Welcome to Molina Healthcare!
Your Quick Start Guide
At Molina Healthcare, you’re important to us!

You’re receiving this guide because Molina works with your Florida state health plan to provide your health benefits. Molina is here to help you feel your best!

Your Molina Member ID Cards will be sent separately through the mail.

Your Molina Member ID Card

IMPORTANT:

• Please make sure your information is correct.
• You must always bring this card with you.

The member receives long term care and case management services only through Molina Healthcare.

Call 911 if you can. Or you can go to the nearest emergency room if you are not sure you need to go to the ER. Or call our 24-Hour Nurse Advice Line at 1-888-275-8730, or 1-866-448-1837 (TTY). Call your doctor and your Molina Case Manager after all ER visits.

MEMBER SERVICES: Call 1-866-472-4585

Member ID Cards will be sent separately through the mail. You must always bring this card with you.

Call 1-888-298-4781 to schedule a trip.
Now you can get the care you need, close to home. Plus value-added health programs—at no cost!
As a member of Molina Healthcare, you qualify for programs that can help you live your best.

Case Management for children and adults with special needs to help you make the most of your coverage

Disease management for chronic health issues, including Diabetes, Asthma, Congestive Heart Failure and Depression

Learn more about your benefits and how to access them:

• Visit MolinaHealthcare.com
• Review the Member Handbook
Make the most of your health plan.

• Learn all the benefits we cover at no cost to you. Review your benefits in the Molina Member Handbook:
  - Go to MolinaHandbook.com/FL
  - Visit MyMolina.com
  - Use the Molina Mobile app from Google Play or the Apple App Store

• Provider Directory—All of our doctors are board-certified. They must also pass quality review to join our network. To find one near you, go to MolinaProviderDirectory.com/FL.

• For more details, please go online or call us:
  - Visit MolinaHealthcare.com
  - Call (866) 472-4585, TTY/TDD: 711
What does Molina do for you?

With us, you get benefits like in-home care, home delivered meals, adult day care, and other services that help to keep you actively connected to your community.

- Transportation Services
- Health Education
- 24-Hour Nurse Advice line for answers to medical questions, day and night
- Over The Counter - $25 per household, per month
- Participant Direction Option (PDO) - take charge of your health. Choose who will provide your services and how and when your services are provided.

For more information, visit Molina Mobile or MyMolina. Details on page 6.

Whether you prefer a desktop portal or mobile app, Molina’s got you covered 24/7.

Download Molina Mobile.

• View, download and share your ID with your doctor
• Change doctors
• Update contact info, and more!

Scan this QR code to download Molina Mobile:

CHECK OUT OUR NEW APP!

Prefer a desktop portal? Visit MyMolina.com

To sign up, just follow the instructions.

Questions?
Call Member Services:
(866) 472-4585,
TTY/TDD: 711
Getting care.

Your doctor—also called your Primary Care Provider (PCP)—will give you most of your care. Make sure to go to regular checkups. **If you need help coordinating your care with your PCP, contact your assigned Case Manager.**

If you need to find a provider in your area, call your assigned Case Manager. If you are unable to reach your Case Manager, call our Member Services Department at (866) 472-4585, TTY/TDD: 711.

Visit your doctor when you’re healthy. He or she can get to know you and prescribe medicine if you need it. Your doctor is here to help you stay ahead of any health issues.

As a Molina member, you also have access to:

- 24-hour Nurse Advice line—For answers to your medical questions day and night
- Rides to your medical appointments via Access 2Care. Please call at least 24 hours in advance to arrange for a ride. Call Access2Care at (888) 298-4781 or 711 for TTY/TDD users.
Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care.
  - Call 911
  - Visit an emergency room

If you need care after hours but aren’t sure where to go, these examples can help. Please reach out to your assigned Case Manager for more information.

**URGENT CARE**

**Reach out to the 24-Hour Nurse Line at**
(888) 275-8750 English, (866) 648-3537 Spanish,
711 Deaf and Hard of Hearing for conditions
that are often non-life-threatening such as:

<table>
<thead>
<tr>
<th>Cold or flu symptoms</th>
<th>Wounds that may require stitches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sprains, strains or deep bruises</td>
<td>Sore throat</td>
</tr>
<tr>
<td>Ear pain</td>
<td>Stomach flu or virus</td>
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**EMERGENCY CARE**

**Call 911 or visit an emergency room.**

<table>
<thead>
<tr>
<th>Severe bleeding</th>
<th>Chest pain or pressure</th>
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</thead>
<tbody>
<tr>
<td>Severe abdominal pain</td>
<td>Head trauma or injury</td>
</tr>
<tr>
<td>Difficulty breathing</td>
<td>Sudden dizziness or trouble seeing</td>
</tr>
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</table>

Behavioral health: When someone is at risk of hurting themselves or others

*Find providers near you on the Molina Mobile App. Contact your Case Manager for more info.*

*Urgent care examples often do not require Emergency Care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately. Please contact your Case Manager for more information.*
What happens when?

Expect to receive a call from Molina to welcome you to our plan and to conduct a comprehensive assessment to assess your needs. Your assigned Case Manager will be your primary point of contact. Need to find a PCP? Your Case Manager can help you connect with a PCP and help you make your first appointment.

Use MyMolina.com or download Molina Mobile to have digital access to your plan. You can use the app or portal to download forms and get updates. Members can expect follow-up calls that will be conducted on a monthly basis.

Attend a Preventative Visit during your enrollment year. Need help? Contact your Case Manager to help you set up an appointment. Your Case Manager will reach out to you for a quarterly assessment to follow-up on your needs.

Every year members must renew their Medicaid eligibility with the Department of Children and Families (DCF) to continue their Medicaid benefits and their membership with Molina Healthcare.

- Don’t lose your Medicaid benefits. If you need help, call the Molina Benefits Team at (877) 373-8971, TTY/TDD: 711.
For the care you need, close to home, lean on Molina.

Molina Healthcare was created in 1980. Our goal is to bring high quality care to everyone who needs it. We put you, our member, at the center of all we do. We’re committed to keeping our communities healthy, too.

Thank you for being a member of Molina. We are dedicated to earning the trust you put in us.
Notes
You can use this space to write notes about your plan and your care.

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Disclaimer
Molina Healthcare of Florida is a Managed Care Plan with a Florida Medicaid contract. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the Managed Care Plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, and/or copayments/coinsurance may change. Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (866) 472-4585, TTY: 711. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (866) 472-4585, TTY: 711. ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (866) 472-4585, TTY: 711.