

Dear Member,

Thank you for joining Molina Dual Options Cal MediConnect Plan Medicare-Medicaid Plan! Your health is important to us, and we're here to help you feel your best. This is your **New Member Welcome Kit**. It includes valuable information about your plan benefits, network of providers, formulary (drug list) and more.

Inside you'll find:

### Member Handbook

- This valuable tool helps you understand your *benefits* and *rights* as a member of our plan. It explains your health coverage, drug benefits, how to contact us, how to let us know if you are having issues and so much more! **This document contains important information about your plan. Please keep it in a safe place.**

### Provider Directory & Formulary Notice

- This notice tells you where to find your doctors, hospitals, pharmacies and more. It also tells you how to get a copy of your Provider/Pharmacy Directory and Formulary.

### Mail Order Prescription Service Notice

- This notice explains how you can get your long-term medications sent directly to your home by signing up for our mail order prescription service.

### Balance Billing Letter

- This letter explains what you do and do not have to pay as a member of our plan. It also tells you about your rights regarding balancing billing from providers.

### Health Risk Assessment

- This is an important survey that will help us to better understand your health care needs. Your answers will not affect your benefits in any way. You can complete this survey in one of three ways:
  1. **In Person:** A Molina Team Member can meet with you to help you fill out the form.\*
  2. **By Phone:** A Molina Team Member can help you to fill out the form over the phone.\*
  3. **By Mail:** You can fill out the enclosed form, then return it to us in the reply envelope provided. A Molina Team Member will contact you once we receive your completed survey to discuss your answers and work together on your health goals.

\*If you would like to fill out this form over the phone *or have it completed in person*, please call Molina Case Management at (844) 203-4287, Monday – Friday, 8:30 a.m. to 5 p.m., TTY users should call 711.

***To learn more about your coverage, or to access your plan materials online, please visit our website at [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals).***

**We are always here to help!** For questions or assistance, please call our 24-Hour Nurse Advice Line or Member Services:

### 24-Hour Nurse Advice Line

- If you have any **medical** questions, please call our 24-Hour Nurse Advice Line at (888) 275-8750, TTY: 711. Our highly trained nurses are available 24 hours a day, 7 days a week (including holidays) to help you make informed decisions about your health.

## **Member Services**

- For other questions or assistance, please call our Member Services Department at (855) 665-4627, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time.

**Again, thank you for joining Molina Dual Options! We look forward to serving you!**

Sincerely,  
Molina Dual Options

Molina Dual Options Cal MediConnect Plan Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 665-4627, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.

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