



Guide to Accessing Quality Health Care 2021

MolinaHealthcare.com/Medicare



Y0050_21_MA_225_LRNCQAGuide_C

Table of Contents

Your Health Care Reference Guide	4
Molina Healthcare’s Quality Improvement Plan and Program.....	13
Guidelines to Keep You Healthy	15
Getting You Extra Help when You have Chronic Health Problems.....	17
Population Health.....	19
Mental/Behavioral Health Care	20
Protecting Your Privacy	21
Patient Safety Program.....	23
How We Work with Molina Providers to Make Choices about Your Health Care.....	25
Language Access Services	26
What to do When You Need Care After Hours or in an Emergency.....	26
Virtual Care.....	28
Where to Find Answers to Drug Benefits.....	28
Your Rights as a Molina Healthcare Member.....	30
Second Opinions	32
Out-of-Network Services.....	32
Grievances and Appeals	33

Your Right to Appeal Denials.....33

Your Right to an Advance Directive.....35

Visit the Molina Healthcare Website.....36

Finding Information about Molina
Providers Using the Molina Website
(Provider Online Directory)..... 37

My Molina..... 37

Molina Mobile App.....39

Your Health Care Reference Guide

Department/ Program	Type of Help Needed	Phone Number
<p>Member Services</p>	<p>If you have a problem with any of Molina Medicare Complete Care HMO SNP/Molina Medicare Choice Care HMO services, we want to help fix it. You can call Member Services for help or to file a grievance or complaint 7 days a week, 8:00 a.m. to 8:00 p.m., local time.</p>	<p>Member Services</p> <p>Molina Medicare Complete Care Toll-Free:</p> <p>California: (800) 665-0898</p> <p>Florida: (866) 553-9494</p> <p>Idaho: (844) 239-4913</p> <p>Michigan: (800) 665-3072</p> <p>Ohio: (866) 472-4584</p> <p>South Carolina: (844) 526-3195</p> <p>Texas: (866) 440-0012</p> <p>Utah: (888) 665-1328</p> <p>Washington: (800) 665-1029</p> <p>Wisconsin: (855) 315-5663</p> <p>TTY users should call 711</p> <p>Molina Medicare Choice Care Toll-Free:</p> <p>Idaho: (844) 560-9811</p> <p>New Mexico: (866) 440-0127</p> <p>Utah: (877) 644-0344</p> <p>TTY users should call 711</p>

Department/ Program	Type of Help Needed	Phone Number
<p>Health Management</p>	<p>To request information on how to join programs for conditions such as asthma, depression, diabetes, high blood pressure, Cardiovascular Disease (CVD), or Chronic Obstructive Pulmonary Disease (COPD), please contact Health Management. Health Management will help you understand how to use these programs or help you opt out of the program.</p>	<p>Health Management (866) 891-2320 6:00 a.m. and 6:00 p.m. (Pacific Standard Time), Monday to Friday TTY users should call 711</p>

Department/ Program	Type of Help Needed	Phone Number
<p>Health Promotion</p>	<p>To request information on how to join smoking cessation and weight management programs, please contact Health Promotion.</p> <p>Health Promotion will help you understand how to use these programs or help you opt out of the program.</p>	<p>Health Promotion (866) 472-9483 6:00 a.m. and 6:00 p.m. (Pacific Standard Time), Monday to Friday TTY users should call 711</p>

Department/ Program	Type of Help Needed	Phone Number
<p>Care Management</p>	<p>To request information on how to join Care Management programs, please contact Member Services. Member Services will help you understand how to use these programs or help you opt out of the program.</p>	<p>Member Services</p> <p>Molina Medicare Complete Care Toll-Free:</p> <p>California: (800) 665-0898</p> <p>Florida: (866) 553-9494</p> <p>Idaho: (844) 239-4913</p> <p>Michigan: (800) 665-3072</p> <p>Ohio: (866) 472-4584</p> <p>South Carolina: (844) 526-3195</p> <p>Texas: (866) 440-0012</p> <p>Utah: (888) 665-1328</p> <p>Washington: (800) 665-1029</p> <p>Wisconsin: (855) 315-5663</p> <p>TTY users should call 711</p> <p>Molina Medicare Choice Care Toll-Free:</p> <p>Idaho: (844) 560-9811</p> <p>New Mexico: (866) 440-0127</p> <p>Utah: (877) 644-0344</p> <p>TTY users should call 711</p>

Department/ Program	Type of Help Needed	Phone Number
<p>Complex Care Management</p>	<p>To request information on how to join the Complex Care Management program, if you need extra help with your health care problems, please contact Member Services. Member Services will help you understand how to use this program or help you opt out of the program.</p>	<p>Member Services</p> <p>Molina Medicare Complete Care Toll-Free: California: (800) 665-0898 Florida: (866) 553-9494 Idaho: (844) 239-4913 Michigan: (800) 665-3072 Ohio: (866) 472-4584 South Carolina: (844) 526-3195 Texas: (866) 440-0012 Utah: (888) 665-1328 Washington: (800) 665-1029 Wisconsin: (855) 315-5663 TTY users should call 711</p> <p>Molina Medicare Choice Care Toll-Free: Idaho: (844) 560-9811 New Mexico: (866) 440-0127 Utah: (877) 644-0344 TTY users should call 711</p>

Department/ Program	Type of Help Needed	Phone Number
<p>Transition of Care Program</p>	<p>To request information on how to join the Transition of Care Program during an inpatient hospital stay and after you have been in the hospital, please contact Member Services. Member Services will help you understand how to use this program or help you opt out of the program.</p>	<p>Member Services</p> <p>Molina Medicare Complete Care Toll-Free:</p> <p>California: (800) 665-0898</p> <p>Florida: (866) 553-9494</p> <p>Idaho: (844) 239-4913</p> <p>Michigan: (800) 665-3072</p> <p>Ohio: (866) 472-4584</p> <p>South Carolina: (844) 526-3195</p> <p>Texas: (866) 440-0012</p> <p>Utah: (888) 665-1328</p> <p>Washington: (800) 665-1029</p> <p>Wisconsin: (855) 315-5663</p> <p>TTY users should call 711</p> <p>Molina Medicare Choice Care Toll-Free:</p> <p>Idaho: (844) 560-9811</p> <p>New Mexico: (866) 440-0127</p> <p>Utah: (877) 644-0344</p> <p>TTY users should call 711</p>

Department/ Program	Type of Help Needed	Phone Number
<p>Nurse Advice Line 24-Hours a day, 7 days a week</p>	<p>Whether you have an immediate health concern, questions about a medical condition, or would like general information about available health resources the Nurse Advice Line is available 24 hours a day, 7 days a week. The registered nurse will help you determine if you can manage your care at home or need the attention of a medical professional. Call anytime, day or night, to speak with a registered nurse about illnesses or injuries.</p> <p><i>This service is not intended for emergencies. In case of an emergency, dial 911 immediately.</i></p>	<p>Molina Medicare Complete Care Toll-Free: California, Florida, Michigan, Ohio, Texas, Utah, Washington, and Wisconsin English & Spanish (888) 275-8750 TTY users should call 711</p> <p>Molina Medicare Complete Care Toll-Free: Idaho English & Spanish (844) 526-3188 TTY users should call 711</p> <p>South Carolina English & Spanish (844) 800-5155 TTY users should call 711</p> <p>Molina Medicare Choice Care Toll-Free: Idaho English & Spanish (844) 526-3188 TTY users should call 711</p> <p>New Mexico English & Spanish (888) 275-8750 TTY users should call 711</p> <p>Utah English & Spanish (866) 472-0601 TTY users should call 711</p>

Department/ Program	Type of Help Needed	Phone Number
Virtual Care	<p>Virtual medical visits are medical visits delivered to you outside of medical facilities by virtual providers that use online technology and live audio/video capabilities. To find a participating Teladoc physician, call Teladoc, or visit the website to access virtual visits 24 hour a day, 7 days a week.</p> <p>Note: Not all medical conditions can be treated through virtual visits. The virtual visit doctor will identify if you need to see an in-person doctor or treatment.</p>	<p>800 TELADOC (800) 835-2362 TTY users should call 711 www.Teladoc.com/Molina</p>
Secretary of the U.S. Department of Health and Human Services Office for Civil Rights	<p>If you believe we have not protected your privacy and wish to complain, you may call to file a complaint (or grievance).</p>	<p>(800) 368-1019 TDD users should call (800) 537-7697</p>

Department/ Program	Type of Help Needed	Phone Number
Medicare	Medicare is health insurance offered by the federal government to most people who are 65 and older. Medicare helps pay for health care but does not cover all medical expenses.	(800) MEDICARE 1800) 633-4227 TTY users should call (877) 486-2048 www.Medicare.gov

Molina Healthcare's Quality Improvement Plan and Program

Your health care is important to Molina. We want to hear how we are doing. That's why you may receive a survey about Molina and your health care services. One of these surveys is called CAHPS®. CAHPS® stands for the Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about your health care. It asks about the care and services you receive from Molina. We may send you a few questions about how we are doing. Molina wants to know what is important to you. Please take the time to complete the survey if you receive it.

Molina uses another tool called HEDIS® to improve care. HEDIS® stands for Healthcare Effectiveness Data and Information Set. Molina collects information on services that you have received. These services include:

- Annual exams
- Colorectal cancer screening (colonoscopy)
- Diabetes care
- Mammogram screenings (X-rays of the breast)
- Medication management
- Shots (Flu and Pneumonia)



This process helps us learn how many Molina members actually received needed services and identifies services you may need. Molina makes this information available to you. You may use it to compare one health plan to another health plan.

Molina works to improve services each year. We set goals to improve services. Molina's Quality Improvement plan includes these goals:

- To provide you with services that are beneficial for your health.
- To work with providers so you get the care you need.
- To address your language or cultural needs.
- To help you reduce barriers and get the support you need to reach your best health. Barriers include transportation and language services.

Molina wants to help you take better care of yourself. We want to make sure you get the best service possible. Some of the ways Molina does this include:

- Mail or call you to make sure you get needed annual exams and shots.
- Help you learn about chronic health problems, if you have them.
- Remind you to get health screenings (mammography or colonoscopy), if you need them.
- Help you manage your medications.
- Review any member grievances (complaints) we receive.
- Help you find and use the information on the Molina website.
- Tell you about the special services we offer to all Molina members.

Molina reviews all the services and care you receive each year to see how well we are doing. Visit [MolinaHealthcare.com/Medicare](https://www.molinahealthcare.com/Medicare) and read the latest results and progress.

To learn more, call Member Services. You can ask for a printed copy of Molina's Quality Improvement plan and results.

Guidelines to Keep You Healthy

Molina provides information about preventive health checkups and services that you may need, as well as when you should get them. These are guidelines that suggest checkups for adults unless advised differently by your provider. They should not replace any provider advice.

- Take a few moments to read the Preventive Health Guidelines below to keep you healthy. Keep in mind these guidelines are suggested checkups to keep you healthy. Molina covers preventive care services.
 - California: www.molinahealthcare.com/members/ca/en-us/mem/medicare/health/prevent.aspx
 - Florida: www.molinahealthcare.com/members/fl/en-us/mem/medicare/health/prevent.aspx
 - Idaho: www.molinahealthcare.com/members/id/en-us/mem/medicare/health/prevent.aspx
 - Michigan: <https://www.molinahealthcare.com/members/mi/en-us/mem/medicare/health/prevent.aspx>
 - New Mexico: www.molinahealthcare.com/members/nm/en-us/mem/medicare/health/prevent.aspx
 - Ohio: www.molinahealthcare.com/members/oh/en-us/mem/medicare/health/prevent.aspx
 - South Carolina: www.molinahealthcare.com/members/sc/en-us/mem/medicare/health/prevent.aspx
 - Texas: www.molinahealthcare.com/members/tx/en-us/mem/medicare/health/prevent.aspx

- Utah: www.molinahealthcare.com/members/ut/en-us/mem/medicare/health/prevent.aspx
- Washington: www.molinahealthcare.com/members/wa/en-us/mem/medicare/health/prevent.aspx
- Wisconsin: www.molinahealthcare.com/members/wi/en-us/mem/medicare/health/prevent.aspx

- Write down any questions you may have. Take these questions to your next checkup.
- Tell your provider about any health problems you are having.
- Make sure you do not miss your appointments.
- If you miss your appointment, call your provider to reschedule right away.

Molina also provides information on key tests and exams you may need for long-term health conditions. These conditions include diabetes, COPD, depression, and others. Please review this information on the Molina website. We also can send you these guidelines by request. Please contact Member Services.

The guidelines are posted on the MolinaHealthcare.com/Medicare website.



Getting You Extra Help when You have Chronic Health Problems

Taking care of your own health problems can be hard. Molina has a program that can help. We offer a Care Management Program to help members deal with difficult health problems. We offer this help to anyone receiving health services for a chronic health problem. Molina staff will work with you to make sure you receive the right care.

Molina staff – usually a dedicated team or person can help you:

- Find and access eligible services.
- Arrange doctor visits and tests.
- Arrange transportation.
- See any gaps in care or health care needs.
- Access support to help people with special health care needs and/or their caregivers deal with day-to-day stress.



- Help with moving from one setting to another, using a dedicated team or person. This can include working with you and your caregiver(s) when you leave the hospital.
- Assess eligibility for long-term care services.
- Connect with community support.
- Find services that might not be covered benefits. This can include physical therapy with schools or in community settings or “Meals on Wheels.”
- Arrange services with a Primary Care Provider (PCP), family members, caregivers, representatives and any other identified provider.

Members can be referred to Care Management through:

- A provider
- Member Services, the Health Promotion line, or 24-Hour Nurse Advice Line
- A family member or caregiver
- Yourself

Care Management also offers targeted programs like the Transition of Care program. This program helps to meet your needs during an inpatient hospital stay and after being discharged from the hospital. These programs are voluntary and are provided through telephone or in-person contact. Molina offers them at no cost to you. Once you join this program, you will have a person or team assigned to you to help coordinate your health care. You will then receive the phone number for the team assigned to you. You can choose to be removed from any program at any time.

Call Member Services to:

- Be removed from a program
- Learn more about a program
- Ask for a referral

Population Health (Health Management and Health Promotion Programs)

The tools and programs described here offer educational support for Molina members. Molina may change them at any time as needed to meet the needs of Molina members.

Health Management

Molina offers programs to help you manage health problems. Molina programs include:

- Asthma management
- Cardiovascular Disease (CVD) management
- Chronic Obstructive Pulmonary Disease (COPD) management
- Depression management
- Diabetes management
- High blood pressure management

You can learn more or enroll in or disenroll from any of the programs above by calling Health Management at (866) 891-2320, TTY: 711, Monday through Friday, 6:00 a.m. to 6:00 p.m. (Pacific Standard Time).



Health Promotion

Other programs designed to enrich your health and lifestyle are also available, such as:

- A smoking cessation program
- A weight control program

For information and/or materials for smoking cessation or weight control call (866) 472-9483 (TTY: 711), Monday through Friday, 6:00 a.m. to 6:00 p.m. (Pacific Standard Time).

Newsletters

Newsletters are posted on the [MolinaHealthcare.com/Medicare](https://www.molinahealthcare.com/Medicare) website. The articles are on topics asked by members like you. The tips can help you and your family stay healthy.

Health Education Materials

Our materials are on eating healthy, preventing illness, stress care, staying active, cholesterol, asthma, diabetes and other topics. These materials are based on current clinical guidelines. To get these materials, ask your doctor or visit the Molina website at www.molinahealthcare.com/members/common/en-US/healthy/Pages/home.aspx.

Mental/Behavioral Health Care

Molina offers behavioral health services to help with problems such as stress, depression or confusion. There are also services to help with substance abuse. Your PCP can offer a brief screening and help guide you to services. You can also look for services on your own by calling Member Services. You can access many types of services. Mental/Behavioral health problems can be treated. Molina will assist you in finding the support or service you need.

Protecting Your Privacy

Your privacy is important to Molina. We respect and protect your privacy. Molina uses and shares data to provide you with health benefits.

Protected Health Information (PHI)

PHI stands for “protected health information.” PHI includes your name, member number, race, ethnicity, language needs, or other things that identify you. Molina wants you to know how we use or share your PHI.

Why does Molina use or share your 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 reasons not listed above.

What are your privacy rights?

- To look at your PHI.
- To get a copy of your PHI.
- To amend your PHI.
- To ask Molina not to use or share your PHI in certain ways.
- To get a list of certain people or places Molina has given your PHI.

How does Molina protect your PHI?

Molina uses many ways to protect PHI across our health plan. PHI can be in written word, spoken word, or in a computer. Below are some ways Molina protects your PHI:

- Molina uses policies and rules to protect PHI.
- Only Molina staff with a need to know PHI may use PHI.
- Molina trains staff to protect and secure PHI, including written and verbal communications.
- Molina staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina secures PHI on computers by using firewalls and passwords to keep information private.

What must Molina do by law?

- Keep your PHI private.
- Provide you with a notice in the event of any breach of your unsecured PHI.
- Not use or disclose your genetic information for underwriting purposes.

- Not use your race, ethnicity or language data for underwriting or denial of coverage and benefits.
- 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 file a complaint.
- File a complaint with the U.S. Department of Health and Human Services.

Molina 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. You may find Molina's full Notice of Privacy Practices at [MolinaHealthcare.com/Medicare](https://www.molinahealthcare.com/Medicare). You also may ask for a copy of Molina's Notice of Privacy Practices by calling Member Services, 7 days a week, 8:00 a.m. to 8:00 p.m., local time. TTY users, please call 711.

Patient Safety Program

Molina wants you to be safe and healthy. Molina has a Patient Safety Program to help us meet this goal. This program gives you safety facts so you can make better health care choices. Here are a few of the things Molina does to improve your safety:

- Give you information about providers.
- Take action based on members' concerns about potential safety problems in their providers' office.
- Provide access to an interpreter to talk to your provider in your own language.

We also let you know:

- How to make your home safer.
- How to get the most out of your provider visits.
- How to keep poisons and medicines out of the reach of your children.
- How to have fun and still be safe outdoors.

Groups that check safety:

- Leap Frog Quality Index Ratings
(www.leapfroggroup.org)
- The Joint Commission National Patient Safety Goal Ratings
(<https://www.qualitycheck.org/>)
- Patient Safety Organizations
(<https://www.ahrq.gov/cpi/about/otherwebsites/psa.ahrq.gov/index.html>)

You can look at these websites to:

- See what hospitals are doing to be safer.
- Help you know what to look for when you pick a provider or a hospital.
- Get information about programs and services for patients with problems like diabetes and asthma.

Call Member Services to get more information about our Patient Safety Program. You can also visit us online at MolinaHealthcare.com/Medicare.



How We Work with Molina Providers to Make Choices about Your Health Care

Molina wants you to get the care you need. Sometimes your provider may need to ask us to approve the service before you get care (prior approval), while you are getting care (concurrent) or after you have had care (post-service). We will work with your provider to decide if you need the services. We call this process Utilization Management (UM). We make choices about your care based on medical need and your benefits. We do not reward providers or others to deny coverage for services you need. We do not pay extra money to Molina providers or UM staff to make choices that result in giving less care.

For South Carolina members with Long Term Services and Supports (LTSS) needs, someone with LTSS experience, training and education makes decisions about services.

If you have a question about our UM process or rulings, you can call us. Please call Member Services. Staff can also accept collect calls. If you need help in your language, a bilingual staff member or interpreter is available at no cost to you. We also offer TTY services for members who have hearing or speech disabilities. Member Services staff can answer your call 7 days a week, between 8:00 a.m. and 8:00 p.m. local time. The Member Services staff may also call you to talk about Utilization Management issues. If Member Services calls you, they will use their name, title, and Molina's name.

Looking at What's New

Molina looks at new types of services and new ways to provide those services. We review new studies to see if new services are proven to be safe for possible added benefits. Molina reviews the type of services listed below at least once a year:

- Medical services
- Mental health services
- Medicines
- Equipment

Language Access Services

Molina can provide information in the language you prefer. We can have an interpreter to help you speak with us or your provider in almost any language (this includes sign language). We also provide written materials in different languages and formats. 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.

What to do When You Need Care After Hours or in an Emergency

After-Hours Care

There may be times when you need care when your Primary Care Provider's (PCP) office is closed. If it is after hours and your PCP's office is closed, you can call the Nurse Advice Line at:

- Molina Medicare Care Complete Care Toll-Free: California, Florida, Michigan, Ohio, Texas, Utah, Washington, and Wisconsin
 - English & Spanish (888) 275-8750 TTY: 711
- Molina Medicare Complete Care and Choice Care Toll-Free: Idaho
 - English & Spanish (844) 526-3188 TTY: 711
- Molina Medicare Complete Care Toll-Free: South Carolina
 - English & Spanish (844) 800-5155 TTY: 711

- Molina Medicare Choice Care Toll-Free: New Mexico
 - English & Spanish (888) 275-8750 TTY: 711
- Molina Medicare Choice Care Toll-Free: Utah
 - English & Spanish (866) 472-0601 TTY: 711

Nurses are available to help you 24 hours a day, 7 days a week. Highly trained registered nurses answer the Nurse Advice Line. They can help you decide if you should see a provider right away. The nurses can also help you make an appointment if you need to see a provider quickly. Sometimes, you may have questions but do not think you need to see your PCP. That is the perfect time to call the Nurse Advice Line and talk to a nurse.

Emergency Care

Emergency care is for sudden or severe problems that need care right away. It can also be needed care if your life or health is in danger. Emergency care is a covered benefit. However, no services are covered outside the United States, except for emergency services requiring hospitalization in Canada or Mexico. If you need emergency care, call 911 or go to the nearest hospital. You do not need prior approval. If you have an urgent matter that does not threaten your life, you can also call the Nurse Advice Line 24 hours a day, 7 days a week at:

- Molina Medicare Care Complete Care Toll-Free: California, Florida, Michigan, Ohio, Texas, Utah, Washington, and Wisconsin
 - English & Spanish (888) 275-8750 TTY: 711
- Molina Medicare Complete Care and Choice Care Toll-Free: Idaho
 - English & Spanish (844) 526-3188 TTY: 711

- Molina Medicare Complete Care Toll-Free:
South Carolina
 - English & Spanish (844) 800-5155 TTY: 711
- Molina Medicare Complete Care Toll-Free:
New Mexico
 - English & Spanish (888) 275-8750 TTY: 711
- Molina Medicare Complete Care Toll-Free:
Utah
 - English & Spanish (866) 472-0601 TTY: 711

Virtual Care

Molina offers virtual medical visits to Molina Medicare members at no cost to you. If you feel sick after hours and have an urgent care need, you can get virtual care from the comfort of your home, 24 hours a day, 7 days a week. Virtual urgent care can be accessed from your smartphone, computer or tablet. Call 800 TELADOC (800-835-2362) TTY 711, visit www.Teladoc.com/Molina or download the Teladoc mobile app. For emergencies, call 911.

Where to Find Answers to Drug Benefits

Molina wants you to speak to your provider about drugs you need. Visit MolinaHealthcare.com/Medicare to view your Evidence of Coverage booklet to learn more about your drug benefits and the pharmacy process. On the Molina website, you can find:

- A list of generic and brand name drugs that we cover and do not cover (drug formulary).
- Limits on covered drugs. Limits include items such as the number of refills you may receive or drug doses you may get.
- Updates made to the drug list at least once a year and at other times during the year when changes are made.

In the Evidence of Coverage booklet, you can find:

- How your provider can ask Molina to approve certain drugs.
- How your provider can ask for the amount of a drug you may need.
- Information needed from your provider to get approval for some of your drugs.
- Details about the process your provider will use for generic substitution, therapeutic interchange and step-therapy protocols.
- Any copayments (only if appropriate) for drugs not on Molina's approved list of medications.
- How your provider can request an exception for coverage for drugs not listed on the formulary.

If you need more information about your drug benefits, you can call Member Services.



Your Rights as a Molina Healthcare Member

Did you know that as a member of Molina, you have certain rights and responsibilities? Knowing your rights and responsibilities will help you, your family, your provider, and Molina ensure that you get the covered services and care you need.

You have the right to:

- Receive information in a way that works for you (in languages other than English, in Braille, in large print, or other alternative formats, etc.).
- Get timely access to your covered services and drugs.
- Have privacy and be treated with respect and dignity.
- Receive information about Molina, its network of providers, and your covered services.
- Help make decisions with your practitioner about your health care. You may refuse treatment.
- Voice any complaints or send in appeals about Molina or the care you were given.
- Receive the members' rights and responsibilities each year.



You also have the responsibility to:

- Get familiar with your covered services and the rules you must follow to get these covered services.
- If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.
- Tell your doctor and other health care providers that you are enrolled in a Molina health plan.
- Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.
- Be considerate.
- Pay what you owe.
- Tell us if you move.
- Call Member Services for help if you have questions or concerns.

Visit MolinaHealthcare.com/Medicare or view your Evidence of Coverage booklet for a complete list of member rights and responsibilities.

Women's Health Care Providers

You can go see women's health care specialists for your routine and preventive health care. Women's health care specialists include gynecologists. Routine and preventive care include breast exams, mammogram screenings (X-rays of the breast), and pelvic exams.

Getting Care for Special Health Care Needs

You can go see specialists useful for your special health care needs. For South Carolina members with Long Term Services and Supports (LTSS) needs, you also have access to specialists for your health condition and needs.

Second Opinions

If you do not agree with your provider's plan of care for you, you have the right to a second opinion. Talk to another provider within the Molina network or Molina may arrange for you to talk to a provider outside of the network. This service is at no cost to you. Call Member Services to learn how to get a second opinion.

Out-of-Network Services

If a Molina provider is not able to provide you with needed and covered services, Molina must cover the needed services through an out-of-network provider. In this case, prior approval is required. The cost to you should be no greater than it would be if the provider was in the Molina network. Molina will coordinate payment with the out-of-network provider. This must be done in a timely manner for as long as the Molina provider network is unable to provide the service. Call Member Services to learn more about out-of-network services.

Hours of Operations for Services

We offer needed medical services to Molina members 24 hours a day, 7 days a week.

Grievances and Appeals

Are you having problems with your medical care or Molina services? If so, you have the right to file a grievance (complaint) or appeal.

A grievance can be for things like:

- The care you get from your provider or hospital.
- The time it takes to get an appointment or be seen by a provider.
- Provider availability in your area.

You may file an appeal when you do not agree with Molina's decision to:

- Stop, change, suspend, reduce or deny a service.
- Deny payment for services.

Visit Molina's website, at MolinaHealthcare.com/Medicare, or your Evidence of Coverage booklet to read about:

- Grievance, appeal and State Fair Hearing processes and rights.
- Grievance, appeal and State Fair Hearing timeframes.
- Who can file a grievance/appeal.

Call Member Services if you have any grievance questions.

Your Right to Appeal Denials

What is a denial?

A denial means that services or bills will not be paid. If we deny your service or claim, you have the right to request why your services or bills were denied. You have the right to appeal.

If we deny your service or claim, you will get a letter from Molina telling you about this decision. This letter will tell you about your right to appeal. You can read about these rights in your Evidence of Coverage booklet. You can learn how to file an appeal at MolinaHealthcare.com/Medicare. Member Services can also help you file an appeal.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or “fast coverage decision” or fast appeal of a coverage decision.

If we say no to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal. You may request an expedited review if the decision may risk your life or health. You may also ask for a Fair Hearing with the State Administrative Law Judge if your appeal is denied.

You can ask for a review of a Molina appeal. Call Member Services and ask them to help set this up for you.

Your Right to an Advance Directive

All members have the right to accept or refuse treatment offered by a provider. However, what if you are not able to tell the provider what you want? To avoid decisions that may be made against your will, it is important to have an Advance Directive.

An Advance Directive is a legal form that tells medical providers what kind of care you want if you cannot speak for yourself. You can write an Advance Directive before you have an emergency. This keeps other people from making important health decisions for you if you are not well enough to make your own decisions. There are different types of Advance Directive forms. Some examples are:

- Power of Attorney for Health Care
- Living Will

It is your choice to complete an Advance Directive. No one can deny you care or discriminate against you based on whether or not you have an Advance Directive. Talk with someone you trust, like a family member or friend. They can help you make decisions about your health care. You can also talk with your lawyer or PCP if you have questions or would like to complete an Advance Directive form.

You may also call Member Services to get information on how to obtain Advance Directive forms that comply with applicable state laws.

If you have signed an Advance Directive and you believe the provider or hospital has not followed your instructions, you may file a complaint. Visit the website at [MolinaHealthcare.com/Medicare](https://www.MolinaHealthcare.com/Medicare) or call Member Services for more information on how to file a complaint.

Visit the Molina Healthcare Website

Visit the Molina Healthcare website at MolinaHealthcare.com/Medicare. Choose your state at the top of the page. You can get information on the website about:

- Benefits and services included and excluded from coverage and restrictions.
- Co-payments and other charges for which you are responsible (if they apply).
- What to do if you get a bill for a claim.
- FAQs (frequently asked questions and answers).
- Other pharmacy procedures, including drugs we do not cover, drug limits or quotas, the process to request an exception for drugs not on the formulary, and the process for generic substitution, therapeutic interchange (using drugs that are different but have the same effects) and step-therapy protocols (certain drugs are tried first before we cover another drug for the same condition).
- Preventive health guidelines and shot schedules.
- How to obtain specialty care and hospital services.
- Practitioner and provider availability.
- UM procedures, including pre-service review, urgent concurrent review, post-service review and how to file an appeal.

You can ask for printed copies of anything posted on the website by calling Member Services. Your Evidence of Coverage booklet is also a good resource. You can find it at MolinaHealthcare.com/Medicare.

Finding Information about Molina Providers Using the Molina Website (Provider Online Directory)

Molina offers a Provider Online Directory. To access the Provider Online Directory, visit [MolinaHealthcare.com/Medicare](https://www.molinahealthcare.com/Medicare). Click on “Find a Doctor or Pharmacy.” The Provider Online Directory includes information, such as:

- A current list with the names, addresses and phone numbers of Molina network providers.
- A provider’s board certification status. You can also visit the American Board of Medical
- Specialties at www.abms.org to check if a provider is board certified.
- Office hours for all sites.
- Providers accepting new patients.
- Languages spoken by the provider or staff.
- Hospital information including name, location, and accreditation status.

If you cannot access the Internet or need additional information (such as your provider’s medical school or residency information), contact Member Services and they will help you. They can also send you a printed copy of the Provider Online Directory.

My Molina

My Molina is a secure web portal. It lets you manage your own health from your computer. [MyMolina.com](https://www.molinahc.com/MyMolina.com) is easy to use. Here are some of the things you can do in My Molina:

- Complete a health appraisal. A health appraisal is a tool that can help you and your provider (doctor) look for ways to improve your health.

- Get self-help in these areas:
 - Healthy weight (BMI)
 - Stop tobacco use
 - Promote physical activity
 - Healthy eating
 - Manage stress
 - Avoid drinking alcohol
 - Identify signs of depression
 - Identify signs of lack of motivation
 - Testing for cancer
 - Vaccines
 - Safety
- Get pharmacy information such as:
 - Search for a pharmacy
- Other things you can do in the My Molina member portal:
 - Request a Member ID card
 - Find out when and how to get referrals
 - Select or change a doctor
 - Get online health records
 - Use secure email to get health advice from the 24-Hour Nurse Advice Line
 - Send email questions to Member Services

To learn more or to sign up for My Molina:

1. Call Member Services
or
2. Create an account by following these easy steps:
 - Step 1: Go to [MyMolina.com](https://www.mymolina.com)
 - Step 2: Select enrollment state
 - Step 3: Enter your Member ID number and date of birth
 - Step 4: Select “Yes” for “Are you a Molina Medicare Member?”
 - Step 5: Enter your email address
 - Step 6: Create a password

Molina Mobile App

Download the Molina Mobile App to manage your health care anytime, anywhere from your phone. You can sign into the app by using your My Molina User ID and Password to access secure features including:

- View health coverage
- View your benefits and eligibility
- View/download and share ID card
- Save favorite doctors
- Change PCP
- Access to other services
- Plus, much more

This information is available in other formats, such as Braille, large print, and audio.

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 665-3086 (TTY: 711).

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-239-4913 (TTY: 711).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-239-4913 (TTY: 711).

Chinese

注意：如果 使用繁體中文， 可以免費獲得語言援助服務。請致電 1-844-239-4913 (TTY : 711)。

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-239-4913 (TTY: 711).

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-239-4913 (ATS : 711).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-239-4913 (TTY: 711).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-239-4913 (TTY: 711).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-239-4913 (TTY: 711) 번으로 전화해 주십시오.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-239-4913 (телетайп: 711).

Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-239-4913 (رقم هاتف الصم والبكم: 711).

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-239-4913 (TTY: 711) पर कॉल करें।

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-239-4913 (TTY: 711).

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-239-4913 (TTY: 711).

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-239-4913 (TTY: 711).

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-239-4913 (TTY: 711).

Japanese

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-844-239-4913 (TTY: 711) まで、お電話にてご連絡ください。

Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-844-239-4913 (TTY: 711).

Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-844-239-4913 (TTY: 711) تماس بگیرید.

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ասյա ձեզ անվճար կարող են տրամադրվել լեզվակրան անվճարային ծառայություններ: Զանգահարեք 1-844-239-4913 (TTY (հեռատիպ)՝ 711):

Cambodian

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយ ថ្លៃសេវាភាសា ដោយមិនគិតលុប្បល គឺអាចមានសំរាប់បរិយាកាស។ ចូរ ទូរស័ព្ទ 1-844-239-4913 (TTY: 711)។

Albanian

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-844-239-4913 (TTY: 711).

Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-844-239-4913 (መስማት ለተሳናቸው: 711)።

Bengali

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিসেবা উপলব্ধ আছে। ফোন করুন 1-844-239-4913 (TTY: 711)।

Cushite (Oromo language)

XIYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-844-239-4913 (TTY: 711).

Dutch

AANDACHT: Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-844-239-4913 (TTY: 711).

Greek

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-844-239-4913 (TTY: 711).

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો ન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-239-4913 (TTY: 711).

Kru (Bassa language)

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̄ [Bàsóò-wùdù-po-nyò] jũ ní, níí, à wuɖu kà kò dò po-poò b̄èin m̄ gbo kpáa. Đá 1-844-239-4913 (TTY:711)

Ibo

Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 1-844-239-4913 (TTY: 711).

Yoruba

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-844-239-4913 (TTY: 711).

Laotian

ໂປດຊາບູ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີອັດຕະໂນຳ. ໂທສ 1-844-239-4913 (TTY: 711).

Navajo

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih 1-844-239-4913 (TTY: 711.)

Nepali

ध्यान दनुहोस्: तपाइँले नेपाली बोल्नुहुन्छ भने तपाइँको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-844-239-4913 (टिडिवाइ: 711) ।

Panjabi

ਧਿਆਨ ਧਇ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਧਰਿ ਸਹਾਇਤਾ ਸੇਵਿ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-844-239-4913 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Pennsylvania Dutch

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-844-239-4913 (TTY: 711).

Romanian

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-844-239-4913 (TTY: 711).

