

Medicare Quick Start Guide

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

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. This card has your plan name, member number, and important phone numbers, such as **Member Services** and the **Senior Whole Health 24-Hour Nurse Advice Line**. Please make sure all of the personal information on your card is correct.

Important:

- If there is an error on your member ID card, please use the My Molina portal to make any changes. The Senior Whole Health Concierge team can also help during your welcome call.
- 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.

My Molina Secure Member Portal

My Molina is your easy to use, self-service member portal.



Register at [MyMolina.com](https://www.mymolina.com) today! Go to [MyMolina.com](https://www.mymolina.com) and follow the on-screen instructions. You'll need your member number to register. Once you register, you will be able to:

- Change your primary care physician (PCP)
- View and print your ID card or request a new one
- Find a doctor, hospital, or urgent care center
- Set health reminders on services you need
- Select your communication preferences
- Link directly to **CVS.com** to see your medications
- Find health education materials such as videos and checklists

View your claim status



For access on the go, **download the My Molina mobile app**. When you're out and about, the mobile app puts your health plan at your fingertips. With the **My 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 My Molina.
2. Download My Molina to your device.
3. Sign in using your [MyMolina.com](https://www.mymolina.com) account information and follow the step-by-step instructions.



NOTE: We recommend registering at [MyMolina.com](https://www.mymolina.com) before you begin using your **My Molina mobile app**, 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 at MolinaHealthcare.com or your My Molina portal.



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. On the My Molina portal, you will also find a direct link to **CVS.com** so you can review your medications. Using this link, **CVS.com** will recognize your sign-in information.

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

Know where to go for care

If you experience a life-threatening condition, call 911 immediately or go to the nearest emergency room.

If you need care after hours and aren't sure where to go, here are some options:

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 or mental health crisis
- 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.

Talk to your doctor at your next visit to stay up to date with your current condition. Use this checklist for guidance if you don't know where to start.

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
- ☐ Prostate cancer screening
- ☐ Annual flu shot

If you are diabetic:

- ☐ Annual diabetic eye exam (also called diabetic retinopathy exam)
- ☐ Diabetic foot exam
- ☐ Blood sugar screening – Hemoglobin A1c
- ☐ Urine test to monitor kidney health
- ☐ Should I be on a statin (cholesterol and diabetes 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

We offer disease management and condition-specific resources and benefits. Call (866) 891-2320 to learn more. Programs include:

- Asthma
- Diabetes
- Congestive heart failure (CHF)
- Depression
- Chronic obstructive pulmonary disease (COPD)
- Hypertension (high blood pressure)
- Nutrition consultation and weight management
- Smoking/tobacco cessation

Getting prescription refills

- If you have prescriptions that need a refill, make sure you are using one of our network pharmacies by visiting the My Molina portal or [MolinaHealthcare.com](https://www.MolinaHealthcare.com). If your prescription is currently with a different pharmacy, 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. Talk to your PCP about this option and review the mail order section of your Welcome Kit for more information.

Understanding your supplemental benefits

- We have many online resources for you to explore and better understand your supplemental benefits. On the My Molina portal, you can find a video about your MyChoice benefits. Visit the My Videos section of the portal to find these videos and other helpful information. You can also visit [MolinaCaregiving.com](https://www.MolinaCaregiving.com) for information and resources for members needing care and for caregivers.

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:

	Dental	DentaQuest/WEX (888) 818-7932 DentaQuest.com/members or MolinaHealthcare.com/ProviderSearch
	Fitness	Silver&Fit (877) 427-4711 SilverandFit.com
	Hearing	Network MolinaHealthcare.com/ProviderSearch
	Over-The-Counter (OTC)	Nations (services), WEX (card) (877) 208-9243 www.NationsOTC.com/Molina
	Personal Emergency Response System Plus (PERSPlus)	Best Buy Health (888) 557-4462 Healthcare.BestBuy.com
	Transportation	Access2Care (855) 639-4696 Access2Care.net
	Vision	Vision Service Plan (VSP) (855) 492-9028 VSP.com or MolinaHealthcare.com/ProviderSearch
	MyChoice Supplemental Benefits	Nations (services), WEX (card) (877) 208-9243 www.NationsOTC.com/Molina
	Surgery Education*	Welvie (888) 780-2992 Welvie.com/home/login

*Some plans may offer this benefit. Check the summary of benefits specific to your plan.

What to expect during your first three months



First 90 Days

When you are approved as a Senior Whole Health member, we will send you a confirmation letter. Keep this letter handy because you can use it as proof of coverage until you get your member ID card.

Our dedicated Concierge team is here to help you. Our friendly and knowledgeable team is available to answer any questions you have about your new coverage.

During your first three months as our member:

Our Concierge team will give you a welcome call. You will also receive your member ID card and several important documents, including:

- The new member Welcome Kit. This guide will show you how to get other documents, such as your formulary (drug list), provider and pharmacy directory, or Evidence of Coverage (EOC), a dental ID card and/or a MyChoice flexible debit card, depending on your health plan.
- And other important documents!

We'll also answer any questions you have. We can confirm who your primary care provider (PCP) is and set up a welcome visit with our Senior Whole Health 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 or plans qualify.
- Any prescription medicines you take and what we cover
- The online resources available to you as part of your health plan
- How you can earn rewards for healthy activities
- Setting up your visit with our Senior Whole Health Care Connections team

Care Connections:

Care Connections is a Senior Whole Health team of licensed nurse practitioners that take care of your health by meeting you where you are. Whether in-person or through a telehealth video call, our focus is on health, prevention, and flexibility. We want to improve your quality of life and educate you on your health journey.

When you have your Care Connections visit, expect to:

- Review your health history including your medications
- Have a wellness checkup
- Address chronic illnesses such as high blood pressure (hypertension) or diabetes by completing any relevant tests or exams
- Create a plan of care to ensure you get the help and services you need
- Find or change your PCP if necessary
- Schedule a 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.

If you have any questions about your Care Connections visit, give us a call at (844) 491-4763 (TTY: 711). You can also visit [MolinaCC.com](https://www.molinaCC.com) to learn more. 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.



Thank you again for joining the Senior Whole Health family.

We're excited to help you in your health journey. Don't forget to sign up for your member portal access at [MyMolina.com](https://www.mylolina.com) and download the **My Molina mobile app** so you have on-the-go access to your plan anytime, anywhere.



Helpful videos to get you started!

Did you know we have helpful videos to get you started with your new Senior Whole Health Medicare health plan? Take a little time to watch all four now – it will make it easier to understand your benefits:

1. What do the Medicare terms mean?
2. What are the different Medicare parts?
3. How do I get ready and what can I expect next?
4. What's the best way to get started using my benefits?

There are a few ways to watch:

- Watch on our YouTube channel at YouTube.com/MolinaHealthcare
- MolinaHealthcare.com Helpful Links
- Type these into your browser to go directly to the videos:



1. MolinaMedicareTerms.com

2. MolinaMedicareParts.com

3. MolinaMedicareStart.com

4. MolinaMedicareGo.com

We hope you enjoy these videos!

And if you have any questions, feel free to call at (833) 685-2108 (TTY: 711), Monday - Friday, 8 a.m. to 8 p.m. local time.



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.

