

# myhealthmylife™

for Molina Healthcare of Virginia members

Fall 2022, Issue 3

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**Renew on time to  
keep your benefits**

Check out page 2 for details!

# Keep your benefits. Renew on time.

As part of your health care family, we want to make sure you're able to get the care you need, when you need it. Usually you need to renew your Molina Healthcare of Virginia Medicaid program benefits every year.

During the ongoing Public Health Emergency, renewals are on hold. When renewals start again we will send reminders so you don't forget to renew on time. We've also added everything you need to know on [molinahealthcare.com](http://molinahealthcare.com) under the Enrollment and Renewal tab.

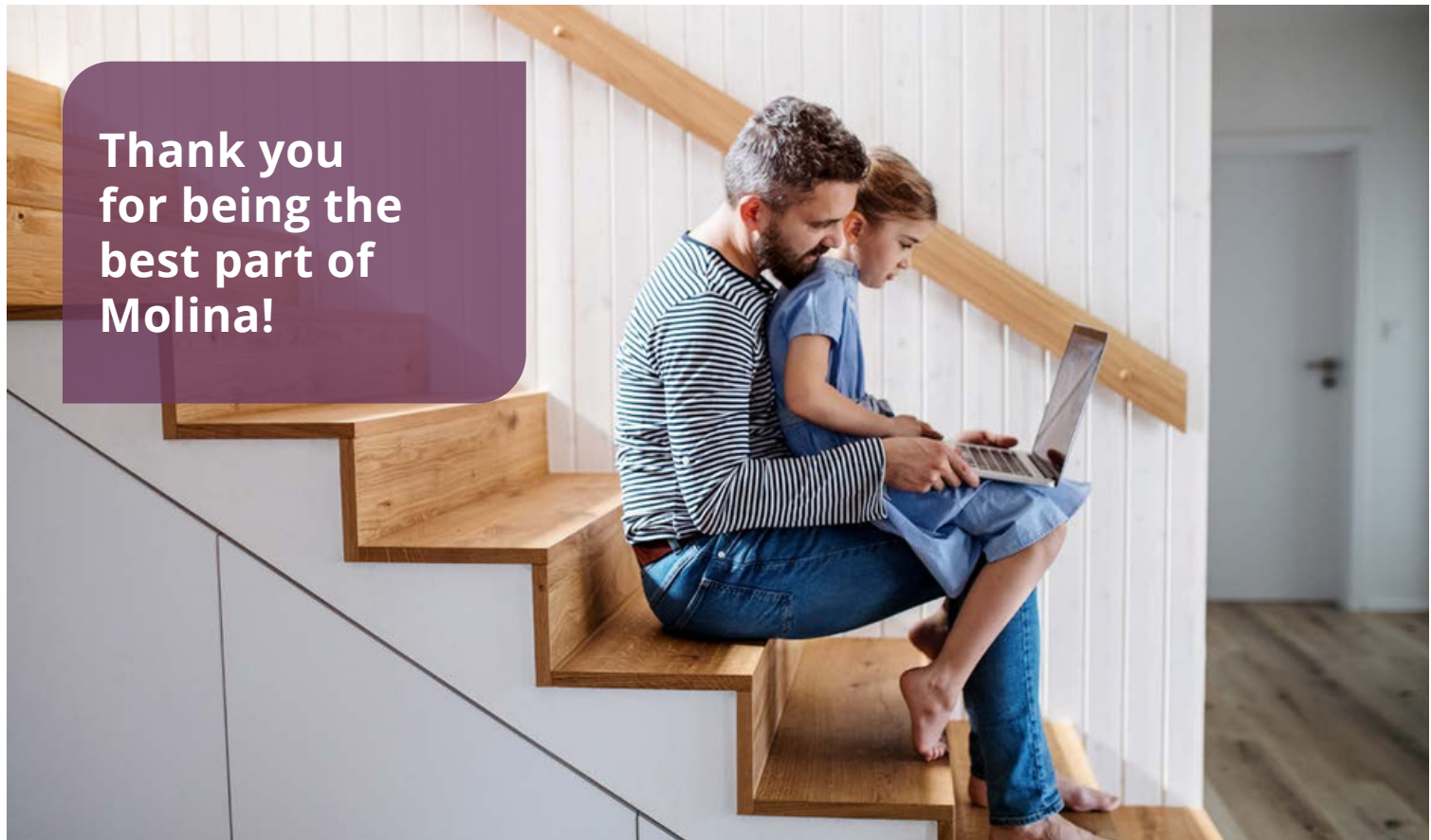
Please make sure we have your current address.

You can talk to our Member Services staff to confirm your renewal date. We can help you keep your coverage. Call us at (800) 424-4518: 711 Monday – Friday 8 a.m. – 6 p.m.

For more information, go to [Molinahealthcare.com/keepmyhealthplan](http://Molinahealthcare.com/keepmyhealthplan).

## Keep your contact information up-to-date!

- It's important to keep your contact information up to date with Molina and CoverVirginia.
- You may send your renewal information by mail when it's time for you to renew.
- If your information's not correct, you may miss an important message about your renewal
- Please remember to tell us if your phone number or address has changed. That way, we can send reminders and other important information to you.



Thank you  
for being the  
best part of  
Molina!

# Questions about your health?

## Call our 24-hour Nurse Advice Line!

Health issues can happen any time, even on nights and weekends. As a Molina Healthcare member, you can talk to a nurse right away! Our 24-hour Nurse Advice Line is a covered service that is available 24/7.

Speak to a nurse when you:

- Have a medical question any time of the day or night
- Think of a question after you visit your doctor
- Feel sick and aren't sure what to do
- Feel sick or hurt and don't know where to go for care

## Keep these phone numbers handy!

English and other languages: (833) 514-1809 (TTY: 711).



# Get well, stay healthy

Did you know one of the best ways to stay well is by getting annual checkups and regular screenings? This helps your doctor catch potential problems early while you have the best chances for the best outcomes.

Below is a guide for how often you should get screenings and services. Make an appointment if you or anyone in your family hasn't received these this year.



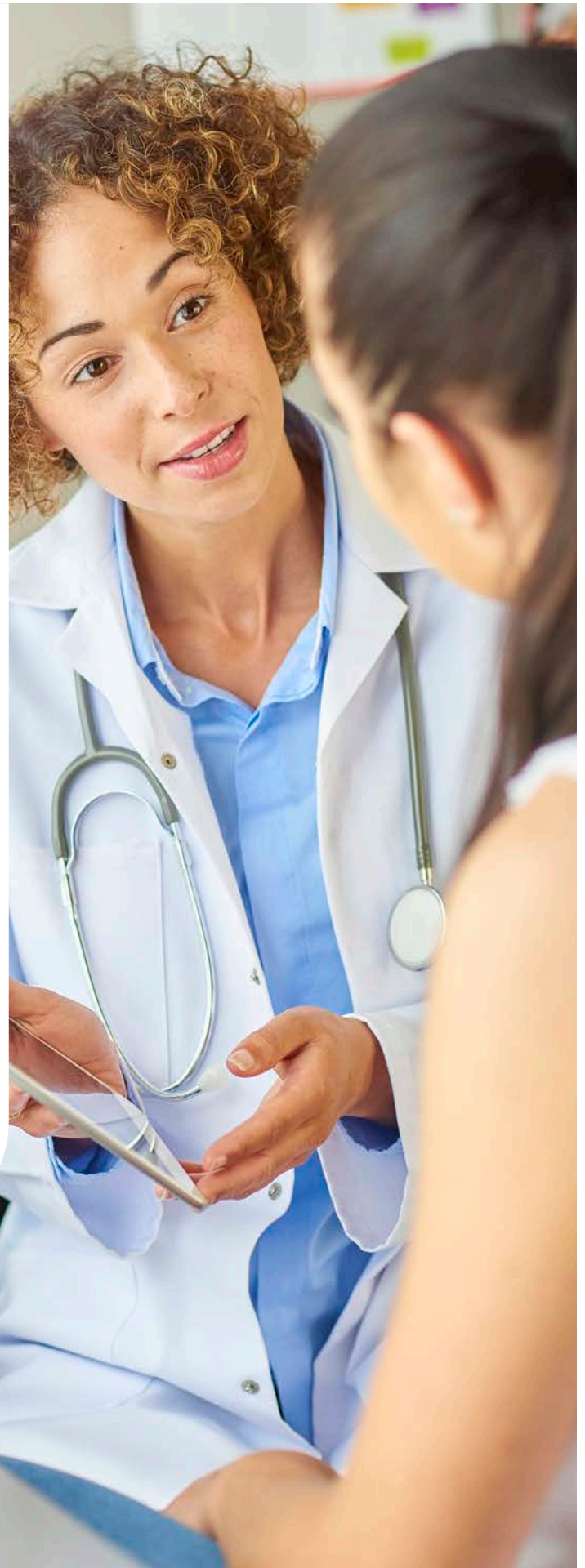
Visits needed	When they are needed
Adult preventive visits	Age 20 and older (yearly)
Well-baby visits	6 or more visits before 15 months
Baby immunizations	Series of shots before 2nd birthday
Well-care visits	Ages 3 to 21 years
Prenatal visits	Series of visits all the way up to delivery
Post delivery visit	7 to 84 days after delivery
Mammogram (checks for breast cancer)	Women 50 to 74 years (yearly)
[Pap Test (checks for cervical cancer)]	Women 21 to 64 years as recommended by your doctor
Colonoscopy (checks for colon cancer)	Ages 50 to 75 years as recommended by your doctor
Diabetic testing (A1c test, kidney test and eye exam)	Ask your doctor how often you need these tests
Behavioral health visit	1 to 7 days after discharge
Flu shot	Yearly flu
Dental visit	Once every 6 months
Vision visit	Yearly

# How to prepare for your appointment and what to expect

Having a plan and knowing what to expect can help you make the most of your doctor's visit.

## These tips can help you with that!

1. Make a list of your questions and concerns.
2. Bring a list of your medicines, even vitamins and herbal supplements.
3. Bring a friend or family member, if you can.
4. Be open and honest with your doctor and office staff.
5. Let your doctor's office know if you need transportation or have language needs.
6. Know your and your family's medical history.
7. Arrive on time.
8. Bring your member ID Card.
9. Be patient – you can expect to get a routine appointment within 5 weeks.

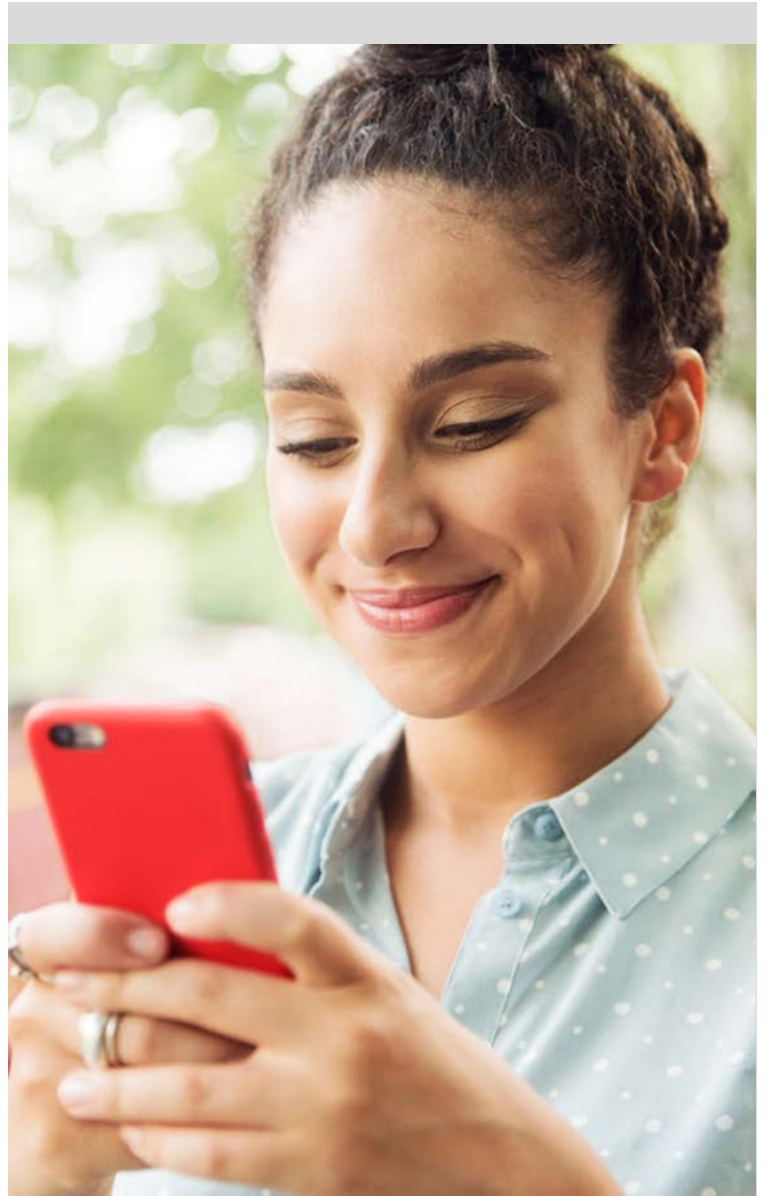


# Our Preferred Drug List

The Preferred Drug List (PDL) is a list of all the medicines we cover and any limits that apply. We also cover some over-the-counter (OTC) medicines when your doctor gives you a prescription.

The PDL changes from time to time. To find the most up-to-date list, please visit here. If you do not use a computer and would like some help, just call Member Services at (800) 424-4518 (TTY: 711).

There are no copays for your prescription.



## Follow us on social media!

If you haven't already, be sure follow us on our social media pages. It's a great way to find health tips and helpful information about your plan benefits.

[Facebook](#)

[Instagram.com](#)

[LinkedIn.com](#)



# Why are immunizations so important?

Immunizations are shots that help the body fight disease. Each shot fights a different disease, like chickenpox, measles or mumps. Kids need shots to keep them safe from disease and to get ready for school.

Talk to your doctor about which shots your kids need. Remember, these shots are covered at **no cost to you**.

**Here's a look at the shot schedule recommended by the Centers for Disease Control and Prevention (CDC):**



Shots your kids need	When they need them	
Hepatitis B (HepB)	<ul style="list-style-type: none"> <li>1<sup>st</sup> dose: Birth</li> <li>2<sup>nd</sup> dose: 1 to 2 months</li> </ul>	<ul style="list-style-type: none"> <li>3<sup>rd</sup> dose: 6 to 18 months</li> </ul>
Rotavirus (RV): RV1 (2 doses)    RV5 (3 doses)	<ul style="list-style-type: none"> <li>1<sup>st</sup> dose: 2 months</li> <li>2<sup>nd</sup> dose: 4 months</li> </ul>	<ul style="list-style-type: none"> <li>3<sup>rd</sup> dose: 6 months</li> </ul>
Diphtheria, Tetanus, Acellular Pertussis (Dtap)	<ul style="list-style-type: none"> <li>1<sup>st</sup> dose: 2 months</li> <li>2<sup>nd</sup> dose: 4 months</li> <li>3<sup>rd</sup> dose: 6 months</li> </ul>	<ul style="list-style-type: none"> <li>4<sup>th</sup> dose: 15 to 18 months</li> <li>5<sup>th</sup> dose: 4 to 6 years</li> </ul>
Haemophilus Influenza Type B (Hib) (3 or 4 doses)	<ul style="list-style-type: none"> <li>1<sup>st</sup> dose: 2 months</li> <li>2<sup>nd</sup> dose: 4 months</li> </ul>	<ul style="list-style-type: none"> <li>3<sup>rd</sup> dose: 6 months</li> <li>4<sup>th</sup> dose: 12 to 15 months</li> </ul>
Pneumococcal Conjugate (PCV13)	<ul style="list-style-type: none"> <li>1<sup>st</sup> dose: 2 months</li> <li>2<sup>nd</sup> dose: 4 months</li> </ul>	<ul style="list-style-type: none"> <li>3<sup>rd</sup> dose: 6 months</li> <li>4<sup>th</sup> dose: 12 to 15 months</li> </ul>
Inactivated Poliovirus (IPV)	<ul style="list-style-type: none"> <li>1<sup>st</sup> dose: 2 months</li> <li>2<sup>nd</sup> dose: 4 months</li> </ul>	<ul style="list-style-type: none"> <li>3<sup>rd</sup> dose: 6 to 18 months</li> <li>4<sup>th</sup> dose: 4 to 6 years</li> </ul>
Influenza (IIV) or Influenza (LAIV)	Yearly shot (1 or 2 doses): 6 months to 18 years	
Measles, Mumps, Rubella (MMR)	<ul style="list-style-type: none"> <li>1<sup>st</sup> dose: 12 to 15 months</li> </ul>	<ul style="list-style-type: none"> <li>2<sup>nd</sup> dose: 4 to 6 years</li> </ul>
Varicella (VAR)	<ul style="list-style-type: none"> <li>1<sup>st</sup> dose: 12 to 15 months</li> </ul>	<ul style="list-style-type: none"> <li>2<sup>nd</sup> dose: 4 to 6 years</li> </ul>
Hepatitis A (HepA)	2 doses: 12 to 23 months	
Tetanus, Diphtheria, Acellular Pertussis (Tdap)	11 to 12 years	
Human Papillomavirus (HPV)	<ul style="list-style-type: none"> <li>2 doses: 9 to 14 years</li> </ul>	<ul style="list-style-type: none"> <li>3 doses: 15 years and older</li> </ul>
Meningococcal	<ul style="list-style-type: none"> <li>1<sup>st</sup> dose: 11 to 12 years</li> </ul>	<ul style="list-style-type: none"> <li>2<sup>nd</sup> dose: 16 years</li> </ul>

Get smart health plan access with your smartphone. With the My Molina mobile app, you can easily see, print or send your ID card. You can search for new doctors, change your primary care provider (PCP) and much more. Anytime, anywhere.

Download the My Molina mobile app today from the Apple App Store or Google Play store.



# Download the My Molina mobile app

## Search for providers

Use our advanced search options to find providers that meet your needs.

## Digital ID card

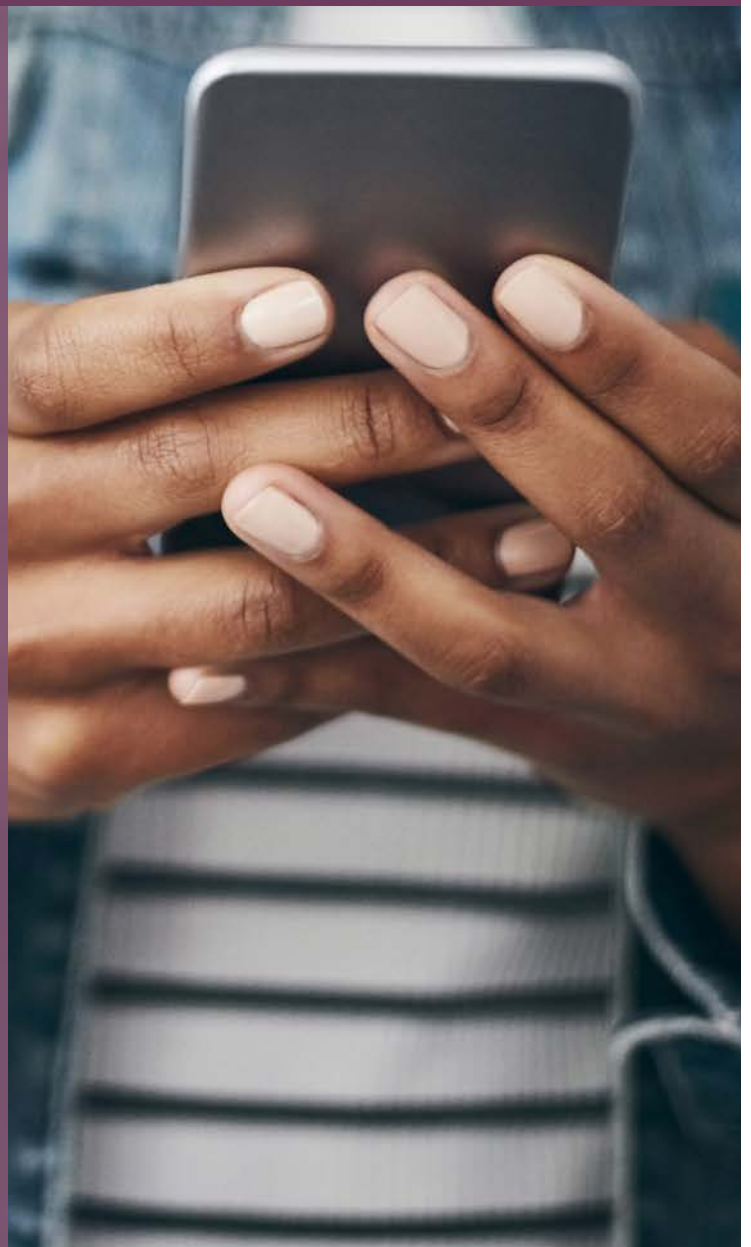
View both sides of your ID card. You can print it from the app or email a copy to your provider.

## Change your PCP

Search for and change your PCP using the doctor finder. All within the app.

## Other features

- View benefits at a glance
- Check your eligibility
- Contact your care manager
- Find a pharmacy near you
- Find an urgent care near you
- View medical records
- Call our Member Services team
- Speak to a nurse through our 24-hour Nurse Advice Line
- Receive important notifications





# Veyo - a new approach to patient transportation.



Molina Healthcare (Molina) provides our members with transportation to non-emergency medical appointments.

We use the transportation vendor, Veyo, to set up your transportation to and from covered services.

Veyo provides you with services like:

- Rides to routine appointments. Same-day
- transportation trips such as:
  - Discharges from the hospital
  - Adult and pediatric urgent care
  - COVID-19 testing (non-pharmacy) and vaccinations
- Mileage reimbursement for a family member or caregiver who drives you to or from your appointments.

You can have one attendant/caregiver ride with you to your appointment. Additional riders (including minor children) require approval. Call the contact number any time to schedule a ride or get more information.

## Contact us

Contact us for more information or to set up transportation at (800) 424-4518.

# Nondiscrimination Notice

## Molina Healthcare (Molina) DOES:

- Follow federal civil rights laws
- Give free aids and services to people with disabilities. This may be:
  1. Qualified sign language interpreters
  2. Written information in other formats
  3. Give free language services if your primary language is not English. This may be:
    - Qualified interpreters
    - Information written in other languages

## Molina DOES NOT:

- Discriminate based on race, color, national origin, age, disability, sex, health status, need for health care, religion, sexual orientation or gender identity.
- Exclude people or treat them different because of race, color, national origin, age, disability, sex, health status, need for health care, religion, sexual orientation or gender identity.

If you need any of the services listed above, you may call **Molina's Member Services at** (800) 424-4518 (TTY:711).

If you think Molina has not provided these services or discriminated against you, you may file a grievance.

You may file in person, by mail, fax or email. If you need help filing, we can help you

Mail your complaint to:  
Civil Rights Coordinator  
200 Ocean Gate  
Long Beach, CA 90802

To file, please contact:  
Civil Rights Coordinator  
at (866) 606-3889 TTY: 711

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR). You can:

- **Portal:** Visit the OCR Complaint Portal at [Ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)
- **Mail:**  
U.S. Department of Health and Human Services  
200 Independence Avenue,  
SW Room 509F, HHH Building  
Washington, D.C. 20201
- Phone (800) 368-1019 TTY: (800) 537-7697

If you need a complaint form, visit [HHS.gov/ocr/office/file/index.html](https://HHS.gov/ocr/office/file/index.html).

# Virginia housing and employment resources

Molina Healthcare Housing and Employment are resources to connect eligible members to their community to address housing and employment stability.

Members are referred to Housing and Employment through their Care Coordinators, Transition Coordinators, or ARTS Coordinator. Referrals will be responded to, within 30 days. We do NOT offer immediate housing, paid hotel stays, crisis stabilization, shelter placement, or financial assistance to secure housing.



## Member eligibility

- Capable of living independently.
- Homeless or at risk for homelessness.
- Unemployed and have the interest and ability to work.
- Underemployed and is not earning enough income to meet financial obligations.
- Capable of following up on resources provided.