

CHI St. Luke's Health System & Baylor College of Medicine Physician Group Network Participation

October 25, 2020

Recently, CHI St. Luke's Health System, including Baylor St. Luke's Medical Group, and Baylor College of Medicine Physician Group informed Molina of their intent to terminate participation in Molina's provider network. As a result, effective November 25, 2020, CHI St. Luke's and Baylor will no longer be part of Molina's network of providers. This will impact members who are enrolled in our Medicaid, CHIP, Medicare, Medicare-Medicaid (MMP) and Marketplace plans.

Molina is dedicated to ensuring seamless transitions for our members to new health care providers and facilities. Molina will mail all impacted members a letter telling them about this network change. Members will also receive a new ID card with their new PCP's information. Members will have the option to choose a different PCP by contacting Member Services. Members who are receiving ongoing treatment from a specialist associated with CHI St. Luke's or Baylor will also receive a letter about this network change. Members may be able to continue seeing their specialist for a period of time, if approved by Molina. Then, members will need to continue their care with an in-network provider.

Finding a Doctor

Maintaining our members' access to care is a top priority for Molina. Members can search for providers in their area using the Molina Provider Online Directory. The Provider Online Directory can be accessed 24 hours a day, 7 days a week at <https://providersearch.molinahealthcare.com/>. Members can request a printed version of the Provider Directory or get help finding a provider in their area by calling the phone number on the back of their Member ID card. Molina's Provider Directory listings can also be viewed by visiting www.MolinaHealthcare.com.

Questions?

We know you may have questions about this change and how it will affect your health care. You can call Member Services at (866) 449-6849, Monday to Friday, 8 a.m. – 6 p.m., central time to ask any questions about this change. We are here to help you.

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MolinaHealthcare.com