



Molina Dual Options MI Health Link Medicare-Medicaid Plan | 2022 Online *Provider and Pharmacy Directory* Information

Introduction

The online *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in Molina Dual Options and listings of all the plan's providers and pharmacies as of the date shown at the bottom page of the searchable online directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.

Disclaimers

- ❖ Molina Dual Options MI Health Link Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.
- ❖ Molina Healthcare 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.
- ❖ The online directory lists health care professionals (such as doctors, nurse practitioners, psychologists, and hearing, dental, or vision specialists, nurses, pharmacists, and therapists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may use as a Molina Dual Options member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as "network providers" in this Directory. These providers signed a contract with us to provide you services. This searchable online directory contains all Molina Dual Options full network of providers for the state of Michigan. For additional information contact Member Services at (855) 735-5604 (TTY: 711), Monday-Friday 8:00a.m.-8:00p.m., ET.

- ❖ This Directory lists providers of both Medicare and Michigan Medicaid services.
- ❖ ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (855) 735-5604, TTY: 711, Monday - Friday, 8 a.m. to 8 p.m., ET. The call is free.
- ❖ ATENCIÓN: Si usted habla español, los servicios de asistencia del idioma, sin costo, están disponibles para usted. Llame al (855) 735-5604, servicio TTY al 711, de lunes a viernes, de 8 a. m. a 8 p.m., ET. La llamada es gratuita.

❖ ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 855-735-5604 (رقم هاتف الصم والبكم: 711) من الاثنين حتى الجمعة من 8 صباحًا حتى 8 مساءً كل يوم.

- ❖ You can also get this document for free in other formats, such as large print, braille or audio. Call (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET. The call is free.
- ❖ You can ask that we always send you information in the language or format you need. This is called a standing request. We will keep track of your standing request so you do not need to make separate requests each time we send you information. *To get this document in a language other than English, please contact the State at (800) 642-3195, TTY: 711, Monday – Friday, 8 a.m. to 7 p.m., ET to update your record with the preferred language. To get this document in an alternate format, please contact Member Services at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET. A representative can help you make or change a standing request. You can also contact your Care Coordinator for help with standing requests.*
- ❖ The list is up-to-date as of the current date shown at the bottom page of the searchable online directory, but you need to know that:
 - Some Molina Dual Options network providers may have been added or removed from our network after this Directory was published.
 - Some Molina Dual Options providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET., and we will help you.
 - To get the most up-to-date information about Molina Dual Options' network providers in your area, visit MolinaHealthcare.com/Duals or call Member Services at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET. The call is free.

Doctors and other health care professionals in Molina Dual Options network are listed on pages based on your Provider search. Pharmacies in our network are listed on pages based on your Pharmacy search.

Providers

Key terms

This section explains key terms in our *Provider and Pharmacy Directory*.

- **Providers** are health care professionals and support providers such as doctors, nurse practitioners, psychologists, hearing, dental, or vision specialists, nurses, pharmacists, therapists, and other people who provide care and services.
Services include medical care, long term supports and services (LTSS), supplies, prescription drugs, equipment and other services.
 - The term “providers” also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long term supports and services.
 - Providers that are a part of our plan's network are called **network providers**.
- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you use a network provider, you usually pay nothing for covered services.
- A **Primary Care Provider (PCP)** is a physician, physician assistant or nurse practitioner and/or medical home or clinic (Federally Qualified Health Centers (FQHC)), who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a **referral** if you need a specialist or other provider.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - Oncologists care for patients with cancer.
 - Cardiologists care for patients with heart conditions.
 - Orthopedists care for patients with certain bone, joint, or muscle conditions.
- You may need a **referral** for a specialist or someone that is not your PCP. A **referral** means that your primary care provider (PCP) must give you approval before you can go to someone that is not your PCP.
 - Referrals from your network PCP are not needed for:

- Emergency care;
 - Urgently needed care;
 - Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan's service area; **or**
 - Services from a women's health specialist.
 - Flu shots and pneumonia vaccinations as long as you get them from a network provider.
- Additionally, if you are eligible to get services from Indian health providers, you may use these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan's network.
- More information on referrals is available in Chapter 3 of the *Member Handbook*.
- Your provider may need **prior authorization** or an approval from Molina Dual Options before you get certain services. Covered services that need prior authorization are marked in the Benefits Chart in Chapter 4. Some drugs are covered only if you get prior authorization from us. Covered drugs that need prior authorization are marked in the *List of Covered Drugs*.
- You also have access to a **Care Coordinator** that you choose.
 - A **Care Coordinator** helps you manage your medical providers and services. Your Care Coordinator is your main contact. This person helps you manage all of your providers, services and makes sure you get what you need. You and/or your caregiver may request a change in the Care Coordinator assigned, as needed, by calling the Care Coordinator or Member Services. Additionally, Molina Dual Options staff may make changes to your Care Coordinator assignment based upon your needs (cultural / linguistic / physical / behavioral health/ religion) or location. Contact your Care Coordinator at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET.
 - Your **Care Team** led by a Care Coordinator, is a group of advocates and providers working together to provide you with medical, behavioral health, substance use treatment, Long Term Services and Supports, and social needs. You have access to and input in the development of your own Integrated Care Team. You, your family member and/or your legally authorized representative are the most important members of the Integrated Care Team. You can tell us who else you would like to participate. Your Integrated Care Team may include:
 - You

- Your family member and/or authorized representative
- Your Care Coordinator
- Your Primary Care Provider (PCP)
- Representatives from the facility where you receive care
- Your behavioral health clinician (if you have one)
- Your long-term services and supports (LTSS) providers (if you have them)

Your Integrated Care Team can also include the following people, if it is appropriate and if you agree:

- A pharmacist
 - Nurses, specialists, social workers, and other people who can provide expert advice
 - Family members
 - Other informal caregivers
 - Advocates
 - State agency or other Care Coordinators
- Everyone on the Care Team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that they can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you will need to choose a Primary Care Provider. A PCP is a physician, advanced practice nurse practitioner, physician assistant, and/or medical home/clinic (Federally Qualified Health Centers (FQHC) who gives you routine health care. You may be able to have a specialist act as your PCP, when the specialist is willing to provide your routine healthcare. Please contact Member Services at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET for assistance.

To choose a PCP, refer to the list of providers on the page and choose provider:

- that you use now, **or**
- who has been recommended by someone you trust, **or**

- whose offices are easy for you to get to.
- If you want help in choosing a PCP, please call Member Services at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET. The call is free. Or, visit MolinaHealthcare.com/Duals.
- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask **before** you get the service or care.

Long term supports and services (LTSS)

As a Molina Dual Options member, you may be able to get long term supports and services (LTSS), such as [home health, personal care, nursing home and home and community based services (adult day program, respite, expanded community living supports, preventive nursing services, private duty nursing, and other services). LTSS help people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

You should discuss long-term supports and services with your Care Coordinator to determine which services you qualify for and how to access them.

How to identify providers in Molina Dual Options' network

You may need a referral for someone who is not a Primary Care Provider (PCP).

You must get all of your covered services from providers within our network. If you use providers who are not in Molina Dual Options' network without prior authorization or approval from us), you will have to pay the bill.

A **prior authorization** is an approval from Molina Dual Options before you can get a specific service, drug, or use an out-of-network provider. Molina Dual Options may not cover the service or drug if you don't get approval.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. Medicare and Medicaid do not provide coverage for emergency medical care outside the United States and its territories except under limited circumstances. Contact the plan for details. You can also go outside the plan for other non-emergency services if Molina Dual Options gives you permission first.

- You may change providers within the network at any time during the year. If you have been using one network provider, you do not have to keep using that same provider. You can call Member Services at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET. if you want more information about our Molina Dual

Options providers or if you need help with changing your PCP. For some providers, you may need a referral from your PCP.

- Molina Dual Options works with all the providers in our network to accommodate the needs of people with disabilities. As applicable, the list of network providers in this Directory includes information about the accommodations they provide.
- If you need a provider and are not sure if they offer the accommodations you need, Molina Dual Options can help you. Talk to your Care Coordinator for assistance.

How to find Molina Dual Options providers in your area

To learn how to search for providers, refer to the “Search Help – FAQ” link on the bottom of the searchable online directory.

To request a hard copy of Molina Dual Options’ provider directory, please call our Member Service Department at (855) 735-5604 (TTY: 711), Monday-Friday 8:00a.m.-8:00p.m., ET. Molina Dual Options will mail a hard copy of the provider directory to you within three (3) business days of your request. Molina Dual Options may ask whether your request for a hard copy is a one-time request or if you are requesting to receive the provider directory in hard copy permanently. If you request it, your request for hard copies of the provider directory remains until you leave Molina Dual Options or request that hard copies be discontinued.

Network providers

This Directory of Molina Dual Options’ network providers contains:

- **Health care professionals** including primary care providers, who may be physicians, physician assistants, or nurse practitioners; hearing, dental, or vision specialists
- **Facilities** including hospitals; urgent care centers; skilled nursing facilities/nursing facilities; Prepaid Inpatient Health Plan (PIHP) facilities for needs related to behavioral health, intellectual/developmental disability, and/or substance use
- **Support providers** including adult day programs; assistive technology; chore services; community transitions; environmental modifications; home-delivered meals; LTSS and non-LTSS home health agencies; medical supplies; non-medical transportation; personal care; preventive nursing; private duty nursing; respite care

In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

Network pharmacies

This part of the Directory provides a list of pharmacies in Molina Dual Options' network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

We also list pharmacies that are in our network but are outside our service area of: Wayne, Macomb in which you live. You may also fill your prescriptions at these pharmacies. Please contact Molina Dual Options at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET., for additional information.

Molina Dual Options members must use network pharmacies to get prescription drugs except in emergency or urgent care situations.

- If you use an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service.
- Read the Molina Dual Options *Member Handbook* for more information.

This Directory may not list all network pharmacies. We may have added or removed some network pharmacies from our plan after we published this Directory.

For up-to-date information about Molina Dual Options network pharmacies in your area, please visit our website at MolinaHealthcare.com/Duals or call Member Services at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET. The call is free.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Member Handbook* and Molina Dual Options' *List of Covered Drugs*. The List of Covered Drugs can be found at MolinaHealthcare.com/Duals.

How to identify pharmacies in Molina Dual Options' network

Along with retail and chain pharmacies, your plan's network of pharmacies includes:

- Mail-order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies

You are not required to continue using the same pharmacy to fill your prescriptions.

Long-term supplies of prescriptions

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.
- **90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. **A 90-day supply has the same copay as a one-month supply.**

Mail order pharmacy

You can get prescription drugs shipped to your home through our network mail order delivery program which is called CVS Caremark Mail Service Pharmacy Program. The pharmacy will contact you, by phone, to get your approval before shipping any prescriptions. If we are unable to reach you for approval, your prescription will not be sent to you.

Typically, you should expect to get your prescription drugs within 14 days from the time that the mail order pharmacy gets the order. If you do not get your prescription drug(s) within this time or if you would like to cancel an automatic order, please contact us at (866) 830-2386 (TTY: 711), 24 hours a day, 7 days a week. To learn more about mail order pharmacies, see Chapter 5 of the *Member Handbook*.

Home infusion pharmacies

You can get home infusion therapy if Molina Dual Options has approved your prescription and if you get your prescription from an authorized prescriber.

Home Infusion Pharmacies service all counties in the Molina Dual Options service area. For more information on home infusion services and pharmacies, contact Member Services at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET.

Long-term care pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Molina Dual Options through the facility's pharmacy or another network pharmacy. To learn more about drug coverage in special cases, refer to Chapter 5 of the *Member Handbook*.

Long-term Care Pharmacies services all counties in the Molina Dual Options service area. For more information on Long-Term Care services and pharmacies, contact Member Services at (855) 735-5604 (TTY: 711), Monday-Friday, 8 a.m. to 8 p.m., ET.

Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies

Only Native Americans and Alaska Natives have access to Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies through Molina Dual Options' pharmacy network. Those other than Native Americans and Alaskan Natives may be able to use these pharmacies under limited circumstances (e.g., emergencies).

How to find Molina Dual Options pharmacy in your area

You can get your drugs covered at any of our network pharmacies. This includes our network pharmacies outside of our service area.

To search for a pharmacy type within our network, start by selecting your plan under "Plan/Program" located at the top of the page. Right next to it, you have the option to enter "City", "State" or "Zip Code". Using the search bar, you can type the word "pharmacy" or the name of a specific pharmacy. As you start typing, a list of provider names that match your search will appear for you to select from. All pharmacies shown on the searchable online directory are available in our Network.

If you have questions about any of the above, please contact Member Services or visit MolinaHealthcare.com/Duals.