

Medicare Quick Start Guide

Your guide to getting started:
A helpful tool to explain what to do now
to get the most from your health plan.

Use this guide for a quick and easy reference to your plan.

You'll find tips for making the most of your benefits, where to find the information you need and what you can expect next.

Your Member ID Card



Be sure to look for your member ID card.

Important:

- Please make sure the information on your card is correct.
- If there is an error, call Member Services (800) 665-3086, TTY: 711, Monday - Friday, 8 a.m. to 8 p.m., local time.
- Your Plan Name and member number can be found on the front of your ID card.
- You can find the Member Services phone number, Nurse Advice Line, and other important information on the back of your ID card.
- Always bring this ID card with you when you see your doctor, pick up prescriptions or get other health care services.

Tools and information to use now

Joining a new health plan can be overwhelming. We have tools and resources to help.

Register at MyMolina.com today!

Go to **MyMolina.com** and follow the on-screen instructions. Have your member ID card handy. You'll need your member number to register.



MyMolina is your easy to use, self-service member portal. Register on the desktop portal to:

- Change your PCP
- View and print your ID card
- Request an ID card
- Find a doctor, hospital or urgent care center
- Get health reminders on services you need
- Select your communication preferences
- And more



For access on the go, **download Molina Mobile**. When you're out and about, the mobile app puts your health plan at your fingertips. With the **Molina Mobile app**, you can view your ID card, find a doctor or facility near you, use the 24-hour Nurse Advice Line, and much more!

1. Scan the barcode. Or visit the App Store or Google Play and search for Molina Mobile.
2. Download Molina Mobile to your device.
3. Sign in using your **MyMolina.com** account information and follow the step-by-step instructions.



NOTE: We recommend registering at **MyMolina.com** before you begin using your Molina Mobile account, but you can start your registration on the app if you prefer. Make sure you **Opt In** to receive important health-related messages from us.



Review your Evidence of Coverage (EOC) for information about your benefits and services, who to contact when you need information, and more.



Look for doctors, pharmacies and other providers on our **Provider Online Directory** for information about your benefits and services, who to contact when you need information, and more.



Find out if your drug is covered. Our list of covered drugs (Formulary) tells you which drugs are covered under your plan along with any rules or special requirements. You can find the formulary and your prescription drug benefit information on our website.

For more information, please refer to the **"How to Get Important Plan Documents"** section of your Welcome Kit.

Getting prescription refills

If you have routine or other active prescriptions that need a refill, make sure you are using one of our network pharmacies by visiting **MyMolina.com** or checking the Molina Mobile app. If your prescription is currently with a different pharmacy, they can arrange for a prescription transfer. Talk to your pharmacist or provider about transferring your prescription. Make sure to allow time for the transfer so you don't run out of your medication.

Many people prefer to use a 90-day mail-order prescription refill to save time and money. Talk to your PCP about this option and review the Pharmacy Mail Order Instructions section of your Welcome Kit for more information.

Know where to go for care

If you experience a life-threatening condition, seek emergency care right away! Call 911 or go to the nearest emergency room.

If you need care after hours and aren't sure where to go, these examples can help.

Urgent Care

Visit a nearby urgent care center or call the 24-hour Nurse Advice Line on the back of your member ID card when you need care for non-life-threatening illnesses or injuries, such as:

- Cold or flu symptoms
- Sore throat
- Stomach flu or virus
- Ear pain
- Sprains, strains or deep bruises
- Wounds that may require stitches

Emergency Care

Call 911 or visit an emergency room for life-threatening illnesses or injuries such as:

- Behavioral Health
- Difficulty breathing
- Loss of a limb or loss of function of a limb
- Severe stomach pain
- Chest pain or pressure
- Head trauma or injury
- Severe bleeding
- Sudden dizziness or trouble seeing

Get the most out of your plan!

Did you know...

- Colorectal cancer is the second leading cause of cancer-related deaths in the US.
- Diabetes is associated with long-term complications that can affect your entire body.
- Blurry vision can be a symptom of more serious eye problems if you have diabetes.
- Flu shots do not contain an active virus and do not cause you to be sick with the flu.

Your health is important to us.

Below is a list of health care needs you may have along with a checklist of things you may want to talk to your doctor about at your next visit.

Schedule an Annual Wellness Exam and talk with your PCP about which of these services are right for you.

- ☐ Colorectal cancer screening
- ☐ Breast cancer screening
- ☐ Blood pressure screening
- ☐ Annual flu shot

If you are diabetic:

- ☐ Diabetic foot exam
- ☐ Blood sugar screening – Hemoglobin A1c
- ☐ Urine test to monitor kidney health
- ☐ Should I be on a statin (cholesterol medication)?

Talk to your doctor about your medications:

- ☐ Why am I taking this medication?
- ☐ When should I take this medicine?
- ☐ If you're having problems with your medication (such as side effects)
- ☐ Ask if a 90-day prescription is right for you

Important phone numbers and other contact information

Our Member Services representatives are always happy to answer your questions and provide help when you need it. If you'd like to speak to one of our benefit partners directly, you may do so with the contact information below:

 Dental		Delta Dental (888) 818-7932 deltadentalins.com/molinahealthcare
 Fitness		Silver&Fit Program (American Specialty Health Fitness, Inc.) (877) 427-4711 silverandfit.com
 Hearing		HearUSA (855) 823-4632 hearusa.com/members/molina-medicare
 Over-The-Counter (OTC)		Nations (877) 208-9243 www.NationsOTC.com/Molina
 Personal Emergency Response System Plus (PERSPlus)		Best Buy Health, Inc dba Critical Signal Technologies (BBH/CST) (888) 557-4462 cstlhl.com
 Transportation		Access2Care (888) 276-4781 access2care.net
 Vision		iCare Health Solutions (855) 373-7627 www.mycarehealth.com

What to expect during your first three months

The more we know about your health, the better we are at giving you the service and care you need. To get the right information, we will place some important calls to you over the next few months! Here's what you can expect from us:



**Days
1-30**

A Molina Healthcare representative will call to welcome you and answer any questions you have. We'll confirm your Primary Care Provider (PCP).

One of our Care Connections team members will also call you to set up an appointment for your Welcome Visit. This 60-minute visit can be done in the comfort of your home or on a telehealth video call.

During your visit, our Care Connections Nurse Practitioner will review your health history and partner with you to create a plan to access the care and services most helpful to you. We will also share this information with your doctor to ensure you receive the best care for you.

In addition, our Care Connections Nurse Practitioner can help you:

- Find a new PCP, if needed, schedule your first appointment and arrange transportation.
- Get the right help at the right time, including spending time to teach you how to download and use helpful member resources.

You can also call us to set up your appointment at **(844) 491-4763**, TTY: **711**. We look forward to meeting you!



Days 1-90

Please complete a Health Risk Assessment (HRA) survey within your first 90 days. Completing the HRA is important because it helps us identify services that may benefit you and keep you as healthy as possible.



Days 90+

We'll call you after your first 90 days to see how your membership has been working for you. We want to make sure you're able to see your doctor and get the care and services you need. Good or bad, we want to know!

Hearing from you helps us know what is working and what is not working.

Thank you again for joining the Molina family.

We look forward to serving you and helping you be as healthy as possible. For more information on your plan, keep reading. Don't forget to register at MyMolina.com and download the Molina Mobile app for on-the-go access to your plan.

