



Your Extended Family.



## Welcome Kit Packet

Dear Member,

Thank you for joining Molina Dual Options Medicare-Medicaid Plan! Your health is important to us, and we're here to help you feel your best. This is your **New Member Welcome Kit**. It includes valuable information about your plan benefits, network of providers, formulary (drug list) and more.

Inside you'll find:

### Accessing Your Member Handbook Notice

- This notice explains where to get a copy of your Member Handbook. It also gives you a summary of some of the important information in your Member Handbook.

### Summary of Benefits

- This booklet explains your benefits in an easy-to-follow chart. **This document contains important information about your plan. Please keep it in a safe place.**

### Provider Directory & Formulary Notice

- This notice tells you where to find your doctors, hospitals, pharmacies and more. It also tells you how to get a copy of your Provider/Pharmacy Directory and Formulary.

### Mail Order Prescription Service Notice

- This notice explains how you can get your long-term medications sent directly to your home by signing up for our mail order prescription service.

### Balance Billing Letter

- This letter explains what you do and do not have to pay as a member of our plan. It also tells you about your rights regarding balancing billing from providers.

*To learn more about your coverage, or to access your plan materials online, please visit our website at [MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals).*

**We are here to help!** For questions or assistance, please call our 24-Hour Nurse Advice Line or Member Services:

### 24-Hour Nurse Advice Line

- If you have any **medical** questions, please call our 24-Hour Nurse Advice Line at (888) 275-8750, TTY: 711. Our highly trained nurses are available 24 hours a day, 7 days a week (including holidays) to help you make informed decisions about your health.

### Member Services

- For other questions or assistance, please call our Member Services Department at (855) 735-5831, TTY: 711, 7 days a week, 8 a.m. to 8 p.m., local time.

**Again, thank you for joining Molina Dual Options! We look forward to serving you!**

Sincerely,  
Molina Dual Options

Molina Dual Options Medicare-Medicaid Plan is a health plan that contracts with both Medicare and South Carolina Healthy Connections Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 735-5831, TTY: 711, 7 days a week, 8 a.m. to 8 p.m., local time. The call is free.