

You're important to us - we want to get to know you!

The more we know about your health,
the better we are at giving you the service and care you need.

To get the right information, we will place some important calls to you:

1

Days 1-30: Welcome to Molina Call

We will call you during your first 30 days to welcome you to Molina! Our representatives (rep) will ask you if you got your member ID card in the mail. Our rep will also confirm your doctor name and will help you schedule any appointments, if you need help. Please note that from time to time you may hear us call your doctor your "Primary Care Physician" or "PCP" - this means the same thing.

2

Days 1-90: Health Risk Assessment (HRA) Survey

We will call you during your first 90 days for your Health Risk Assessment (HRA). Our rep will ask you questions about your health. Some questions we might ask are what health conditions you currently have and the last time you saw your doctor. The survey lasts about 15-20 minutes. Every year we will call you to complete this survey because your health can change.

If you missed our call OR do not want to wait for our rep to call you, call us at (866) 472-4582 (TTY: 711), Monday - Friday, 8 a.m. to 5 p.m., PST. Let the rep know you are a new member and want to complete your Health Risk Assessment Survey!

3

Days 61+: In-Home Assessment (IHA) Appointment Call

One of our trusted partners, Vitalis will call you after your first 60 days to schedule an appointment for your In-Home Assessment (IHA). This appointment is for a licensed nurse or doctor to go to your home at no cost to you! The visit lasts about 45 to 60 minutes. During the visit you will be given a basic health screening and asked about your medical history. This visit does not replace any check-ups with your doctor or the HRA survey. This visit helps us understand what care and services can help you. We want all members to take advantage of this visit! Once Vitalis tells us they completed the visit, **we will send you a \$25 gift card** 8-12 weeks following your visit as a thank you for being involved in your health care! If there are any issues with your gift card, please contact Member Services.

If you missed the call or want to schedule your appointment, call Vitalis at (844) 491-4763, Monday - Friday, 5 a.m. to 7 p.m., PST. Let them know you are a new member and want to schedule your Molina Healthcare In-Home Assessment visit!

4

Days 90-120: 3-Month Check-in Call

We will call you after your first 90 days to see how your Molina Healthcare membership has been working for you. We want to make sure you are able to see your doctor and receive the care and services you need. Good or bad, we want to know! Hearing from you helps us know what is working and what is not working.

If you don't receive these calls or if you have any questions, please call us at (844) 239-4913 (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time. Remember: If your phone number or address changes, let us know!

Helpful Member Resources!

We want to help you get the most out of your plan.

These important resources can make it easier for you to get information you need.



My Molina Online Member Portal

You can sign up for a free online account to [MyMolina.com](https://www.molinahc.com). With this account you can request a new ID card, change or find your doctor, see your service history, get health reminders, and much more! To sign up, visit [MyMolina.com](https://www.molinahc.com) and click on "Create an Account" on the bottom left-hand corner of the page. To sign up you will need your Member ID number which is on the Member ID card we mailed to you. After you enter your member information, you will need to select a user name and password, set your security questions, and finally activate your account to begin using [MyMolina.com](https://www.molinahc.com)! Remember, you are able to use [MyMolina.com](https://www.molinahc.com) from your computer, tablet, or mobile phone.



HealthinHand Mobile App

All the benefits of the Member Portal in a mobile app for your phone! With this app, you can view your Member ID Card, find a doctor or facility near you with Doctor Finder, use the Nurse Advice Line, and more! Visit the Apple App Store or Google Play Store and search for "Molina Healthcare" or "Molina HealthinHand". Before you begin using the HealthinHand mobile app, you will have to sign-in or create an account through [MyMolina.com](https://www.molinahc.com).



Member Services

We care about you and your health! That is why we are always ready to help answer your questions and make sure you are getting the services and care you need. If you have any questions, please call our Member Services at (844) 239-4913 (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time and one of our reps can help you right away!

Molina Medicare Options Plus HMO SNP is a Health Plan with a Medicare Contract and a contract with the state Medicaid program. Enrollment in Molina Medicare Options Plus depends on contract renewal. This information is available in other formats, such as Braille, large print, and audio. This information is not a complete description of benefits. Call (844) 239-4913 TTY 711 for more information. Authorization and/or referral may be required.

[MolinaHealthcare.com/Medicare](https://www.molinahc.com/Medicare)



Your Extended Family.

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Welcome to Molina Medicare Options Plus HMO SNP

A Simple Guide to Your 2019 Benefits

Get Started Today!

[MolinaHealthcare.com/Medicare](https://www.molinahc.com/Medicare)







Your Extended Family.



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As a Molina Healthcare member, you have access to the following benefits:

Your health is important to us and we are always here to help! If you have any questions about the information provided below or need assistance with any of these benefits you can call us at (844) 239-4913 (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time.

What are my benefits?	How do I use my benefits?
<div>Doctor Office Visits</div> <div></div>	<p>You pay a \$0 copay to see your primary care doctor and a \$0 copay when you see a specialist.</p> <p>To schedule a doctor office visit: Call your doctor's office and ask to schedule an appointment – OR – our Member Services department at the number listed above and one of our representatives can help schedule your appointment!</p>
<div>Fitness Benefit (Supplemental)</div> <div></div>	<p>We partner with American Specialty Health, Inc. to offer the <i>FitnessCoach®</i> benefit. You have a \$0 copay and \$0 gym membership fee to access participating fitness facilities*. If you want to exercise at home instead, you can order up to 2 Home Fitness Kits every year. Most home kits include a DVD, instructional booklet and quick start guide.</p> <p>*<u>Note</u>: Gym membership is limited to basic membership packages only. You may have to pay extra for additional services.</p> <p>To find a participating fitness center or to enroll in the Home Fitness program: Call our Member Services department at the number listed above.</p>
<div>Meal Benefit (Supplemental)</div> <div></div>	<p>We partner with Mom's Meals to offer this benefit. <u>You must meet special requirements for this benefit.</u> If you qualify, you have a \$0 copay to receive 28 meals delivered to your home for 2 weeks after a hospital or Skilled Nursing Facility (SNF) stay. You can qualify for up to 4 weeks or 56 meals each year with additional plan approval.</p> <p>Your Case Manager or doctor will decide if you qualify for this benefit. If you qualify, your Case Manager will coordinate this benefit for you. To learn more, contact your Case Manager for more information!</p>
<div>Podiatry Services (Supplemental)</div> <div></div>	<p>We offer <i>podiatry services</i> in addition to what you may get through <i>Original Medicare</i>. You can see a podiatrist up to 6 times a year for general foot care for a \$0 copay. General foot care includes cutting toe nails, corn and callous removal, and other foot problems.</p> <p>To locate a participating podiatrist: Call our Member Services department at the number listed above.</p>

What are my benefits?	How do I use my benefits?
<div>Over-the-Counter (OTC) Items (Supplemental)</div> <div></div>	<p>We partner with Convey to offer this benefit. You have \$60 every quarter (3 months) to spend on plan-approved Over-the-Counter (OTC) items like toothpaste, diabetic socks, vitamins, and other items found in the 2019 <i>OTC Product Catalog</i>. These items are mailed to your home. If you don't use all of your allowance, the remaining balance will roll over to the next OTC benefit period. Any unused allowance <u>will not</u> roll over to the next benefit year.</p> <p>To order OTC items: Online visit MolinahealthcareOTC.com - OR - Call an OTC Advocate at (866) 420-4010 (TTY: 711), Monday through Friday, 8 a.m. to 11 p.m. EST. - OR - Mail the order form inside of your <i>OTC Product Catalog</i> that was sent to you when you first joined Molina.</p>
<div>Transportation (Supplemental)</div> <div></div>	<p>We partner with Secure Transportation to offer this benefit. You have a \$0 copay for up to 22 one-way trips to plan-approved locations* every year. Plan-approved locations are places where you can get covered medical care and services like your doctor's office or pharmacy. Your home to your doctor's office is considered a one-way trip. On average you would use 2 one-way trips for one appointment. This service may not be used for emergencies. If you are having an emergency please call 911.</p> <p>*<u>Note</u>: Fitness facilities are not plan-approved locations.</p> <p>To schedule a pick-up for a routine appointment like an appointment with your doctor: Call our Member Services department at the number listed above at least 3 days before your appointment. Remember, you can schedule up to 30 days in advance!</p> <p>To schedule a pick-up for a trip over 50 miles: If you need to travel over 50 miles for a one-way trip, you need a prior-authorization. Call our Member Services department at the number listed above and one of our representatives can help you with the authorization. To learn more you can also contact your Case Manager.</p>

What are my benefits?	How do I use my benefits?
<div>Vision Care (Supplemental)</div> <div></div>	<p>We partner with March Vision Care to give you vision coverage in addition to what you may get through <i>Original Medicare</i>. You have a \$0 copay for up to 1 routine eye exam per year. You also get a \$100 allowance to spend every year on prescription eyeglasses, contacts, or upgrades (such as tinted, UV, polarized or photo chromatic lenses) at zero cost to you.</p> <p>To find a participating eye doctor: Call our Member Services department at the number listed above – OR – you can search online at MolinaHealthcare.com/ProviderSearch</p>
<div>Worldwide Emergency/Urgent Coverage (Supplemental)</div> <div></div>	<p>We offer <i>worldwide emergency/urgent coverage</i> in addition to what you may get through <i>Original Medicare</i>. If you have a medical emergency when you are outside of the United States, you will be covered up to \$10,000 every year. You will need to pay for the services upfront and file a claim with us after so we can pay you back.</p> <p>To learn about filing a claim for reimbursement after a medical emergency outside of the United States: Call our Member Services department at the number listed above and one of our representatives can help you!</p>
<div>24-Hour Nurse Advice Line</div> <div></div>	<p>We have nurses available 24 hours a day to answer your medical questions in the language you prefer. Nurses should be used for non-emergencies. If you are having an emergency call 911.</p> <p>To speak to a nurse: Call (844) 526-3188 24 hours a day, 7 days a week.</p>



Your Extended Family.

Molina Healthcare of Idaho (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (844) 239-4913; TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., local time.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (562) 499-0610.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.

English

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

Spanish

ATENCIÓN: Si usted habla español, tiene servicios de asistencia lingüística disponibles sin cargo alguno para usted. Llame al Departamento de Servicios para Miembros al 1-844-239-4913 (TTY: 711).

Chinese

收件人：如果您講韓語，則免費提供語言協助服務。請致電會員服務部，電話：1-844-239-4913 (TTY: 711)。

Serbo-Croatian

PAŽNJA: ako govorite srpsko-hrvatski jezik, dostupne su vam besplatne usluge jezične pomoći. Nazovite usluge za članove na broj telefona 1-844-239-4913 (TTY: 711).

Korean

주의 : 한국어를 말할 때 무료로 언어 지원 서비스를 이용할 수 있습니다. 현지 시간으로 월요일부터 금요일까지, 오전 8시부터 오후 8시까지 회원 서비스에 1-844-239-4913 (TTY: 711).

Nepali

सावधानी: यदि तपाईं नेपाली बोल्नुहुन्छ भने, भाषा सहायता सेवाहरु सितैमा तपाईंलाई उपलब्ध छन्। 1-844-239-4913 (TTY: 711) मा सदस्य सेवाहरुको लागि कल गर्नुहोस्।

Vietnamese

LƯU Ý: Nếu quý vị nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ có sẵn cho quý vị miễn phí. Gọi cho Dịch Vụ Thành Viên theo số 1-844-239-4913 (TTY: 711).

Arabic

انتباه: إذا كنت من متحدثي اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية مجاناً. يمكن الاتصال بخدمات الأعضاء على الرقم 1-844-239-4913 (TTY: 711).

German

ACHTUNG: Für Deutsch sprechende Personen stehen kostenlose Sprachassistenzsysteme zur Verfügung. Rufen Sie hierzu die Mitgliederbetreuung unter der Rufnummer 1-844-239-4913 (TTY: 711) an.



Your Extended Family.

Tagalog

PAUNAWA: Kung gumagamit ka ng wikang Tagalog, maaari kang humingi ng mga serbisyo ng tulong sa wika nang libre. Tawagan ang Member Services sa 1-844-239-4913 (TTY: 711).

Russian

ВНИМАНИЕ! Если вы говорите по-русски, вам будут предоставлены услуги переводчика бесплатно. Позвоните в отделение обслуживания клиентов по тел.: 1-844-239-4913 (телетайп: 711).

French

ATTENTION : Si vous parlez français, des services d'assistance linguistique sont gratuitement mis à votre disposition. Contactez les services aux membres au 1-844-239-4913 (TTY: 711).

Japanese

注：日本語をお話しになる場合は、無料の言語支援サービスをご利用いただけます。メンバーサービス1-844-239-4913 (TTY: 711)までお電話ください。

Romanian

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, în mod gratuit. Apelați serviciile pentru membri la 1-844-239-4913 (TTY: 711).

Bantu

MENYA NEZA: Nimba ukoresha ururimi rw'ikibantu, ubwunganizi bw'urwo rurimi uburonswa ku buntu, . Akura abajejwe ivyo bikorwa kuri 1-844-239-4913 (TTY: 711).

Farsi

اگر به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی، به صورت رایگان در دسترس شما قرار دارند. با خدمات اعضاء از طریق شماره 1-844-239-4913 (TTY: 711) تماس بگیرید.