

# Molina's myhealthmylife

A newsletter just for Florida members

Winter 2024



## We value your opinion

At Molina Healthcare of Florida, we want you to have the best experience with health care. You can help us do this by taking our survey. The survey is called the Consumer Assessment of Healthcare Providers and Systems – also known as CAHPS®!

If you or your children have been members for at least six months, someone may mail you a survey starting in March 2024. <Press Ganey> will mail the surveys. Your answers will be private. Taking this survey is optional. We want to hear what you think. Telling us about your experiences will help improve our services for you and your family.

Thank you for being a valued Molina member. We're glad to help you with your health care!

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## We offer mental health support

We're here for you if you're having a mental health crisis. Our mental health partner is called IMPOWER. Call IMPOWER 24 hours a day, seven days a week, at **1-689-688-9875**. You will speak with a health expert and get a link to a virtual visit.

- If you live in Seminole, Orange or Osceola counties, mobile crisis services are available for members up to age 24. Call Devereux at **1-407-839-4357** to speak to someone.
- The National Alliance on Mental Illness (NAMI) gives support and help to all people and families dealing with mental illness. To find a NAMI center near you, visit the Molina Help Finder tool at [MolinaHelpFinder.com](https://MolinaHelpFinder.com) and search by ZIP code for "NAMI."

# Stay healthy with regular screenings

One of the best ways to stay well is to get annual checkups and regular screenings. This helps your doctor catch any problems early when you have the best chances to treat them.

Below is a guide for how often you should get screenings and services. Make an appointment if you or your family hasn't received these this year.



| Visits needed   | When they are needed                                |
|---|---|
| Adult preventive visits                               | Yearly for age 20 and older                         |
| Well-baby visits                                      | Six or more visits before 15 months                 |
| Baby immunizations                                    | Series of shots before 2nd birthday                 |
| Well-care visits                                      | Ages 3 to 21 years                                  |
| Prenatal visits                                       | Series of visits up to delivery                     |
| Post delivery visit                                   | 7 to 84 days after delivery                         |
| Mammogram (checks for breast cancer)                  | Women 50 to 74 years (yearly)                       |
| Pap test (checks for cervical cancer)                 | Women 21 to 64 years, as recommended by your doctor |
| Colonoscopy (checks for colon cancer)                 | Ages 50 to 75 years, as recommended by your doctor  |
| Diabetic testing (A1c test, kidney test and eye exam) | Ask your doctor how often you need these tests      |
| Behavioral health visit                               | 1 to 7 days after discharge                         |
| Flu shot  | Yearly  |
| Dental visit  | Once every six months                               |
| Vision visit  | Yearly  |

# Need a ride? We cover transportation.

We can help if you need a ride to your doctor's appointments or the pharmacy. We cover non-emergency rides for you. If you need special help, there are wheelchair and stretcher vans available. We also cover basic and advanced life support transportation when needed.

## How to schedule a ride

- Call at least **three days** before you need a ride. The minimum notice is 24 hours before your trip.
- Call Access2Care at **(888) 298-4781 (TTY: 711)**.
- Be ready at least **60 minutes** before your pick-up time.

You can schedule your ride with a preferred provider. To ask for a ride with Lyft through Access2Care, you must have a cell phone to receive text messages. Lyft riders must also be able to enter and exit the vehicle without help or have another rider who can help.

For a return trip, "**will call**" may be used if you're unsure how long the appointment will take. When this happens, you can call the phone number provided at drop-off to let the driver know you're ready for pick-up. Drivers have up to **one hour** from the time of the call to complete the pick-up.

If you travel alone, you must be **at least 16 years old**. Members **under 16** must be with an adult **at least 18 years old**. If you have any other questions, please call Member Services at **(866) 472-4585 (TTY: 711)**.

## Download the My Molina® mobile app

Get smart health plan access with your smartphone. With the My Molina mobile app, you can easily see, print or send your member ID card. You can search for new doctors, change your primary care provider (PCP) and more. Anytime, anywhere. Download My Molina today from the Apple App Store or Google Play. Just search for "My Molina."

### Search for providers

- Use our advanced search options to find providers that meet your needs.

### Digital member ID card

- View both sides of your member ID card. You can print it from the app or email a copy to your provider.

### Change your PCP

- Search for and change your PCP using the doctor finder – all within the app.

### Other features

- View benefits at a glance
- Find a pharmacy near you
- Call our Member Services team
- Check your eligibility
- Find an urgent care near you
- Speak with a nurse through our 24-hour Nurse Advice Line
- Contact your care manager
- View medical records



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 co-payments/co-insurance 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 1-866-472-4585 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-472-4585 (TTY: 711). ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-472-4585 (TTY: 711). CHÚ Ý: Nếu u bạ n nói Tiếng Việt , có các dị c h vụ hỗ trợ ngôn ngữ miễn phí dành cho bạ n . Gọ i số 1-866-472-4585 (TTY: 711).