

Molina Healthcare Your Quick Start Guide

A helpful guide to get started: Learn what to do now to get the most from your health plan.

MOLINA® HEALTHCARE

Here is your Quick Start Guide!

We understand that joining a new health plan comes with a lot of new information. Follow this guide to learn what to do first to get the most out of your Molina benefits and start your health journey with confidence.

What you'll find here



Meet your onboarding team



Details about your important New Member Welcome Call



How to find providers and medications



Where to access care



How to maximize your supplemental benefits



How to earn and use rewards



How to sign up and use your secure My Molina member portal



A list of important vendor phone numbers

In many cases, you have a choice to watch a helpful video to learn even more!

Meet Your Onboarding Team

It is important to start your health journey off on the right foot. At Molina, you have a team of healthcare professionals who can help you get the care you need.

Molina Care Connections
Care Connections is a Molina team of advanced nurse practitioners that help manage your health by meeting you where you are. We offer both in-person appointments and telehealth video calls, as well as annual wellness visits and medication reviews.

Concierge
Our friendly and knowledgeable Medicare Concierge onboarding team will give you a Welcome Call to help you start using your benefits and answer questions about your new Molina plan.

Case Management
Molina Healthcare provides a Case Management (CM) program to help navigate your health journey and arrange for specialized services to meet your healthcare needs.

Your Welcome Call

On your New Member Welcome Call, we will help you with:

Your plan and coverage

- Explain your new benefits and how to use them

Your doctor

- Confirm that your primary care provider (PCP) and other providers are covered in your network
- Help you schedule your first appointment

Your prescriptions

- Ensure we cover the prescriptions that you take
- Talk about what to do if your medications are not covered

Your healthy rewards

- Explain how you can earn rewards for completing healthy activities.

Concierge team call

Expect a call from our Concierge Team to welcome you and ensure you are ready to start using your benefits. If you prefer to schedule your Welcome Call, reach out to our Concierge Team by calling (855) 596-5682 (TTY: 711). Hours are Monday – Friday, 8 a.m. – 4 p.m. local time.

Schedule your visit with Molina Care Connections

During your Welcome Call, we can schedule a telehealth or in-person visit with a Molina Care Connections advanced nurse practitioner. When you have your Care Connections visit, expect to:

- Review your health history and have an **annual wellness visit**. This visit is at no additional cost to you. Completing this visit also qualifies you for rewards.
- Learn about your medications and answer questions about them. Although we cannot prescribe you new or existing medications, we will work with your PCP if any changes are needed.
- Address chronic illnesses such as high blood pressure (hypertension) or diabetes by completing any relevant tests or exams
- Arrange for any other tests if you need them and help you set up transportation, education, or help at home
- Create a plan of care to make sure you get the help and services you need
- Find or change your PCP if necessary, and schedule a visit and set up transportation if needed
- Get help setting up online resources such as the My Molina portal

We share the information from this visit with your doctor so they can help you get the best care.

If you have any questions about your Care Connections visit, call us at (844) 491-4763 (TTY: 711). You can also visit **MolinaCC.com** to learn more. We would be happy to help you!

Finding Providers and Medications



Review your Evidence of Coverage (EOC) for information about your benefits and services, who to contact when you need information, and more.



Find doctors, pharmacies, and other providers on our **Provider Online Directory**. This tool lets you look for providers by name, specialty, what languages they speak, or how close they are to you. Visit our website at **MolinaHealthcare.com** or your My Molina portal.



Find out if your drug is covered. Our list of covered drugs (Formulary) tells you which drugs your plan pays for along with any rules or special requirements. You can find the formulary and your prescription drug benefit information on our website. Visit **MolinaHowDoI.com/MyMeds** for more information.

Getting medication refills

- **Use network pharmacies for the best cost:** If you need to refill medications, be sure you are using one of our network pharmacies by visiting the My Molina portal.
- **Plan ahead:** If your medication is currently with a different pharmacy, talk to your pharmacist or PCP about transferring your medication. Make sure to allow time for the transfer so you don't run out of your medication.
- **Take fewer trips to the pharmacy:** Many medications are eligible for 100-day refills at the same copay as 90-day refills at all in-network pharmacies or through mail order. Talk to your PCP about if this is an option for you

On the My Molina portal, you will also find a direct link to **CVS.com** to see your medications. Using this link, **CVS.com** will recognize your sign-in information.

Unlock the full potential of your supplemental benefits

You will receive your **white supplemental benefits card**, called MyChoice in the mail. You can use this card for benefits such as over-the-counter (OTC) supplies, transportation, SSBCI healthy food and produce, and to redeem your rewards.

Know where to go for care

For a non-emergency, you have choices to access care

Watch the access to care video at **MolinaHowDoI.com/accesscare**



If you are experiencing a life-threatening condition, call 911 immediately or go to the nearest emergency room. This includes things like chest pain, trouble breathing, fainting, uncontrolled bleeding, seizures, or a serious accident.

You have many options for non-emergency care. Watch the access to care video at **MolinaHowDoI.com/accesscare** for more information.

Urgent Care

Urgent care is best for issues that are not life-threatening but cannot wait until the next day. Go to a nearby urgent care for things like:

• Cold or flu symptoms	• Ear pain
• Sore throat	• Sprains, strains, or deep bruises
• Stomach flu or virus	• Wounds that may require stitches

24-Hour Nurse Advice Line (866) 472-0601 (TTY: 711), 24 hours a day, 7 days a week

Need help deciding where to go for medical care? Our 24-Hour Nurse Advice Line is here for you! Our nurses can:

- Answer questions to help you handle routine health problems at home
- Set up a telehealth appointment with our Care Connections advanced nurse practitioners
- Find the nearest urgent care center or recommend further treatment

Get rewarded for staying on top of your health

It is very important to see your primary care provider (PCP) to check in on how you are doing, make sure your medications are working well, and get advice to stay on top of your health.

You can earn rewards by getting regular checkups and screenings. For more details, visit the My Molina portal. You can get rewarded for these healthy actions:

- Completing an **annual wellness visit** with your PCP or Molina Care Connections
- Getting screenings for breast cancer or colon cancer if your PCP orders them
- Getting your annual flu shot
- If you have diabetes – getting a diabetic eye exam, A1c screening, or kidney health test

A case manager can be assigned to you if you are a member of a Molina Complete Care or Complete Care Select plan, also known as a DSNP plan. If you have one or more of the following conditions, you may qualify and should be referred for evaluation:

- Chronic illness (behavioral health conditions, diabetes, hypertension)
- Catastrophic medical conditions (organ transplant, cancer treatment)
- Seeing multiple providers and needing help with navigating the health system
- If you have frequent emergency room visits or hospitalizations

You can enroll in Case Management with a referral from your provider or by calling our Member Services team at (800) 665-3086 (TTY: 711) and asking for a referral.



Get connected, stay connected

The newly updated My Molina portal is your secure, one-stop shop for all your health plan needs. The portal offers you a place to find answers to your health plan questions. It also gives you ways to reach us when you need help. My Molina is available on your computer or mobile app. We suggest starting on the website version.

For more tips and information, visit MyMolinaTraining.com!

Register at MyMolina.com today! Go to **MyMolina.com** on your computer or phone and follow the on-screen instructions. You can sign up with your Member ID Number even before your plan starts. Once you register, you will be able to:

- Change your primary care provider (PCP)
- View and print your ID card, or request a new one
- Find a doctor, hospital, or urgent care center
- Set health reminders on services you need
- Link directly to **CVS.com** to see your medications or to find new ones in the formulary
- Select your communication and language preferences
- Find health education materials such as videos and checklists

View your claim status. For access on the go, **download the My Molina app.** When you're out and about, the mobile app puts your health plan at your fingertips. With the My Molina app, you can view your ID card, find a doctor or facility near you, use the 24-hour Nurse Advice Line, and much more!

1. Scan the barcode. Or visit the App Store or Google Play and search for My Molina.
2. Download My Molina to your device.
3. Sign in using your **MyMolina.com** account information and follow the step-by-step instructions.

   NOTE: We recommend registering at **MyMolina.com** before you begin using your My Molina app, but you can sign up on the app if you prefer. Make sure you **opt In** to receive important health-related messages from us.





Benefit partner contact information

Our Member Services representatives are always happy to answer your questions and provide help when you need it. If you would like to speak to one of our benefit partners directly, you may do so with the contact information below:

DentaQuest	**Dental**	**DentaQuest** **(833) 206-6303** **Texas Medicare Advantage Dental Coverage | DentaQuest**
Silver&Fit	**Fitness**	**Silver&Fit** **(877) 427-4711** **SilverandFit.com**
nations benefits	**Hearing**	**NationsBenefits** **(877) 208-9243** **Molina.NationsBenefits.com**
nations benefits	**OTC**	**NationsBenefits (card and service)** **(877) 208-9243 (Nations Mail Order Only) or** **(866) 440-0012 (Eligibility & Benefits)** **Molina.NationsBenefits.com**
BEST BUY Health	**Personal Emergency Response System (PERS)**	**Best Buy Health / Critical Signal Technologies (CST)** **(855) 289-1072** **Healthcare.BestBuy.com**
Access2Care	**Non-Emergency Medical Transportation (NEMT)**	**Access2Care (A2C)** **(888) 994-4833** **Access2Care.com**
VSP Vision care for life	**Vision**	**VSP** **(855) 492-9028** **VSP.com/AdvantageOnly**
nations benefits	**Food & Produce**	**NationsBenefits (cards and service)** **(877) 208-9243 (Nations Mail Order Only) or** **(866) 440-0012 (Eligibility & Benefits)** **Molina.NationsBenefits.com**
welvie POWERING DECISIONS™	**Surgery**	**Welvie** **(888) 780-2992** **Welvie.com/home/login**

*Some plans may offer this benefit. Check the Summary of Benefits specific to your plan.

Thank you for choosing Molina Healthcare! We are here to support you every step of the way.



Other Pharmacies/Physicians/Providers are available in our network.

Special Supplemental Benefits ("SSBCI") might be available to you if you have any of the following conditions: chronic heart failure, cardiovascular disorders, diabetes, cancer and end-stage liver disease. Other eligible conditions not listed. These conditions may not apply to all types of SSBCI mentioned. Eligibility for this benefit cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us.

Molina Healthcare is a C-SNP, D-SNP and HMO plan with a Medicare contract. D-SNP plans have a contract with the state Medicaid program. Enrollment depends on contract renewal.

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin (including limited English proficiency), race, or sex (consistent with the scope of sex discrimination described at § 92.101(a)).

To help you effectively communicate with us, Molina Healthcare provides services free of charge and in a timely manner:

- Molina Healthcare provides reasonable modifications and appropriate aids and services to people with disabilities. This includes: (1) Qualified interpreters. (2) Information in other formats, such as large print, audio, accessible electronic formats, Braille.
- Molina Healthcare provides language services to people who speak another language or have limited English skills. This includes: (1) Qualified oral interpreters. (2) Information translated in your language.

If you need these services, contact Molina Member Services at 1-800-665-3086 or TTY/TDD: 711, Monday to Friday, 8 a.m. to 8 p.m., local time.

If you believe we have discriminated on the basis of age, color, disability, national origin, race, or sex, you can file a grievance. You can file a grievance by phone, mail, email, or online. If you need help writing your grievance, we will help you. You may obtain our grievance procedure by visiting our website at https://www.molinahealthcare.com/members/common/en-US/Notice-of-Nondiscrimination.aspx

Call our Civil Rights Coordinator at 1-866-606-3889, TTY/TDD: 711 or submit your grievance to:

Civil Rights Unit
200 Oceangate
Long Beach, CA 90802
Email: civil.rights@molinahealthcare.com
Website: https://molinahealthcare.Alertline.com

You can also file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, online through the Office for Civil Rights Complaint Portal at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Phone: 1-800-368-1019
TTY/TDD: 800-537-7697

Complaint forms are available here:
https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf

Form Approved
OMB# 0938-1421

Medicare
Language Assistance Services

Free aids and services, such as sign language interpreters and written information in alternative formats are available to you. Call 1-800-665-3086 (TTY: 711).

English:

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-665-3086. Someone who speaks English can help you. This is a free service.

Spanish:

Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-665-3086. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin:

如果您对我们的健康计划或药品计划有任何问题，我们可以提供免费的口译服务回答您的问题。若要获得口译服务，请致电我们： 1-800-665-3086。说普通話的人士会帮助您。这是免费服务。

Chinese Cantonese:

我們有免費的口譯員服務，可回答您對於我們健康或藥物計劃的任何問題。若需要口譯員，請撥打 1-800-665-3086 聯絡我們。能說广东话的人士會為您提供協助。這是免費的服務。

Tagalog:

May mga libre kaming serbisyo ng interpreter para sagutin ang anumang posibleng katanungan ninyo tungkol sa aming planong pangkalusugan o plano sa gamot. Para kumuha ng interpreter, tawagan lang kami sa 1-800-665-3086. May makakatulong sa inyo na nagsasalita ng Tagalog. Isa itong libreng serbisyo.

French:

Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-665-3086. Un interlocuteur parlant français pourra vous aider. Ce service est gratuit.

Vietnamese:

Chúng tôi có các dịch vụ thông dịch miễn phí để trả lời các câu hỏi của quý vị về chương trình sức khỏe hoặc chương trình thuốc của chúng tôi. Để có thông dịch viên, hãy gọi cho chúng tôi theo số 1-800-665-3086. Sẽ có nhân viên nói tiếng Việt trợ giúp quý vị. Đây là dịch vụ miễn phí.

German:

Unser kostenloser Dolmetscherservice beantwortet Ihre Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-665-3086. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean:

당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-665-3086번으로 문의해 주십시오. 한국어를 하는 담당자가 도와드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian:

Получить ответы на вопросы о нашем медицинском страховом плане или о плане, покрывающем лекарства по рецепту, вам бесплатно помогут наши устные переводчики. Просто позвоните нам по номеру 1-800-665-3086. Вам бесплатно поможет русскоязычный сотрудник.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية لإلجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى االتصال بنا على الرقم 1-800-665-3086. سيقوم شخص يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi:

हमारी स्वास्थ्य या दवा योजना के बारे में अगर आपके कुछ सवाल हैं, तो उनके जवाब देने के लिए हमारे पास निःशुल्क दुभाषिया सेवाएँ उपलब्ध हैं। दुभाषिया पाने के लिए, हमें 1-800-665-3086 पर कॉल करें। हिंदी बोलने वाला कोई व्यक्ति आपकी मदद कर सकता है। यह एक निःशुल्क सेवा है।

Italian:

È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario o farmaceutico. Per ottenere un interprete, contattare il numero 1-800-665-3086. Un nostro incaricato che parla italiano fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese:

Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-665-3086. Irá encontrar alguém que fale o idioma português para o ajudar. Este serviço é gratuito.

French Creole:

Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa asirans medikaman nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-665-3086. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish:

Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polsku, należy zadzwonić pod numer 1-800-665-3086. Ta usługa jest bezpłatna.

Japanese:

当社の健康健康保険と薬品処方薬プランに関するご質問にお答えするために、無料の通訳サービスがありますございます。通訳をご用命になるには、1-800-665-3086 にお電話ください。日本語を話 す人者が支援いたします。これは無料のサービスです。


MOLINA®
HEALTHCARE