Welcome to Molina Healthcare!

Your Quick Start Guide
Last updated 1/2024

MolinaHealthcare.com/MI

At Molina Healthcare, you're important to us!

You're receiving this guide because Molina works with your Michigan state health plan to provide your health benefits. Molina is here to help you feel your best!

Your Molina member ID card

Please look for your member ID card(s) enclosed in this envelope.

IMPORTANT:
- Please make sure your information is correct.
- Always bring this card with you.

Card content:
MOLINA HEALTHCARE

Member: ——————————————————— → **Your Name**
Member ID:
Program:

RxBIN:
RxPCN: → **Your Member Identification Number (ID#)**
RxGRP:

This card is only valid if member maintains Molina Healthcare of Michigan eligibility.
Eligibility should be verified before rendering services.
Member: Please show this card each time you receive health care services
MyMolina.com
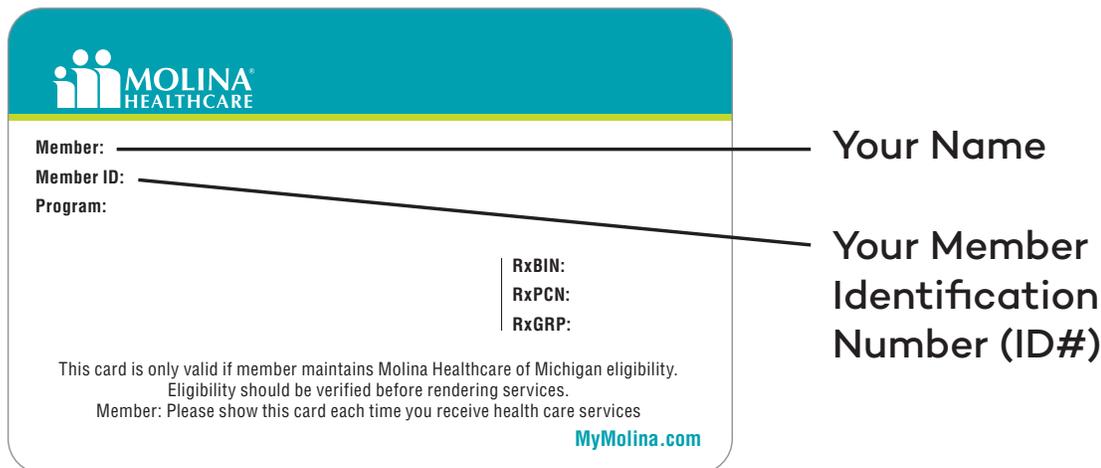
The letter with your member ID card will show the name and contact details for your doctor, also called a Primary Care Provider (PCP).
If you would like a different PCP, you can change your PCP by:
- Use the My Molina Mobile App
- Go to **MyMolina.com**
- Call Member Services: **(888) 898-7969 (TYY: 711)**
- Completing and returning the PCP Selection Form included in this packet by faxing it to **(844) 834-2155**.

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 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 - and you get rewards for seeing your doctor regularly

Please visit MolinaHealthcare.com/Medi-Handbook to learn more about your benefits and review the Member Handbook.
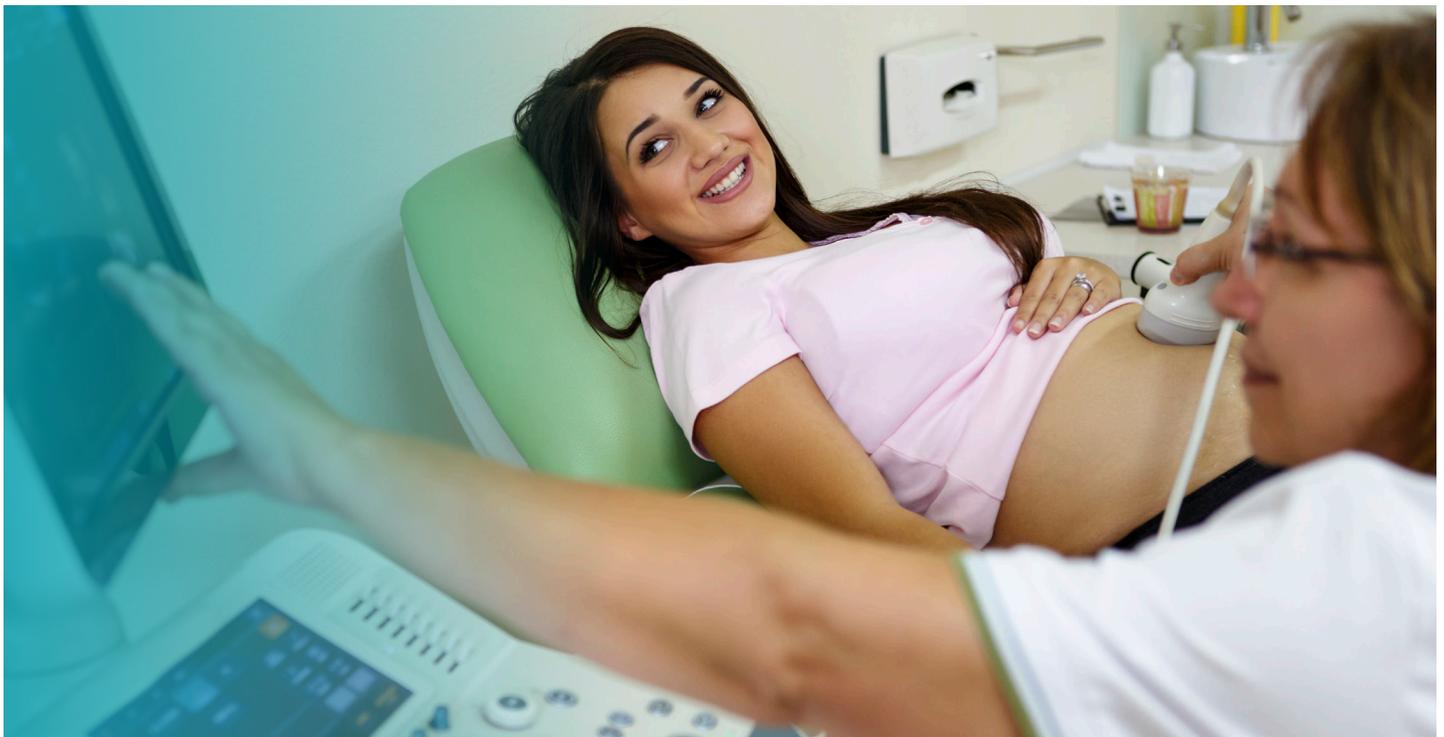
Make the most of your health plan.

Member Handbook
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** or use the **My Molina Mobile App** from Google Play or the Apple App Store.

Provider Directory
All Molina doctors are board-certified and subject to quality review before they can join our network. To find one near you, go to **MolinaProviderDirectory.com/MI**.

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

You may request 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, 8:00 a.m. to 5:00 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 Urgent 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 the My Molina Mobile App or MyMolina.com. Details on page 7.

Tools to control your health care: My Molina Mobile App and MyMolina.com

Whether you prefer a desktop portal or mobile app, Molina's got you covered. 24/7.

Download the My Molina Mobile App.

My Molina Mobile App is the Molina app that gives you 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!

Check out our app!

Scan this QR Code to download the My Molina Mobile App

SCAN ME

Prefer a desktop portal?

Visit MyMolina.com

To sign up, just follow the instructions.

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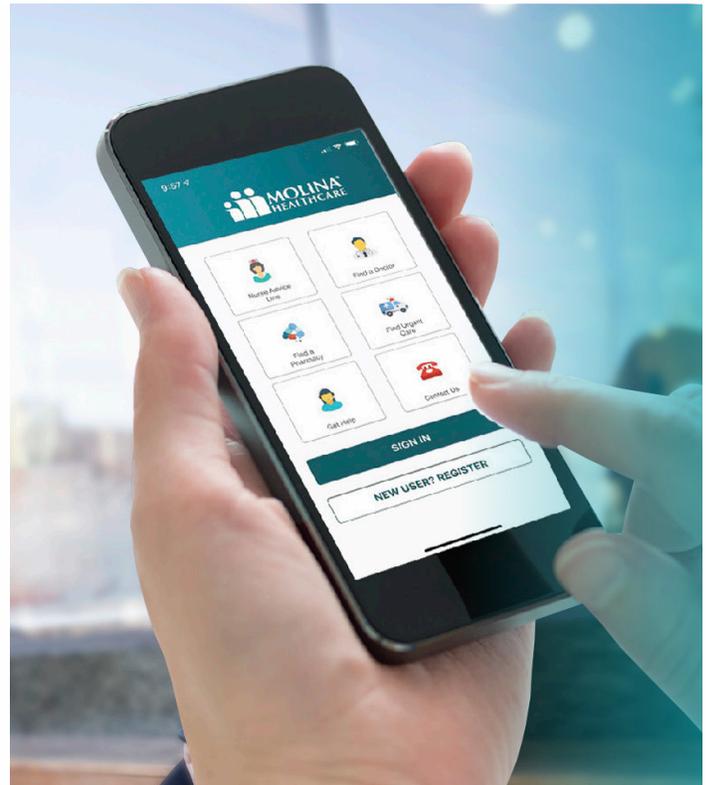
Getting care.

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 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:

Cold or flu symptoms	Wounds that may require stitches
Sprains, strains or deep bruises	Sore throat
Ear pain	Stomach flu or virus

EMERGENCY CARE

Call 911 or visit an emergency room.

Severe bleeding	Chest pain or pressure
Severe abdominal pain	Head trauma or injury
Difficulty breathing	Sudden dizziness or trouble seeing

BEHAVIORAL HEALTH

When someone is at risk of hurting themselves or others

Find a doctor, hospital or urgent care near you on the My Molina Mobile App.

*Urgent care examples often do not require Emergency Care. If you think you are having a life-threatening emergency, seek emergency care right away.

What happens when?

30 days

Manage your health benefits:

    ✓ Download the My 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.

_____

_____

_____

_____

_____

_____

_____

_____

_____

Important Numbers

Member Services	(888) 898-7969 (TTY: 711)
24-Hour Nurse Advice Line	English: (888) 275-8750 (TTY: 711) Spanish: (866) 648-3537 (TTY: 711)
Molina Benefits Renewal Line	(866) 916-0917

Molina Healthcare
880 West Long Lake Road
Troy, MI 48098
(888) 898-7969 (TTY: 711)
MolinaHealthcare.com