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.

Your card shows the name and contact details for your doctor. This person is also called your Primary Care Provider (PCP). If it is not your correct doctor, you can change it:

- Go to MyMolina.com
- Call Member Services at (866) 472-4585, TTY/TDD: 711
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

- Health maintenance programs like Weight Management and Stop Smoking Education

- Pregnancy education to help you have a healthy pregnancy and baby — and you get rewards for seeing your doctor regularly

Learn more about your benefits and how to access them:
- Visit MolinaHealthcare.com
- Review your Member Handbook
Make the most of your health plan.

• **Pharmacy Benefits**—See the list of covered medications at MolinaFormulary.com/FL

• **Grievances and Appeals**—If you have a problem with your medical care or our services, you have a right to file a complaint (grievance) or appeal at MolinaGrievanceAndAppeal.com/FL.

• **Translation Services**—We can provide information in almost any language and sign language. If you need an interpreter or written materials in a language other than English, please contact Member Services. There is no cost to you for these services. For more information, review your Molina Member Handbook.

• Learn all the benefits we cover at no cost to you. Go to MolinaHandbook.com/FL to read your Molina Member Handbook, visit MyMolina.com or use the Molina Mobile app from Google Play or the Apple App Store.

• **Provider Directory**—All our doctors are board-certified and subject to quality review before they can join our network. To find one near you, go to MolinaProviderDirectory.com/FL.

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

With Molina, you get benefits like no-cost doctor visits, behavioral health care, medication and hospital care when you need it. Plus:

- Virtual Care—Visit a doctor online 24/7, wherever you are!
- Rides to medical appointments
- Health education
- Incentives for visiting your doctor
- 24-Hour Nurse Advice line for answers to medical questions, day and night

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. **Call your doctor now to make an appointment.**

If you need to find a provider in your area, you can visit [MolinaProviderDirectory.com/FL](http://MolinaProviderDirectory.com/FL) or 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
- **Teladoc Virtual Care**—If your doctor doesn’t already provide virtual care, visit a board-certified doctor online or over your phone from wherever you are.
- **Rides to your medical appointments via Access2Care.** 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.

Visit [MolinaMemberResourceOverview.com/FL](http://MolinaMemberResourceOverview.com/FL)
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.

**URGENT CARE***

Visit a nearby urgent care center, access Virtual Urgent Care at www.MolinaHealthcare.com/FL/VirtualCare or call 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>
</tr>
</tbody>
</table>

**EMERGENCY CARE**

Call 911 or visit an emergency room.

- Severe bleeding
- Severe abdominal pain
- Difficulty breathing
- Chest pain or pressure
- Head trauma or injury
- Sudden dizziness or trouble seeing

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

[(Find a doctor, hospital or urgent care near you on the Molina Mobile app.)](#)

*Urgent care examples often do not require Emergency Care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately.*
What happens when?

Filling out your Health Risk Assessment within the first 30 days is vital, so we can know how we can best help you. Molina may call you to complete the Health Risk Assessment. Your participation would be appreciated.

Expect to receive a call from Molina to welcome you to our plan. Need to find a PCP? Request a copy of the Provider Directory to find a PCP near you and schedule your first PCP visit.

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.

Attend a Preventative Visit during your enrollment year. Need help scheduling an appointment? Call Member Services at (866) 472-4585 (TDD/TTY: 711) and we can help you.

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.


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.