

Getting the care you need – when and where you need it.



Molina Healthcare wants to make sure you have access to the care you need – whether it is in a doctor’s office, urgent care clinic, emergency room or through virtual care.

Getting routine care

Your primary care provider (PCP) is your main doctor. They will take care of most of your healthcare services and help you get the care you need. This includes:

- Routine preventive care
- Immunizations
- Treating illness and health conditions
- When you need medications
- When you need to see a specialist or when you need lab tests or x-rays

Pediatricians can serve as a PCP for children, and upon request, an OB/GYN can serve as a woman’s PCP. Members can call Member Services to make this request. In most cases, your assigned PCP’s name and phone number is listed on your Molina ID card. If it is not listed on your ID card, call Member Services for help contacting your doctor.

Getting care quickly or after-hours

Sometimes you may need to get care quickly or after hours. You should always contact your PCP first if you need an appointment quickly or after hours. Your PCP will tell you if your health concern is urgent and can not wait until their next available appointment. Your PCP may direct you to go to urgent care. Urgent Care clinics can treat health concerns like:

- Common illnesses such as colds, the flu, earaches, sore throats, migraines, fever, rashes, vomiting, diarrhea
- minor injuries such as sprains, back pain, minor cuts and burns, general wound care, minor broken bones, minor eye injuries
- conditions such as urinary tract infections and mild asthma

Molina’s 24-hour Nurse Advice Line

You can always call Molina’s 24-hour Nurse Advice Line if you have questions or concerns about your health. We have trained nurses available 24 hours a day, 7 days a week to answer your questions and help you get the right care. Call (888) 275-8750, TTY 711

Molina’s Behavioral Health Crisis Line

If you have a mental health crisis or a substance use issue, you can call Molina’s Behavioral Health Crisis Line – someone will be there to help you.

Call (800) 818-5837, 24 hours a day, 7 days a week



Getting emergency care

If you think you have a severe injury, illness or emergency, call 911 or go to the nearest Emergency Room (ER). Go to the emergency room or call 911 right away if you have any of the following symptoms:

- chest pain
- severe abdominal pain
- coughing or vomiting blood
- severe burns/deep cuts or bleeding that won't stop
- sudden blurred vision
- difficulty breathing or shortness of breath
- sudden dizziness, weakness, or loss of coordination of balance
- numbness in the face, arm or leg
- sudden, severe headache (not a migraine)
- seizures
- high fevers
- any other life-threatening condition



Always remember to bring a copy of any medications you are taking to any doctor's appointment or urgent care/ER visit

Finding a PCP or Urgent Care Center

If you need help finding a PCP or urgent care center in your area, you can search Molina's Provider Online Directory located at MolinaProviderDirectory.com/TX. You can also download a copy of the directory from MolinaHealthcare.com or download the MyMolina Mobile app from the Apple App Store or Google Play store to search for a doctor or urgent care clinic using the Doctor Finder Feature.

Non-Emergency Medical Transportation

Non-Emergency Medical Transportation (NEMT) Services provide transportation to nonemergency health care appointments for Members who have no other transportation options. These trips include rides to the doctor, dentist, hospital, pharmacy, and other places you get Medicaid services. These trips do NOT include ambulance trips. Call Member Services for help finding a ride in your area.



Member Services: (866) 449-6849
(877) 319-6828 for CHIP RSA
Monday to Friday, 8 a.m. - 5 p.m., central time

