



Molina Dual Options Cal MediConnect Plan 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 Cal MediConnect Plan Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Medi-Cal 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, and psychologists), 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 California. For additional information contact Member Services at (855) 665-4627 (TTY 711), Monday – Friday, 8 a.m. to 8 p.m., local time.

- ❖ This Directory includes providers of both Medicare and Medi-Cal services.
- ❖ ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (855) 665-4627, TTY: 711, Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free.
- ❖ ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-665-4627 de lunes a viernes, de 8:00 a. m. a 8:00 p. m. Los usuarios de TTY deben llamar al 711. La llamada es gratuita.
- ❖ 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-665-4627（服務時間：週一至週五上午 8:00 至下午 8:00）。TTY 使用者應該致電 711。該電話免費。
- ❖ Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-665-4627, Lunes hanggang Biyernes mula 8:00 am hanggang 8:00 pm. Para sa mga user ng TTY, dapat tumawag sa 711. Libre ang tawag.
- ❖ Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-665-4627, Thứ Hai đến thứ Sáu từ 8:00 giờ sáng đến 8:00 giờ tối. Người dùng TTY cần gọi số 711. Cuộc gọi này miễn phí.
- ❖ 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-665-4627번으로 월요일 - 금요일, 오전 8시부터 오후 8시 사이에 전화해 주십시오. TTY 이용자는 711번으로 전화하십시오. 통화료는 무료입니다.
- ❖ Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-665-4627, понедельник — пятница, с 8:00 до 20:00. TTY для лиц с нарушениями слуха 711. Звонок бесплатный.
- ❖ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-855-665-4627 հեռախոսահամարով, երկուշաբթիից ուրբաթ, 8:00-ից` 20:00: TTY օգտվողները պետք է զանգահարեն 711: Չանգն անվճար է:
- ❖ ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-855-665-4627 នៅថ្ងៃច័ន្ទ ដល់ ថ្ងៃសុក្រ ចាប់ពីម៉ោង 8:00 ព្រឹក ដល់ 8:00 យប់។ អ្នកប្រើ TTY ត្រូវហៅទូរស័ព្ទទៅលេខ 711។ ការហៅទូរស័ព្ទនេះគឺឥតគិតថ្លៃ។

❖ اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-855-665-4627 روزهای دوشنبه تا جمعه از 8 صبح تا 8 عصر تماس بگیرید. افرادی که دارای مشکل شنوایی هستند با شماره 711 تماس بگیرند. برقراری تماس رایگان است.

❖ ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-665-4627 (رقم هاتف الصم والبكم: 711) من الاثنين حتى الجمعة من 8:00 صباحًا حتى 8:00 مساءً كل يوم.

- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time. 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 an alternate format or a language other than English, please contact Member Services at (855) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time. If you prefer to receive documents like this in the future in a language other than English, please contact the State at (800) 541-5555, TTY: 711, Monday – Friday, 8 a.m. to 5 p.m., local time to update your record with the preferred language. A representative can help you make or change a standing request. You can also contact your Care Manager 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) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time 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) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time. 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, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports (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 services and supports.
 - 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, nurse practitioner, or other health care professional 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 use someone that is not your PCP. If you don't get a referral, Molina Dual Options may not cover the service.
 - 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.
 - Services not listed on the Molina Dual Options Prior Authorization List or listed as not requiring Prior Authorization.

- 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*. You may also contact Member Services for more information by calling (855) 665-4627 (TTY 711), Monday – Friday, 8 a.m. to 8 p.m., local time.
- You also have access to a care coordinator and a care team that you help choose.
 - A **Care Coordinator** helps you manage your medical providers and services.
 - Your **Care Team led by your Molina Dual Options Case Manager**, will assess your needs to determine if you need help in other areas besides health, such as physical or social needs. Your Care Team is built around your preferences and decisions are made with you. 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. Your Molina Dual Options Case Manager will develop a Care Plan with you or your designee. The Care Plan will list all of your needs, set goals and look at ways to monitor if your needs are being met.
 - Your **Care Team** may include, but is not limited to the following people:
 - Primary Care Provider
 - Specialty Care Providers
 - Registered Nurses (RN)
 - Molina Dual Options Case Manager
 - Utilization Management Staff
 - Molina Dual Options Medical Director
 - Pharmacists

Choosing a 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. You may be able to have a specialist act as your PCP. Specialties include: internal medicine, pediatrics, infectious disease, family practice, general practice, and OB/GYNs. Please call Member Services to choose a PCP.

Our plan's PCPs are affiliated with medical groups. When you choose your PCP, you are also choosing the affiliated medical group. This means that your PCP will be referring you to specialists and services that are also affiliated with their medical group.

- If there is a particular specialist or hospital that you want to use, it is important to find out whether they are affiliated with your PCP's medical group. You can look in this directory, or ask Molina Dual Options Member Services to check to find out if the PCP you want makes referrals to that specialist or uses that hospital.
- If you don't stay within your PCP's medical group, Molina Dual Options may not cover the service.

To choose a PCP, refer to the list of providers and choose a 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) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time. 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 services and supports (LTSS)

As a Molina Dual Options member, you may be able to get long-term services and supports (LTSS), such as In-Home Supportive Services (IHSS), nursing home care, supplies, Community-Based Adult Services (CBAS) 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.

These services include Community-Based Adult Services (CBAS).

CBAS is a community-based day health program that provides services to older persons and adults with chronic medical, cognitive, or mental health conditions and/or disabilities that are at risk of needing institutional care.

To apply for CBAS, please contact Molina Dual Options Member Services at (855) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time.

Other long-term services and supports provided by Molina Dual Options include In-Home Supportive Services (IHSS), Community-Based Adult Services (CBAS), skilled nursing care, physical therapy, occupational therapy, speech therapy, medical social services, and home health care.

A full list of these services is available in Chapter 4 of your *Member Handbook*.

For more information regarding accessing LTSS services, please contact Molina Dual Options Member Services at (855) 665-4627 (TTY 711), Monday – Friday, 8 a.m. to 8 p.m., local time.

How to identify providers in Molina Dual Options' network

You must get all of your covered services from providers within our network that are affiliated with your PCP's medical group. If you use providers who are not in Molina Dual Options' network and are not affiliated with your PCP's medical group (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 or 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 plan for details. You can also go outside the plan or your PCP's medical group if Molina Dual Options gives you permission first.

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

- 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 change your PCP at any time. In most cases, changes will be in effect the first day of the following calendar month. There may be exceptions if you're currently receiving a treatment at the time of your PCP change request. You can change your PCP through your personal website at MyMolina.com or you may contact Member Services for more information about any of your Molina Dual Options providers and request the PCP change. For some providers, you may need a referral from your PCP (except for emergent and out of area urgent care services).

- Remember, our plan's PCPs are affiliated with medical groups. If you change your PCP, you may also be changing medical groups. When you ask for the change, be sure to tell Member Services whether you are using a specialist or getting other covered services that require PCP approval. Member Services will help make sure that you can continue your specialty care and other services when you change 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 Case Manager for assistance or call Member Services at (855) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time.

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) 665-4627 (TTY 711), Monday – Friday, 8 a.m. to 8 p.m., local time. 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 physicians, specialists
- **Facilities** including hospitals, nursing facilities, skilled nursing facilities, mental health facilities, and Urgent Care Centers
- **Support providers** including adult day services, assisted living, consumer-directed services, home-delivered meals, home health agencies.

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: Los Angeles, Riverside, San Bernardino, San Diego in which you live. You may also fill your prescriptions at these pharmacies. Please contact Molina Dual Options at (855) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time., 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) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time. 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 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, if you would like to cancel an automatic order, or if you need to ask for a refund for prescriptions you got that you did not want or need, please contact us at (866) 270-3735. TTY: 711. 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 services all counties in the Molina Dual Options service area. For more information on home infusion services and pharmacies, contact Member Services at (855) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time.

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) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time.

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).

For more information, contact Member Services at (855) 665-4627 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m., local time.

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.