

What You Need to Know About COVID-19

Expanded access to care, support and resources

Molina Healthcare is monitoring COVID-19, also known as the Coronavirus, developments daily. We are expanding your access to care, support and resources to help you get through this difficult time. We are committed to making every effort to protect your health by keeping you safe in your home, while still making sure you to get the right care.

Costs are covered for COVID-19 tests, test-related visits and treatment of the virus

Molina Healthcare is waiving costs for COVID-19 testing and treatment provided at approved locations in accordance with the U.S. Centers for Disease Control and Prevention (CDC) guidelines. Molina Healthcare is waiving copays, coinsurance and deductibles for visits associated with COVID-19 testing and treatment, whether the care is received in a health care provider's office, an urgent care center or an emergency department. This coverage applies to Medicare, Medicaid, and Marketplace members.

Access to Prescriptions

Below are resources for you to help fill your prescription drugs:



Early refills –You can receive early refills of your medications. You can receive a 90- day supply (original refill plus 2 early refills) of medication. If you have any trouble with the pharmacy filling your prescriptions, please contact Member Services at 888-898-7969.



Free Delivery – Our pharmacy partner, CVS Pharmacy, is waiving delivery fees for all prescription medications. You must have prescription filled at a CVS Pharmacy for free delivery.



Home Delivery (also known as mail order) – CVS offers mail order to all members. There is no cost to you for this service. Please see below for the four ways to order:



Option 1 – Mail – Complete and mail the CVS/Caremark Mail Service Order Form. Mail the form and payment to the address printed on the form. To access the form, [click here](#). For new orders, please include your prescription.



MolinaHealthcare.com



Your Extended Family.

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Option 2 – Online – Go to www.caremark.com and sign in or register by clicking on register now. Then under the prescriptions drop-down menu select “start mail service” and follow either the online steps, or, feel free to complete the mail service order form and mail to CVS/Caremark. The mailing address is printed on the form. To access the form, [click here](#).



Option 3 – Phone – Call CVS/Caremark toll-free at (866) 467-5551, TTY 711, 24/7. Provide your Member number (found on your Plan ID card), your prescription name(s), your doctor’s name and phone number, and your mailing address. You can even use the toll-free number above to order refills 24 hours per day, 7 days per week.



Option 4 – Your Doctor – Give your doctor’s office the CVS/Caremark number, (866) 467-5551, TTY 711, and ask your doctor to call, fax, or ePrescribe your prescription 24/7. To speed up the process, your doctor will need your Member number (found on your Plan ID card), your date of birth, and your mailing address.

Free Access to Telehealth

We expanded access to telehealth to make it easier for you to connect with health care providers from the comfort and safety of your home. To access telehealth services:

Talk to your health care provider about telehealth: Telehealth access is expanded in response to COVID-19 to allow faster support and to reduce exposure to the virus. Your local medical provider may be able to provide a telehealth visit through live video-conferencing. Please call your Primary Care Physician to see if their office has telehealth capabilities.

Telehealth and Virtual Care means:

- Convenient online or phone visits, from wherever you are.
- No appointment is needed. Get the right care, right now.

You Can Use Telehealth services for:

- Cold and flu symptoms
- Sore throat
- Allergies
- Respiratory infection
- Sinus problems
- Skin problems

If at any point your symptoms worsen or you feel like you are experiencing a medical emergency, call 911 or proceed to the nearest emergency room



TELADOC

is available to get expert health care from the comfort of home, 24/7.

Molina Healthcare is pleased to partner with Teladoc to offer you virtual care. Now it's simple to connect to a board-certified doctor by phone, video or mobile app, from anywhere.

Virtual Care means:

- Convenient online or phone visits, from wherever you are.
- No appointment is needed. Get the right care, right now.
- You're treated at NO COST! Visits are free for Molina members

Use Teladoc for:

- Cold and flu symptoms
- Sore throat
- Allergies
- Respiratory infection
- Sinus problems
- Skin problems

If at any point your symptoms worsen or you feel like you are experiencing a medical emergency, call 911 or proceed to the nearest emergency room.

Set up your account today!

1. **Choose** from one of three ways:

Online: Go to Teladoc.com/Molina
or

Mobile app: Download the app and click "**Activate account.**" Visit Teladoc.com/mobile to download the app.

Call Teladoc at **1-800-Teladoc (1-800-835-2362)** for help registering your account over the phone.

2. **Provide your medical history.**

Your health records are 100% secure and private. We provide this information only to our doctors, so they can treat you effectively.

3. **Now you're ready for an online or telephone visit any time.**

With your account set up, you can ask for a virtual visit whenever you need care. Just click "Request a Consult."



Frequently Asked Questions

What is virtual care?

Virtual care is a convenient way to receive medical care without leaving your home or wherever you are. Teladoc provides virtual medical visits for Molina members.

Who are the virtual care doctors?

Teladoc doctors are U.S. board-certified in Internal Medicine, Family Practice, or Pediatrics. They average 20 years of experience. They are licensed in your state and include virtual care in their day-to-day practice to provide people with convenient quality medical care.

Do virtual care doctors replace my doctor?

No. Virtual care is for when you need care now for non-emergency medical issues. It's a convenient alternative to urgent care and ER visits.

What kind of care does virtual care provide?

It provides adult and pediatric general medical care.

What ways are there to get virtual visits?

You can talk with a Teladoc doctor through your phone, internet video through the secure member portal, or video through the Teladoc mobile app.

How quickly can I talk to the doctor?

The average call-back time is just 10 minutes. If you miss the doctor's call, you will be returned to the bottom of the waiting list. Your request will be cancelled if you miss three calls.

Is there a time limit when talking with a doctor?

No. There is no time limit for virtual visits.

Can Teladoc doctors write a prescription?

Yes, Teladoc doctors can prescribe short-term medication for a wide range of conditions. Our doctors don't prescribe substances controlled by the Drug Enforcement Administration (DEA), or nontherapeutic and/or certain other drugs which may be harmful because of potential abuse.

How do I pay for a prescription called in by Teladoc?

When you go to your pharmacy to pick up the prescription, you may use your insurance card to help pay for the medication. You will be responsible for the co-pay based on the type of medication and your plan benefits.

Is the online visit free no matter how long it takes?

Yes! As a Molina member, your online visits cost you nothing. However, cell phone and internet usage rates from your service provider apply.

Can I provide virtual visit information to my doctor?

Yes. You have 24/7 access to your electronic medical record. You can download a copy online from your account or call Teladoc and ask us to mail or fax your medical record.



The Center for Disease Control Remains your Best Resource for COVID-19?

Please visit <https://www.cdc.gov/coronavirus/2019-ncov/index.html> to learn more.

Preventing the Spread of COVID-19

There's currently no vaccine to prevent the Coronavirus. But the CDC has outlined steps that each of us can take to help control it:

- Avoid crowds
- Stay home if you're sick.
- Cover your cough or sneeze with a tissue.
- Wash hands frequently with soap, for 20 seconds.
- Avoid touching your face, eyes or mouth.
- Disinfect frequently touched objects and surfaces.

If you have questions, please call Molina Member Services between the hours of 8:00a.m. and 5:00p.m:

- Medicaid Members: 888-898-7969
- Molina Dual Options MI Health Link: 855-735-5604
- Medicare Members: 800-665-3072
- Marketplace Members: 855-542-1988