



# Welcome to Molina Healthcare!

Your Quick Start Guide

# At Molina Healthcare, you're important to us!

You're receiving this guide because Molina works with the Washington State Health Care Authority, your state agency, to provide your health benefits. Molina is here to help you feel your best!

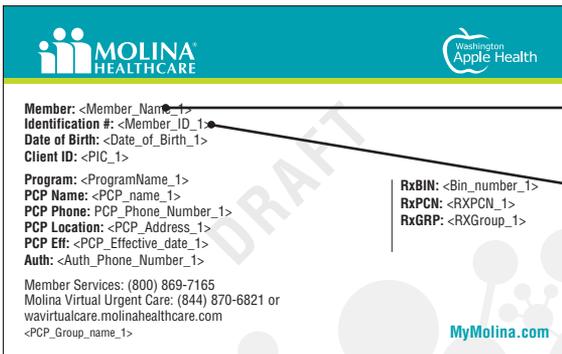


**Please look for your Molina Member ID card(s) enclosed in this envelope.**

## Your Molina Member ID Card

### IMPORTANT:

- Please make sure your information is correct.
- Always bring this card with you.



**Your name**

**Your member identification number (ID #)**

Your card shows the name and contact details for your doctor, also called Primary Care Provider (PCP). If it is not your correct doctor, you can change it on the Molina Mobile app, MyMolina.com or by calling Member Services at (800) 869-7165, TTY: 711.

Access us anytime. Download the Molina Mobile app.

## 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 chronic conditions and to help children and adults with special needs make the most of your coverage.



Health maintenance programs like Weight Management and Stop Smoking Education.



Specialty programs and services focused on high-risk maternity, bariatric surgery, autism, mental health, and substance use disorder.



Molina Rewards Program: Get Amazon.com Gift Cards for making healthy choices like getting well-child checkups, pregnancy care, managing your diabetes, and more!

For more information about your benefits and how to access them, visit [MolinaHealthcare.com/WAMembers](https://www.molinahealthcare.com/WAMembers).



## Make the most of your health plan.

- Learn all the benefits we cover at no cost to you. Go to [MolinaHealthcare.com/IMCHandbook](https://MolinaHealthcare.com/IMCHandbook) to read your **Molina Member Handbook**, visit [MyMolina.com](https://MyMolina.com) or 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. To find one near you, go to [MolinaHealthcare.com/ProviderSearch](https://MolinaHealthcare.com/ProviderSearch).
- **Pharmacy Benefits**—See the list of covered medications at [MolinaHealthcare.com/WAMedicaidFormulary](https://MolinaHealthcare.com/WAMedicaidFormulary).
- For more details, please go to [MolinaHealthcare.com/WAMembers](https://MolinaHealthcare.com/WAMembers) or call **(800) 869-7165, TTY: 711**.



Access us anytime. Download the Molina Mobile app.

## What does Molina do for you?

With Molina, you get benefits like free doctor visits, behavioral health (mental health and substance use disorder treatment services) care, medication and hospital care when you need it. Plus:



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



Rewards for visiting your doctor



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

**For more information, visit  
Molina Mobile or MyMolina.  
Details on page 11.**



## 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 your contact info, and more!

Scan this barcode to download Molina Mobile:



**CHECK OUT OUR  
NEW APP!**



Prefer a desktop portal?  
Visit [MyMolina.com](https://www.mymolina.com)  
anytime to access  
similar features.

To sign up, just follow the  
instructions.

### Questions?

Call Member Services at  
(800) 869-7165, TTY: 711.

Access us anytime. Download the Molina Mobile app.

## 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.**

Your behavioral health provider will take care of any mental health or substance use disorder treatment needs. To find a PCP, specialist or behavioral health care provider near you, go to [MolinaHealthcare.com/ProviderSearch](https://MolinaHealthcare.com/ProviderSearch).

Visit your doctor when you're healthy. They can get to know you and prescribe medications as needed. They're here to help you stay ahead of any health issues.



## Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care by calling 911 or visiting an emergency room.

If you experience a behavioral health crisis call (866) 789-1511, TTY (206) 461-3219.

If you need care after hours but aren't sure where to go, these resources can help.

### URGENT CARE\*

**Visit a nearby urgent care center, access Virtual Urgent Care or our 24/7 Nurse Advice Line (see page 11 ). Here are examples of common urgent care conditions:**

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. Here are examples of emergency conditions:**

Severe bleeding

Chest pain or pressure

Severe abdominal pain

Head trauma or injury

Difficulty breathing

Sudden dizziness or trouble seeing



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.

Access us anytime. Download the Molina Mobile app.

## What happens when?



Schedule a visit with your PCP.

Complete the enclosed health assessment and mail it back or fill it out online at MyMolina.com.



Learn more about Molina Rewards for making healthy choices at [MolinaHealthcare.com/WA-Medicaid-Wellness](https://MolinaHealthcare.com/WA-Medicaid-Wellness).



Stay in touch with your PCP and in control of your care via Molina Mobile app or at MyMolina.com.

Don't lose your Apple Health (Medicaid) coverage!



Renew your coverage every year by logging in to your account at [wahealthplanfinder.org](https://wahealthplanfinder.org) or by calling Washington Healthplanfinder at (855) 923-4633.

Contact us for help at (866) 916-0916 or [HealthPlanRenewals@MolinaHealthcare.com](mailto:HealthPlanRenewals@MolinaHealthcare.com).



# For the care you need, close to home, lean on Molina.

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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.



Access us anytime. Download the Molina Mobile app.

## Helpful Resources

Below is important information to keep handy.

Member Services	(800) 869-7165, TTY 711 Translation services available
Member Portal	MyMolina.com
Member App	Molina Mobile App
Virtual Urgent Care (24/7)	wavirtualcare.molinahealthcare.com (844) 870-6821, TTY 711, Teladoc app
Crisis Services	Washington Recovery Help Line (866) 789-1511, TTY (206) 461-3219 warecoveryhelpline.org County Crisis Lines: MolinaHealthcare.com/IMC-Crisis
Substance Use Disorder Online Support	BrightHeartHealth.com (844) 884-4474
Nurse Advice Line (24/7)	(888) 275-8750, TTY 711
Health & Wellness Information	MolinaHealthcare.com/WA-Medicaid-Wellness
Member Handbook	MolinaHealthcare.com/IMChandbook
Annual Notice	MolinaHealthcare.com/WAAnnualNoticeIMC
Provider Directory	MolinaHealthcare.com/ProviderSearch
Non-Emergency Transportation	hca.wa.gov/transportation-help



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