Medicare Quick Start Guide

A helpful guide to get started:
Learn what to do now to get
the most from your health plan.

Senior Whole Health
BY MOLINA HEALTHCARE

Easy reference tools just for you

Find tips for making the most of your benefits find the information you need and what you can expect next.

Your Member ID Card



Be sure to look for your member ID card.

Important:

- Please make sure the information on your card is correct.
- If there is an error, call Member Services (833) 685-2108 (TTY: 711), Monday - Friday, 8 a.m. to 8 p.m., local time.
- Your Plan Name and member number can be found on the front of your ID card.
- Find the Member Services phone number, Nurse Advice Line, and other important information on the back of your ID card.
- Always bring your Senior Whole Health member ID card with you when you see your doctor, pick up prescriptions or get other health care services, so you don't get a bill.

Information at your fingertips

Joining a new health plan can be overwhelming. We have tools and resources to help.

Register at MySeniorWholeHealth.com today!

Go to **MySeniorWholeHealth.com** and follow the on-screen instructions. Have your member ID card handy. You'll need your member number to register.

MyMolina is your easy to use, self-service member portal. Register on the desktop portal to:

- Change your PCP
- View and print your ID card
- Request an ID card
- Find a doctor, hospital, or urgent care center
- Get health reminders on services you need
- Select your communication preferences
- Find new and helpful information all through your plan year

For access on the go, **download Molina Mobile**. When you're out and about, the mobile app puts your health plan at your fingertips. With the **Molina Mobile app,** you can view your ID card, find a doctor or facility near you, use the 24-hour Nurse Advice Line, and much more!

1. Scan the QR code. Or visit the App Store or Google Play and search for Molina Mobile.
2. Download Molina Mobile to your device.
3. Sign in using your **MySeniorWholeHealth.com** account information and follow the step-by-step instructions.

NOTE: We recommend registering at **MySeniorWholeHealth.com** before you begin using your Molina Mobile account, but you can start your registration on the app if you prefer. Make sure you **Opt In** to receive important health-related messages from us.



Review your Evidence of Coverage (EOC) for information about your benefits and services, who to contact when you need information, and more.



Look for doctors, pharmacies and other providers on our **Provider Online Directory.** This tool allows you to search for providers by name, specialty, languages spoken, or proximity to you. Visit our website or download the Molina Mobile app.



Find out if your drug is covered. Our list of covered drugs (Formulary) tells you which drugs are covered under your plan along with any rules or special requirements. You can find the formulary and your prescription drug benefit information on our website.

For more information, please refer to the **"How to Get Important Plan Documents"** section of your Welcome Kit.

Getting prescription refills

If you have routine or other active prescriptions that need a refill, make sure you are using one of our network pharmacies by visiting **MySeniorWholeHealth.com** or checking the Molina Mobile app. If your prescription is currently with a different pharmacy, they can arrange for a prescription transfer. Talk to your pharmacist or provider about transferring your prescription. Make sure to allow time for the transfer so you don't run out of your medication.

Many people prefer to use a 90-day mail-order prescription refill to save time and money. Talk to your PCP about this option and review the mail order section of your Welcome Kit for more information.

Know where to go for care

If you experience a life-threatening condition, seek emergency care right away! Call 911 or go to the nearest emergency room.

If you need care after hours and aren't sure where to go, these examples can help.

Urgent Care

Visit a nearby urgent care center or call the 24-hour Nurse Advice Line on the back of your member ID card when you need care for non-life-threatening illnesses or injuries, such as:

- Cold or flu symptoms
- Sore throat
- Stomach flu or virus
- Ear pain
- Sprains, strains or deep bruises
- Wounds that may require stitches

Emergency Care

Call 911 or visit an emergency room for life-threatening illnesses or injuries such as:

- Behavioral Health
- Difficulty breathing
- Loss of a limb or loss of function of a limb
- Severe stomach pain
- Chest pain or pressure
- Head trauma or injury
- Severe bleeding
- Sudden dizziness or trouble seeing

Get the most out of your plan!

Your health is important to us.

Below is a list of health care needs you may have along with a checklist of things you may want to talk to your doctor about at your next visit.

Schedule an Annual Wellness Exam and talk with your PCP about which of these services are right for you.

- ☐ Colorectal cancer screening
- ☐ Breast cancer screening
- ☐ Blood pressure screening
- ☐ Annual flu shot

If you are diabetic:

- ☐ Annual eye exam
- ☐ Diabetic foot exam
- ☐ Blood sugar screening – Hemoglobin A1c
- ☐ Urine test to monitor kidney health
- ☐ Should I be on a statin (cholesterol medication)?

Talk to your doctor about your medications:

- ☐ Why am I taking this medication?
- ☐ When should I take this medicine?
- ☐ If you're having problems with your medication (such as side effects)
- ☐ Ask if a 90-day prescription is right for you

Did you know...

- Colorectal cancer is the second leading cause of cancer-related deaths in the US.
- Diabetes is associated with long-term complications that can affect your entire body.
- Blurry vision can be a symptom of more serious eye problems if you have diabetes.
- Flu shots do not contain an active virus and do not cause you to be sick with the flu.

Benefit partner contact information

Our Member Services representatives are always happy to answer your questions and provide help when you need it. If you'd like to speak to one of our benefit partners directly, you may do so with the contact information below:

	**Fitness**	**Member Services** **(833) 685-2108**
	**Over-The-Counter (OTC)**	**Nations (services), WEX (card)** **(877) 208-9243** **www.NationsOTC.com/Molina**

What to expect during your first three months

It's important to start your journey off on the right foot. Our new dedicated Concierge onboarding team is here to help and guide you. Here are a few things you can expect from us in the next few months.



First 30 Days

Once we get your application, we'll send you:

- A letter letting you know we got your application.
- A confirmation letter letting you know you're now a Senior Whole Health member. We'll send this once Medicare approves your enrollment. Keep this letter handy because you can use it as proof of coverage until you get your member ID card.

During your first month as our member, you'll get:

- A welcome call with our Concierge team.
- Your Senior Whole Health member ID card and new member Welcome Kit. This kit includes your Quick Start Guide and other important information about your health plan. It also tells you how to get your:
  - Evidence of Coverage (EOC)
  - Formulary, also called a drug list
  - Provider and pharmacy directory
- A dental ID card or a MyChoice flexible debit card, depending on your health plan
- Information about using your over-the-counter (OTC) benefit.
- A health risk assessment (HRA) survey to help us understand your health history so we can help you get all the services and care you need.

Care Connections:

During your welcome call with our Concierge team, we'll answer any questions you have. We'll also confirm who your primary care provider (PCP) is and set up a welcome visit with our Care Connections team. We'll also talk about:

- Your new health plan benefits.
- Your PCP and other providers, ensuring they're in our network.
- Accessing Supplemental Benefits for the Chronically Ill (SSBCI) you might qualify for. Not all members qualify.
- Any prescription medicines you take and what we cover.
- Setting up your visit with one of our Care Connections nurse practitioners.
- Your HRA.

- The online resources available to you as part of your health plan.

When you have your Care Connections visit with our nurse practitioner, expect to:

- Review your health history
- Have a wellness checkup
- Create a plan of care to ensure you get the help and services you need
- Find a PCP or change your PCP if necessary
- Schedule your first visit with your PCP and set up transportation if needed
- Get help setting up online resources

Share the information from this visit with your doctor so they can help you get the best care for you.

If you have any questions about your Care Connections visit, give us a call at (844) 491-4763 (TTY: 711). We'd be happy to help you!



Days 90-120

We know there's a lot that happens during your first month with us. That's okay. We'll check in with you after your first 90 days to see how things are going. We'll make sure you can see your doctor and are able to get the care and services you need.



Thank you again for joining the Senior Whole Health family.

We're excited to help you be as healthy as possible. Don't forget to sign up for your member portal access at **MySeniorWholeHealth.com** and download the My Molina mobile app so you have on-the-go access to your plan anytime, anywhere.

Senior Whole Health
BY MOLINA HEALTHCARE

Medicare
Language Assistance Services

Free aids and services, such as sign language interpreters and written information in alternative formats are available to you. Call 1-833-685-2108 (TTY: 711).

English:

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-833-685-2108. Someone who speaks English can help you. This is a free service.

Spanish:

Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-833-685-2108. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin:

我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑 问。如果您需要此翻译服务，请致电 1-833-685-2108。我们的中文工作人员很乐意帮助您。 这是一项免费服务。

Chinese Cantonese:

您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯 服務。如需翻譯服務，請致電 1-833-685-2108。我們講中文的人員將樂意為您提供幫助。這 是一項免費服務。

Tagalog:

Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-833-685-2108. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French:

Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-833-685-2108. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese:

Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quí vị cần thông dịch viên xin gọi 1-833-685-2108 sẽ có nhân viên nói tiếng Việt giúp đỡ quí vị. Đây là dịch vụ miễn phí.

German:

Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-833-685-2108. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean:

당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-833-685-2108 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian:

Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-833-685-2108. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-833-685-2108. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi:

हमारे स्वास्थ्य या दवा की योजना के बारे में आपके कसिी भी प्रश्न के जवाब देने के लएि हमारे पास मुफ्त दुभाषयिा सेवाएँ उपलब्ध हैं. एक दुभाषयिा प्राप्त करने के लएि, बस हमें 1-833-685-2108 पर फोन करें. कोई व्यक्त जिो हन्दिी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian:

È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-833-685-2108. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portugués:

Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-833-685-2108. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole:

Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-833-685-2108. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish:

Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-833-685-2108. Ta usługa jest bezpłatna.

Japanese:

当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするため に、無料の通訳サービスがありますございます。通訳をご用命になるには、1-833-685-2108 にお電話ください。日本語を話す人 者 が支援いたします。これは無料のサー ビスです。

Disclaimers

You can get this document for free in non-English language(s) or other formats, such as large print, braille, or audio. Call (833) 685-2108 (TTY: 711). The call is free.

Senior Whole Health 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.

Senior Whole Health
BY MOLINA HEALTHCARE