອກະສານທີ່ເປັນອັກສອນນູນ ແລະ ມີໂตພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-855-687-7860 (711). ການບໍລິການເຫົ່ານີ້ແມ່ນຟຣີ.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-855-687-7860 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-855-687-7860 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ 1-855-687-7860 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। 1-855-687-7860 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-855-687-7860 (TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-855-687-7860 (TTY: 711). Такие услуги бесплатны.

Español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-855-687-7860 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-855-687-7860 (TTY: 711). Estos servicios son gratuitos.

Tagalog (Filipino)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-855-687-7860 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-855-687-7860 (TTY: 711). Libre ang mga serbisyong ito.

ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-855-687-7860 (711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-855-687-7860 (711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Українська (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-855-687-7860 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами й послугами, наприклад отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер

1-855-687-7860 (TTY: 711). Ці послуги безкоштовні.

Tiếng Việt (Vietnamese)
CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-855-687-7860 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-855-687-7860 (TTY: 711). Các dịch vụ này đều miễn phí.

Other languages

You can get this Member Handbook and other plan materials in other languages for free. Molina Medicare Complete Care Plus (HMO D-SNP) provides written translations from qualified translators. Call (855) 665-4627, TTY: 711). The call is free. Read this Member Handbook to learn more about health care language assistance services such as interpreter and translation services.

Other formats

You can get this information, in a timely manner, in other formats such as braille, 20-point font large print, audio format, and accessible electronic formats (data CD) at no cost to you. Call (855) 665-4627, TTY: 711). The call is free.

Language Access Services

Molina Medicare Complete Care Plus (HMO D-SNP) provides oral interpretation services, as well as sign language, from a qualified interpreter, on a 24-hour basis, at no cost to you. You don't have to use a family member or friend as an interpreter. We discourage the use of family or friends, especially minors, as interpreters unless it's an emergency. Language access services, including interpreter services, are available for free. Interpreter services are available 24 hours a day, 7 days a week. For help in your language, or to get this handbook in a different language, call (855) 665-4627, TTY: 711). The call is free

Non-Discrimination Notice – Section 1557

Molina Healthcare - Medicare

Discrimination is against the law. Molina Healthcare follows State and Federal civil rights laws. Molina Healthcare does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Molina Healthcare provides:

- Free aids and services in a timely manner to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services in a timely manner to people whose primary language is not English, such as:
  - Qualified interpreters
  - Written information in other languages

If you need these services, contact Molina Healthcare between 7:00 a.m. to 7:00 p.m. by calling

1-855-687-7860. If you cannot hear or speak well, please call 711. Upon request, this document

can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a

copy in one of these alternative formats, please call or write to:

Molina Healthcare
Civil Rights Coordinator
200 Oceangate, Suite 100
Long Beach, CA 90802

By phone: 1-866-606-3889. If you cannot hear or speak well, please call 711.

HOW TO FILE A GRIEVANCE

If you believe that Molina Healthcare has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with Molina Healthcare's Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact Molina Healthcare's Civil Rights Coordinator between 8:30 a.m. to 5:30 p.m.

  by calling 1-866-606-3889. Or, if you cannot hear or speak well, please call 711.
- **In writing:** Fill out a complaint form or write a letter and send it to:

Molina Healthcare

Civil Rights Coordinator
200 Oceangate, Suite 100 Long
Beach, CA 90802

1557 Non-Discrimination

H3038_25_8462_CANDN_M Member Notice – Medicare – CA CA-H3038-NDN-EN-27-S

- In person: Visit your doctor's office or Molina Healthcare and say you want to file a grievance.
- Electronically: Send an email to **civil.rights@MolinaHealthcare.com**. You can also visit

  Molina Healthcare's website at **MolinaHealthcare.Alertline.com**.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- **By phone:** Call 1-916-440-7370. If you cannot speak or hear well, please call 711 (Telecommunications Relay Service).
- **In writing:** Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights

Department of Health Care Services

Office of Civil Rights

P.O. Box 997413

Sacramento, CA 95899-7413

Complaint forms are available at **DHCS.ca.gov/Pages/Language_Access.aspx**.

- **Electronically:** Send an email to **CivilRights@dhcs.ca.gov**.

OFFICE OF CIVIL RIGHTS – U.S DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability, or sex, you can file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, by phone, in writing, or electronically:

- **By phone:** Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD: 1-800-537-7697.
- **In writing:** Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

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

- **Electronically:** Visit the Office for Civil Rights Complaint Portal at **OCRportal.hhs.gov/ocr/portal/lobby.jsf**.

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.

This Notice describes the privacy practices of Molina Healthcare's affiliated health plans (referred to herein as "**Molina**", "**we**" or "**our**"). We use and share protected health information ("**PHI**") about you to provide your health benefits as a Molina member. We use and share your PHI to carry out treatment, payment and health care operations. We also use and share your PHI 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 January 1, 2026.

PHI is health information that includes your name, member number or other identifiers, and is used or shared by us. PHI includes health information about substance use disorders and biometric information (like a voiceprint).

Why do we use or share your PHI?

We use or share your PHI to provide you with health care benefits. Your PHI is also used or shared for treatment, payment, and health care operations.

For Treatment

We 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

We 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

We may use or share PHI about you to run our health plan(s). 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 your 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;
- Addressing 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(s). 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(s), or other health-related benefits and services.

When can we use or share your PHI without getting written authorization (approval) from you?

In addition to treatment, payment and health care operations, 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, such as when approved by a privacy or institutional review board.

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 for law enforcement purposes, such as to help find a suspect, witness or missing person.

Health and Safety

Your PHI may be shared to prevent a serious and imminent threat to the health or safety of a person or the public.

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.

Additional Restrictions on Use and Disclosure.

Some federal and state laws may require special privacy protections that restrict the use and disclosure of certain types of health information. Such laws may protect the following types of information: alcohol and substance use disorders, biometric information, child or adult abuse or neglect including sexual assault, communicable diseases, genetic information, HIV/AIDS, mental health, minors' information, prescriptions, reproductive health, and sexually transmitted diseases. We will follow the more stringent law, where it applies to us.

Substance Use Disorder (SUD) Information. Although we are not a substance use disorder treatment program under federal law (a "SUD Program"), we may receive information from a SUD Program about you. We may not disclose SUD information for use in a civil, criminal, administrative, or legislative proceeding against you unless we have (i) your written consent, or (ii) a court order accompanied by a subpoena or other legal requirement compelling disclosure issued after we and you were given notice and an opportunity to be heard.

When do we need your written authorization (approval) to use or share your PHI?

We need your written approval to use or share your PHI for a purpose other than those listed in this Notice. We need 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 our 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 our 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 about you as our member. You will need to make your request in writing. You may use our form to make your request. We may charge you a reasonable fee for copying and mailing the records. In certain cases, we may deny the 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 our 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.

We will charge a reasonable fee for each list if you ask for this list more than once in a 12- month period. You will need to make your request in writing. You may use our 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 department at the toll-free number on the back of your ID card, 7 days a week, 8 a.m. to 8 p.m., local time. TTY/ TDD users, please call 711.

What can you do if your rights have not been protected?

You may complain to us 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 at:

Call Member Services at the toll-free number on the back of your ID card, 7 days a week, 8 a.m. to 8 p.m., local time. TTY/TDD users, please call 711. Or write to us at:

Molina Healthcare
Attn: Appeals and Grievances
P.O. Box 22816
Long Beach, CA 90801-9977

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

U.S. Department of Health & Human Services Office for Civil Rights
200 Independence Ave., S.W. Suite 509F, HHH Building Washington, D.C. 20201
(800) 368-1019; (800) 537-7697 (TDD); (202) 619-3818 (FAX)

What are our duties?

We are 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

We reserve 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, we 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 then covered by us. This Notice is available on our website at www.molinahealthcare.com.

Contact Information

If you have any questions about this Notice, please contact us.

Call our Member Services department at the toll-free number on the back of your ID card; 7 days a week, 8 a.m. to 8 p.m., local time. TTY/TDD users, please call 711. Or write to Molina Member Services, 200 Oceangate, Suite 100, Long Beach, CA 90802.

You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 882-3901, TTY/TDD: 711, 7 days a week, 8 a.m. to 8 p.m., local time. The call is free.

Molina Medicare Complete Care Plus (HMO D-SNP) Member Services

CALL	(855) 665-4627 Calls to this number are free. Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. local time. Member Services also has free language interpreter services available for non-English speakers.
TTY	711 Calls to this number are free. Hours are October 1 - March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 - September 30, Monday - Friday, 8 a.m. to 8 p.m. local time.
FAX	**For Medical Services:** Attn: Medicare Member Services Fax: (310) 507-6186 **For Part D (Rx) Services:** Fax: (866) 290-1309
WRITE	**For Medical Services:** Molina Healthcare Attn: Medicare Member Services 200 Oceangate, Suite 100 Long Beach, CA 90802 **For Part D (Rx) Services:** Molina Healthcare Attn: Pharmacy Department 7050 Union Park Center Suite 600 Midvale, UT 84047
WEBSITE	MolinaHealthcare.com/Medicare

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