



Dear Molina Healthcare Member:

Molina Healthcare of Texas is committed to giving you the care and services you need to stay healthy. To continue giving you high quality incontinence services and supplies, Molina has moved to the following provider for all of your covered incontinence services:

Longhorn Health Solutions
11310 W Hwy 290
Austin, TX 78737
www.longhornhealth.com
877-394-1860

We are excited to work with this quality provider for all of your incontinence services and supplies. Longhorn gives each member a personal Continence Coach to make sure you have the right supplies that are comfortable to wear and do not leak. Longhorn is known in Texas for lowering the number of members who experience skin breakdown, urinary tract infections, and falls by supplying the highest quality of services and supplies.

Longhorn will start sending your incontinence services and supplies on May 1, 2020. You do not need to do anything to start getting your supplies from Longhorn.

Longhorn Health Solutions will try to reach you two times by phone or mail to talk about your current incontinence supplies. If they cannot reach you, they will send you the same size and type of supplies you were getting before. Your supplies from Longhorn will come on the same day of the month as your current deliveries. This way, you will not run out of supplies. If you have any special requirements for the delivery of your incontinence products, please tell the Longhorn representative who contacts you.

If you have questions for Longhorn at any time, you can reach them at (877) 394-1860.

If you do not want to get your incontinence supplies from Longhorn or you have questions about your incontinence services or providers, you or your caregiver can call Molina Member Services at (866) 449-6849/(877) 319-6826 – CHIP RSA, to tell us. We can take your call Monday to Friday from 8:00 a.m. – 6:00 p.m., central time. Your previous provider will not be able to call Molina on your behalf.

Sincerely,

Molina Healthcare of Texas