Medicare Quick Start Guide

A helpful guide to get started:
Learn what to do now to get
the most from your health plan.

Easy reference tools just for you

Find tips for making the most of your benefits 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) 665-0898 (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.
- Find the Member Services phone number, Nurse Advice Line, and other important information on the back of your ID card.
- Always bring your Molina member ID card and your Medicaid card with you when you see your doctor, pick up prescriptions or get other health care services, so you don't get a bill.

Information at your fingertips

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
- Find new and helpful information all through your plan year

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 QR code. 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.** This tool allows you to search for providers by name, specialty, languages spoken, or proximity to you. Visit our website or download the Molina Mobile app.

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 mail order 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!

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:

- ☐ Annual eye exam
- ☐ 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

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.

Benefit partner 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	**WEX (card)** **(800) 665-0898** **https://molina.solutionssimplified.com**
	Fitness	**Member Services** **(800) 665-0898**
HearUSA America's Most Trusted Name in Hearing Care.	**Hearing**	**HearUSA** **(855) 823-4632** **www.hearusa.com/members/molina-medicare**
	Over-The-Counter (OTC)	**Nations (services), WEX (card)** **(877) 208-9243** **www.NationsOTC.com/Molina**
BEST BUY Health	**Personal Emergency Response System Plus (PERSPlus)**	**Best Buy Health** **(888) 557-4462** **healthcare.bestbuy.com**
	Transportation	**Wex** **(800) 665-0898**
	Vision	**Careington (services) WEX (card)** **(800) 665-0898** **https://molina.solutionssimplified.com**

What to expect during your first three months

It's important to start your journey off on the right foot. Our new dedicated Concierge onboarding team is here to help and guide you. Here are a few things you can expect from us in the next few months.

First 30 Days

Once we get your application, we'll send you:

- A letter letting you know we got your application.
- A confirmation letter letting you know you're now a Molina member. We'll send this once Medicare approves your enrollment. Keep this letter handy because you can use it as proof of coverage until you get your member ID card.

During your first month as our member, you'll get:

- A welcome call with our Concierge team.
- Your Molina member ID card and new member Welcome Kit. This kit includes your Quick Start Guide and other important information about your health plan. It also tells you how to get your:
  - Evidence of Coverage (EOC)
  - Formulary, also called a drug list
  - Provider and pharmacy directory
- A dental ID card or a MyChoice flexible debit card, depending on your health plan
- Information about using your over-the-counter (OTC) benefit.
- A health risk assessment (HRA) survey to help us understand your health history so we can help you get all the services and care you need.

Care Connections:

During your welcome call with our Concierge team, we'll answer any questions you have. We'll also confirm who your primary care provider (PCP) is and set up a welcome visit with our Care Connections team. We'll also talk about:

- Your new health plan benefits.
- Your PCP and other providers, ensuring they're in our network.
- Accessing Supplemental Benefits for the Chronically Ill (SSBCI) you might qualify for. Not all members qualify.
- Any prescription medicines you take and what we cover.
- Setting up your visit with one of our Care Connections nurse practitioners.
- Your HRA.

- The online resources available to you as part of your health plan.

When you have your Care Connections visit with our nurse practitioner, expect to:

- Review your health history
- Have a wellness checkup
- Create a plan of care to ensure you get the help and services you need
- Find a PCP or change your PCP if necessary
- Schedule your first visit with your PCP and set up transportation if needed
- Get help setting up online resources

Share the information from this visit with your doctor so they can help you get the best care for you.

If you have any questions about your Care Connections visit, give us a call at (844) 491-4763 (TTY: 711). We'd be happy to help you!

Days 90-120

We know there's a lot that happens during your first month with us. That's okay. We'll check in with you after your first 90 days to see how things are going. We'll make sure you can see your doctor and are able to get the care and services you need.

Thank you again for joining the Molina Healthcare family.

We're excited to help you be as healthy as possible. Don't forget to sign up for your member portal access at **MyMolina.com** and download the My Molina mobile app so you have on-the-go access to your plan anytime, anywhere.

Helpful videos to get you started!

Did you know we have helpful videos to get you started with your new Molina Medicare health plan? Take a little time to watch all four now – it will make it easier to understand your benefits:

1. What do the Medicare terms mean?
2. What are the different Medicare parts?
3. How do I get ready and what can I expect next?
4. What's the best way to get started using my benefits?

There are a few ways to watch:

- Watch on our YouTube channel at **YouTube.com/MolinaHealthcare**
- **MolinaHealthcare.com** Helpful Links
- Type these into your browser to go directly to the videos:
  1. **MolinaMedicareTerms.com**
  2. **MolinaMedicareParts.com**
  3. **MolinaMedicareStart.com**
  4. **MolinaDualGo.com**

We hope you enjoy these videos!

And if you have any questions, feel free to call at (800) 665-0898 (TTY: 711), Monday - Friday, 8 a.m. to 8 p.m. local time.

MOLINA® HEALTHCARE

NONDISCRIMINATION NOTICE

Molina Healthcare (Molina) complies with applicable Federal civil rights laws and does not discriminate 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.

If you believe that Molina has discriminated 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:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

Phone: (866) 606-3889, Monday – Friday, 8 a.m. to 8 p.m., local time, TTY: 711
Fax: (562) 499-0610
Email: civil.rights@MolinaHealthcare.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

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:

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

916-440-7370 (or 711 for Telecommunications Relay Service)
CivilRights@dhcs.ca.gov

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx

If you believe that Molina has discriminated on the basis of race, color, national origin, disability, age, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at: https://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, DC 20201

1–800–868–1019 or 800–537–7697 (TDD)

Complaint forms are available at: http://www.hhs.gov/ocr/office/file/index.html.

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Language Assistance Services

Free aids and services, such as sign language interpreters, written translations, and written information in alternative formats, are available to you. Call 1-855-665-4627 (TTY: 711).

English:

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-855-665-4627. Someone who speaks English can help you. This is a free service.

Spanish:

Contamos con servicios de intérprete gratuitos para responder a cualquier pregunta que pueda tener acerca de nuestro plan de salud o medicamentos. Para obtener un intérprete, llámenos al 1-855-665-4627. Alguien que hable Español puede ayudarle. Este es un servicio gratuito.

Chinese Mandarin:

如果您对我们的健康计划或药品计划有任何问题，我们可以提供免费的口译服务回答您的问题。若要获得口译服务，请致电我们： 1-855-665-4627。说 普通話 的人士会帮助您。这是免费服务。

Chinese Cantonese:

我們有免費的口譯員服務，可回答您對於我們健康或藥物計劃的任何問題。若需要口譯員，請撥打 1-855-665-4627 聯絡我們。能說 广东话 的人士會為您提供協助。這是免費的服務。

Tagalog:

May mga libre kaming serbisyo ng interpreter para sagutin ang anumang posible ninyong tanong tungkol sa aming planong pangkalusugan o plano sa gamot. Para kumuha ng interpreter, tawagan lang kami sa 1-855-665-4627. May makakatulong sa inyo na nagsasalita ng Tagalog. Isa itong libreng serbisyo.

Vietnamese:

Chúng tôi có các dịch vụ phiên dịch miễn phí để trả lời bất kỳ câu hỏi nào của quý vị về chương trình chăm sóc sức khỏe hoặc chương trình thuốc của chúng tôi. Để có phiên dịch viên, chỉ cần gọi cho chúng tôi theo số 1-855-665-4627. Một người nói Tiếng Việt có thể giúp quý vị. Đây là dịch vụ miễn phí.

Korean:
당사는 무료 통역 서비스를 통해 건강 또는 처방약 플랜에 대한 귀하의 질문에 답변해 드립니다. 통역 서비스를 이용하시려면 1-855-665-4627로 전화하십시오. 한국말 통역사가 도움을 드릴 수 있습니다. 무료 서비스입니다.

Russian:
Если у вас возникли какие-либо вопросы о вашем плане медицинского обслуживания или плане с покрытием лекарственных препаратов, для вас предусмотрены бесплатные услуги переводчика. Чтобы воспользоваться услугами переводчика, просто позвоните нам по номеру 1-855-665-4627. Вам поможет сотрудник, владеющий русский язык. Эта услуга предоставляется бесплатно.

Arabic: توفر خدمات الترجمة الفورية المجانية للإجابة عن أي أسئلة قد تراودك حول الخطة الصحية أو خطة الأدوية لدينا. وللحصول على مترجم فوري، تفضل بالاتصال بنا على الرقم 1-855-665-4627. ويمكن لشخص يتحدّث اللغة مساعدتك. تقدم هذه الخدمة مجاناً.

Hindi:
हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-855-665-4627 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Japanese:
弊社の健康保険や薬剤計画についてご質問がある場合は、無料の通訳サービスをご利用いただけます。通訳サービスを利用するには、1-855-665-4627までお電話ください。日本語の通訳担当者が対応します。これは無料のサービスです。

Armenian:
Մենք ունենք անվճար թարգմանչական ծառայություններ՝ մեր առողջության կամ դեղերի ծրագրի վերաբերյալ Ձեր ցանկացած հարցին պատասխանելու համար: Թարգմանիչ ստանալու համար պարզապես զանգահարեք մեզ՝ 1-855-665-4627 հեռախոսահամարով: Ինչ-որ մեկը, ով խոսում է հայերեն, կարող է օգնել Ձեզ: Սա անվճար ծառայություն է:

Cambodian:
យើងមានសេវាអ្នកបកប្រែផ្ទាល់មាត់ដោយឥតគិតថ្លៃដើម្បីឆ្លើយតបទៅនឹងសំណួរនានាដែលអ្នកអាចនឹងមានអំពីគម្រោងសុខភាពនិងឱសថរបស់យើង។ ដើម្បីទទួលបានអ្នកបកប្រែផ្ទាល់មាត់មួយនាក់ គ្រាន់តែទូរស័ព្ទមកយើងខ្ញុំតាមលេខ 1-855-665-4627 ។ មនុស្សម្នាក់ដែលនិយាយភាសាខ្មែរអាចជួយអ្នកបាន។ សេវាកម្មនេះមិនគិតថ្លៃនៃទេ។

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Persian (Farsi): برای پاسخگویی به سؤالاتی که ممکن است درباره طرح های سلامت یا دارویی ما داشته باشید می توانید از خدمات ترجمه رایگان ما استفاده کنید. برای دسترسی به مترجم شفاهی، کافی است با شماره 1-855-665-4627 با ما تماس بگیرید. فردی که به زبان فارسی صحبت می کند به شما کمک خواهد کرد. این سرویس رایگان است.

Hmong:

Peb muaj cov kev pab cuam pab txhais lus pub dawb los teb cov lus nug uas koj muaj txog peb txoj phiaj xwm kev noj qab haus huv los sis tshuaj.Yog xav tau ib tus neeg txhais lus, tsuas yog hu rau peb ntawm 1-855-665-4627.Ib tus neeg uas hais lus Hmoob tuaj yeem pab koj.Qhov no yog ib qho kev pab cuam pub dawb.

Laotian:

ພວກເຮົາມີການບໍລິການນາຍພາສາຟຣີເພື່ອຕອບຄຳຖາມທີ່ທ່ານອາດຈະມີກ່ຽວກັບແຜນສຸຂະພາບ ຫຼື ການຢາຂອງພວກເຮົາ. ຖ້າຕ້ອງການນາຍແປພາສາ, ພຽງແຕ່ໂທຫາພວກເຮົາທີ່ 1-855-665-4627. ຄົນທີ່ເວົ້າ ພາສາລາວ ສາມາດຊ່ວຍທ່ານໄດ້. ນີ້ແມ່ນການບໍລິການຟຣີ.

Mien:

Yie mbuo mv nongc zinh taengx meih mbienv wac daih dau meih,haih doix yie mbuo nyei sinh beih nongx faix bong ndie nyei nyungh nyungc geh naiv.Oix duqv taux taengx meih mbienv wac,kungx zuqc mboqv yie mbuo nyei dienx wac 1-855-665-4627.Haih gorngv mienh wac nyei mienh haih bong taengx zuqc meih.Naiv se yietc nyungc mv nongc zinh nyei bong taengx.

Punjabi:

ਸਾਡੀ ਸਹਿਤ ਜਾਂ ਦਵਾਈ ਯੋਜਨਾ ਬਾਰੇ ਤੁਹਾਡੇ ਕਸਿੇ ਵੀ ਸਵਾਲ ਦਾ ਜਵਾਬ ਦੇਣ ਲਈ ਸਾਡੇ ਕੋਲ ਮੁਫ਼ਤ ਦੁਭਾਸ਼ੀਏ ਸੇਵਾਵਾਂ ਹਨ। ਦੁਭਾਸ਼ੀਏ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਲਈ, ਸਾਨੂੰ 1-855-665-4627 'ਤੇ ਕਾਲ ਕਰੋ। ਕੋਈ ਵਅਿਕਤੀ ਜੋ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹੈ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦਾ ਹੈ। ਇਹ ਇੱਕ ਮੁਫ਼ਤ ਸੇਵਾ ਹੈ।

Thai:

เรามีบริการล่ามแปลภาษาให้ฟรีเพื่อตอบคำถามใดๆ ที่คุณอาจมีเกี่ยวกับแผนด้านสุขภาพหรือยาของเรา หากต้องการรับบริการล่าม เพียงโทรหาเราที่ 1-855-665-4627 คนที่สามารถพูดภาษา ภาษาไทย สามารถช่วยคุณได้ บริการนี้เป็นบริการที่ไม่มีค่าใช้จ่าย

Ukrainian:

У нас є безкоштовні послуги перекладача, щоб відповісти на будь-які питання, які ви можете мати про наш план здоров'я або наркотиків. Щоб отримати інтерпретатор, просто зателефонуйте нам на 1-855-665-4627. Хтось, хто говорить Українська мова, може вам допомогти. Це безкоштовна послуга.

French:

Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-855-665-4627. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

German:

Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-855-665-4627. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Italian:

È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-855-665-4627. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portugués:

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