



# Welcome to Molina Healthcare!

## Your Quick Start Guide

Last updated 4/2023

[MolinaHealthcare.com/IA](https://MolinaHealthcare.com/IA)



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## Welcome!

At Molina Healthcare of Iowa, you're important to us. We created this guide to help you start getting the most out of your benefits.

As a Molina member, you get benefits like doctor visits, maternity care and prescriptions — all at no cost. And we give you even more ways to stay healthy and save money.

Molina has been helping Medicaid members with complex needs for over 40 years. We give you access to quality doctors, extra benefits and dedicated Member Services to help you feel your best. Read through this guide a little bit at a time and get off to a great start with Molina!

## Built for Iowa, By Iowans

This health plan was built by people who live right here in Iowa. We are your neighbors, friends and family. We're happy to welcome you to the Molina family!



## Your member ID card

Please look for your member ID card(s) inside this envelope.

### IMPORTANT:

- Please make sure the information on your card is correct. If you have changes, call Member Services at (844) 236-0894 (TTY: 711), Monday to Friday, 7:30 a.m. to 6 p.m.
- Bring your member ID card with you every time you need care.

### Iowa Health Link ID Card

 	
<b>Medicaid</b>	
<b>Name/Nombre:</b> <Member First Name> <Last Name> <b>Member ID#:</b> <XXXXXXXXXX> <b>DOB:</b> <MM/DD/YYYY> <b>Effective/Fecha efectiva:</b> <MM/DD/YYYY>	<b>RXBIN:</b> 004336 <b>RXPCN:</b> MCAIDADV <b>RXGRP:</b> RX51BW
<p>Bring your Molina ID card when you see your doctor or go to receive care. Lleve su tarjeta de identificación de Molina cuando vea a su médico o vaya a recibir atención.</p> <p>If you have an emergency, call 911 or visit the nearest emergency room (ER). For non-emergencies, call your primary care provider (PCP) or the 24/7 Nurse Advice Line.</p> <p>Si tiene una emergencia, llame al 911 o vaya a la sala de emergencia más cercana. Si no está seguro de si necesita ir a la sala de emergencia, llame a su proveedor de cuidados primarios (primary care provider, PCP) o a la línea de consejo de enfermería de atención 24/7.</p> <p>HMO Molina Healthcare of Iowa, Inc.</p>	

**Member Numbers**

**Member Services:** (844) 236-0894  
**TTY:** 711

**24/7 Nurse Advice/24/7 Línea de Consejos de Enfermeras:** (844) 236-2096

**National Suicide & Crisis Lifeline/Línea Nacional de Suicidio y Crisis:** 988

**Cost Shares are a summary only. Visit MyMolina.com for plan details.**

**Transportation/Access2Care:** (866)-849-2062

**MyMolina.com** This card is for identification purposes only and does not prove eligibility for service.

**Provider Numbers**

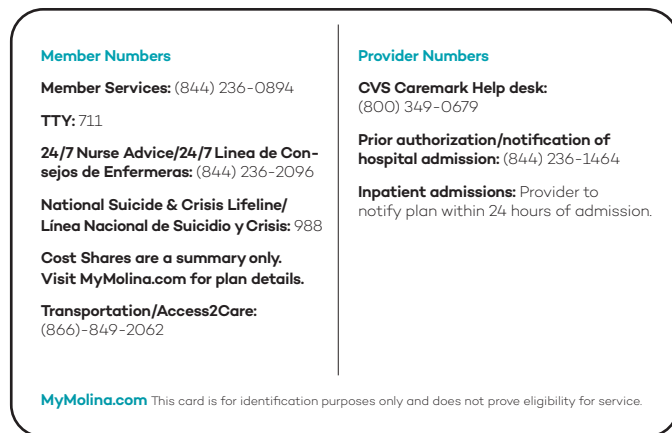
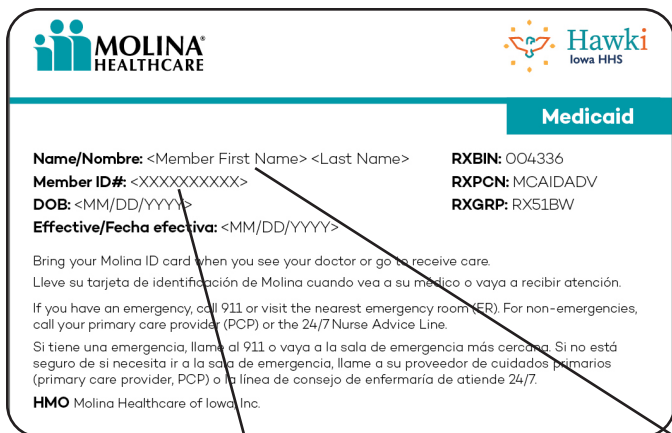
**CVS Caremark Help desk:** (800) 349-0679

**Prior authorization/notification of hospital admission:** (844) 236-1464

**Inpatient admissions:** Provider to notify plan within 24 hours of admission.

Member Identification Number (ID#)

Member Name



Member Identification Number (ID#)

Member Name

## What's on your member ID card?

- Important phone numbers to help you get the care you need when you need it.
- Member phone numbers are listed on the back of your card. They help you get answers to your questions and get medical care.
- Provider numbers are listed on the back of your card. They help your providers get what they need to care for you.

## Show your ID card anytime you see a doctor or get care.

This helps make sure your claims are paid quickly and correctly.

## There is nothing more important than seeing a doctor you can trust.

As a Molina member, you get to choose your own primary care provider (PCP). If you don't have a PCP, we'll assign one to you. Your PCP's name and information are listed on the letter included with your member ID card.

## Want to change your PCP?

It's easy. You can:

Download the  
My Molina Mobile App



Visit MyMolina.com



Call Member Services at:  
(844) 236-0894 (TTY: 711)  
Monday to Friday  
7:30 a.m. to 6 p.m.

# Going to the doctor

Your primary care provider (PCP) is the provider you will see the most. They will get to know your health history and make referrals when you need them. We will work with your PCP to help you get the care you need.

## Schedule an appointment today!

You'll want to start a relationship with your PCP so they can get to know your health history. The more your PCP knows about you, the more they can help you.



## Scan me or visit [MolinaProviderDirectory.com/IA](https://MolinaProviderDirectory.com/IA) to find a PCP.

You'll want to visit your PCP for regular checkups. Your PCP can help you stay ahead of health issues. Plus, you can get rewards like gift cards for visiting your providers. You can earn rewards like these:



### Well-care rewards

- Up to \$75 for getting breast, cervical cancer and chlamydia screenings
- \$50 for getting a diabetic eye exam
- \$25 for getting adult preventive care screenings



### Maternity rewards

- \$25 for having a postpartum visit



### Well-child rewards

- Up to \$60 for well-child visits for children from birth to 15 months old
- \$25 for well-child visits for children 15 months and older

See page seven to learn more about all of Molina's rewards.

We know you may need to see a doctor right away. That's why we offer these extra services:



Virtual Care: Visit a doctor online 24/7.



24-hour Nurse Advice Line: Call (844) 236-2096 (TTY: 711) for medical advice and answers to medical questions, day and night.



Health education and information: Call (866) 891-2320, Option 2 (TTY: 711)

To learn more, download the [My Molina Mobile app](#) or visit [MyMolina.com](#).

# What to do when you're sick?

Are you feeling sick and not sure what to do? Don't worry, we're here to help you!

What are my options?		
Primary care provider (PCP)	Urgent care center	Emergency room (ER)
Call your PCP day or night. After hours, on-call staff will return your call.	Urgent care centers are a great option if you need care after hours.	Call 911 or go to the nearest ER
Minor illnesses that require medical care: <ul style="list-style-type: none"><li>• Colds and coughs</li><li>• Flu</li><li>• Regular checkups</li><li>• Earaches</li><li>• Sore throats</li><li>• Medicine or refills</li><li>• Diarrhea</li></ul>	When it's not an emergency but you need care right away: <ul style="list-style-type: none"><li>• Severe cold or flu symptoms</li><li>• Ear pain</li><li>• Sore throat</li><li>• Stomach flu or virus</li><li>• Wound that need stitches</li><li>• Sprains, strains or deep bruises</li></ul>	When you think your life or health is in danger: <ul style="list-style-type: none"><li>• Very bad bleeding</li><li>• Very bad stomach pain</li><li>• Chest pain or pressure</li><li>• Head or trauma injury</li><li>• Sudden dizziness or trouble seeing</li></ul>

**Not sure what to do or where to go for medical care?**

Nurse advice is just a phone call away  
Call the 24-hour Nurse Advice Line 24/7  
**(844) 236-2096 | TTY: 711**

**Have a behavioral health crisis?**

Call Your Life Iowa 24/7 at (855) 581-8111 or text at (855) 895-8398.  
Call or text 988 Suicide and Crisis Lifeline.  
A behavioral health crisis might be when you're:

- Thinking about suicide
- Thinking about hurting yourself or someone else
- Abusing alcohol or drugs and need help
- Having confusing thoughts and don't know what to do









# Value-added benefits

Molina gives you **extra** benefits. For **more** peace of mind.

Basic Medicaid covers doctor visits, hospital stays, prescriptions, visions care, lab tests, x-rays and more.

## But the Molina Medicaid plan doesn't stop here!

As a Molina member, you get lots of extra benefits with even more ways to stay healthy and save money. You get:

-  **Pregnancy programs** for healthy moms and babies. Get a \$100 gift card when you attend a Molina baby shower. You get doula assistance services, a **FREE** car seat or booster; Count the Kicks app for your third trimester of pregnancy; and more!
-  **FREE rides.** You get free transportation to food banks, WIC, housing authority, job interviews, trainings and more. We offer **caregiver transportation** when you visit a member living at a long-term care facility. Call **Access2Care** at **(866) 849-2062 (TTY: 711)** to schedule your ride.
-  **Healthy Foods program.** Get healthy meals for members with high-risk conditions having issues getting healthy foods.
-  **FREE smart device** with FREE minutes, data, text and no-cost telehealth for qualifying members. Visit **TruConnect.com/Molina** or call **(844) 700-0795 (TTY: 711)**.
-  **FREE** 13 weeks of Weight Watchers® Core membership.
-  **Need help quitting smoking?** Get up to \$185 for smoking cessation products.
-  **FREE** over-the-counter pharmacy products (\$30 worth of items).
-  **Coverage for GED/HiSET tests** (\$134 value) and \$25 gift card for passing.

For more information about your benefits and how to access them, visit [MolinaHealthcare.com/IA](https://MolinaHealthcare.com/IA).

# Member resources

Make the most of your health plan.

## Member Services

(844) 236-0894 (TTY: 711), Monday to Friday, 7:30 a.m. to 6 p.m.

## 24-hour Nurse Advice Line (for after-hours non-emergency help)

(844) 236-2096 (TTY: 711)

## Health education

(866) 891-2320, Option 2 (TTY: 711)

## Benefit renewal

(844) 236-2491 (TTY: 711) [HealthPlanRenewals@MolinaHealthCare.com](mailto:HealthPlanRenewals@MolinaHealthCare.com)

## Member Handbook

**Learn about all the benefits we cover at no cost to you!** The Member Handbook helps you understand how to get care for you or your family when you need it. It also explains your benefits and your rights and responsibilities as a member. Please read this booklet carefully.

Link to Molina Member Handbook



Download the My Molina App



Visit [MyMolina.com](https://www.molinahc.com) (Member Portal)



# Provider Directory

Molina reviews all doctors, hospitals, specialists and medical clinics before they join our network. We have a strong network of providers ready to serve you. Search our online directory to find a provider near you!

Go to **[MolinaProviderDirectory.com/IA](https://MolinaProviderDirectory.com/IA)**



Or call Member Services: (844) 236-0894 (TTY: 711),  
Monday to Friday, 7:30 a.m. to 6 p.m. local time.



## Pharmacy benefits

As a Molina member, you get prescription drugs at little to no cost to you. We cover your medically necessary medicines and prescribed drugs.

To find a network pharmacy, see our Provider Directory at [MolinaProviderDirectory.com/IA](https://MolinaProviderDirectory.com/IA). You can also call Member Services at (844) 236-0894 (TTY: 711).

**You can find the link to the Iowa Medicaid Preferred Drug List (PDL) on our website at [MolinaHealthcare.com/IA](https://MolinaHealthcare.com/IA) under the Pharmacy section.**

## Vision benefits

We work with March Vision Care to cover your vision services. To find a provider, ophthalmologist or optometrist, visit [MarchVisionCare.com](https://MarchVisionCare.com) or call (844) 496-2724, Monday to Friday, 8 a.m. to 5 p.m.

## Transportation benefits

You can get free rides to and from your medical visits. Just call **Access2Care at (866)849-2062**. To schedule a ride, please call at least 48 hours before your appointment.

- Appointments can be in or out of the community where you live.
- Callers should be age 16 or older.
- Members ages 11 and younger must ride with a parent or guardian.
- Members ages 12 to 16 must ride with a parent or guardian unless Access2Care has a signed Minor Consent Form on file. Call Access2Care for a copy of the Minor Consent Form.

- Pregnant members of any age and emancipated minors can ride without a Minor Consent Form.
- Rides must be set up at least 48 hours prior to the appointment.

Note: Nursing homes must provide Non-Emergency Medical Transportation (NEMT) trips within a 30-mile radius of the nursing home. If you're a nursing home resident and need to see a doctor less than 30 miles from your location, your nursing home should provide transportation.

If you have any problem reading or understanding this or any information from Molina, call Member Services at (844) 236-0894, Monday to Friday, 7:30 a.m. to 6 p.m. We can help explain in English or in your primary language. You may request printed versions of these materials. They will be sent to you free of charge. We may have it printed in other languages. You may ask for it in braille, large print, or audio. If you are hearing impaired, dial 711 for the Iowa Relay Service.

## Iowa Managed Care Ombudsman Program

**Need help advocating for care?**

We understand the issues facing members living with a disability. Our Ombudsman is here to help you with your services. They have lived experience and know the issues you face.



They are here to help you get long-term care in a facility or home-and community-based service waivers. Our Ombudsman provides independent advocacy services to help with:

- Education and information
- Problems you cannot resolve by calling Member Services
- Filing a grievance, an appeal or State Fair Hearing
- If you feel your rights are not respected
- If you feel you are not getting the care you need

You may contact the Managed Care Ombudsman by mail, phone, fax or email at:

Office of the State Long-Term Care Ombudsman  
Attn: Managed Care Ombudsman  
Jessie M. Parker Building  
510 E 12th Street, Suite 2  
Des Moines, IA 50313-9025  
Phone: (515) 725-3333 or toll free at (866) 236-1430  
Fax: (515) 725-3313  
Email: [managedcareombudsman@iowa.gov](mailto:managedcareombudsman@iowa.gov)

If you are not receiving long-term care services, you may contact the State of Iowa, Ombudsman Office at:

State of Iowa, Ombudsman Office  
Ola Babcock Miller Building  
1112 E Grand Avenue  
Des Moines, IA 50319  
Phone: (515) 281-3592 or toll free at (888) 426-6283  
Fax: (515) 242-6007  
Email: [ombudsman@legis.iowa.gov](mailto:ombudsman@legis.iowa.gov)

# Stakeholder Advisory Board

Our purpose is to improve the lives and well-being of our members. We also want to make a positive impact in the communities we serve. Our mission, vision and values help lead every decision we make. One way to achieve our purpose is through our Stakeholder Advisory Board (SAB).

The SAB is a chance for members and members' representatives to work with providers and health plan staff. Members can share thoughts and ideas on ways to improve the health plan. Meetings take place across the state and online, so it's easy to participate.

The SAB will meet four times per year. Members will earn \$25 on their gift card by attending.

To learn more, visit [MolinaHealthcare.com/IA](https://MolinaHealthcare.com/IA).

## Next Steps

Take control of your health by completing the following:

### Within 30 days

- ✓ You'll receive a call from Molina to welcome you to our plan. The call will help you to answer questions, find a PCP and fill out your Health Risk Assessment (HRA).
- ✓ Complete your HRA with the survey enclosed for each member of your family who receives IA Health Link or Hawki. Return it in the pre-paid envelope enclosed.
- ✓ You can also complete your Health Risk Assessment by downloading the MyMolina app or visiting the member portal at [MyMolina.com](https://MyMolina.com). You may also call our Member Services team at (844) 236-0894 (TTY: 711), Monday to Friday, 7:30 a.m. to 6 p.m.
- ✓ Receive a \$25 gift card for completing your HRA.

### Within 60 days

- ✓ Register at [MyMolina.com](https://MyMolina.com) and download My Molina Mobile App.
- ✓ Want to receive text alerts and emails about benefit renewals, events and more? Call us to sign up.

### Within 90 days

- ✓ Schedule your Annual Wellness Exam.
- ✓ Need help scheduling appointments? Call us and we can help.

## Renew your coverage every year

Keep your family covered! You must renew your coverage every year. This allows you to keep the great benefits you have with us.

We're here to help you. Just call Member Services at (844) 236-0894 (TTY:711), Monday to Friday, 7:30 a.m to 6 p.m. local time.

## Built for Iowans, By Iowans.

Molina Healthcare was created in 1980 to bring high quality care to everyone who needs it. We put you, **our members**, 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're dedicated to earning the trust you put in us!



[MolinaHealthcare.com/IA](http://MolinaHealthcare.com/IA)



**Your Extended Family.**

