



Molina Dual Options STAR+PLUS Medicare-Medicaid Plan | 2022 Online Provider and Pharmacy Directory Information

Introduction

The online Provider and Pharmacy Directory includes information about the provider and pharmacy types in Molina Dual Options STAR+PLUS MMP and listings of all the plan's providers and pharmacies as of the date shown at the bottom page of the searchable online directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.

Disclaimers

- ❖ Molina Dual Options STAR+PLUS Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Texas Medicaid program to provide benefits of both programs to enrollees.
- ❖ Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location.
- ❖ This online Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may use as a Molina Dual Options STAR+PLUS MMP member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This searchable online directory contains all Molina Dual Options STAR+PLUS MMP full network of provider for the State of Texas. For additional information contact, Member Services at (866) 856-8699, TTY: 711, Monday - Friday, 8 a.m. to 8 p.m., local time.
- ❖ This Directory includes providers of both Medicare and Texas Medicaid services.

- ❖ ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (866) 856-8699, TTY: 711, Monday - Friday, 8 a.m. to 8 p.m., local time . The call is free.
- ❖ ATENCIÓN: Si usted habla español, los servicios de asistencia del idioma, sin costo, están disponibles para usted. Llame al (866) 856-8699, TTY: 711, de lunes a viernes, de 8 a.m. a 8 p.m., hora local. La llamada es gratuita.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time. The call is free.
- ❖ You can ask that we always send you information in the language or format you need. This is called a standing request. We will keep track of your standing request so you do not need to make separate requests each time we send you information. To get this document in a language other than English, please contact the State at (800) 252-8263, TTY: 711, Monday – Friday, 8 a.m. to 5 p.m., local time to update your record with the preferred language. To get this document in an alternate format, please contact Member Services at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time. A representative can help you make or change a standing request. You can also contact your Service Coordinator for help with standing requests.
- ❖ More information in regards to Nursing Facility can be found in the Molina Dual Options STAR +PLUS MMP Member Handbook. If you have additional questions, please call Member Services at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time.
- ❖ Nursing Facility providers can get a copy of the Nursing Facility Provider Manual by visiting MolinaHealthcare.com/provider or by calling Provider Services at (855) 322-4080, Monday – Friday, 8 a.m. to 5 p.m., local time.
- ❖ The list is up-to-date as of the current date shown at the bottom page of the searchable online directory , but you need to know that:
 - Some Molina Dual Options STAR+PLUS MMP network providers may have been added or removed from our network after this Directory was published.
 - Some Molina Dual Options STAR+PLUS MMP providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time and we will help you.
 - To get the most up-to-date information about Molina Dual Options STAR+PLUS MMP's network providers in your area, visit MolinaHealthcare.com/Duals or call Member Services at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time. The call is free.

Doctors and other health care professionals in Molina Dual Options STAR+PLUS MMP's network are listed on pages based on your Provider search. Pharmacies in our network are listed on pages based on your Pharmacy search.

Providers

Key terms

This section explains key terms in our *Provider and Pharmacy Directory*.

- **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports (LTSS), supplies, prescription drugs, equipment and other services.
 - The term providers also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.
 - Providers that are a part of our plan's network are called **network providers**.
- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you use a network provider, you usually pay nothing for covered services.
- A **Primary Care Provider** (PCP) is a physician, nurse practitioner, or health care professional and/or medical home or clinic (Federally Qualified Health Centers - FQHC) who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a **referral** if you need a specialist or other provider.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - Oncologists care for patients with cancer.
 - Cardiologists care for patients with heart conditions.
 - Orthopedists care for patients with certain bone, joint, or muscle conditions.
- You may need a **referral** to use a specialist or someone that is not your primary care provider (PCP). A **referral** means that your PCP must give you approval before you can use someone that is not your PCP. If you don't get a referral, Molina Dual Options STAR+PLUS MMP may not cover the service.
 - Referrals from your network PCP are not needed for:

- Emergency care;
 - Urgently needed care;
 - Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan’s service area; **or**
 - Services from a women’s health specialist.
- Additionally, if you are eligible to get services from Indian health providers, you may use these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan’s network.
 - More information on referrals is available in Chapter 3 of the *Member Handbook*.
- You also have access to a **Service Coordinator** and a **Service Coordination team** that you choose.
 - A **Service Coordinator** helps you manage your medical providers and services.
 - Your **service coordination team** led by a Service Coordinator, is a group of advocates and providers working together to provide you with medical, behavioral health, substance use treatment, Long Term Services and Supports, and social needs. You have access to and input in the development of your own Service Coordination Team. The Service Coordination Team must include, first and foremost, you and/or your Legally Authorized Representative (LAR). You can tell us who else you would like to participate. Unless you tell us otherwise, your Service Coordination Team will include:
 - You and/or your LAR
 - Your Service Coordinator
 - Your Primary Care Provider (PCP)
 - Your behavioral health clinician (if you have one)
 - Your long-term services and supports (LTSS) providers (if you have them).
 - A pharmacist, and
 - Representatives from the facility where you receive care

Your Service Coordination Team **can also include** the following people, if it is appropriate and if you agree:

- Nurses, specialists, social workers, and other people who can provide expert advice
- Family members

- Other informal caregivers
- Advocates
- State agency or other case managers.

Everyone on the service coordination team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that they can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers. The goal of Service Coordination is to collaboratively assess the member's unique health needs, create individualized care plans with prioritized goals, and facilitate services that minimize barriers to care so the member can live in the least restrictive environment with optimal health outcomes.

Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you should choose a Primary Care Provider. You may be able to have a specialist act as your PCP. For example, a women's health specialist, medical home or clinic who gives you routine health care can act as your PCP. In some special cases, a specialist may act as a PCP if the specialist performs primary care functions, including but not limited to FQHCs, rural health clinics, health departments, and other similar community clinics. Please request this by calling Member Services at the number below. Molina Dual Options STAR+PLUS MMP will review for medical necessity/appropriateness and will obtain the written agreement from the specialist that he or she is willing to accept responsibility for coordination of all of the member's health care needs. If the specialist is not willing to serve as the PCP, the request cannot be approved.

To choose a PCP, go to the list of providers and choose a provider:

- that you use now, **or**
- who has been recommended by someone you trust, **or**
- whose offices are easy for you to get to.
- If you want help in choosing a PCP, please call Member Services at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time. The call is free. Or, visit MolinaHealthcare.com/Duals.
- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask **before** you get the service or care.

Long-term services and supports (LTSS)

As a Molina Dual Options STAR+PLUS MMP member, you may be able to get long-term services and supports (LTSS), such as Personal Assistance Services (PAS) and Day Activity and Health Services (DAHS). These services promote independence and allow members to safely reside in a community setting for as long as possible. LTSS help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

Members can get different kinds and amounts of LTSS. If you think you need LTSS, you can talk to your Service Coordinator about how to apply for these services, and all of the resources available to you under the plan.

How to identify providers in Molina Dual Options STAR+PLUS MMP's network

You may need a referral to use someone who is not a Primary Care Provider.

You must get all of your covered services from providers within our network. If you go to providers who are not in Molina Dual Options STAR+PLUS MMP's network (without prior authorization or approval from us), you will have to pay the bill.

A **prior authorization** is an approval from Molina Dual Options STAR+PLUS MMP before you can get a specific service, drug, or use an out-of-network provider. Molina Dual Options STAR+PLUS MMP may not cover the service or drug if you don't get approval.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan for other non-emergency services if Molina Dual Options STAR+PLUS MMP gives you permission first.

- You may change providers within the network at any time during the year. If you have been going to one network provider, you do not have to keep going to that same provider. You may change your PCP for any reason, at any time. You can call Member Services at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time., if you want more information about our Molina Dual Options STAR+PLUS MMP providers or if you need help changing your PCP. Member Services will make the PCP change effective on the first day of the following month.
- Molina Dual Options STAR+PLUS MMP works with all the providers in our network to accommodate the needs of people with disabilities. The list of network providers below includes information about the accommodations they provide.

- If you need a provider and are not sure if they offer the accommodations you need, Molina Dual Options STAR+PLUS MMP can help you. Talk to your Service Coordinator for assistance.

How to find Molina Dual Options STAR+PLUS MMP providers in your area

To learn how to search for providers, refer to the “Search Help – FAQ” link on the bottom portion of each page.

To request a hard copy of Molina Dual Options’ provider directory, please call our Member Service Department at (866) 856-8699, (TTY: 711), Monday-Friday 8:00a.m.-8:00p.m., local time. Molina Dual Options will mail a hard copy of the provider directory to you within three (3) business days of your request. Molina Dual Options may ask whether your request for a hard copy is a one-time request or if you are requesting to receive the provider directory in hard copy permanently. If you request it, your request for hard copies of the provider directory remains until you leave Molina Dual Options or request that hard copies be discontinued.

List of network providers

This Online Directory of Molina Dual Options STAR+PLUS MMP’s network providers contains:

- **Health care professionals** including primary care physicians, specialists, and mental health providers, such as outpatient behavioral health providers; **and**
- **Facilities** including hospitals, nursing facilities, and mental health facilities; **and**
- **Support providers** including those providing adaptive aids/medical equipment, adult foster care, assisted living, cognitive rehabilitation therapy, day activity and health services, dental services, emergency response services, employment assistance, financial management services, home delivered meals, minor home modifications, nursing services, occupational therapy, personal assistance services, physical therapy, respite, speech therapy, supported employment, and transition assistance services.

In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

List of network pharmacies

This part of the Directory provides a list of pharmacies in Molina Dual Options STAR+PLUS MMP's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

We also list pharmacies that are in our network but are outside our service area of: Bexar, Dallas, El Paso, Harris, Hidalgo in which you live. You may also fill your prescriptions at these pharmacies. Please contact Molina Dual Options STAR+PLUS MMP at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time., for additional information.

Molina Dual Options STAR+PLUS MMP members must use network pharmacies to get prescription drugs except in emergency or urgent care situations.

- If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service.
- Read the Molina Dual Options STAR+PLUS MMP *Member Handbook* for more information.

This Directory may not list all network pharmacies. We may have added or removed some network pharmacies from our plan after we published this directory information.

For up-to-date information about Molina Dual Options STAR+PLUS MMP network pharmacies in your area, please visit our website at MolinaHealthcare.com/Duals or call Member Services at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time. The call is free.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Member Handbook* and Molina Dual Options STAR+PLUS MMP's *List of Covered Drugs*. The List of Covered Drugs can be found at MolinaHealthcare.com/Duals.

How to identify pharmacies in Molina Dual Options STAR+PLUS MMP's network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies

- You are not required to continue going to the same pharmacy to fill your prescriptions.

You are not required to use a mail order pharmacy to fill your prescriptions.

Long-term supplies of prescriptions

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.
- **90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. **A 90-day supply has the same copay as a one-month supply.**

Mail-order pharmacy

You can get prescription drugs shipped to your home through our network mail order delivery program which is called *CVS Caremark Mail Service Pharmacy Program*. The pharmacy will contact you, by phone, to get your approval before shipping any prescriptions. If we are unable to reach you for approval, your prescription will not be sent to you.

Typically, you should expect to get your prescription drugs within 14 days from the time that the mail order pharmacy gets the order. If you do not get your prescription drug(s) within this time, if you would like to cancel an automatic order, or if you need to ask for a refund for prescriptions you got that you did not want or need, please contact us at (888) 838-3769, TTY: 711, 24 hours a day, 7 days a week. To learn more about mail order pharmacies, refer to Chapter 5 of the *Member Handbook*.

Home infusion pharmacies

You can get home infusion therapy if Molina Dual Options STAR+PLUS MMP has approved your prescription and if you get your prescription from an authorized prescriber.

Home Infusion Pharmacies services all counties in the Molina Dual Options STAR+PLUS MMP service area. For more information on home infusion services and pharmacies, contact Member Services at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time.

Long-term care pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Molina Dual Options STAR+PLUS MMP through the facility's pharmacy or

another network pharmacy. To learn more about drug coverage in special cases, refer to Chapter 5 of the *Member Handbook*.

Long-Term Care Pharmacies services all counties in the Molina Dual Options STAR+PLUS MMP service area. For more information on Long-Term Care services and pharmacies, contact Member Services at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time.

Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies

Only Native Americans and Alaska Natives have access to Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies through Molina Dual Options STAR+PLUS MMP's pharmacy network. Those other than Native Americans and Alaskan Natives may be able to go to these pharmacies under limited circumstances (e.g., emergencies).

For more information, contact Member Services at (866) 856-8699, (TTY: 711), Monday-Friday, 8a.m. to 8p.m., local time.

How to find Molina Dual Options STAR+PLUS MMP pharmacy in your area

You can get your drugs covered at any of our network pharmacies. This includes our network pharmacies outside of our service area.

To search for a pharmacy type within our network, start by selecting your plan under "Plan/Program" located at the top of the page. Right next to it, you have the option to enter "City", "State" or "Zip Code". Using the search bar, you can type the word "pharmacy" or the name of a specific pharmacy. As you start typing, a list of provider names that match your search will appear for you to select from. All pharmacies shown on the searchable online directory are available in our Network. You can also find a list of pharmacies under "Other Types of Care" and selecting "pharmacy".

If you have questions about any of the above, please contact Member Services or visit MolinaHealthcare.com/Duals.