Welcome to Molina Healthcare!

Your Quick Start Guide
At Molina Healthcare, you’re important to us!
You’re receiving this guide because Molina works with your Michigan Medicaid state health plan to provide your health benefits. Molina is here to help you feel your best!

Please look for your Molina Member ID cards enclosed in this envelope.

Your Molina Member ID Card

IMPORTANT:
• Please make sure your information is correct.
• Always bring this card with you when you see your doctor.

The letter with your Member ID Card will show the name and contact details for your doctor, also called a Primary Care Provider (PCP).

If you would like a different PCP, you can change your PCP by:
- Using the Molina Mobile App
- Going to MyMolina.com
- Calling Member Services: (888) 898-7969 (TTY:711)
- Completing and returning the PCP Selection Form included in this packet using the self-addressed envelope
Now you can get the care you need, close to home. You also have value-added health programs—at no cost!
As a member of Molina Healthcare, you qualify for programs that can help you live your healthiest.

Case Management for children and adults with special needs to help you make the most of your coverage

Health maintenance programs like Weight Management and Stop Smoking Education

Disease management for chronic health issues, including Diabetes, Asthma, Congestive Heart Failure and Depression

Pregnancy education to help you have a healthy pregnancy and baby—The Maternal and Infant Health Program (MIHP) also helps pregnant members and infants get the proper food and support to stay healthy

Please visit MolinaHealthcare.com/Medi-Handbook to:
- Learn more about your benefits
- Review the Member Handbook
Make the most of your health plan.

Learn all the benefits we cover at no cost to you. Review your benefits in the Molina Member Handbook:

- Go to MolinaHealthcare.com/Medi-Handbook
- Visit MyMolina.com
- Use the Molina Mobile app from Google Play or the Apple App Store

• **Provider Directory**—All Molina doctors are board-certified and subject to review before they can join our network. To find one near you, go to Molinahealthcare.com/Medi-ProviderDirectory

• **Pharmacy Benefits**—See the list of covered medications at Molinahealthcare.com/Medi-Pharm

• You may ask for printed copies of any document to be mailed to you. You may also ask for copies in another language, braille, large print or audio. These materials are provided at no cost to you.

Call Member Services: (888) 898-7969 (TTY: 711), Monday – Friday, 8 a.m. to 5 p.m. EST
What does Molina do for you?

With Molina, you get benefits like no-cost doctor visits, mental health care, medication, and hospital care when you need it. Plus, advantages like:

- Virtual Care - Talk with your Primary Care Provider (PCP) to review telehealth options for care wherever you are
- Rides to medical appointments
- Health education
- Incentives for visiting your doctor
- 24-Hour Nurse Advice Line for answers to medical questions, day and night

To learn more, visit Molina Mobile or MyMolina. Details on page 6.

Whether you prefer a desktop portal or mobile app, we’ve got you covered. 24/7

Download Molina Mobile.
Get fast access to important information at any time of the day.

Here are some things you can do!
• Find a doctor
• Download your ID card
• Find a hospital or urgent care
• Change doctors
• And more!

Scan this barcode to download Molina Mobile:

CHECK OUT OUR NEW APP!

Prefer a desktop portal?
Visit MyMolina.com.

To sign up, just follow the instructions.

Questions?
Call Member Services:
(888) 898-7969 (TTY:711)
Getting care.

Your doctor—also called your Primary Care Provider (PCP)—will give you most of your care. Make sure to go to regular checkups. **Call your doctor now to make an appointment.**

Schedule your first visit to get to know your PCP. Please call if you need help making an appointment or finding a PCP. Call Molina Healthcare Member Services: (888) 898-7969 (TTY: 711), Monday – Friday, 8 a.m. to 5 p.m.

Visit your doctor when you’re healthy. They can get to know you and prescribe medicine as needed. They’re here to help you stay ahead of any health issues.

As a Molina member, you also have access to:

- 24-hour Nurse Advice Line—For answers to your medical questions day and night.  
  Call: (888) 275-8750 (English)  
  (866) 648-3537 (Spanish)

- Rides to medical appointments
**Do you need urgent care or emergency care?**

If you experience a life-threatening condition, seek emergency care.
- Call 911
- Visit an emergency room

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

### URGENT CARE*

Visit a nearby urgent care center, access Virtual Urgent Care at [Molinahealthcare.com/Medi-ProviderDirectory](http://Molinahealthcare.com/Medi-ProviderDirectory) or call the 24-Hour Nurse Line at

- **English:** (888) 275-8750 (TTY: 711)
- **Spanish:** (866) 648-3537 (TTY: 711)

for conditions that are often non-life-threatening such as:

<table>
<thead>
<tr>
<th>Condition</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cold or flu symptoms</td>
<td>Wounds that may require stitches</td>
</tr>
<tr>
<td>Sprains, strains or deep bruises</td>
<td>Sore throat</td>
</tr>
<tr>
<td>Ear pain</td>
<td>Stomach flu or virus</td>
</tr>
</tbody>
</table>

### EMERGENCY CARE

Call 911 or visit an emergency room.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severe bleeding</td>
<td>Chest pain or pressure</td>
</tr>
<tr>
<td>Severe abdominal pain</td>
<td>Head trauma or injury</td>
</tr>
<tr>
<td>Difficulty breathing</td>
<td>Sudden dizziness or trouble seeing</td>
</tr>
</tbody>
</table>

Behavioral health: When someone is at risk of hurting themselves or others

Find a doctor, hospital or urgent care near you on the Molina app. An Urgent Care listing is also included in this packet.

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*Urgent care examples often do not require Emergency Care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately.*
What happens when?

Manage your health benefits.
- Download the Molina Mobile App
- Visit MyMolina.com

60 Days

Please call your Primary Care Provider (PCP) to schedule your first visit.

Don’t lose your Medicaid benefits. Each year, you’ll receive Redetermination Paperwork to keep your benefits. It will come from the Michigan Department Health and Human Services (MDHHS). If you need help:
- Call the Molina Benefits Renewal Line: (866) 916-0917
- Email: HealthPlanRenewals@MolinaHealthCare.com
For the care you need, close to home, lean on Molina.

Molina Healthcare was created in 1980 to bring high quality care to everyone who needs it. We put you, our member, 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 are dedicated to earning the trust you put in us.
Notes
You can use this space to write information about your plan and details about your care.

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Important Numbers

Member Services
(888) 898-7969 (TTY: 711)

Nurse Advice Line
English: (888) 275-8750 (TTY: 711)
Spanish: (866) 648-3537 (TTY: 711)

Molina Benefits Renewal Line
(866) 916-0917