



Welcome to Molina Healthcare!

Your Quick Start Guide



Your Extended Family.

At Molina Healthcare, you're important to us!

You're receiving this guide because Molina works with your Texas state health agency to provide your health benefits. Molina is here to help you feel your best!



! Please look for your Molina Member ID cards enclosed in this envelope.

Your Molina Member ID Card

IMPORTANT:

- Please make sure your information is correct.
- Always bring this card with you when you see your doctor.

Member/Miembro: Identification #/ Núm. de identificación:	 CHIP TDI
Date of Birth/ Fecha de Nacimiento:	RxBIN:
PCP/ Proveedor de Cuidado Primario:	RxGRP #:
PCP Phone/ Teléfono del Proveedor de Cuidado Primario:	RxGRP:
Primary Care Physician Effective Date/ Fecha de Vigencia del Proveedor de Cuidado Primario:	CVS Caremark
MMIS #:	Prev Health:
Effective Date:	Office Visit:
Issue Date:	Non-Emergent ER:
	Inpatient:
	Generic Drug:
	Brand Drug:
	MyMolina.com

Your name

Your member identification number (ID #)

Your card shows the name and contact details for your doctor, also called Primary Care Provider (PCP). If it is not your correct doctor, you can change it:

- Use the Molina Mobile app
- Go to MyMolina.com
- Call Member Services: (866) 449-6849/(877) 319-6826 - CHIP RSA

Access us anytime. Download the Molina Mobile app.

Now you can get the care you need, close to home. You also have value-added health programs—at no cost!

As a member of Molina Healthcare, you qualify for programs that can help you live your healthiest.



Case Management for children with special needs to help you make the most of your coverage



Health maintenance programs like Weight Management and Stop Smoking Education



Disease management for chronic health issues, including Diabetes, Asthma, Congestive Heart Failure and Depression

For more information about your benefits and how to access them, visit MolinaHandbook.com/TX/CHIP or you can review the Member Handbook in this package.



Make the most of your health plan.

Learn all the benefits we cover at no cost to you.

Review your benefits in the **Molina Member Handbook**:

- Go to MolinaHandbook.com/TX/CHIP
 - Visit MyMolina.com
 - Use the Molina Mobile app from Google Play or the Apple App Store
- **Provider Directory**—All Molina doctors are board-certified and subject to quality review before they can join our network. To find one near you, go to MolinaProviderDirectory.com/TX/CHIP.
 - **Pharmacy Benefits**—See the list of covered medications at MolinaFormulary.com/TX/CHIP.
 - For more details, please go online or call us.
 - Visit MolinaHealthcare.com
 - Call **(866) 449-6849 / (877) 319-6826 - CHIP RSA**



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What does Molina do for you?

With Molina, you get benefits like no-cost doctor visits, mental health care, medication and hospital care when you need it. Plus, advantages like:



Virtual Care—Visit a doctor online 24/7, wherever you are!



Dental/Vision



Health education



Incentives for visiting your doctor



24-Hour Nurse Advice line for answers to medical questions, day and night

For more information, visit Molina Mobile or MyMolina. Details on page 10.



Tools to control your health care: Getting Molina Mobile and MyMolina.com.

Whether you prefer a desktop portal or mobile app, Molina's got you covered. 24/7.



Download Molina Mobile.

Molina Mobile is the Molina app that gives you fast access to important information at any time of the day.

Here are some things you can do!

- Find a doctor
- Download your ID card
- Find a hospital or urgent care
- Change doctors
- And more!

Scan this barcode to download Molina Mobile:



**CHECK OUT OUR
NEW APP!**



Prefer a desktop portal?
Visit [MyMolina.com](https://www.molinahc.com).

To sign up, just follow the instructions.

Questions?

Call Member Services:
(866) 449-6849/
(877) 319-6826 - CHIP RSA
(TTY/TDD: 711)

Access us anytime. Download the Molina Mobile app.

Getting care.

Your doctor—also called your Primary Care Provider (PCP)—will give you most of your care. Make sure you go for regular checkups. Molina suggests you schedule a Wellness Visit sometime in the next 90 days. **Call your doctor to make an appointment.**

Visit your doctor when you're healthy. They can get to know you and prescribe medications as needed. They're here to help you stay ahead of any health issues.

If you need help finding a doctor or making an appointment, call Member Services.

As a Molina member, you also have access to:

- 24-hour Nurse Advice line—For answers to your medical questions day and night
- Teladoc Virtual Care—Visit a board-certified doctor online or over your phone from wherever you are



Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care:

- Call 911
- Visit an emergency room

If you need care after hours but aren't sure where to go, these examples can help.

URGENT CARE*

Visit a nearby urgent care center or call the 24-Hour Nurse Line at (888) 275-8750 for conditions that are often non-life-threatening such as:

Cold or flu symptoms

Wounds that may require stitches

Sprains, strains or deep bruises

Sore throat

Ear pain

Stomach flu or virus

EMERGENCY CARE

Call 911 or visit an emergency room.

Severe bleeding

Chest pain or pressure

Severe abdominal pain

Head trauma or injury

Difficulty breathing

Sudden dizziness or trouble seeing

Behavioral health: When someone is at risk of hurting themselves or others



Find a doctor, hospital or urgent care near you on the Molina Mobile app.

*Urgent care examples often do not require Emergency Care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately.

What happens when?

30
Days

Someone from Molina will call you to welcome you to the health plan. You will be able to confirm your contact information and your doctor's information during this call. If you don't already have a doctor, we can help you find one.

60
Days

Call your PCP and schedule your first appointment. Your doctor's phone number is on your member ID card. If you would like to choose a different doctor, call us. Call Member Services: (866) 449-6849/ (877) 319- 6826 - CHIP RSA

90
Days

Visit your PCP. Your first checkup should be done by your PCP within the first 90 days of being a Molina member. This appointment is important. It helps you get to know your doctor and review your health status.



Don't lose your CHIP benefits. You must renew your CHIP benefits at least once a year. You will receive a letter from the Texas Health and Human Services Commission (HHSC) when it is time to renew, with instructions for your CHIP renewal. If you need help, contact the Molina Benefits Renewal Team.

Call: (877) 373-8977

Email: HealthPlanRenewals@MolinaHealthCare.com

For the care you need, close to home, lean on Molina.

Molina Healthcare was created in 1980 to bring high quality care to everyone who needs it. We put you, our member, at the center of all we do. We're committed to keeping our communities healthy, too.

Thank you for being a member of Molina. We are dedicated to earning the trust you put in us.



Access us anytime. Download the Molina Mobile app.



Notes

You can use this space to write information about your plan and details about your care.

A series of 20 horizontal lines provided for writing notes.





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