Welcome to Molina Healthcare!

Your Quick Start Guide

MOLINA
HEALTHCARE ®

Your Extended Family.

At Molina Healthcare, you're important to us!

You're receiving this guide because Molina works with the Utah State Medicaid program to provide your Medicaid benefits. Molina is here to help you feel your best!
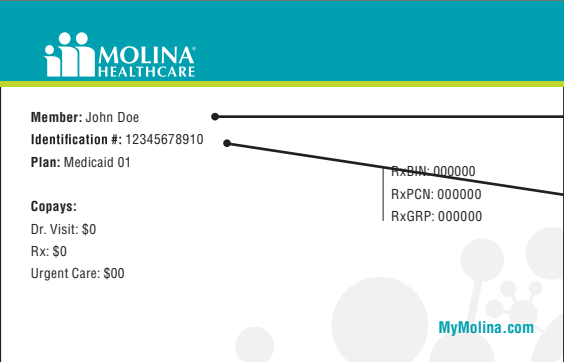
MOLINA
HEALTHCARE

> **!** **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.

MOLINA
HEALTHCARE

Member: John Doe
Identification #: 12345678910
Plan: Medicaid 01

Copays:
Dr. Visit: $0
Rx: $0
Urgent Care: $00

RxBIN: 000000
RxPCN: 000000
RxGRP: 000000

MyMolina.com

Your name

Your member identification number (ID #)

You may need to show your identification (ID) card when you receive physical care or visit the pharmacy. You can use your paper ID card or get your card electronically through the **MyMolina** member portal.

Now you can get the care you need, close to home. Plus, 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 and adults 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

Pregnancy education to help you have a healthy pregnancy and baby.

Learn more about your benefits and how to access them. Visit **MolinaHealthcare.com**.

Make the most of your health plan.

- Learn all the benefits we cover.
    - Go to **MolinaMemberHandbook.com/UT/Medicaid**
    - 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. . Find a doctor near you. Go to **MolinaProviderDirectory.com/UT**

- **Pharmacy Benefits**—Visit **MolinaFormulary.com/UT/Medicaid** for the list of covered medications

- For more details
    - Go to **MolinaHealthcare.com**
    - Call **(888) 483-0760**

What does Molina do for you?

With Molina, you get benefits like doctor visits, medication and hospital care when you need it. Plus, advantages like:

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

Health education

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

Go to Molina Mobile or MyMolina to learn more. Details on page 6.

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

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

Download Molina Mobile.

- View, download and share your ID with your doctor
- Change doctors
- Update contact info
- And more!

Scan this barcode to download Molina Mobile:

CHECK OUT OUR NEW APP!

Prefer a desktop portal? Visit **MyMolina.com**

To sign up, just follow the instructions.

Questions?
Call Member Services at (888) 483-0760

Getting care.

Your doctor—also called your Primary Care Provider (PCP)—will give you most of your care. Make sure to go to regular checkups. **Call your doctor now to make an appointment.**

Visit your doctor when you're healthy. He or she can get to know you and prescribe medicine as needed. Your doctor is here to help you stay ahead of any health issues.

As a Molina member, you also have access to:

- **24-hour Nurse Advice Line**—Get answers to your medical questions day and night
  - (888) 275-8750
  - 711 for deaf and hard of hearing

- **Teladoc Virtual Care** - Visit a board-certified doctor online or over your phone from wherever you are -- **http://teladoc.com/Molina**.

Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care. Call 911 or 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, access Virtual Urgent Care at https://member.teladoc.com/molina 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?

10 Days

Expect a call from us! We will call you to welcome you to Molina and provide you with information to complete your Health Risk Assessment. If we are not able to contact you in the first 10 days, don't worry. We will keep trying to reach you for another 20 days. And, you are always welcome to call us too. We are here to help you anytime you have a question.

30 Days

As part of your benefit you have access to a Molina Care Manager who can help you coordinate your healthcare needs. Please call this number (844) 819-5978 to complete your Health Risk Assessment today and get connected to your Care Manager. You may also complete your Health Risk Assessment on the Molina member portal - **MyMolina.com**.

60 Days

Sign up at **MyMolina.com** and download Molina Mobile. Details on page 6..

! Don't lose your health care benefits! The redetermination process is a yearly requirement that allows you to renew your Medicaid benefits. It is important to complete this process every year in order to keep your medical benefits. You should receive information from the Department of Workforce Services (DWS) before your renewal date. If you're unsure of your renewal date, we can help! Contact us (877) 373-8984 or **HealthPlanRenewals@MolinaHealthcare.com**. Or contact DWS at (866) 435-7414.

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.

Notes

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

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Staying Connected
Important Contact Information

Member Services	(888) 483-0760 (TTY/TDD: 711)
24-Hour Nurse Advice Line for after-hours non-emergency help	(888) 275-8750 (TTY/TDD: 711)
Find a Provider	(888) 483-0760 (TTY/TDD: 711)
Teladoc Virtual Urgent Care	(800) 835-2362
Molina Healthcare Compliance Hotline	(866) 606-3889

If you have any problem reading or understanding this or any Molina Healthcare information, call Member Services at (888) 483-0760. We can explain in English or in your primary language. You may request printed versions of these materials and they will be sent to you free of charge and within five business days. We may have it printed in other languages. You may ask for it in braille, large print, or audio. If you are hearing impaired, dial 711 for the Utah Relay Service.

MOLINA HEALTHCARE

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MolinaHealthcare.com