

Medicare Quick Start Guide

A helpful guide to get started:
Learn what to do now to get
the most from your health plan.



Easy reference tools just for you

Find tips for making the most of your benefits find the information you need and what you can expect next.

Your Member ID Card



Be sure to look for your member ID card. This card has your plan name, member number, and important phone numbers, such as **Member Services** and the **Senior Whole Health 24-Hour Nurse Advice Line**.

Please make sure all of the personal information on your card is correct.

Important:

- If there is an error on your member ID card, please use the My Molina portal to make any changes. The Senior Whole Health Concierge team can also help during your welcome call.
- Always bring your Senior Whole Health member ID card and your Medicaid card with you when you see your doctor, pick up prescriptions or get other health care services, so you don't get a bill.

Information at your fingertips

Joining a new health plan can be overwhelming. We have tools and resources to help.

My Molina Secure Member Portal

My Molina is your easy to use, self-service member portal.



Register at [MyMolina.com](https://www.mymolina.com) today! Go to [MyMolina.com](https://www.mymolina.com) and follow the on-screen instructions. You'll need your member number to register. Once you register, you will be able to:

- Change your primary care physician (PCP)
- View and print your ID card or request a new one
- Find a doctor, hospital, or urgent care center
- Set health reminders on services you need
- Select your communication preferences
- Link directly to **CVS.com** to see your medications
- Find health education materials such as videos and checklists

View your claim status



For access on the go, **download the My Molina mobile app**. When you're out and about, the mobile app puts your health plan at your fingertips. With the **My Molina mobile app**, you can view your ID card, find a doctor or facility near you, use the 24-hour Nurse Advice Line, and much more!

1. Scan the QR code. Or visit the App Store or Google Play and search for My Molina.
2. Download My Molina to your device.
3. Sign in using your [MyMolina.com](https://www.mymolina.com) account information and follow the step-by-step instructions.



NOTE: We recommend registering at [MyMolina.com](https://www.mymolina.com) before you begin using your **My Molina mobile app**, but you can start your registration on the app if you prefer. Make sure you **Opt In** to receive important health-related messages from us.



Review your Evidence of Coverage (EOC) for information about your benefits and services, who to contact when you need information, and more.



Look for doctors, pharmacies and other providers on our **Provider Online Directory**. This tool allows you to search for providers by name, specialty, languages spoken, or proximity to you. Visit our website at MolinaHealthcare.com or your My Molina portal.



Find out if your drug is covered. Our list of covered drugs (Formulary) tells you which drugs are covered under your plan along with any rules or special requirements. You can find the formulary and your prescription drug benefit information on our website. On the My Molina portal, you will also find a direct link to **CVS.com** so you can review your medications. Using this link, **CVS.com** will recognize your sign-in information.

For more information, please refer to the **"How to Get Important Plan Documents"** section of your Welcome Kit.

Know where to go for care

If you experience a life-threatening condition, call 911 immediately or go to the nearest emergency room.

If you need care after hours and aren't sure where to go, here are some options:

Urgent Care

Visit a nearby urgent care center or call the 24-hour Nurse Advice Line on the back of your member ID card when you need care for non-life-threatening illnesses or injuries, such as:

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

Emergency Care

Call 911 or visit an emergency room for life-threatening illnesses or injuries such as:

- Behavioral or mental health crisis
- Difficulty breathing
- Loss of a limb or loss of function of a limb
- Severe stomach pain
- Chest pain or pressure
- Head trauma or injury
- Severe bleeding
- Sudden dizziness or trouble seeing

Get the most out of your plan!

Your health is important to us.

Talk to your doctor at your next visit to stay up to date with your current condition. Use this checklist for guidance if you don't know where to start.

Schedule an Annual Wellness Exam and talk with your PCP about which of these services are right for you.

- ☐ Colorectal cancer screening
- ☐ Breast cancer screening
- ☐ Prostate cancer screening
- ☐ Blood pressure screening
- ☐ Annual flu shot

If you are diabetic:

- ☐ Annual diabetic eye exam (also called diabetic retinopathy exam)
- ☐ Diabetic foot exam
- ☐ Blood sugar screening – Hemoglobin A1c
- ☐ Urine test to monitor kidney health
- ☐ Should I be on a statin (cholesterol and diabetes medication)?

Talk to your doctor about your medications:

- ☐ Why am I taking this medication?
- ☐ When should I take this medicine?
- ☐ If you're having problems with your medication (such as side effects)
- ☐ Ask if a [90-day] prescription is right for you

We offer disease management and condition-specific resources and benefits. Call (866) 891-2320 to learn more. Programs include:

- Asthma
- Diabetes
- Congestive heart failure (CHF)
- Depression
- Chronic obstructive pulmonary disease (COPD)
- Hypertension (high blood pressure)
- Nutrition consultation and weight management
- Smoking/tobacco cessation

Getting prescription refills

- If you have prescriptions that need a refill, make sure you are using one of our network pharmacies by visiting the My Molina portal or MolinaHealthcare.com. If your prescription is currently with a different pharmacy, talk to your pharmacist or provider about transferring your prescription. Make sure to allow time for the transfer so you don't run out of your medication.
- Many people prefer to use a 90-day mail-order prescription refill to save time. Talk to your PCP about this option and review the mail order section of your Welcome Kit for more information.

Understanding your supplemental benefits







- We have many online resources for you to explore and better understand your supplemental benefits. On the My Molina portal, you can find a video about your Healthy You benefits. Visit the My Videos section of the portal to find these videos and other helpful information. You can also visit MolinaCaregiving.com for information and resources for members needing care and for caregivers.

Your Health Risk Assessment (HRA)

- During your welcome call with our Concierge team, we can help you fill out the health risk assessment (HRA) survey. This lets us understand your health history so we can get you personalized care and services for your specific needs. The HRA is an important piece of information that allows us to give you the best care possible.

Benefit partner contact information

Our Member Services representatives are always happy to answer your questions and provide help when you need it. If you'd like to speak to one of our benefit partners directly, you may do so with the contact information below:

	Dental	DentaQuest/Incomm (833) 206-6304 DentaQuest.com/en/find-a-dentist or MolinaHealthcare.com/ProviderSearch
	Fitness	Silver&Fit (877) 427-4711 www.silverandfit.com
	Over-The-Counter (OTC)	InComm (877) 353-0185 OTCNetwork.com
	Vision	Superior Vision (880) 879-6901 SuperiorVision.com or MolinaHealthcare.com/ProviderSearch
	Healthy You Supplemental Benefits	InComm (877) 353-0185 OTCNetwork.com
	Surgery Education*	Welvie (888) 780-2992 Welvie.com/home/login

*Some plans may offer this benefit. Check the summary of benefits specific to your plan.

What to expect during your first three months



First 90 Days

When you are approved as a Senior Whole Health member, we will send you a confirmation letter. Keep this letter handy because you can use it as proof of coverage until you get your member ID card.

Our dedicated Concierge team is here to help you. Our friendly and knowledgeable team is available to answer any questions you have about your new coverage.

During your first three months as our member:

Our Concierge team will give you a welcome call. You will also receive your member ID card and several important documents, including:

- The new member Welcome Kit. This guide will show you how to get other documents, such as your formulary (drug list), provider and pharmacy directory, or Evidence of Coverage (EOC), a dental ID card and/or a Healthy You flexible debit card, depending on your health plan.
- And other important documents!

We'll also answer any questions you have. We can confirm who your primary care provider (PCP) is and set up a welcome visit with our Senior Whole Health Care Connections team. We'll also talk about:

- Your new health plan benefits
- Your PCP and other providers, ensuring they're in our network
- Accessing Supplemental Benefits for the Chronically Ill (SSBCI) you might qualify for. Not all members or plans qualify.
- Any prescription medicines you take and what we cover
- The online resources available to you as part of your health plan
- How you can earn rewards for healthy activities
- Setting up your visit with our Senior Whole Health Care Connections team

Care Connections:

Care Connections is a Senior Whole Health team of licensed nurse practitioners that take care of your health by meeting you where you are. Whether in-person or through a telehealth video call, our focus is on health, prevention, and flexibility. We want to improve your quality of life and educate you on your health journey.

When you have your Care Connections visit, expect to:

- Review your health history including your medications
- Have a wellness checkup
- Address chronic illnesses such as high blood pressure (hypertension) or diabetes by completing any relevant tests or exams
- Create a plan of care to ensure you get the help and services you need
- Find or change your PCP if necessary
- Schedule a visit with your PCP and set up transportation if needed
- Get help setting up online resources

Share the information from this visit with your doctor so they can help you get the best care.

If you have any questions about your Care Connections visit, give us a call at (844) 491-4763 (TTY: 711). You can also visit [MolinaCC.com](https://www.MolinaCC.com) to learn more. We'd be happy to help you!

**Days 90-120**

We know there's a lot that happens during your first month with us. That's okay. We'll check in with you after your first 90 days to see how things are going.

**Thank you again for joining the Senior Whole Health family.**

We're excited to help you in your health journey. Don't forget to sign up for your member portal access at [MylMolina.com](https://www.MylMolina.com) and download the **My Molina mobile app** so you have on-the-go access to your plan anytime, anywhere.



Helpful videos to get you started!

Did you know we have helpful videos to get you started with your new Senior Whole Health Medicare health plan? Take a little time to watch all four now – it will make it easier to understand your benefits:

1. What do the Medicare terms mean?
2. What are the different Medicare parts?
3. How do I get ready and what can I expect next?
4. What's the best way to get started using my benefits?

There are a few ways to watch:

- Watch on our YouTube channel at YouTube.com/MolinaHealthcare
- MolinaHealthcare.com Helpful Links
- Type these into your browser to go directly to the videos:
 1. MolinaMedicareTerms.com
 2. MolinaMedicareParts.com
 3. MolinaMedicareStart.com
 4. MolinaDualGo.com



We hope you enjoy these videos!

And if you have any questions, feel free to call at (833) 671-0440 (TTY: 711), Monday - Friday, 8 a.m. to 8 p.m. local time.







NOTICE OF NON-DISCRIMINATION

Senior Whole Health of New York complies with Federal civil rights laws. **Senior Whole Health of New York** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Senior Whole Health of New York provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Senior Whole Health of New York** at 833-671-0440. For TTY/TDD services, call 711.

If you believe that **Senior Whole Health of New York** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with **Senior Whole Health of New York** by:

Mail:	15 Metrotech Center 11th Floor, Brooklyn, New York 11201
Phone:	877-353-0185 (for TTY/TDD services, call 711)
Fax:	855-838-7998
In person:	15 Metrotech Center, 11th Floor, Brooklyn, New York 11201
Email:	SWHNYGandA@MolinaHealthcare.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web:	Office for Civil Rights Complaint Portal at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
Mail:	U.S. Department of Health and Human Services 200 Independence Avenue SW., Room 509F, HHH Building Washington, DC 20201 Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)

ATTENTION: Language assistance services, free of charge, are available to you. Call 877-353-0185 TTY/TDD 711.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 877-353-0185 TTY/TDD 711.	Spanish
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 877-353-0185 TTY/TDD 711.	Chinese
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 877-353-0185 (رقم هاتف الصم والبكم) TTY/TDD 711	Arabic
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다 877-353-0185 TTY/TDD 711 번으로 전화해 주십시오.	Korean
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 877-353-0185 (телетайп: TTY/TDD 711).	Russian
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 877-353-0185 TTY/TDD 711.	Italian
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 877-353-0185 TTY/TDD 711.	French
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 877-353-0185 TTY/TDD 711.	French Creole
אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 877-353-0185 TTY/TDD 711.	Yiddish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 877-353-0185 TTY/TDD 711.	Polish
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 877-353-0185 TTY/TDD 711.	Tagalog
লক্ষ্য: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৮৭৭-৩৫৩-০১৮৫ TTY/TDD 711	Bengali
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 877-353-0185 TTY/TDD 711.	Albanian
ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 877-353-0185 TTY/TDD 711.	Greek
خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں- 877-353-0185 TTY/TDD 711	Urdu



Medicare Language Assistance Services

Free aids and services, such as sign language interpreters and written information in alternative formats are available to you. Call 1-833-671-0440 (TTY: 711).

English:

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-833-671-0440. Someone who speaks English can help you. This is a free service.

Spanish:

Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-833-671-0440. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin:

我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-833-671-0440。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese:

您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-833-671-0440。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog:

Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggagamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-833-671-0440. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French:

Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-833-671-0440. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

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(Expires 12/31/25)

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Vietnamese:

Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-833-671-0440 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German:

Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-833-671-0440. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean:

당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-833-671-0440 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian:

Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-833-671-0440. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

:Arabic إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-833-671-0440. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi:

हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-833-671-0440 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian:

È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-833-671-0440. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

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Português:

Disponemos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-833-671-0440. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole:

Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-833-671-0440. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish:

Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-833-671-0440. Ta usługa jest bezpłatna.

Japanese:

当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-833-671-0440 にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。

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230811

Disclaimers

You can get this document for free in non-English language(s) or other formats, such as large print, braille, or audio. Call (833) 671-0440 (TTY: 711). The call is free.

Senior Whole Health 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.

