

myhealthmylife™

for Molina Healthcare members

2022

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Frequently Asked Questions



How can I update my personal information (address, phone number, etc.)?

If you've moved or your phone number has changed, it's important to update this right away to keep your benefits. Call Healthy Connections at (888) 549-0820 (TTY: (888) 842-3620) or visit [Apply.scdhhs.gov](#). You can also update your information at [MyMolina.com](#).

How can I replace my member ID card?

You can view or print your ID card at [MyMolina.com](#) or call Member Services to request a new one.

How can I change my primary care provider (PCP)?

Your member ID card shows the name and contact details of your PCP. If you want to change the PCP listed on your card, you can do this on the My Molina mobile app or at [MyMolina.com](#).

How can I check the status of an approval or a referral?

Log in to our member portal at [MyMolina.com](#).

How do I get my prescriptions?

You can fill your prescription at any network pharmacy. To find a network pharmacy, go to [CareMark.com/wps/myportal/PHARMACY_LOCATOR_FAST](#).

If you need a specialty medicine, the prescription will be sent to the pharmacy and then delivered to your home, the local CVS pharmacy or to your provider's office.

Some medicines require prior authorization before you can get them. To see a list of covered medicines, go to [MolinaPDL.com/SC](#).

Still have questions?

Call Member Services at (855) 882-3901, (TTY: 711), Monday - Friday, 8 a.m. to 6 p.m., local time.

Learn more

- Member Handbook**

Your Member Handbook tells you about your benefits, how your plan works and how to get the most from your membership. Check it out at [MolinaHandbook.com/SC](#).

- Provider Directory**

To find a provider near you, go to [MolinaProviderDirectory.com/SC](#). Our providers are board-certified and reviewed before they can join our network. If you want us to mail you a list of network providers, call Member Services.

Questions about your health?

Call our 24-hour Nurse Advice Line!

Health issues can happen any time, even on nights and weekends. As a Molina member, you can talk to a nurse right away! Our 24-hour Nurse Advice Line is a covered service that is available 24/7.

Speak to a nurse when you:

- Have a medical question any time of the day or night
- Think of a question after you visit your doctor
- Feel sick and aren't sure what to do
- Feel sick or hurt and don't know where to go for care

Keep these phone numbers handy!

English and other languages: (844) 800-5155

Spanish: (866) 648-3537

TDD/TTY: 711





Get well, stay healthy

Did you know one of the best ways to stay well is by getting annual checkups and regular screenings? This helps your doctor catch potential problems early while you have the best chances for the best outcomes.

It's important for you to visit your doctor for scheduled well checkups to stay healthy.

Adult and child well visits may include a health exam, vision, dental and hearing exams. You may also get immunizations and/or any lab tests needed.

Checkups are important to make sure your child is growing and getting the health care they need. Your child may look and feel well but still have a health issue. Your doctor can help find health concerns before they become bigger problems.

For information about immunizations and screenings for adults and children, check out these helpful resources:

- [Centers for Disease Control and Prevention \(CDC\) Child and Adolescent Immunization Schedule](#)
- [Centers for Disease Control and Prevention \(CDC\) Adult Immunization Schedule](#)
- [American Academy of Pediatrics Periodicity Schedule](#)

Getting a well visit is easy. Call your or your child's primary care provider (PCP) to schedule an appointment. If you have questions or need help, call Member Services at (855) 882-3901 (TTY: 711).

How to prepare for your appointment and what to expect

Having a plan and knowing what to expect can help you make the most of your doctor's visit.

These tips can help you with that!

1. Make a list of your questions and concerns.
2. Bring a list of your medicines, even vitamins and herbal supplements.
3. Bring a friend or family member, if you can.
4. Let your doctor's office know if you need transportation or have language needs.
5. Bring your member ID card.
6. Arrive on time.
7. Be open and honest with your doctor and office staff.
8. Know your and your family's medical history.



Earning rewards is easy when you make healthy choices!



As a Molina member, you can earn extra benefits under the Healthy Connections program and more! Rewards you can earn may include:



-  A **\$10 Walmart gift card** after completing a well visit with your primary care provider (PCP).*
-  A **\$150 Walmart gift card to purchase a bike** and helmet after your child completes an 8-year-old well visit. It's great to be eight! *
-  A **free car seat** for eligible members who complete 6 prenatal visits.*
-  Up to 3 weeks of home delivered meals for pregnant and postpartum moms who complete a phone health screening. Call (866) 891-2320 and press 1 for questions. Sign up for Mom's Meals at MolinaHealthcare.com/ValueAdds.

To learn more about these rewards, go to MolinaHealthcare.com/SC/ValueAdds. To find out how to get these rewards, call Member Services at (855) 882-3901 (TTY: 711).

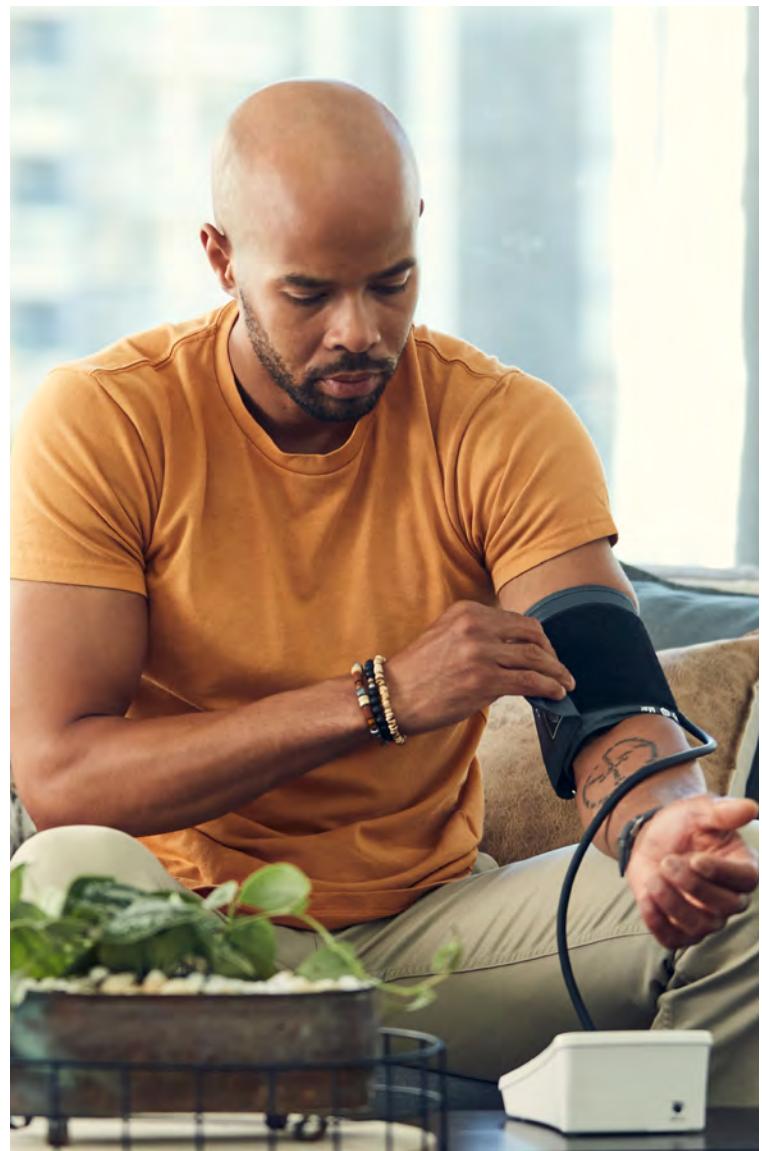
*Keep an eye out for mailers from us with instructions on how to redeem rewards.

Our Preferred Drug List

The Preferred Drug List (PDL) is a list of all the medicines we cover and any limits that apply. We also cover some over-the-counter (OTC) medicines when your doctor gives you a prescription.

The PDL changes from time to time. To find the most up-to-date list, please visit MolinaPDL.com/SC. If you do not use a computer and would like some help, just call Member Services at (855) 882-3901 (TTY: 711).

For information about prescription copays, view your Member Handbook at MolinaHandbook.com/SC.



Site of Care Program

There are some medicines that you must get in a certain setting such as your home, doctor's office or an infusion center. You cannot get these medicines in a hospital. Our Site of Care (SOC) program helps make sure these medicines are cost-effective, safe and given to you in the right setting.

For a list of medicines covered under the SOC program, [click here](#).

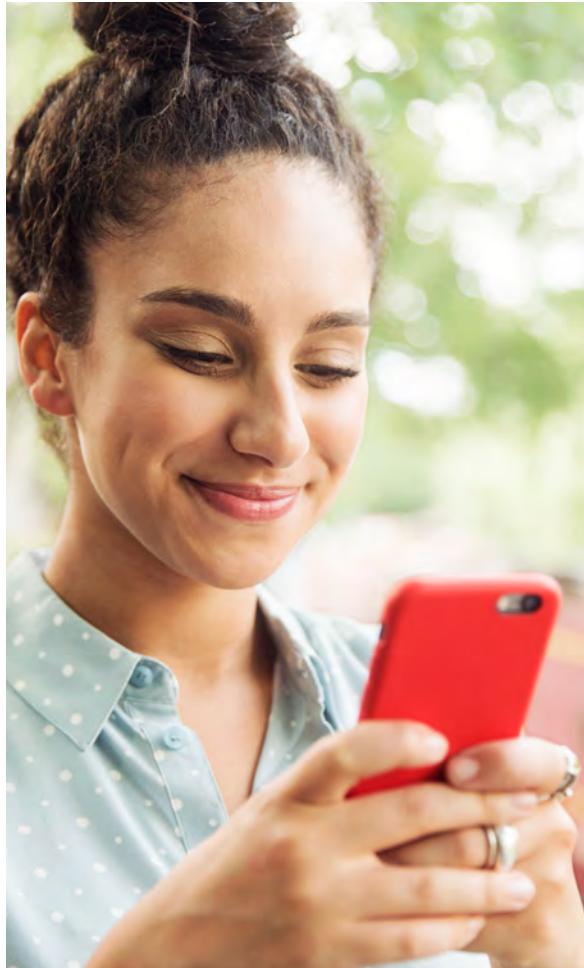
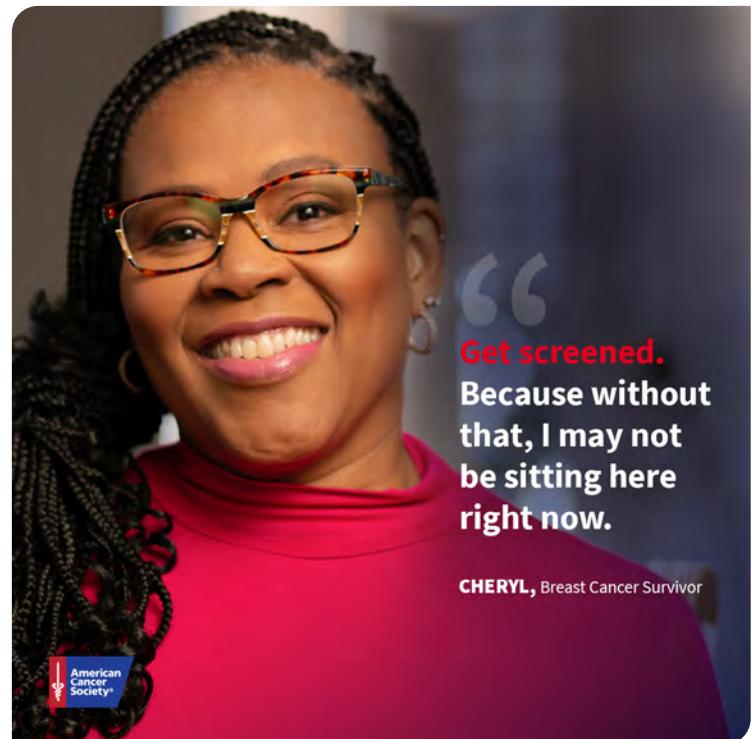
Don't forget about screenings!

The pandemic caused lots of delays in our everyday lives. During the pandemic, fewer people were able to get breast cancer, colon cancer and other preventive screenings. Getting screened for breast cancer and other diseases can save your life. It's very important to get your screenings regularly.

Want to learn more?

To find out what the doctors have to say about getting your screenings, go to Youtube.com/watch?v=_dkLp-Oj2E.

Get more information about cancer screening recommendations by visiting American Cancer Society's website at Cancer.org/get-screened.



Follow us on social media!

We're excited to announce our new South Carolina Facebook page! Check it out by scanning this QR code.



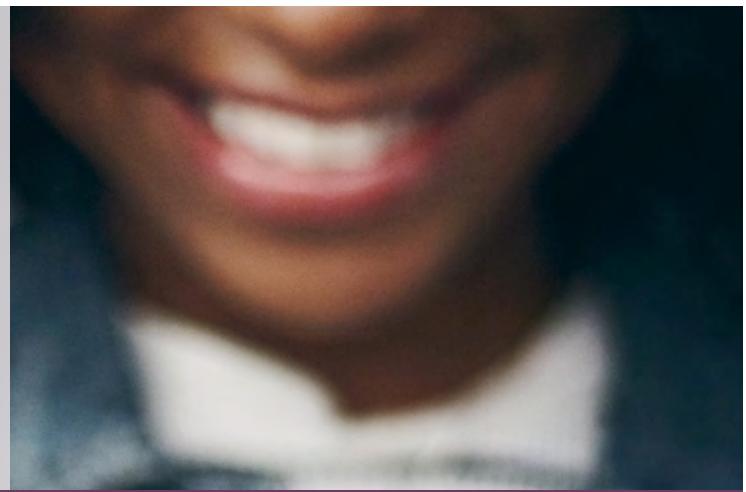
SCAN ME

If you haven't already, be sure to follow us on all our social media pages. It's a great way to find health tips and helpful information about your plan benefits. Be sure to also check out Molina events in your local community!

- Facebook @MolinaHealth or @MolinaHealthSC
- Instagram @molinahealth
- Twitter @molinahealth
- Youtube.com/user/MolinaHealthcare

Get easy access to your health plan with your smartphone. With the My Molina mobile app, you can easily see, print or send your ID card. You can search for new doctors, change your primary care provider (PCP) and much more. Anytime, anywhere.

Download the My Molina mobile app today from the Apple App Store or Google Play store.



Download the My Molina mobile app

Search for providers

Use our advanced search options to find providers that meet your needs.

Digital ID card

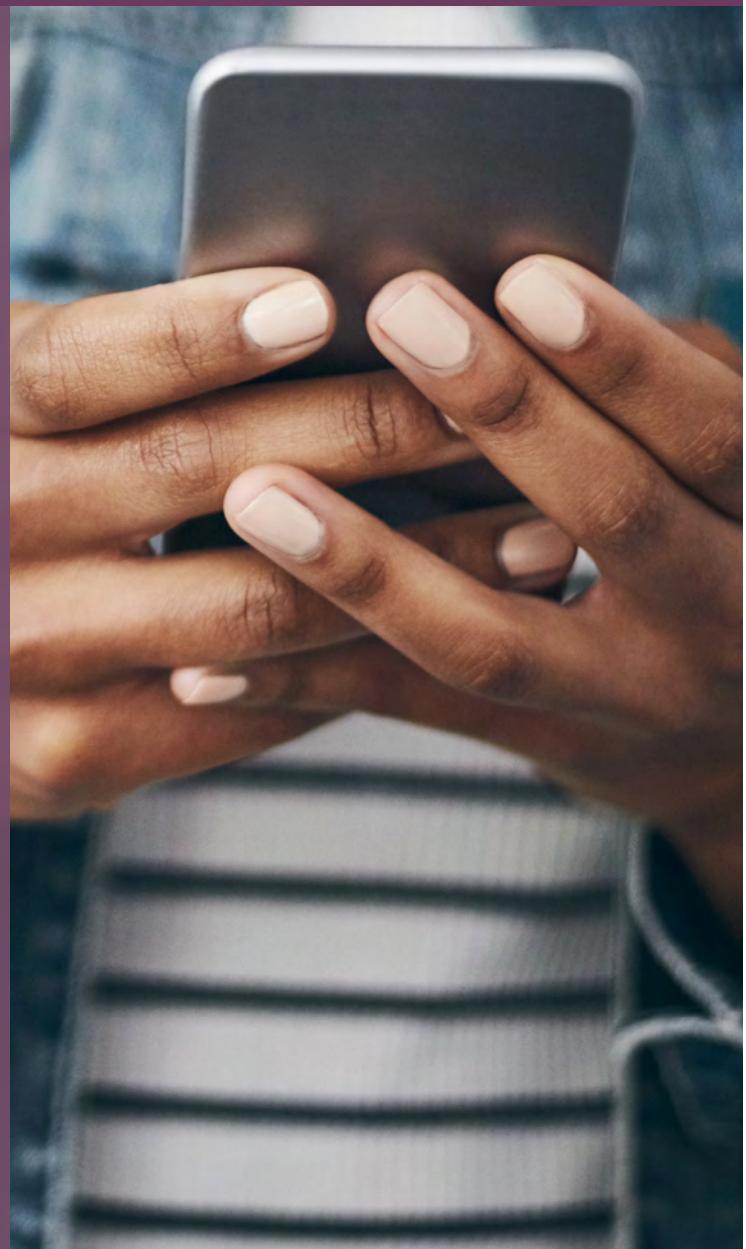
View both sides of your member ID card. You can print it from the app or email a copy to your provider.

Change your PCP

Search for and change your PCP using the doctor finder. All within the app.

Other features

- View benefits at a glance
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care near you
- View medical records
- Call our Member Services team
- Speak to a nurse through our 24-hour Nurse Advice Line
- Receive important notifications



Baby steps with Molina



Finding out you're pregnant is a big moment. You want to do everything you can to give your baby the best start in life. Prenatal and postpartum care can help you and your baby.

What is prenatal care?

Prenatal care is the care you get during pregnancy. What you do during your pregnancy will affect the health and well-being of your baby – even after birth. Regular prenatal visits are important because your provider can check how you and baby are doing.

What is postpartum care?

Postpartum is the time after the birth of your baby when your body is getting back to normal. Scheduling a postpartum visit with your provider helps make sure your body is healing and that you aren't having any problems. Schedule an appointment with your provider right away after your baby is born.

We're here for you

Did you know we offer extra benefits to pregnant women? We offer things like free breast pumps to eligible members. Check out MolinaHealthcare.com/SC/ValueAdds to learn more.

To learn more about pregnancy and your baby, [click here](#).



Have you heard about our health education programs?

At Molina, we have special programs to help you stay healthy. We have a team of nurses and social workers ready to serve you. They are called case managers. They will give you extra attention if you have conditions like:

- Asthma
- High blood pressure
- High-risk pregnancy
- Sickle cell disease
- Diabetes
- Chronic obstructive pulmonary disease (COPD)
- Other serious conditions

To learn more about our programs, [click here](#).

Your online portal. Open day and night.

[MyMolina.com](#) is easy to use and lets you track your health care online.

You can do things like:

- Print your member ID card
- Request a new ID card
- Change your doctor
- Check your eligibility
- Update your contact information
- Get health reminders
- View your service history such as doctor visits



Register today by following these easy steps:

Step 1: Go to [MyMolina.com](#)

Step 2: Enter your member ID number, date of birth and zip code

Step 3: Enter your email address

Step 4: Create a password

Step 5: Now you're ready to log in and use My Molina!



Healthy Connections