



Welcome to Molina Healthcare!

Your Quick Start Guide

Last updated 11/2023

Molina Healthcare of Nebraska
14748 W. Center Rd., Suite 104
Omaha, NE 68144
(844) 782-2018 (TTY: 711)

MolinaHealthcare.com/NE



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Welcome!

At Molina Healthcare of Nebraska, you're important to us. We created this guide to help you start getting the most out of your benefits.

As a Molina member, you get benefits like doctor visits, maternity care and prescriptions — all at no cost. And we give you even more ways to stay healthy and save money.

Molina has been helping Medicaid members with complex needs for over 40 years. We give you access to quality doctors, extra benefits and dedicated Member Services to help you feel your best. Read through this guide a little bit at a time and get off to a great start with Molina!

Built for Nebraska, by Nebraskans

This health plan was built by people who live right here in Nebraska. We are your neighbors, friends and family. We're happy to welcome you to the Molina family!


Your Member ID Card

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

IMPORTANT:

- Please make sure the information on your card is correct. If you have changes, call Member Services at (844) 782-2018 (TTY: 711), Monday to Friday, 8 a.m. to 6 p.m. CT.
- Bring your member ID card with you every time you need care.

Molina Heritage Health ID Card

	Medicaid
Name: <Member First Name> <Member Last Name> Medicaid ID#: <XXXXXXXXXX> DOB: <MM/DD/YYYY> Effective: <MM/DD/YYYY> PCP name: <PCP Name> PCP phone number: <(XXX) XXX-XXXX> PCP after-hours number: <(XXX) XXX-XXXX> Dental home: <Dentist Home> Dental home number: <(XXX) XXX-XXXX> Dental home after-hours number: <(XXX) XXX-XXXX>	RXBIN: 004336 RXPCN: MCAIDADV RXGRP: <RXGRP> CVS Caremark Bring your Molina ID card when you go to receive care. If you have an emergency, call 911 or visit the nearest emergency room (ER). For non-emergencies, call your primary care provider (PCP) or the 24/7 Nurse Advice Line at (844) 782-2721.
Molina Healthcare of Nebraska, 14748 W Center Rd, Suite 104, Omaha, NE 68144 HMO Molina Healthcare of Nebraska, Inc.	

Member support Member Services: (844) 782-2018 (TTY 711) Mon-Fri 8 a.m.-6 p.m. CT <ul style="list-style-type: none">• Member services• Transportation• Vision• Dental• Filing grievances Enrollment broker: (888) 255-2605	Provider support Provider Services: (844) 782-2678 Pharmacy: (855) 619-9396 Dental: (855) 806-5192 Vision: (844) 636-2724 Medical claims: Molina Healthcare of Nebraska, Inc. PO Box 93218 Long Beach, CA 90809-9994 Payer ID: MLNNE Molinahealthcare.com/NE
National Suicide & Crisis Lifeline: 988 Report suspected waste, fraud, and abuse: (866) 606-3889 Nebraska 211 (resource hotline): 211 MyMolina.com This card is for identification purposes only and does not prove eligibility for service.	

Member Identification Number (ID#)

What's on your member ID card?

- Important phone numbers to help you get the care you need when you need it.
- Member services and support
- Provider services and support
- Enrollment broker
- Your Medicaid ID number
- Your Primary Care Provider (PCP) and Primary Care Dentist (PCD) contact information. Your PCD is your Dental Home.

Show your ID card anytime you see a doctor or dentist to get care.

This helps make sure your claims are paid quickly and correctly.

Want to change your PCP/Dental Home?

It's easy. You can:



Mobile App



Member Portal



Dental App

Call Member Services at: (844) 782-2018 (TTY: 711)

Monday to Friday 8 a.m. to 6 p.m. CT



Getting the Care You Need

As a Molina member, you get to choose your primary care provider (PCP) and Dental Home. Your PCP and Dental Home are your main medical and dental providers who see you the most. They get to know your health history and make referrals when you need them. Molina works with your PCP and Dental Home to help you get the care you need.

Schedule an appointment today!

You'll want to start a relationship with your PCP so they can get to know your health history. The more your PCP knows about you, the more they can help you.

You'll want to visit your PCP for regular checkups. Your PCP can help you stay ahead of health issues. Plus, you can get rewards like gift cards for visiting your providers. You can earn rewards like these:



Well-care rewards

- Up to \$75 for getting breast, cervical cancer and chlamydia screenings
- \$50 for getting a diabetic eye exam
- \$25 for getting adult preventive care screenings



Maternity rewards

- \$25 for having a postpartum visit



Well-child rewards

- Up to \$60 for well-child visits for children from birth to 15 months old
- \$25 for well-child visits for children 15 months and older

See page seven to learn more about all of Molina's rewards.

We know you may need to see a doctor right away. That's why we offer these extra services:



Virtual Care: Visit a doctor online 24/7.



24-hour Nurse Advice Line: Call (844) 782-2721 (TTY: 711) for medical advice and answers to medical questions, day and night.



Health education and information: Call (866) 891-2320, option 2 (TTY: 711)

To learn more, download the [My Molina® mobile app](#) or visit [MyMolina.com](#).

What to do when you're sick?

Are you feeling sick and not sure what to do? Don't worry, we're here to help you!

What are my options?		
Primary care provider (PCP)	Urgent care center	Emergency room (ER)
Call your PCP day or night. After hours, on-call staff will return your call.	Urgent care centers are a great option if you need care after hours.	Call 911 or go to the nearest ER
Minor illnesses that require medical care: <ul style="list-style-type: none">• Colds and coughs• Flu• Regular checkups• Earaches• Sore throats• Medicine or refills• Diarrhea	When it's not an emergency but you need care right away: <ul style="list-style-type: none">• Severe cold or flu symptoms• Ear pain• Sore throat• Stomach flu or virus• Wounds that need stitches• Sprains, strains or deep bruises	When you think your life or health is in danger: <ul style="list-style-type: none">• Very bad bleeding• Very bad stomach pain• Chest pain or pressure• Head or trauma injury• Sudden dizziness or trouble seeing

Not sure what to do or where to go for medical care?

Nurse advice is just a phone call away.

Call the 24-hour Nurse Advice Line at **(844) 782-2721 (TTY: 711)**.

Have a behavioral health crisis?

Call or text 988 Suicide and Crisis Lifeline.

A behavioral health crisis might be when you're:

- Thinking about suicide
- Thinking about hurting yourself or someone else
- Abusing alcohol or drugs and need help
- Having confusing thoughts and don't know what to do

Value-Added Benefits

Molina gives you **extra** benefits. For **more** peace of mind.

Basic Medicaid covers doctor and dentist visits, hospital stays, transportation, prescriptions, vision care, lab tests, x-rays and more.

But the Molina Medicaid plan doesn't stop there!

As a Molina member, you get lots of extra benefits with even more ways to stay healthy and save money. You get:



Pregnancy Rewards. Members who qualify can receive a Pack n Play or one month's worth of diapers when you attend a Molina baby shower. You also get doula assistance services, a **no-cost** car seat or booster and more!



No-cost rides. You get free transportation to food banks, WIC, housing authority, job interviews, trainings and more at no cost. Call **MTM** at **(888) 889-0421 (TTY: 711)** to schedule your ride.



Healthy foods program. Get healthy meals for members with high-risk conditions having issues getting healthy foods.



No-cost smart device with FREE minutes, data, text and no-cost telehealth for qualifying members. Visit **TruConnect.com/Molina** or call **Member Services** at **(844) 782-2018 (TTY: 711)**.



No-cost 13 weeks of WW[®] Core membership.



Need help quitting smoking? Get smoking cessation products. (up to \$185 in value).



Personal care and household items (Members receive \$30 per quarter).



Coverage for GED tests and test prep materials (\$134 value).

For more information about your benefits and how to access them, visit MolinaHealthcare.com/NE.

Member Resources

Make the most of your health plan.

Member Services

(844) 782-2018 (TTY: 711), Monday to Friday, 8 a.m. to 6 p.m. CT

24-hour Nurse Advice Line

(844) 782-2721

Health education

(866) 891-2320, option 2 (TTY: 711)

Benefit renewal

Renew your family's Heritage Health benefits each year by using one of these methods:

- Call Nebraska Medicaid at (855) 632-7633 (TTY: 711)
Monday-Friday from 8 a.m.-5 p.m. CT
 - Lincoln: (402) 473-7000
 - Omaha: (402) 595-1178
- Stop by a local office (dhhs.ne.gov/Pages/Public-Assistance-Offices.aspx)
- Go to iserve.nebraska.gov to renew your benefits online.

Member Handbook

Learn about all the benefits we cover at no cost to you! The Member Handbook helps you understand how to get care for you or your family when you need it. It also explains your benefits and your rights and responsibilities as a member. Please read this booklet carefully.



Mobile App



Member Portal

Provider Directory

Molina reviews all doctors, hospitals, specialists and medical clinics before they join our network. We have a strong network of providers ready to serve you. Search our online directory to find a provider near you!

Go to **MolinaProviderDirectory.com/NE**

Or call Member Services: (844) 782-2018 (TTY: 711),
Monday to Friday, 8 a.m. to 6 p.m. CT.

Pharmacy Benefits

As a Molina member, you get prescription drugs at no cost to you. We cover your medically necessary medicines and prescribed drugs.

To find a network pharmacy, see our Provider Directory on our website at **MolinaProviderDirectory.com/NE** under the Pharmacy section. You can also call Member Services at (844) 782-2018 (TTY: 711).

You can find the link to the Nebraska Medicaid Preferred Drug List (PDL) on our website at MolinaHealthCare.com/NE.

Vision Benefits

We work with **March Vision Care** to cover your vision services. To find a provider, ophthalmologist or optometrist, visit MarchVisionCare.com or **call Member Services at (844) 782-2018 (TTY: 711)**, Monday to Friday, 8 a.m. to 6 p.m.

Transportation Benefits

You can get free rides to and from your medical visits. Just call **MTM at (888) 889-0421 (TTY: 711)**. To schedule a ride:

- Member Portal: **memberportal.net**
- Member App: **mtm-inc.net/mtm-link**
- Please call at least 72 hours before your appointment. Appointments can be in or out of the community where you live.
- Easily schedule transportation to your regular appointments, including chemotherapy, dialysis, prenatal care and outpatient therapy services.
- Callers should be age 16 or older. Members ages 12 and younger must ride with a parent or guardian.

Note: Nursing homes must provide Non-Emergency Medical Transportation (NEMT) trips within a 30-mile radius of the nursing home. If you're a nursing home resident and need to see a doctor less than 30 miles from your location, your nursing home should provide transportation.

If you have any problem reading or understanding this or any information from Molina, call Member Services at (844) 782-2018, Monday to Friday, 8 a.m. to 6 p.m. CT. We can help explain in English or in your primary language. You may request printed versions of these materials. They will be sent to you free of charge. We may have it printed in other languages. You may ask for it in braille, large print, or audio. If you are hearing impaired, dial 711 for the Nebraska Relay Service.

Nebraska Managed Care Ombudsman Program

Need help advocating for care?

We understand the issues facing members living with a disability. Our Ombudsman is here to help you with your services. They have life experience and know the issues you face.



They are here to help you get long-term care in a facility or home- and community-based service waivers. Our Ombudsman provides independent advocacy services to help with:

- Education and information
- Problems you cannot resolve by calling Member Services
- Filing a grievance, an appeal or State Fair Hearing
- If you feel your rights are not respected
- If you feel you are not getting the care you need

You may contact the Managed Care Ombudsman by mail, phone, fax or email at:

Department of Health & Human Services

P.O. Box 95026

Lincoln, NE 68509-5026

(402) 471-2307

(800) 942-7830 (Nebraska only)

dhhs.LTCOmbudsman@nebraska.gov

Long-term Care (LTC) Ombudsman Program

Lookup your local ombudsman: Ombudsman service map -

dhhs.ne.gov/Documents/LTCO%20Service%20Map.pdf

Member Advisory Committee

Our purpose is to improve the lives and well-being of our members. We also want to make a positive impact in the communities we serve. Our mission, vision and values help lead every decision we make. One way to achieve our purpose is through our Member Advisory Committee (MAC).

The MAC is a chance for members and members' representatives to work with providers and health plan staff. Members can share thoughts and ideas on ways to improve the health plan. Meetings take place across the state and online, so it's easy to participate.

The MAC will meet four times per year. Members will earn \$15 on their Molina gift card by attending.

To learn more, visit MolinaHealthcare.com/NE. If you are interested in joining the MAC email us at: NE_Comm_Eng@MolinaHealthcare.com.

Next Steps

Take control of your health by completing the following:

Within 30 days

- ✓ You'll receive a call from Molina within 10 days of joining to welcome you to our plan. The call will help you to answer questions, find a PCP and fill out your Health Risk Screener (HRS).
- ✓ Complete your HRS with the survey enclosed for each member of your family who receives Heritage Health. Return it in the pre-paid envelope enclosed.
- ✓ You can also complete your HRS by downloading the My Molina app or visiting the member portal at MyMolina.com. You may also call our Member Services team at (844) 782-2018 (TTY: 711), Monday to Friday, 8 a.m. to 6 p.m. CT.
- ✓ Receive a \$25 gift card for completing your HRS.

Within 60 days

- ✓ Register at MyMolina.com and download My Molina mobile app.
- ✓ Want to receive text alerts and emails about benefit renewals, events and more? Call us to sign up.

Within 90 days

- ✓ Schedule your Annual Wellness Exam.
- ✓ Need help scheduling appointments? Call us and we can help.

Built for Nebraskans by Nebraskans.

Molina Healthcare was created in 1980 to bring high quality care to everyone who needs it. We put you, **our members**, 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're dedicated to earning the trust you put in us!



ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (844) 782-2018 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (844) 782-2018 (TTY: 711).

注意: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(844) 782-2018(TTY:711)。

Molina Healthcare of Nebraska complies with applicable Federal civil rights laws that relate to healthcare programs and does not discriminate based on race, color, national origin, disability, age, sex, religion, or marital status.

Molina Healthcare de Nebraska cumple con las leyes federales de derechos civiles aplicables que se relacionan con los programas de atención médica y no discrimina por motivos de raza, color, nacionalidad, discapacidad, edad, sexo, religión o estado civil.

Molina Healthcare của Nebraska tuân thủ các luật hiện hành liên quan đến các chương trình chăm sóc sức khỏe và không phân biệt đối xử dựa trên chủng tộc, màu da, quốc gia xuất xứ, tình trạng khuyết tật, tuổi tác, giới tính, tôn giáo hoặc tình trạng hôn nhân.

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