

MOLINA HEALTHCARE

FLORIDA MEDICAID HEALTH PLAN MEMBER HANDBOOK

MolinaHealthcare.com



Your Extended Family.

Questions? Call Member Services at 1-866-472-4585 or TTY at 711.

If you do not speak English, call us at 1-866-472-4585. We have access to interpreter services and can help answer your questions in your language. We can also help you find a health care provider who can talk with you in your language.

Si usted no habla inglés, llámenos al 1-866-472-4585. Ofrecemos servicios de interpretación y podemos ayudarle a responder preguntas en su idioma. También podemos ayudarle a encontrar un proveedor de salud que pueda comunicarse con usted en su idioma.

Si vous ne parlez pas anglais, appelez-nous au 1-866-472-4585. Nous avons accès à des services d'interprétariat pour vous aider à répondre aux questions dans votre langue. Nous pouvons également vous aider à trouver un prestataire de soins de santé qui peut communiquer avec vous dans votre langue.

Si ou pa pale lang Anglè, rele nou nan 1-866-472-4585. Nou ka jwenn sèvis entèprèt pou ou, epitou nou kapab ede reponn kesyon ou yo nan lang ou pale a. Nou kapab ede ou jwenn yon pwofesyonèl swen sante ki kapab kominike avèk ou nan lang ou pale a.

Se non parli inglese chiamaci al 1-866-472-4585. Disponiamo di servizi di interpretariato e siamo in grado di rispondere alle tue domande nella tua lingua. Possiamo anche aiutarti a trovare un fornitore di servizi sanitari che parli la tua lingua.

Если вы не разговариваете по-английски, позвоните нам по номеру 1-866-472-4585. У нас есть возможность воспользоваться услугами переводчика, и мы поможем вам получить ответы на вопросы на вашем родном языке. Кроме того, мы можем оказать вам помощь в поиске поставщика медицинских услуг, который может общаться с вами на вашем родном языке

Important Contact Information

Member Helpline	1-888-275-8750 Nurse Advice Line 1-866-472-4585 Member Services	Available 24 hours Monday to Friday 8am – 7pm
Member Help Line TTY	1-866-735-2922 Nurse Advice Line 711 Member Services	Available 24 hours Monday to Friday 8am– 7pm
Website	www.MolinaHealthcare.com	
Address	Molina Healthcare 8300 NW 33 rd St. Doral, FL, 33122	

Service	Contact Information
Transportation	Access2Care 1-888-298-4781 Available 24 hours
Dental	Contact your case manager directly or at 1-866-472-4585 for help with arranging these services.
Vision	iCare 1-866-472-4585
Laboratory	Quest Diagnostics To find locations near you, call 1-866-697-8378
Over-the-Counter	OTC Health Solutions 1-866-472-4585
Long-term Care PDO	Consumer Direct 1-866-472-4585

Questions? Call Member Services at 1-866-472-4585 or TTY at 711.

To report suspected cases of abuse, neglect, abandonment, or exploitation of children or vulnerable adults	1-800-96-ABUSE (1-800-962-2873) TTY: 711 or 1-800-955-8771 http://www.myflfamilies.com/service-programs/abuse-hotline
For Medicaid Eligibility	1-866-762-2237 TTY: 711 or 1-800-955-8771 http://www.myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash/medicaid
To report Medicaid Fraud and/or Abuse or to file a complaint about a health care facility	1-888-419-3456 https://apps.ahca.myflorida.com/mpi-complaintform/
To request a Medicaid Fair Hearing	1-877-254-1055 1-239-338-2642 (fax) MedicaidHearingUnit@ahca.myflorida.com
To file a complaint about Medicaid services	1-877-254-1055 TDD: 1-866-467-4970 http://ahca.myflorida.com/Medicaid/complaints/
To find information for elders	1-800-96-ELDER (1-800-963-5337) http://elderaffairs.state.fl.us/doea/arc.php
To find out information about domestic violence	1-800-799-7233 TTY: 1-800-787-3224 http://www.thehotline.org/
To find information about health facilities in Florida	http://www.floridahealthfinder.gov/index.html
To find information about urgent care	Nurse Advice Line 1-888-275-8750 Available 24 hours Or locate your nearest Urgent Care Center at www.MolinaHealthcare.com
For an emergency	9-1-1 Or go to the nearest emergency room

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Welcome to Molina Healthcare's Statewide Medicaid Managed Care Plan

Molina Healthcare has a contract with the Florida Agency for Health Care Administration (Agency) to provide health care services to people with Medicaid. This is called the **Statewide Medicaid Managed Care (SMMC) Program**. You are enrolled in our SMMC plan. This means that we will offer you Medicaid services. We work with a group of health care providers to help meet your needs.

There are many types of Medicaid services that you can receive in the SMMC program. You can receive medical services, like doctor visits, labs, and emergency care, from a **Managed Medical Assistance (MMA)** plan. If you are an elder or adult with disabilities, you can receive nursing facility and home and community-based services in a **Long-term Care (LTC)** plan. If you have a certain health condition, like AIDS, you can receive care that is designed to meet your needs in a **Specialty** plan.

If your child is enrolled in the Florida KidCare **MediKids** program, most of the information in this handbook applies to you. We will let you know if something does not apply.

This handbook will be your guide for all health care services available to you. You can ask us any questions, or get help making appointments. If you need to speak with us, just call us at 1-866-472-4585, TTY 711, Monday to Friday 8am – 7pm.

Section 1: Your Plan Identification Card (ID card)


You should have received your ID card in the mail. Call us if you have not received your card or if the information on your card is wrong. Each member of your family in our plan should have their own ID card.

Carry your ID card at all times and show it each time you go to a health care appointment. Never give your ID card to anyone else to use. If your card is lost or stolen, call us so we can give you a new card.

Your ID card will look like this:


MMA:

Florida Managed Medical Assistance (MMA)

Member: <Member_Name_1> Identification #: <Member_ID_1> Effective Date: <Member_Effective_date_1>	 8300 NW 33rd St. Suite 400 Doral, FL 33122-1940
PCP Name: <PCP_name_1> PCP Phone: <PCP_Phone_Number_1> PCP Address: <PCP_Address_1>	
Member Service: 1-866-472-4585 TTY: 771 Hours: 8:00 am to 7:00 pm M-F	RxBIN: <Bin_number_1> RxPCN: <RxPCN_1> RxGRP: <RxGroup_1>
24 Hour Nurse Advice Line English: 1-888-275-8750 Spanish: 1-866-648-3537 TTY: 1-866-735-2922	

LTC:

FLORIDA LTC (LongTermCare)-Medicaid Florida Long Term Care Card

	
Member: <Member_Name_1>	Date of Birth: <Date_of_Birth_1>
Identification #: <Member_ID_1>	BIN #: <Bin_number_1>
Effective Date: <Member_Effective_date_1>	
<hr/> <p>The member receives long term care and case management services only through Molina Healthcare.</p>	

Questions? Call Member Services at 1-866-472-4585 or TTY at 711.

Comprehensive (MMA & LTC)

Florida Managed Medical Assistance (MMA) & Long Term Care (COMP)-

Member: <Member_Name_1> Identification #: <Member_ID_1> Effective Date: <Member_Effective_date_1>	 8300 NW 33rd St, Suite 400 Doral, FL 33122-1940
MMA & Long Term Care Comprehensive Program	
PCP Name: <PCP_name_1> PCP Phone: <PCP_Phone_Number_1> PCP Address: <PCP_Address_1>	RxBIN: <Bin_number_1> RxPCN: <RxPCN_1> RxGRP: <RxGroup_1>
Member Service: 1-866-472-4585 TTY: 771 Hours: 8:00 am to 7:00 pm M-F	
24 Hour Nurse Advice Line English: 1-888-275-8750 Spanish: 1-866-648-3537 TTY: 1-866-735-2922	

Section 2: Your Privacy

Your privacy is important to us. You have rights when it comes to protecting your health information, such as your name, Plan identification number, race, ethnicity, and other things that identify you. We will not share any health information about you that is not allowed by law.

If you have any questions, call Member Services. Our privacy policies and protections are:

Your Protected Health information

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 our Members' 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.

Questions? Call Member Services at 1-866-472-4585 or TTY at 711.

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 ways
- To get a list of certain people or places we have given your PHI

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 Members' PHI. 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 1-866-472-4585, TTY 711, Monday to Friday 8am – 7pm.

Section 3: Getting Help from Our Member Services

Our Member Services Department can answer all of your questions. We can help you choose or change your Primary Care Provider (PCP for short), find out if a service is covered, get referrals, find a provider, replace a lost ID card, report the birth of a new baby, and explain any changes that might affect you or your family's benefits.

Contacting Member Services

You may call us at 1-866-472-4585 or 711 (TTY/TDD), Monday to Friday, 8:00 am to 7:00 pm, but not on State approved holidays (like Christmas Day and Thanksgiving Day). When you call, make sure you have your identification card (ID card) with you so we can help you. (If you lose your ID card, or if it is stolen, call Member Services.)

Contacting Member Services after Hours

If you call when we are closed, please leave a message. We will call you back the next business day. If you have an urgent question, you may call our 24-Hour Nurse Advice Line at: 1-888-275-8750 for English and 1-866-648-3537 for assistance in other languages, TTY 1-866-735-2922. Our nurses are available to help you 24 hours a day, 7 days a week.

Section 4: Do You Need Help Communicating?

If you do not speak English, we can help. We have people who help us talk to you in your language. We provide this help for free.

For people with disabilities: If you use a wheelchair, or are blind, or have trouble hearing or understanding, call us if you need extra help. We can tell you if a provider's office is wheelchair accessible or has devices for communication. Also, we have services like:

- Telecommunications Relay Service. This helps people who have trouble hearing or talking to make phone calls. Call 711 and give them our Member Services phone number. It is 1-866-472-4585. They will connect you to us.
- Information and materials in large print, audio (sound); and braille
- Help in making or getting to appointments
- Names and addresses of providers who specialize in your disability

All of these services are provided free to you.

Section 5: When Your Information Changes

If any of your personal information changes, let us know as soon as possible. You can do so by calling Member Services. We need to be able to reach you about your health care needs.

The Department of Children and Families (DCF) needs to know when your name, address, county, or telephone number changes as well. Call DCF toll free at 1-866-762-2237 (TTY 1-800-955-8771) Monday through Friday from 8 am to 5:30 pm. You can also go online and make the changes in your Automated Community Connection to Economic Self Sufficiency (ACCESS) account at <https://dcf-access.dcf.state.fl.us/access/index.do>. You may also contact the Social Security Administration (SSA) to report changes. Call SSA toll free at 1-800-772-1213 (TTY 1-800-325-0778), Monday through Friday from 7 am to 7 pm. You may also contact your local Social Security office or go online and make changes in your Social Security account at <https://secure.ssa.gov/RIL/SiView.do>

Section 6: Your Medicaid Eligibility

In order for you to go to your health care appointments and for Molina Healthcare to pay for your services, you have to be covered by Medicaid and enrolled in our plan. This is called having **Medicaid eligibility**. DCF decides if someone qualifies for Medicaid. Sometimes things in your life might change, and these changes can affect whether or not you can still have Medicaid. It is very important to make sure that you have Medicaid before you go to any appointments. Just because you have a Plan ID Card does not mean that you still have Medicaid. Do not worry! If you think your Medicaid has changed or if you have any questions about your Medicaid, call Member Services and we can help you check on it.

If you Lose your Medicaid Eligibility

If you lose your Medicaid and get it back within 180 days, you will be enrolled back into our plan.

If you have Medicare

If you have Medicare, continue to use your Medicare ID card when you need medical services (like going to the doctor or the hospital), but also give the provider your Medicaid Plan ID card too.

If you are having a baby

If you have a baby, he or she will be covered by us on the date of birth. Call Member Services to let us know that your baby has arrived and we will help make sure your baby is covered and has Medicaid right away.

It is helpful if you let us know that you are pregnant **before** your baby is born to make sure that your baby has Medicaid. Call DCF toll free at 1-866-762-2237 while you

Questions? Call Member Services at 1-866-472-4585 or TTY at 711.

are pregnant. If you need help talking to DCF, call us. DCF will make sure your baby has Medicaid from the day he or she is born. They will give you Medicaid number for your baby. Let us know the baby's Medicaid number when you get it.

Section 7: Enrollment in Our Plan

When you first join our plan, you have 120 days to try our plan. If you do not like it for any reason, you can enroll in another SMMC plan in this region. Once those 120 days are over, you are enrolled in our plan for the rest of the year. This is called being **locked-in** to a plan. After being in our plan for one year, you can choose to stay with us or select another plan. This happens every year you have Medicaid and are in the SMMC program.

Open Enrollment

Open enrollment is a period that starts 60 days before the end of your year in our plan. The State's Enrollment Broker will send you a letter letting you know that you can change plans if you want. This is called your **Open Enrollment** period. You do not have to change plans. If you leave our plan and enroll in a new one, you will start with your new plan at the end of your year in our plan. Once you are enrolled in the new plan, you will have another 60 days to decide if you want to stay in that plan or change to a new one before you are locked-in for the year. You can call the Enrollment Broker at 1-877-711-3662 (TDD 1-866-467-4970).

Enrollment in the SMMC Long-term Care Program

The SMMC Long-term Care (LTC) program provides nursing facility services and home and community-based care to elders and adults (ages 18 years and older) with disabilities. Home and community-based services help people stay in their homes, with services like help with bathing, dressing, and eating; help with chores; help with shopping; or supervision.

We pay for services that are provided at the nursing facility. If you live in a Medicaid nursing facility full-time, you are probably already in the LTC program. If you don't know, or don't think you are enrolled in the LTC program, call Member Services. We can help you.

The LTC program also provides help for people living in their home. But space is limited for these in-home services, so before you can receive these services, you have to speak to someone who will ask you questions about your health. This is called a screening. The Department of Elder Affairs' Aging and Disability Resource Centers (ADRC) complete these screenings. Once the screening is complete, your name will go on a waiting list. When you get to the top of the waiting list, the Department of Elder Affairs Comprehensive Assessment and Review for Long-term Care Services (CARES) program will ask you to provide more information about yourself to make sure you meet other medical criteria to receive services from the LTC program. Once you are enrolled

in the LTC program, we will make sure you continue to meet requirements for the program each year.

You can find the phone number for your local ADRC using the following map. They can also help answer any other questions that you have about the LTC program.



Section 8: Leaving Our Plan (Disenrollment)

Leaving a plan is called **disenrolling**. If you want to leave our plan while you are locked-in, you have to call the State's Enrollment Broker. By law, people cannot leave or change plans while they are locked-in except for very special reasons. The Enrollment Broker will talk to you about why you want to leave the plan. The Enrollment Broker will also let you know if the reason you stated allows you to change plan. You can leave our plan at any time for the following reasons (also known as **Good Cause Disenrollment** reasons¹):

- You are getting care at this time from a provider that is not part of our plan but is part of another Plan
- We do not cover a service for moral or religious reasons
- You are an American Indian or Alaskan Native
- You live in and get your Long-term care services from an assisted living facility, adult family care home, or nursing facility provider that was in our network but is no longer in our network.

You can also leave our plan for the following reasons, if you have completed our grievance and appeal process²:

- You receive poor quality of care, and the Agency agrees with you after they have looked at your medical records
- You cannot get the services you need through our plan, but you can get the services you need through another plan
- Your services were delayed without a good reason

If you have any questions about whether you can change plans, call Member Services or the State's Enrollment Broker at 1-877-711-3662 (TDD 1-866-467-4970).

Removal from Our Plan (Involuntary Disenrollment)

The Agency can remove you from our plan (and sometimes the SMMC program entirely) for certain reasons. This is called **involuntary disenrollment**. These reasons include:

- You lose your Medicaid
- You move outside of where we operate, or outside the State of Florida
- You knowingly use your Plan ID card incorrectly or let someone else use your Plan ID card
- You fake or forge prescriptions
- You or your caregivers behave in a way that makes it hard for us to provide you with care
- You are in the LTC program and live in an assisted living facility or adult family care home that is not home-like and you will not move into a facility that is home-like³

¹ For the full list of Good Cause Disenrollment reasons, please see Florida Administrative Rule 59G-8.600:

https://www.flrules.org/gateway/RuleNo.asp?title=MANAGED_CARE&ID=59G-8.600

² To learn how to ask for an appeal, please turn to Section 16, Member Satisfaction, on page 51.

³ This is for Long-term Care program members only. If you have questions about your facility's compliance with this federal requirement, please call Member Services or your case manager.

If the Agency removes you from our plan because you broke the law or for your behavior, you cannot come back to the SMMC program.

Section 9: Managing Your Care

If you have a medical condition or illness that requires extra support and coordination, we may assign a case manager to work with you. Your case manager will help you get the services you need. The case manager will work with your other providers to manage your health care. If we provide you with a case manager and you do not want one, call Member Services to let us know.

If you are in the LTC program, we will assign you a case manager. You must have a case manager if you are in the LTC program. Your case manager is your go-to person and is responsible for **coordinating your care**. This means that they are the person who will help you figure out what LTC services you need and how to get them.

If you have a problem with your care, or something in your life changes, let your case manager know and they will help you decide if your services need to change to better support you.

Changing Case Managers

If you want to choose a different case manager, call Member Services. There may be times when we will have to change your case manager. If we need to do this, we will send a letter to let you know.

Important Things to Tell Your Case Manager

If something changes in your life or you don't like a service or provider, let your case manager know. You should tell your case manager if:

- You don't like a service
- You have concerns about a service provider
- Your services aren't right
- You get new health insurance
- You go to the hospital or emergency room
- Your caregiver can't help you anymore
- Your living situation changes
- Your name, telephone number, address, or county changes

Section 10: Accessing Services

Before you get a service or go to a health care appointment, we have to make sure that you need the service and that it is medically right for you. This is called **prior authorization**. To do this, we look at your medical history and information from your doctor or other health care providers. Then we will decide if that service can help you. We use rules from the Agency to make these decisions.

Providers in Our Plan

For the most part, you must use doctors, hospitals, and other health care providers that are in our **provider network**. Our provider network is the group of doctors, therapists, hospitals, facilities, and other health care providers that we work with. You can choose from any provider in our provider network. This is called your **freedom of choice**. If you use a health care provider that is not in our network, you may have to pay for that appointment or service.

You will find a list of providers that are in our network in our provider directory. If you want a copy of the provider directory, call 1-866-472-4585 or TTY at 711 to get a copy or visit our website at ProviderSearch.MolinaHealthcare.com.

If you are in the LTC program, your case manager is the person who will help you choose a service provider for each of your services. Once you choose a service provider, they will contact them to begin your services. This is how services are **approved** in the LTC program. Your case manager will work with you, your family, your caregivers, your doctors and other providers to make sure that your LTC services work with your medical care and other parts of your life.

Providers Not in Our Plan

There are some services that you can get from providers who are not in our provider network. These services are:

- Family planning services and supplies
- Women's preventative health services, such as breast exams, screenings for cervical cancer, and prenatal care
- Treatment of sexually transmitted diseases
- Emergency Care

If we cannot find a provider in our provider network for these services, we will help you find another provider that is not in our network. Remember to check with us first before you use a provider that is not in our provider network. If you have questions, call Member Services.

What Do I Have To Pay For?

You may have to pay for appointments or services that are not covered. A covered service is a service that we have to provide in the Medicaid program. All of the services listed in this handbook are covered services. Remember, just because a service is covered, does not mean that you will need it. You may have to pay for services if we did not approve it first.

If you get a bill from a provider, call Member Services. Do not pay the bill until you have spoken to us. We will help you. If it is for covered services in an emergency, send it to us. You must do this in six months or less. Do not pay the bill. We will pay the provider what we owe.

You might get a bill for a covered service. You might get one for a prescription. It may have been approved. Or maybe it did not need approval. Send us a copy of the bill. Do this in six months or less. If the bill is for medicine, send a copy of the label. Do not pay the bill. We will pay the amount we have agreed to in our contract.

Molina will pay you back if:

- You paid for a covered service
- You paid for an approved prescription
- Your medicine did not need approval.

Mail or fax us a copy of the bill. Send us a copy of your receipt. If the bill is for a prescription, send a copy of the label. Mail this information to Member Services. The address is on page three of this booklet.

We will respond to you within (30) days. If your claim is accepted, we will mail you a check. If not, we will send you a letter to tell you why. You may not agree with the decision. You may appeal by calling Member Services.

Services for Children⁴

We must provide all medically necessary services for our members who are ages 0 – 20 years old. This is the law. This is true even if we do not cover a service or the service has a limit. As long as your child's services are medically necessary, services have:

- No dollar limits; or
- No time limits, like hourly or daily limits

Your provider may need to ask us for approval before giving your child the service. Call Member Services if you want to know how to ask for these services.

Moral or Religious Objections

If we do not cover a service because of a religious or moral reason, we will tell you that the service is not covered. In these cases, you must call the State's Enrollment Broker at 1-877-711-3662 (TDD 1-866-467-4970). The Enrollment Broker will help you find a provider for these services.

Dental Services

Your dental plan will cover most of your dental services, but some dental services may be covered by your medical plan. The table below will help you to decide which plan pays for a service.

⁴Also known as "Early and Periodic Screening, Diagnosis, and Treatment" or "EPSDT" requirements

Type of Dental Service(s):	Dental Plan Covers:	Medical Plan Covers:
Dental Services	Covered when you see your dentist or dental hygienist	Covered when you see your doctor or nurse
Scheduled dental services in a hospital or surgery center	Covered for dental services by your dentist	Covered for doctors, nurses, hospitals, and surgery centers
Hospital visit for a dental problem	<i>Not covered</i>	Covered
Prescription drugs for a dental visit or problem	<i>Not covered</i>	Covered
Transportation to your dental service or appointment	<i>Not covered</i>	Covered

Section 11: Helpful Information About Your Benefits

Choosing a Primary Care Provider (PCP)

If you have Medicare, please contact the number on your Medicare ID card for information about your PCP.

One of the first things you will need to do when you enroll in our plan is choose a PCP. This can be a doctor, nurse practitioner, or a physician assistant. You will see your PCP for regular check-ups, shots (immunizations), or when you are sick. Your PCP will also help you get care from other providers or specialists. This is called a **referral**. You can choose your PCP by calling Member Services.

You can choose a different PCP for each family member or you can choose one PCP for the entire family. If you do not choose a PCP, we will assign a PCP for you and your family. You can change your PCP at any time. To change your PCP, call Member Services.

Choosing a PCP for Your Child

You can pick a PCP for your baby before your baby is born. We can help you with this by calling Member Services. If you do not pick a doctor by the time your baby is born, we will pick one for you. If you want to change your baby's doctor, call us.

It is important that you select a PCP for your child to make sure they get their well child visits each year. Well child visits are for children 0 – 20 years old. These visits are regular check-ups that help you and your child's PCP know what is going on with your child and how they are growing. Your child may also receive shots (immunizations) at these visits. These visits can help find problems and keep your child healthy.⁵

You can take your child to a pediatrician, family practice provider, or other health care provider.

You do not need a referral for well child visits.

There is no charge for well child visits.

Specialist Care and Referrals

Sometimes, you may need to see a provider other than your PCP for medical problems like special conditions, injuries, or illnesses. Your PCP will ask Molina for the referral. Talk to your PCP first. Your PCP will refer you to a **specialist**. A specialist is a provider who works in one health care area. A referral from your assigned PCP is needed before you see a specialist.

If you have a case manager, make sure you tell your case manager about your **referrals**. The case manager will work with the specialist to get you care.

Second Opinions

You have the right to get a **second opinion** about your care. This means talking to a different provider to see what they have to say about your care. The second provider will give you their point of view. This may help you decide if certain services or treatments are best for you. There is no cost to you to get a second opinion.

Your PCP, case manager or Member Services can help find a provider to give you a second opinion. You can pick any of our providers. If you are unable to find a provider with us, we will help you find a provider that is not in our provider network. If you need to see a provider that is not in our provider network for the second opinion, we must approve it before you see them.

⁵ For more information about the screenings and assessments that are recommended for children, please refer to the "Recommendations for Preventative Pediatric Health Care – Periodicity Schedule" at www.aap.org.

Urgent Care

Urgent Care is not Emergency Care. Urgent Care is needed when you have an injury or illness that must be treated within 48 hours. Your health or life are not usually in danger, but you cannot wait to see your PCP or it is after your PCP's office has closed.

If you need Urgent Care after office hours and you cannot reach your PCP, call our 24-hour Nurse Advice Line at 1-888-275-8750 for English and 1-866-648-3537 for assistance in other languages. The Nurse Advice TTY/TDD is 1-866-735-2922. Our nurses are available to help you 24 hours a day, 7 days a week.

You may also find the closest Urgent Care center to you by contacting Member Services or visiting our website: www.MolinaHealthcare.com.

Hospital Care

If you need to go to the hospital for an appointment, surgery or overnight stay, your PCP will set it up. We must approve services in the hospital before you go, except for emergencies. We will not pay for hospital services unless we approve them ahead of time or it is an emergency.

If you have a case manager, they will work with you and your provider to put services in place when you go home from the hospital.

Emergency Care

You have a medical **emergency** when you are so sick or hurt that your life or health is in danger if you do not get medical help right away. Some examples are:

- Broken bones
- Bleeding that will not stop
- You are pregnant, in labor and/or bleeding
- Trouble breathing
- Suddenly unable to see, move, or talk

Emergency services are those services that you get when you are very ill or injured. These services try to keep you alive or to keep you from getting worse. They are usually delivered in an emergency room.

If your condition is severe, call 911 or go to the closest emergency facility right away. You can go to any hospital or emergency facility. If you are not sure if it is an emergency, call your PCP. Your PCP will tell you what to do.

The hospital or facility does not need to be part of our provider network or in our service area. You also do not need to get approval ahead of time to get emergency care or for the services that you receive in an emergency room to treat your condition.

If you have an emergency when you are away from home, get the medical care you need. Be sure to call Member Services when you are able and let us know.

Filling Prescriptions

We cover a full range of prescription medications. We have a list of drugs that we cover. This list is called Medicaid's **Preferred Drug List (PDL)**. You can find this list on our Web site at www.MolinaHealthcare.com or by calling Member Services.

We cover **brand name** and **generic** drugs. Generic drugs have the same ingredients as brand name drugs, but they are often cheaper than brand name drugs. They work the same. Sometimes, we may need to approve using a brand name drug before your prescription is filled.

We have pharmacies in our provider network. You can fill your prescription at any pharmacy that is in our provider network. Make sure to bring your Plan ID card with you to the pharmacy.

The list of covered drugs may change from time to time, but we will let you know if anything changes.

To be sure you are getting the care you need, we may require your provider to submit a request to us (a Prior Authorization). Your provider will need to explain why you need a certain drug or a certain amount of a drug. We must approve the Prior Authorization (PA) request before you can get the medication. Reasons why we may require PA of a drug include:

- There is a generic or another alternative drug available
- The drug can be misused or abused
- The drug is listed in the formulary but not found on the Preferred Drug List (PDL)
- There are other drugs that must be tried first

Some drugs may also have quantity (amount) limits and some drugs are never covered. Some drugs that are never covered are:

- Drugs for weight loss
- Drugs for erectile dysfunction
- Drugs for infertility

If we do not approve a PA request for a drug, we will send you a letter. The letter will explain how to appeal our decision. It will also detail your rights to a state hearing.

Specialty Pharmacy Information

Specialty drugs are used to treat complex conditions like cancer, rheumatoid arthritis and multiple sclerosis. Specialty drugs often need special care. You may need to use one of our Specialty pharmacies. If you have questions you can call Member Services. You can call us at 1-866-472-4585.

Questions? Call Member Services at 1-866-472-4585 or TTY at 711.

Behavioral Health Services

There are times when you may need to speak to a therapist or counselor if you are having any of the following feelings or problems:

- Always feeling sad
- Not wanting to do the things that you used to enjoy
- Feeling worthless
- Having trouble sleeping
- Not feeling like eating
- Alcohol or drug abuse
- Trouble in your marriage
- Parenting concerns

We cover many different types of behavioral health services that can help with issues you may be facing. You can call a behavioral health provider for an appointment. You can get help finding a behavioral health provider by:

- Calling Member Services
- Looking at our provider directory
- Going to our website: ProviderSearch.MolinaHealthcare.com

Someone is there to help you 24 hours a day, 7 days a week.

You do not need a referral from your PCP for behavioral health services.

If you are thinking about hurting yourself or someone else, call 911. You can also go to the nearest emergency room or crisis stabilization center, even if it is out of our service area. Once you are in a safe place, call your PCP if you can. Follow up with your provider within 24-48 hours. If you get emergency care outside of the service area, we will make plans to transfer you to a hospital or provider that is in our plan's network once you are stable.

Member Reward Programs

We offer programs to help keep you healthy and to help you live a healthier life (like losing weight or quitting smoking). We call these **healthy behavior programs**. You can earn rewards while participating in these programs. Our plan offers the following programs:

- Smoking Cessation Program
- Adult and Pediatric Preventive Care
- Weight Loss Programs
- Alcohol or Substance Abuse Program
- Pregnancy Rewards Program

Please remember that rewards cannot be transferred. If you leave our Plan for more than 180 days, you may not receive your reward. If you have questions or want to join any of these programs, please call us at 1-866-472-4585.

Disease Management Programs

We have special programs available that will help you if you have one of these conditions.

- Cancer
- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- High Blood Pressure (hypertension)
- Behavioral Health

For Long Term Care Members:

- Caregiver Support and Disease Management Program
- End of Life Planning – Obtain information on advance directives
- Dementia and Alzheimer's

Quality Enhancement Programs

We want you to get quality health care. We offer additional programs that help make the care you receive better. The programs are:

- Children's Program
- Domestic Violence Program
- Pregnancy Prevention Program
- Prenatal/Postpartum Program
- Behavioral Health Programs
- Smoking Cessation Program
- Substance Abuse Program

You also have a right to tell us about changes you think we should make.

To get more information about our quality enhancement program or to give us your ideas, call Member Services.

Section 12: Your Plan Benefits: Managed Medical Assistance Services

The table below lists the medical services that are covered by our Plan. Remember, you may need a referral from your PCP or approval from us before you go to an appointment or use a service. Services must be medically necessary in order for us to pay for them⁶.

There may be some services that we do not cover, but might still be covered by Medicaid. To find out about these benefits, call the Agency Medicaid Help Line at 1-877-254-1055. If you need a ride to any of these services, we can help you. You can call Access2Care at 1-888-298-4781 to schedule a ride.

If there are changes in covered services or other changes that will affect you, we will notify you in writing at least 30 days before the effective date of the change.

If you have questions about any of the covered medical services, please call Member Services.

Service	Description	Coverage/Limitations	Prior Authorization
Addictions Receiving Facility Services	Services used to help people who are struggling with drug or alcohol addiction	As medically necessary and recommended by us	Yes
Allergy Services	Services to treat conditions such as sneezing or rashes that are not caused by an illness	We cover blood or skin allergy testing and up to 156 doses per year of allergy shots	Yes
Ambulance Transportation Services	Ambulance services are for when you need emergency care while being transported to the hospital or special support when being transported between facilities	Covered as medically necessary.	Yes for transport between facilities
Ambulatory Detoxification Services	Services provided to people who are withdrawing from drugs or alcohol	As medically necessary and recommended by us	Yes

⁶ You can find the definition for Medical Necessity at http://ahca.myflorida.com/medicaid/review/General/59G_1010_Definitions.pdf

Ambulatory Surgical Center Services	Surgery and other procedures that are performed in a facility that is not the hospital (outpatient)	Covered as medically necessary.	Yes
Anesthesia Services	Services to keep you from feeling pain during surgery or other medical procedures	Covered as medically necessary.	No
Assistive Care Services	Services provided to adults (ages 18 and older) help with activities of daily living and taking medication	We cover 365/366 days of services per year	Yes
Behavioral Health Assessment Services	Services used to detect or diagnose mental illnesses and behavioral health disorders	We cover: <ul style="list-style-type: none"> - One initial assessment per year - One reassessment per year - Up to 150 minutes of brief behavioral health status assessments (no more than 30 minutes in a single day) 	Yes
Behavioral Health Overlay Services	Behavioral health services provided to children (ages 0 –18) enrolled in a DCF program	We cover 365/366 days of services per year, including therapy, support services and aftercare planning	Yes
Cardiovascular Services	Services that treat the heart and circulatory (blood vessels) system	We cover the following as prescribed by your doctor: <ul style="list-style-type: none"> - Cardiac testing - Cardiac surgical procedures - Cardiac devices 	No in office setting
Child Health Services Targeted Case Management	Services provided to children (ages 0 - 3) to help them get health care and other services	Your child must be enrolled in the DOH Early Steps program	No

Chiropractic Services	Diagnosis and manipulative treatment of misalignments of the joints, especially the spinal column, which may cause other disorders by affecting the nerves, muscles, and organs	<p>We cover:</p> <ul style="list-style-type: none"> - One new patient visit - 24 established patient visits per year - X-rays 	No
Clinic Services	Health care services provided in a county health department, federally qualified health center, or a rural health clinic		No
Community-Based Wrap-Around Services	Services provided by a mental health team to children who are at risk of going into a mental health treatment facility	As medically necessary and recommended by us	Yes
Crisis Stabilization Unit Services	Emergency mental health services that are performed in a facility that is not a regular hospital	As medically necessary and recommended by us	No
Dialysis Services	Medical care, tests, and other treatments for the kidneys. This service also includes dialysis supplies, and other supplies that help treat the kidneys	<p>We cover the following as prescribed by your treating doctor:</p> <ul style="list-style-type: none"> - Hemodialysis treatments - Peritoneal dialysis treatments 	No
Drop-In Center Services	Services provided in a center that helps homeless people get treatment or housing	As medically necessary and recommended by us	Yes

Durable Medical Equipment and Medical Supplies Services	<p>Medical equipment is used to manage and treat a condition, illness, or injury. Durable medical equipment is used over and over again, and includes things like wheelchairs, braces, crutches, and other items. Medical supplies are items meant for one-time use and then thrown away</p>	Some service and age limits apply. Call Member Services for more information.	Yes
Early Intervention Services	Services to children ages 0 - 3 who have developmental delays and other conditions	<p>We cover:</p> <ul style="list-style-type: none"> - One initial evaluation per lifetime, completed by a team - Up to 3 screenings per year - Up to 3 follow-up evaluations per year - Up to 2 training or support sessions per week 	No
Emergency Transportation Services	Transportation provided by ambulances or air ambulances (helicopter or airplane) to get you to a hospital because of an emergency	Covered as medically necessary.	No
Evaluation and Management Services	Services for doctor's visits to stay healthy and prevent or treat illness	<p>We cover:</p> <ul style="list-style-type: none"> - One adult health screening (check-up) per year - Well child visits are provided based on age and developmental needs - One visit per month for people living in nursing facilities - Up to two office visits per month for adults to treat illnesses or conditions 	No

Family Therapy Services	Services for families to have therapy sessions with a mental health professional	We cover: Up to 26 hours per year	Yes
Family Training and Counseling for Child Development	Services to support a family during their child's mental health treatment	As medically necessary and recommended by us	Yes
Gastrointestinal Services	Services to treat conditions, illnesses, or diseases of the stomach or digestion system	We cover: Covered as medically necessary	No
Genitourinary Services	Services to treat conditions, illnesses, or diseases of the genitals or urinary system	We cover: Covered as medically necessary	No
Group Therapy Services	Services for a group of people to have therapy sessions with a mental health professional	We cover: Up to 39 hours per year	Yes
Hearing Services	Hearing tests, treatments and supplies that help diagnose or treat problems with your hearing. This includes hearing aids and repairs	We cover hearing tests and the following as prescribed by your doctor: - Cochlear implants - One new hearing aid per ear, once every 3 years - Repairs	Yes
Home Health Services	Nursing services and medical assistance provided in your home to help you manage or recover from a medical condition, illness or injury	We cover: - Up to 4 visits per day for pregnant recipients and recipients ages 0-20 - Up to 3 visits per day for all other recipients	Yes

Hospice Services	Medical care, treatment, and emotional support services for people with terminal illnesses or who are at the end of their lives to help keep them comfortable and pain free. Support services are also available for family members or caregivers	Covered as medically necessary	No
Individual Therapy Services	Services for people to have one-to-one therapy sessions with a mental health professional	We cover: Up to 26 hours per year	Yes
Inpatient Hospital Services	Medical care that you get while you are in the hospital. This can include any tests, medicines, therapies and treatments, visits from doctors and equipment that is used to treat you	We cover the following inpatient hospital services based on age and situation: - Up to 365/366 days for recipients ages 0-20 - Up to 45 days for all other recipients (extra days are covered for emergencies)	Yes
Integumentary Services	Services to diagnose or treat skin conditions, illnesses or diseases	Covered as medically necessary	No
Laboratory Services	Services that test blood, urine, saliva or other items from the body for conditions, illnesses or diseases	Covered as medically necessary	No
Medical Foster Care Services	Services that help children with health problems who live in foster care homes	Must be in the custody of the Department of Children and Families	No

Medication Assisted Treatment Services	Services used to help people who are struggling with drug addiction	Covered as medically necessary	Yes
Medication Management Services	Services to help people understand and make the best choices for taking medication	Covered as medically necessary	No
Mental Health Targeted Case Management	Services to help get medical and behavioral health care for people with mental illnesses	Covered as medically necessary	No
Mobile Crisis Assessment and Intervention Services	A team of health care professionals who provide emergency mental health services, usually in people's homes	As medically necessary and recommended by us	Yes
Neurology Services	Services to diagnose or treat conditions, illnesses or diseases of the brain, spinal cord or nervous system	Covered as medically necessary	No
Non-Emergency Transportation Services	Transportation to and from all of your medical appointments. This could be on the bus, a van that can transport disabled people, a taxi, or other kinds of vehicles	We cover the following services for recipients who have no transportation: <ul style="list-style-type: none"> - Out-of-state travel - Transfers between hospitals or facilities - Escorts when medically necessary 	No
Nursing Facility Services	Medical care or nursing care that you get while living full-time in a nursing facility. This can be a short-term rehabilitation stay or long-term	We cover 365/366 days of services in nursing facilities as medically necessary Copayment: See information on Patient Responsibility for copayment information	Yes

Occupational Therapy Services	Occupational therapy includes treatments that help you do things in your daily life, like writing, feeding yourself, and using items around the house	<p>We cover for children ages 0- 20 and for adults under the \$1,500 outpatient services cap:</p> <ul style="list-style-type: none"> - One initial evaluation per year - Up to 210 minutes of treatment per week - One initial wheelchair evaluation per 5 years <p>We cover for people of all ages: Follow-up wheelchair evaluations, one at delivery and one 6-months later</p>	Yes
Oral Surgery Services	Services that provide teeth extractions (removals) and to treat other conditions, illnesses or diseases of the mouth and oral cavity	Covered as medically necessary	Yes
Orthopedic Services	Services to diagnose or treat conditions, illnesses or diseases of the bones or joints	Covered as medically necessary	No
Outpatient Hospital Services	Medical care that you get while you are in the hospital but are not staying overnight. This can include any tests, medicines, therapies and treatments, visits from doctors and equipment that is used to treat you	<p>Emergency services are covered as medically necessary</p> <p>Non-emergency services cannot cost more than \$1,500 per year for recipients ages 21 and over</p>	Yes
Pain Management Services	Treatments for long-lasting pain that does not get better after other services have been provided	Covered as medically necessary. Some service limits may apply	No

Partial Hospitalization Services	Services for people leaving a hospital for mental health treatment	As medically necessary and recommended by us	Yes
Physical Therapy Services	Physical therapy includes exercises, stretching and other treatments to help your body get stronger and feel better after an injury, illness or because of a medical condition	<p>We cover for children ages 0- 20 and for adults under the \$1,500 outpatient services cap:</p> <ul style="list-style-type: none"> - One initial evaluation per year - Up to 210 minutes of treatment per week - One initial wheelchair evaluation per 5 years <p>We cover for people of all ages: Follow-up wheelchair evaluations, one at delivery and one 6-months later</p>	Yes
Podiatry Services	Medical care and other treatments for the feet	<p>We cover:</p> <ul style="list-style-type: none"> - Up to 24 office visits per year - Foot and nail care - X-rays and other imaging for the foot, ankle and lower leg - Surgery on the foot, ankle or lower leg 	No
Prescribed Drug Services	This service is for drugs that are prescribed to you by a doctor or other health care provider	<p>We cover:</p> <ul style="list-style-type: none"> - Up to a 34-day supply of drugs, per prescription - Refills, as prescribed 	Yes
Private Duty Nursing Services	Nursing services provided in the home to people ages 0 to 20 who need constant care	<p>We cover: Up to 24 hours per day</p>	Yes
Psychological Testing Services	Tests used to detect or diagnose problems with memory, IQ or other areas	<p>We cover: 10 hours of psychological testing per year</p>	Yes

Psychosocial Rehabilitation Services	Services to assist people re-enter everyday life. They include help with basic activities such as cooking, managing money and performing household chores	We cover: Up to 480 hours per year	Yes
Radiology and Nuclear Medicine Services	Services that include imaging such as x-rays, MRIs or CAT scans. They also include portable x-rays	Covered as medically necessary	Yes
Regional Perinatal Intensive Care Center Services	Services provided to pregnant women and newborns in hospitals that have special care centers to handle serious conditions	Covered as medically necessary	No
Reproductive Services	Services for women who are pregnant or want to become pregnant. They also include family planning services that provide birth control drugs and supplies to help you plan the size of your family	We cover family planning services. You can get these services and supplies from any Medicaid provider; they do not have to be a part of our Plan. You do not need prior approval for these services. These services are free. These services are voluntary and confidential, even if you are under 18 years old.	No
Respiratory Services	Services that treat conditions, illnesses or diseases of the lungs or respiratory system	We cover: - Respiratory testing - Respiratory surgical procedures - Respiratory device management	No

Respiratory Therapy Services	Services for recipients ages 0-20 to help you breathe better while being treated for a respiratory condition, illness or disease	<p>We cover:</p> <ul style="list-style-type: none"> - One initial evaluation per year - One therapy re-evaluation per 6 months - Up to 210 minutes of therapy treatments per week (maximum of 60 minutes per day) 	Yes
Self-Help/Peer Services	Services to help people who are in recovery from an addiction or mental illness	As medically necessary and recommended by us	Yes
Specialized Therapeutic Services	Services provided to children ages 0- 20 with mental illnesses or substance use disorders	<p>We cover the following:</p> <ul style="list-style-type: none"> - Assessments - Foster care services - Group home services 	Yes
Speech-Language Pathology Services	Services that include tests and treatments help you talk or swallow better	<p>We cover the following services for children ages 0-20:</p> <ul style="list-style-type: none"> - Communication devices and services - Up to 210 minutes of treatment per week - One initial evaluation per year <p>We cover the following services for adults:</p> <ul style="list-style-type: none"> - One communication evaluation per 5 years 	Yes
Statewide Inpatient Psychiatric Program Services	Services for children with severe mental illnesses that need treatment in the hospital	Covered as medically necessary for children ages 0-20	Yes
Substance Abuse Intensive Outpatient Program Services	Treatment provided for more than 3 hours per day, several days per week, for people who are recovering from substance use disorders	As medically necessary and recommended by us	Yes

Substance Abuse Short-Term Residential treatment Services	Treatment for people who are recovering from substance use disorders	As medically necessary and recommended by us	Yes
Therapeutic Behavioral On-Site Services	Services provided by a team to prevent children ages 0-20 with mental illnesses or behavioral health issues from being placed in a hospital or other facility	We cover: Up to 9 hours per month	Yes
Transplant Services	Services that include all surgery and pre and post- surgical	Covered as medically necessary	Yes
Visual Aid Services	Visual Aids are items such as glasses, contact lenses and prosthetic (fake) eyes	We cover the following services when prescribed by your doctor: Two pairs of eyeglasses for children ages 0-20 Contact lenses Prosthetic eyes	No
Visual Care Services	Services that test and treat conditions, illnesses and diseases of the eyes	Covered as medically necessary	No

Your Plan Benefits: Expanded Benefits

Expanded benefits are extra goods or services we provide to you, free of charge. Call Member Services to ask about getting expanded benefits and limitations details.

Service	Description	Coverage/Limitations	Prior Authorization
Acupuncture	Other form of medicine using needles to help your pain	- Up to 4 units (15 minutes x 4 = 60 minutes) per visit - Up to 24 visits / year	Yes
Chiropractic	Other form of medicine to treat bones, muscles and spine	1 new + 35 estab. or 36 estab. (12 additional visits per year) plus X-rays.	No
CVS Discount Program	Added value program for OTC items	20% off CVS branded health-related items	No
Home Delivered Meals – Disaster Preparedness/Relief	Meals to your home during state of emergency	One (1) annually	Yes
Home Delivered Meals - Post-Facility Discharge (Hospital or Nursing Facility)	Meals to your home when you leave the Hospital or Nursing Facility	Three (3) meals per day for thirty (30) days	Yes
Home Health Nursing/Aide Services	Home Health aide or nursing help in your home	Unlimited	Yes
Housing Assistance	Provide assistance to afford housing	Up to \$500 per lifetime	Yes
Massage Therapy	Therapy using massage as a form of treatment	Up to 1 hour visit / week; up to 24 annually	Yes
Meals - Non-emergency Transportation Day-Trips	Provide a meal when you have to get approved services far away	Provide one meal for day trip over 150 miles- up to \$25 / person - maximum 2 people (member + 1 escort)	Yes

Newborn Circumcision	Circumcision Neonate	1/Lifetime (Max age 28 Days)	No
Non-Emergency Transportation (Non-Medical Purposes)	Roundtrip transportation to Medicaid Eligibility redeterminations.	2 Units	No
Nutritional Counseling	Services that teach you about nutrition	Limit of five (5) visits per year	Yes
PCP Visits (Ages 21+)	Office/OP visit Est.	Unlimited	No
	Nursing Facility Care	Unlimited	No
	Prev. Est. Age: 18-64	Unlimited	No
	Per PM Re-eval Est. Pat. 65+	Unlimited	No
Therapy - Art	Therapy using painting and drawing as a form of treatment	Unlimited therapy visits, training and/or supplies	Yes
Therapy – Occupational (Ages 21+)	Occupational Therapy Services	1 Eval/year, 1 Re-eval/Year 7 Therapy treatment Units/week 7 Therapy Treatment Units/Week	No
Therapy – Pet	Type of therapy that involves animals as a form of treatment	Unlimited	Yes
Therapy – Physical (Ages 21+)	Physical Therapy Services	1 Eval/year, 1 Re-eval/Year 7 Therapy Treatment Units/Week	No
Therapy – Respiratory (Ages 21+)	Respiratory Therapy Services	1 Eval/year, 1 Re-eval/Year 1 Visit/Day	No

Therapy – Speech (Ages 21+)	Speech Language Pathology Services	<ul style="list-style-type: none"> - Eval/Re-Eval – 1/year - Eval of Oral & Pharyngeal Swallowing Function– 1/year - Speech Therapy Visit – 7 Therapy Units/Week - AAC Initial Eval/Re-Eval – 1/year - AAC Fitting, Adjustment & Training Visit - Up to four 30-minute AAC fitting, adjustment, and training sessions/ year 	Yes
Vaccine – Influenza (Ages 21+)	Flu Shots	One (1) vaccine per year; the plan will reimburse the enrollee for the cost of the vaccination and administration	No
Vaccine – Pneumonia (Pneumococcal) (Ages 21+)	Shots for pneumonia	Unlimited with prior authorization	Yes
Vaccine – Tdap (Ages 21+)	Shots when you are pregnant	One (1) vaccine per pregnancy	Yes
Vaccine - Shingles (Varicella- Zoster) (Ages 21+)	Shots for shingles	One (1) vaccine per lifetime	No
Waived Copayments	Payment for services you receive	All services	No
Medical Supplies	Medical supplies you may need	Unlimited	Yes

Intensive Outpatient Treatment	Alcohol and/or Drug Services	3 hrs/day, 3 days/week, – up to 12 weeks	Yes
Computerized Cognitive Behavioral Analysis	Health and Behavior Assessment, Reassessment; Intervention (Individual, Family, and Group)	Unlimited	Yes
Therapy (Group/Individual/Family)	Behavioral Therapy for individuals, families, or in a group setting	Unlimited	Yes
Over-the-Counter Benefit	Pharmacy over-the-counter medicines and health related products	\$25 per household, per month	No
Hearing Services	Additional hearing services	Limited 1 every 2 years	No
Vision Services	Additional Visual Aids are items such as glasses, contact lenses and prosthetic (fake) eyes	Contact lenses limited to 6 month supply, with prescription Frame – limited one per year	No
Prenatal Services	Breast pumps and antepartum management and postpartum care	Rented hospital grade breast pumps, max 1 per year Regular breast pumps, 1 per two years Antepartum management low risk pregnancy 14 visits High risk pregnancy 18 visits Postpartum, 3 visits within 90 days following delivery	Only for rental of hospital grade breast pump

Section 13: Services Not Covered

Molina Healthcare will not pay for services or supplies received without following the directions in this handbook. Some non-covered services:

- Infertility services for men or women
- Obesity treatment unless medically necessary
- Plastic or cosmetic surgery that is not medically necessary

This is not a complete list. If you have a question about if a service is covered, call Member Services. Molina Healthcare must provide all medically necessary services for its members who are under age 21. This is the law. This is true even if Molina Healthcare does not cover a service or the service has a limit. As long as your child's services are medically necessary, services have:

- No dollar limits; or
- No time limits, like hourly or daily limits

Your provider may need to ask Molina Healthcare for approval before giving your child the service. Call Member Services if you want to know how to ask for these services.

Section 14: Long-term Care Program Helpful Information

(Read this section if you are in the LTC program. If you are not in the LTC program, skip to Section 16)

Starting Services

It is important that we learn about you so we can make sure you get the care that you need. Your case manager will set up a time to come to your home or nursing facility to meet you.

At this first visit, your case manager will tell you about the LTC program and our Plan. She or he will also ask you questions about your health, how you take care of yourself, how you spend your time, who helps take care of you, and other things. These questions make up your **initial assessment**. The initial assessment helps us learn about what you need to live safely in your home. It also helps us decide what services will help you the most.

Developing a Plan of Care

Before you can begin to get services under the LTC program, you have to have a **person-centered plan of care (plan of care)**. Your case manager makes your plan of care. Your plan of care is the document that tells you all about the services you get from our LTC program. Your case manager will talk to you and any family members or caregivers you want to include to decide what LTC services will help. They will use the initial assessment and other information to make a plan that is just for you. Your plan of care will tell you:

- What services you are getting
- Who is providing your service (your service providers)
- How often you get a service
- When a service starts and when it ends (if it has an end date)
- What your services are trying to help you do. For example, if you need help doing small chores around your house, your plan of care will tell you that an adult companion care provider comes 2 days a week to help with your chores.
- How your LTC services work with other services you get from outside our Plan, such as Medicare, your church or other federal programs.
- Your **personal goals**

We don't just want to make sure that you are living safely. We also want to make sure that you are happy and feel connected to your community and other people. When your case manager is making your plan of care, they will ask you about any **personal goals** you might have.

These can be anything, really, but we want to make sure that your LTC services help you accomplish your goals. Some examples of personal goals include:

- Walking for 10 minutes every day
- Calling a loved one once a week
- Going to the senior center once a week
- Moving from a nursing facility to an assisted living facility

You or your **authorized representative** (someone you trust who is allowed to talk to us about your care) must sign your plan of care. This is how you show you agree with the Plan and the services we decided.

Your case manager will send your PCP a copy of your plan of care. They will also share it with your other health care providers.

Updating your Plan of Care

Every month your case manager will call you to see how your services are going and how you are doing. If any changes are made, she or he will update your plan of care and get you a new copy.

Your case manager will come to see you in person to review your plan of care every 3 months. This is a good time to talk to them about your services, what is working and isn't working for you, and how your goals are going. They will update your plan of care with any changes. Every time your plan of care changes, you or your authorized representative must sign it.

Remember, you can call your case manager any time to talk about problems you have, changes in your life, or other things. Your case manager is available to you when you need them.

Your Back-Up Plan

Your case manager will help you make a **back-up plan**. A back-up plan tells you what to do if a service provider does not show up to give a service. For example, your home health aide did not come to give you a bath.

Remember, if you have any problems getting your services, call your case manager.

Section 15: Your Plan Benefits: Long-term Care Services

The table below lists the long-term care services covered by our Plan. Remember, services must be medically necessary in order for us to pay for them⁷.

If there are changes in covered services or other changes that will affect you, we will notify you in writing at least 30 days before the effective date of the change.

If you have any questions about any of the covered long-term care services, please call your case manager or Member Services.

Service	Description	Prior Authorization
Companion Care	This service helps you fix meals, do laundry and light housekeeping	Yes
Adult Day Health Care	Supervision, social programs, and activities provided at an adult day care center during the day. If you are there during meal times, you can eat there.	Yes
Assistive Care Services	These are 24-hour services if you live in an adult family care home or an assisted living facility	Yes

⁷ You can find a copy of the Statewide Medicaid Managed Care Long-term Care Program Coverage Policy at http://ahca.myflorida.com/medicaid/review/Specific/59G-4.192_LTC_Program_Policy.pdf

Assisted Living	These are services that are usually provided in an assisted living facility. Services can include housekeeping, help with bathing, dressing, and eating, medication assistance, and social programs.	Yes
Attendant Nursing Care	Nursing services and medical assistance provided in your home to help you manage or recover from a medical condition, illness, or injury	Yes
Behavioral Management	Services for mental health or substance abuse needs	Yes
Caregiver Training	Training and counseling for the people who help take care of you	Yes
Care Coordination/ Case Management	Services that help you get the services and support you need to live safely and independently. This includes having a case manager and making a plan of care that lists all the services you need and receive.	Yes
Home Accessibility/ Adaptation Services	This service makes changes to your home to help you live and move in your home safely and more easily. It can include changes like installing grab bars in your bathroom or a special toilet seat. It does not include major changes like new carpeting, roof repairs, plumbing systems, etc.	Yes
Home Delivered Meals	This service delivers healthy meals to your home	Yes
Homemaker Services	This service helps you with general household activities, like meal preparation and routine home chores	Yes
Hospice	Medical care, treatment, and emotional support services for people with terminal illnesses or who are at the end of their lives to help keep them comfortable and pain free. Support services are also available for family members or caregivers.	No
Intermittent and Skilled Nursing	Extra nursing help if you do not need nursing supervision all the time or need it at a regular time	Yes
Medical Equipment and Supplies	Medical equipment is used to help manage and treat a condition, illness, or injury. Medical equipment is used over and over again, and includes things like wheelchairs, braces, walkers, and other items. Medical supplies are used to treat and manage conditions, illnesses, or injury. Medical supplies include things that are used and then thrown away, like bandages, gloves, and other items.	Yes

Medication Administration	Help taking medications if you can't take medication by yourself	Yes
Medication Management	A review of all of the prescription and over-the-counter medications you are taking	Yes
Nutritional Assessment/Risk Reduction Services	Education and support for you and your family or caregiver about your diet and the foods you need to eat to stay healthy	Yes
Nursing Facility Services	Nursing facility services include medical supervision, 24-hour nursing care, help with day-to-day activities, physical therapy, occupational therapy, and speech-language pathology	Yes
Personal Care	These are in-home services to help you with: <ul style="list-style-type: none"> • Bathing • Dressing • Eating • Personal Hygiene 	Yes
Personal Emergency Response Systems (PERS)	An electronic device that you can wear or keep near you that lets you call for emergency help anytime	Yes
Respite Care	This service lets your caregivers take a short break. You can use this service in your home, an Assisted Living Facility or a Nursing Home.	Yes
Occupational Therapy	Occupational therapy includes treatments that help you do things in your daily life, like writing, feeding yourself and using items around the house	Yes
Physical Therapy	Physical therapy includes exercises, stretching, and other treatments to help your body get stronger and feel better after an injury, illness, or because of a medical condition	Yes
Respiratory Therapy	Respiratory therapy includes treatments that help you breathe better	Yes
Speech Therapy	Speech therapy includes tests and treatments that help you talk or swallow	Yes
Transportation	Transportation to and from all of your LTC program services. This could be on the bus, a van that can transport disabled people, a taxi, or other kinds of vehicles.	No

Long-term Care Participant Direction Option

You may be offered the Participant Direction Option (PDO). You can use PDO if you use any of these services and live in your home:

- Attendant care services
- Homemaker services
- Personal Care services
- Adult companion care services
- Intermittent and skilled nursing care services

PDO lets you **self-direct** your services. This means you get to choose your service provider and how and when you get your service. You have to hire, train, and supervise the people who work for you (your direct service workers).

You can hire family members, neighbors, or friends. You will work with a case manager who can help you with PDO.

If you are interested in PDO, ask your case manager for more details. You can also ask for a copy of the PDO Guidelines to read and help you decide if this option is the right choice for you.

Your Plan Benefits: LTC Expanded Benefits

Expanded benefits are extra services we provide to you at no cost. Talk to your case manager about getting expanded benefits.

Service	Description	Prior Authorization
<p align="center">Assisted Living Facility/Adult Family Care Home - Bed Hold Days</p>	<p>Days your bed can be held at an Assisted Living Facility or Adult Family Care Home.</p> <p>Maximum of fourteen (14) days; member must return to the facility; member must reside in the facility for a minimum of thirty (30) days between episodes; providers must notify Molina within forty-eight (48) hours of the member leaving the facility to be eligible for this benefit</p>	<p align="center">No</p>
<p>Transition Assistance – Nursing Facility to Community Setting</p>	<p>Financial assistance to help you move from a Nursing Facility to a community setting. \$5,000 per lifetime</p>	<p align="center">Yes</p>

Section 16: Member Satisfaction

Complaints, Grievances, and Plan Appeals

We want you to be happy with us and the care you receive from our providers. Let us know right away if at any time you are not happy with anything about us or our providers. This includes if you do not agree with a decision we have made.

	What You Can Do:	What We Will Do:
<p>If you are not happy with us, our providers, or subcontractors, you can file a Complaint</p>	<p>You can: Call us at any time. 1-866-472-4585, TTY/TDD 711</p>	<p>We will: Try to solve your issue within 1 business day.</p>
<p>If you are not happy with us, our providers, or subcontractors, you can file a Grievance</p>	<p>You can: Write us or call us at any time. Call us to ask for more time to solve your grievance if you think more time will help. Molina Healthcare P.O. BOX 521838 Miami, FL 33152-1838 1-866-472-4585 711 (TTY/TDD) 1-877-508-5748 (Fax) or MFL_GrievanceandAppealsDepartment@molinahealthcare.com (Email)</p>	<p>We will: Review your grievance and send you a letter with our decision within 90 days. If we need more time to solve your grievance, we will: Send you a letter with our reason and tell you about your rights if you disagree.</p>
<p>If you do not agree with a decision we made about your services, you can ask for an Appeal</p>	<p>You can: Write us, or call us and follow up in writing, within 60 days of our decision about your services. Ask for your services to continue within 10 days of receiving our letter, if needed. Some rules may apply. Molina Healthcare P.O. BOX 521838 Miami, FL 33152-1838</p>	<p>We will: Send you a letter within 5 business days to tell you we received your appeal. Help you complete any forms.</p>

	What You Can Do:	What We Will Do:
	<p>1-866-472-4585 711 (TTY/TDD) 1-877-508-5748 (Fax) or MFL_GrievanceandAppealsDepartment@molinahealthcare.com (Email)</p>	<p>Review your appeal and send you a letter within 30 days to answer you.</p>
<p>If you think waiting for 60 days will put your health in danger, you can ask for an Expedited or “Fast” Appeal</p>	<p>You can: Write us or call us within 60 days of our decision about your services.</p> <p>Molina Healthcare P.O. BOX 521838 Miami, FL 33152-1838 1-866-472-4585 711 (TTY/TDD) 1-877-508-5748 (Fax) or MFL_GrievanceandAppealsDepartment@molinahealthcare.com (Email)</p>	<p>We will:</p> <p>Give you an answer within 48 hours after we receive your request.</p> <p>Call you the same day if we do not agree that you need a fast appeal, and send you a letter within 2 days.</p>
<p>If you do not agree with our appeal decision, you can ask for a Medicaid Fair Hearing</p>	<p>You can:</p> <p>Write to the Agency for Health Care Administration Office of Fair Hearings.</p> <p>Ask us for a copy of your medical record.</p> <p>Ask for your services to continue within 10 days of receiving our letter, if needed. Some rules may apply.</p> <p><i>**You must finish the appeal process before you can have a Medicaid Fair Hearing.</i></p>	<p>We will:</p> <p>Provide you with transportation to the Medicaid Fair Hearing, if needed.</p> <p>Restart your services if the State agrees with you.</p> <p>If you continued your services, we may ask you to pay for the services if the final decision is not in your favor.</p>

Fast Plan Appeal

If we deny your request for a fast appeal, we will transfer your appeal into the regular appeal time frame of 60 days. If you disagree with our decision not to give you a fast appeal, you can call us to file a grievance.

Medicaid Fair Hearings (for Medicaid Members)

You may ask for a fair hearing at any time up to 120 days after you get a Notice of Plan

Appeal Resolution by calling or writing to:

Agency for Health Care Administration

Medicaid Fair Hearing Unit

P.O. Box 60127

Ft. Myers, FL 33906

1-877-254-1055 (toll-free)

1-239-338-2642 (fax)

MedicaidFairHearingUnit@ahca.myflorida.com

If you request a fair hearing in writing, please include the following information:

- Your name
- Your member number
- Your Medicaid ID number
- A phone number where you or your representative can be reached

You may also include the following information, if you have it:

- Why you think the decision should be changed
- Any medical information to support the request
- Who you would like to help with your fair hearing

After getting your fair hearing request, the Agency will tell you in writing that they got your fair hearing request. A hearing officer who works for the State will review the decision we made.

If you are a Title XXI MediKids member, you are not allowed to have a Medicaid Fair Hearing.

Review by the State (for MediKids Members)

When you ask for a review, a hearing officer who works for the State reviews the decision made during the Plan appeal. You may ask for a review by the State any time up to 30 days after you get the notice. **You must finish your appeal process first.**

You may ask for a review by the State by calling or writing to:

Agency for Health Care Administration

P.O. Box 60127

Ft. Myers, FL 33906

1-877-254-1055 (toll-free)

1-239-338-2642 (fax)

MedicaidHearingUnit@ahca.myflorida.com

After getting your request, the Agency will tell you in writing that they got your request.

Continuation of Benefits for Medicaid Members

If you are now getting a service that is going to be reduced, suspended or terminated, you have the right to keep getting those services until a final decision is made for your **Plan appeal or Medicaid fair hearing**. If your services are continued, there will be no change in your services until a final decision is made.

If your services are continued and our decision is not in your favor, we may ask that you pay for the cost of those services. We will not take away your Medicaid benefits. We cannot ask your family or legal representative to pay for the services.

To have your services continue during your appeal or fair hearing, you must file your appeal and ask to continue services within this timeframe, whichever is later:

- 10 days after you receive a Notice of Adverse Benefits Determination (NABD), or on or before the first day that your services will be reduced, suspended or terminated

Section 17: Your Member Rights

As a recipient of Medicaid and a member in a Plan, you also have certain rights. You have the right to:

- Be treated with courtesy and respect
- Have your dignity and privacy respected at all times
- Get information about our organization, its services, its doctors and providers and members rights and responsibilities
- Make recommendations regarding our members rights and responsibilities policy
- Receive a quick and useful response to your questions and requests
- Know who is providing medical services and who is responsible for your care

- Know what member services are available, including whether an interpreter is available if you do not speak English
- Know what rules and laws apply to your conduct
- Be given information about your diagnosis, the treatment you need, choices of treatments, risks, and how these treatments will help you, regardless of cost or benefit coverage
- Participate with your doctors in making decisions about your health care
- Say no any treatment, except otherwise provided by law
- Be given full information about other ways to help pay for your health care
- Know if the provider or facility accepts the Medicare assignment rate
- To be told prior to getting a service how much it may cost you
- Get a copy of a bill and have the charges explained to you
- Get medical treatment or special help for people with disabilities, regardless of race, national origin, religion, handicap, or source of payment
- Receive treatment for any health emergency that will get worse if you do not get treatment
- Know if medical treatment is for experimental research and to say yes or no to participating in such research
- Make a complaint when your rights are not respected
- Ask for another doctor when you do not agree with your doctor (second medical opinion)
- Get a copy of your medical record and ask to have information added or corrected in your record, if needed
- Have your medical records kept private and shared only when required by law or with your approval
- Decide how you want medical decisions made if you can't make them yourself (advanced directive)
- To file a grievance/complaint about any matter other than a Plan's decision about your services
- To appeal a Plan's decision about your services
- Receive services from a provider that is not part of our Plan (out-of-network) if we cannot find a provider for you that is part of our Plan

LTC Members have the right to:

- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Receive services in a home-like environment regardless where you live
- Receive information about being involved in your community, setting personal goals and how you can participate in that process
- Be told where, when and how to get the services you need
- To be able to take part in decisions about your health care
- To talk openly about the treatment options for your conditions, regardless of cost of benefit
- To choose the programs you participate in and the providers that give you care

Section 18: Your Member Responsibilities

As a recipient of Medicaid and a member in a Plan, you also have certain responsibilities. You have the responsibility to:

- Give accurate information about your health to your Plan and providers, needed in order to provide care
- Tell your provider about unexpected changes in your health condition
- Talk to your provider to make sure you understand a course of action and what is expected of you
- Listen to your provider, follow plans and instructions for care that you have agreed to with your provider and ask questions
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible
- Keep your appointments or notify your provider if you will not be able to keep an appointment
- Be responsible for your actions if treatment is refused or if you do not follow the health care provider's instructions
- Make sure payment is made for non-covered services you receive
- Follow health care facility conduct rules and regulations
- Treat health care staff with respect
- Tell us if you have problems with any health care staff
- Use the emergency room only for real emergencies
- Notify your case manager if you have a change in information (address, phone number, etc.)
- Have a plan for emergencies and access this plan if necessary for your safety
- Report fraud, abuse and overpayment

LTC Members have the responsibility to:

- Tell your case manager if you want to disenroll from the Long-term care program
- Agree to and participate in the annual face-to-face assessment, quarterly face-to-face visits and monthly telephone contact with your case manager

Section 19: Other Important Information

Patient Responsibility

You have to pay for your **responsibility** when you live in a facility, like an assisted living facility or adult family care home. Patient responsibility is the money you must pay towards the cost of your care. DCF will tell you the amount of your patient responsibility. Patient responsibility is based on your income and will change if your income changes.

Emergency Disaster Plan

Disasters can happen at any time. To protect yourself and your family, it is important to be prepared. There are three steps to preparing for a disaster: 1) Be informed; 2) Make a Plan and 3) Get a Kit. For help with your emergency disaster plan, call Member Services or your case

manager. The Florida Division of Emergency Management can also help you with your plan. You can call them at 1-850-413-9969 or visit their website at www.floridadisaster.org

Fraud/Abuse/Overpayment in the Medicaid Program

To report suspected fraud and/or abuse in Florida Medicaid, call the Consumer Complaint Hotline toll-free at 1-888-419-3456 or complete a Medicaid Fraud and Abuse Complaint Form, which is available online at: <https://apps.ahca.myflorida.com/mpi-complaintform/>

You can also report fraud and abuse to us directly by contacting the Molina Healthcare AlertLine which can be reached toll free at 1-866-606-3889 or you may use the service's website to make a report at any time at: <https://molinahealthcare.alertline.com>.

You may also report cases of fraud, waste or abuse to Molina Healthcare of Florida's Compliance Department. You have the right to have your concerns reported anonymously without fear of retaliation.

Molina Healthcare of Florida
Attn: Compliance Department
8300 NW 33rd St
Doral, FL 33122

Remember to include the following information when reporting:

- Nature of complaint
- The names of individuals and/or entity involved in suspected fraud and/or abuse including address, phone number, Medicaid ID number and any other identifying information.

Abuse/Neglect/Exploitation of People

You should never be treated badly. It is never okay for someone to hit you or make you feel afraid. You can talk to your PCP or case manager about your feelings.

If you feel that you are being mistreated or neglected, you can call the Abuse Hotline at 1-800-96-ABUSE (1-800-962-2873) or for TTY/TDD at 1-800-955-8771.

You can also call the hotline if you know of someone else that is being mistreated.

Domestic Violence is also abuse. Here are some safety tips:

- If you are hurt, call your PCP
- If you need emergency care, call 911 or go to the nearest hospital. For more information, see the section called EMERGENCY CARE
- Have a plan to get to a safe place (a friend's or relative's home)
- Pack a small bag, give it to a friend to keep for you

If you have questions or need help, please call the National Domestic Violence Hotline toll free at 1-800-799-7233 (TTY 1-800-787-3224).

Advance Directives

An **advance directive** is a written or spoken statement about how you want medical decisions made if you can't make them yourself. Some people make advance directives when they get very sick or are at the end of their lives. Other people make advance directives when they are healthy. You can change your mind and these documents at any time. We can help you understand or get these documents. They do not change your right to quality health care benefits. The only purpose is to let others know what you want if you can't speak for yourself.

1. A Living Will
2. Health Care Surrogate Designation
3. An Anatomical (organ or tissue) Donation

You can download an advanced directive form from this website:

<http://www.floridahealthfinder.gov/reports-guides/advance-directives.aspx>.

Make sure that someone, like your PCP, lawyer, family member, or case manager knows that you have an advance directive and where it is located.

If there are any changes in the law about advance directives, we will let you know within 90 days. You don't have to have an advance directive if you do not want one.

If your provider is not following your advance directive, you can file a complaint with Member Services at 1-866-472-4585, TTY 1-800-955-8771 or the Agency by calling 1-888-419-3456.

Getting More Information

You have a right to ask for information. Call Member Services or talk to your case manager about what kinds of information you can receive for free. Some examples are:

- Your member record
- A description of how we operate
- A free copy of the rules we used to make our decision
- Information about provider incentives

Section 20: Additional Resources

FloridaHealthFinder.gov

The Agency is committed to its mission of providing “Better Health Care for All Floridians”. The Agency has created a website www.FloridaHealthFinder.gov where you can view information about Florida home health agencies, nursing homes, assisted living facilities, ambulatory surgery centers and hospitals. You can find the following types of information on the website:

- Up-to-date licensure information
- Inspection reports
- Legal actions
- Health outcomes
- Pricing
- Performance measures
- Consumer education brochures
- Living wills
- Quality performance ratings, including member satisfaction survey results

The Agency collects information from all Plans on different performance measures about the quality of care provided by the Plans. The measures allow the public to understand how well Plans meet the needs of their members. To see the Plan report cards, please visit <http://www.FloridaHealthFinder.gov/HealthPlans/search.aspx>. You may choose to view the information by each Plan or all Plans at once.

Elder Housing Unit

The Elder Housing Unit provides information and technical assistance to elders and community leaders about affordable housing and assisted living choices. The Florida Department of Elder Affairs maintains a website for information about assisted living facilities, adult family care homes, adult day care centers and nursing homes at <http://elderaffairs.state.fl.us/doea/housing.php> as well as links to additional Federal and State resources.

MediKids Information

For information on MediKids coverage please visit:

http://ahca.myflorida.com/medicaid/Policy_and_Quality/Policy/program_policy/FLKidCare/MediKids.shtml

Aging and Disability Resource Center

You can also find additional information and assistance on State and federal benefits, local programs and services, legal and crime prevention services, income planning or educational opportunities by contacting the Aging and Disability Resource Center.

Independent Consumer Support Program

The Florida Department of Elder Affairs also offers an Independent Consumer Support Program (ICSP). The ICSP works with the Statewide Long-term Care Ombudsman Program, the ADRC and the Agency to ensure that LTC members have many ways to get information and help when needed. For more information, please call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or visit <http://elderaffairs.state.fl.us/doea/smmcltc.php>.

Section 21: Forms

1. Member Grievance/Appeal Request Form
2. Appointment of Representative (AOR) Form
3. Authorization for the Use and Disclosure of Protected Health Information



Member Grievance/Appeal Request Form

Mail this form to:

Molina Healthcare of Florida

Attn: Grievance & Appeal Department

PO BOX 521838

Miami, Florida 33152-1838

Toll free: (866) 472-4585

Fax Number: (877) 508-5748

Please Print

Member's name: _____ Today's date: _____

Name of person requesting grievance, if other than the Member; please complete Appointment of Representative form attached:

Relationship to the Member:

Member's ID #: _____ Daytime telephone: _____

Specific issue(s):

(Attach another sheet of paper to this form if more space is needed)

Member's Signature _____ Date: _____

If you would like assistance with your request, we can help. You can call or write to us at:

Molina Healthcare of Florida

Attn: Grievance & Appeal Department

PO BOX 521838

Miami, Florida 33152-1838

Toll free: (866) 472-4585

Fax Number: (877) 508-5748



Member Grievance/Appeal Request Form

Instructions for filing a grievance/appeal:

1. Fill out this form completely. Describe the issue(s) in as much detail as possible.
2. Attach to this form, copies of any records you wish to submit. (Do Not Send Originals).
3. You may present your information in person. To do this, call us at 1-866-472-4585.
4. We can help you write your request and we can help you in the language you speak. If you need services for the hard of hearing, you may call our TTY phone number at 1-800-955-8771.
5. If you are over the age of 18 and have someone else acting on your behalf, a signed Appointment of Representative (AOR) form is needed. Please use the AOR Form that is enclosed.
6. You, and/or someone you have chosen to act on your behalf, can review your appeal file before or during the appeal process. Your appeal file includes all of your medical records and any other documents related to your case.
7. Return this completed form to

Molina Healthcare of Florida
Attn: Grievance & Appeal Department
PO BOX 521838
Miami, Florida 33152-1838
Fax: 1-877-508-5748

8. We will send a written verification of receipt of your request.

Thank you for using the Molina Healthcare Member Grievance Process.



Appointment of Representative (AOR) Form

Member Name

Molina Member ID Number

APPOINTMENT OF REPRESENTATIVE

I agree to name _____(Name and address) to be my representative with a grievance or an appeal for _____(specific issue).

I approve this person to make or give any request or notice; present or evidence; to obtain information, including, without limitation, the release of past, present or future: HIV test results, alcohol and drug abuse treatment, psychological/psychiatric testing and evaluation information, and any other information regarding medical diagnosis, treatments and/or conditions; and to receive any notice in relation with my pending grievance/appeal.

SIGNATURE (member)

ADDRESS

TELEPHONE NUMBER (AREA CODE)

DATE

ACCEPTANCE OF APPOINTMENT

I, _____, hereby agree to the above appointment. I certify that I have not been suspected or prohibited from practice before the Social Security Administration; that I am not as a current or former officer or employee of the United States, disqualified as acting as the claimant's representative; that I will not charge or receive any fee for the representation unless it has been authorized in accordance with the laws and regulations.

I am a/an

(Attorney, union representative, relative, etc.)

SIGNATURE (Representative)

ADDRESS

TELEPHONE NUMBER (with Area Code)

DATE



**AUTHORIZATION FOR THE USE AND DISCLOSURE OF
PROTECTED HEALTH INFORMATION**

Member Name: _____

Member ID #: _____

Member Address: _____

Date of Birth: _____

City/State/Zip: _____

Telephone #: _____

I hereby authorize the use or disclosure of my protected health information as described below.

1. Name and address of Molina Healthcare entity authorized to make the requested use or disclosure of protected health information:

Molina Healthcare of Florida

8300 NW 33rd St, Ste 400

Doral, FL 33122

2. Name of persons/organizations authorized to receive the protected health information:

3. Specific description of protected health information that may be used/disclosed (*for example, "All of my claims paid by Molina from May 1, 2009 to April 30, 2010"*):

4. The protected health information will be used/disclosed for the following purpose(s) (*for example, "For my legal representation in a lawsuit"*):

5. I understand that this authorization is voluntary and that I may refuse to sign this authorization. My refusal to sign will not affect my eligibility for benefits or enrollment, payment for or coverage of services, or ability to obtain treatment.

6. I understand that I have a right to receive a copy of this authorization, if requested by me.
7. I understand that I may revoke this authorization at any time by notifying Molina Healthcare in writing, except to the extent that Molina Healthcare has taken any action in reliance on this authorization.
8. I understand that the information I authorize a person or entity to receive may be no longer protected by federal law and regulations.
9. This authorization expires on the following date or event* : _____
**If no expiration date or event is specified above, this authorization will expire 12 months from the date signed below.*

 Signature of Member or Member's Personal Representative

 Date

 Printed Name of Member or Member's Personal Representative, if applicable

 Relationship to Member or Personal Representative's Authority to act for the Member, if applicable

A copy of this signed form will be provided to the Member, if the authorization was sought by Molina Healthcare

Non-Discrimination Notice

Nondiscrimination of Healthcare Service Delivery

Molina complies with the guidance set forth in the final rule for Section 1557 of the Affordable Care Act, which includes notification of nondiscrimination and instructions for accessing language services in all significant Member materials, physical locations that serve our Members, and all Molina MMA website home pages. All Providers who join the Molina Provider network must also comply with the provisions and guidance set forth by the Department of Health and Human Services (HHS) and the Office for Civil Rights (OCR). Molina requires Providers to deliver services to Molina Members without regard to race, color, national origin, age, disability or sex. This includes gender identity, sexual orientation, pregnancy and sex stereotyping. Providers must post a non-discrimination notification in a conspicuous location of their office along with translated non-English taglines in the top fifteen (15) languages spoken in the state to ensure Molina Members understand their rights, how to access language services, and the process to file a complaint if they believe discrimination has occurred.

Additionally, Participating Providers or contracted medical groups/IPAs may not limit their practices because of a Member's medical (physical or mental) condition or the expectation for the need of frequent or high cost-care. Providers must not discriminate against members based on their payment status and cannot refuse to serve Members because they receive assistance from a State Medicaid Program.

Section 1557 Investigations

All Molina Providers shall disclose all investigations conducted pursuant to Section 1557 of your Protection and Affordable Care Act to Molina's Civil Rights Coordinator at:

Molina Healthcare

Civil Rights Coordinator

200 Oceangate, Suite 100

Long Beach, CA 90802

Toll Free: (866) 606-3889

TTY/TDD: 711

On Line: <https://molinahealthcare.AlertLine.com>

Email: civil.rights@molinahealthcare.com.

Please note: If you have a disability and need more help, we can help you. If you need someone that speaks your language, we can also help. You may call our Member Services Department at 1-866-472-4585 for more help from 8:00 am to 7:00 pm. If you are blind or have trouble hearing or communicating, please call 711 for TTY/TTD services. We can help you get the information you need in large print, audio (sound), and braille. We provide you with these services for free.

Tenga en cuenta lo siguiente: Si tiene una discapacidad y necesita más ayuda, podemos ayudarlo. Si necesita una persona que hable su idioma, también podemos ayudarlo. Puede llamar a nuestro Departamento de Servicios para Miembros al 1-866-472-4585 para recibir más ayuda, de 8:00 am a 7:00 pm. Si es ciego o tiene problemas de audición o para comunicarse, llame al 711 para servicios de TTY/TTD. Podemos ayudarlo a obtener la información que necesita en letra grande, audio (sonido) y braille. Le brindamos estos servicios en forma gratuita.

Veillez noter: Si vous avez un handicap et vous avez besoin plus d'aide, nous pouvons vous aider. Si vous avez besoin de quelqu'un qui parle votre langue, nous pouvons vous aider aussi. Vous pouvez appeler le Service aux Membres au 1-866-472-4585 entre 8:00 am et 7:00 pm pour obtenir plus d'assistance. Si vous êtes aveugle ou si vous avez des problèmes auditifs, veuillez appeler 711 pour les services TTY/ATS. Nous pouvons vous aider à trouver l'information dont vous avez besoin en gros caractères, audio (son), et braille. Nous vous fournissons ces services gratuits.

Nota: siamo in grado di offrire ulteriore assistenza agli associati con disabilità. Ove necessario, è possibile richiedere l'intervento di un addetto che parli la lingua dell'associato. Per ulteriori informazioni è possibile chiamare il nostro Dipartimento dei servizi per gli associati (Member Services Department) al numero 1-866-472-4585 dalle ore 8:00 alle 19:00. Gli associati non vedenti, ipovedenti, non udenti o con difficoltà di comunicazione possono usufruire dei servizi TTY/TTD (trasmissione telefonica di testo/dispositivi di telecomunicazione per non udenti) resi disponibili tramite il numero 711. Siamo in grado di fornire le informazioni necessarie in formato di stampa a caratteri grandi, in formato audio (sonoro) e braille. Questi servizi sono fruibili gratuitamente.

Veillez noter : si vous avez un handicap et besoin d'une aide supplémentaire, nous pouvons vous aider. Si vous avez besoin de quelqu'un qui parle votre langue, nous pouvons aussi vous aider. Vous pouvez appeler notre département de services aux membres au 1-866-472-4585 pour une aide supplémentaire de 8h00 à 19h00. Si vous êtes aveugle ou avez des troubles de l'audition ou de la communication, veuillez téléphoner au 711 pour les services de télécommunication à l'intention des malentendants. Nous pouvons vous aider à obtenir les informations dont vous avez besoin en grands caractères, sous forme audio (sonore) et en braille. Nous fournissons ces services gratuitement.

Обратите внимание: Мы помогаем лицам с ограниченными способностями или тем, кому требуется дополнительная помощь. Если вам требуется лицо, говорящее на вашем языке, мы также можем помочь. Для получения дополнительной информации вы можете связаться с отделом обслуживания участников программы по телефону 1-866-472-4585 с 08:00 до 19:00. Если у вас есть нарушения зрения, слуха или речи, позвоните по номеру 711 для связи по телетайпу/текстовому телефону. Мы можем предоставить вам необходимую информацию крупным шрифтом, в аудиоформате или шрифтом Брайля. Данные услуги предоставляются бесплатно.

Molina Healthcare of Florida (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (866) 472-4585.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (877) 508-5738.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.

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English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-472-4585 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-472-4585 (TTY: 711).
French Creole (Haitian Creole)	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-472-4585 (TTY: 711).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-472-4585 (TTY: 711).
Portuguese	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-472-4585 (TTY: 711).
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-472-4585 (TTY: 711)。
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-472-4585 (TTY : 711).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-472-4585 (TTY: 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-472-4585 (телетайп: 711).
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-472-4585 (رقم هاتف الصم والبكم: 711).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-472-4585 (TTY: 711).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-472-4585 (TTY: 711).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-472-4585 (TTY: 711) 번으로 전화해 주십시오.
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-472-4585 (TTY: 711).
Gujarati	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-472-4585 (TTY: 711).
Thai	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-472-4585 (TTY: 711).



MolinaHealthcare.com