

Dear Member,

Thank you for being a member of Molina Healthcare. We are happy to provide you with high quality behavioral health (mental health and substance use disorder treatment) services. This letter will help you learn more about your plan benefits. We want to make sure you know how to access care and are aware of the programs and services available to you at no cost.

Molina Healthcare Offers You:



Behavioral Health Providers. With our large behavioral health provider network, you can see a provider that's right for you to help with any mental health, or drug and alcohol needs.

To view Molina's directory of behavioral health providers, go to MolinaHealthcare.com/ProviderSearch or call Member Services at (800) 869-7165, TTY 711.



Ombuds. If you need help finding mental health services or if you feel that your rights have been violated, please call your regional Ombuds. An Ombuds is a person who is an available option to provide free and confidential assistance with resolving concerns related to your behavioral health services.
MolinaHealthcare.com/WAombuds.



Crisis Services. Get qualified help at: [Washington Recovery Help Line](https://WashingtonRecoveryHelpLine.com) or call (866) 789-1511, TTY 711.

Please call if you or someone you know is struggling with issues related to mental health, substance use or gambling. Help is available 24-hours a day, 7 days a week. Language interpretation is available.

Mental Health Crisis Line

Please call if you or someone you know is experiencing a mental health crisis. A mental health crisis is a moment when someone's behavior can put themselves or others in danger, especially if they do not get help. Open 24/7. Language interpretation is available.

To view crisis services near you, visit MolinaHealthcare.com.



24-hour Nurse Advice Line. Get qualified medical advice from a nurse 24/7.

(888) 275-8750, TTY 711
English and other languages

(866) 648-3537, TTY 711
Spanish



HealthinHand app and My Molina. Manage your behavioral health care from your smartphone or online:

- Get a new member ID card
- See your personal health information anytime
- View your assessments, care plan and service history
- Plus much more!

Download the **HealthinHand** app or register to access **MyMolina.com** today!



Quality Improvement Program. If you would like to learn about Molina's Quality Improvement (QI) programs and activities, visit MolinaHealthcare.com/WAQIProgram.

Molina's QI Program:

- Makes sure you have access to a qualified health care team
- Reviews and takes action if there is an issue with the quality of care that has been provided to you
- Promotes safety in health care through education for our members and providers
- Provides tips to stay healthy

For member information on healthy living, visit MolinaHealthcare.com/WAHealthNewsletters or MolinaHealthcare.com/StayingHealthy.



Questions? Visit [MolinaHealthcare.com](https://www.MolinaHealthcare.com) or call Member Services at (800) 869-7165, TTY 711.

Speak a language other than English? We have translation services.

Here is helpful information on how to get access to care for your behavioral health needs:

1. Call your Behavioral Health Provider

Your behavioral health provider will take care of your specialty mental health and drug and alcohol treatment needs. To view Molina's network of behavioral health providers, go to [MolinaHealthcare.com/ProviderSearch](https://www.MolinaHealthcare.com/ProviderSearch). You will find a list of providers in your area.

2. Talk to a Molina Representative

Our Member Services representatives can answer questions about your plan, help you find a provider and more.

To request this letter in another language, in a different format, or to get more information about your benefits call: **Member Services:** (800) 869-7165, TTY 711, Monday through Friday from 7:30 a.m. to 6:30 p.m.

If you call after business hours, you can leave a message and we will call you back the next business day.

3. Read Important Documents

Read the [Notice of Privacy Practices](#).

Your Member Handbook is available at [MolinaHealthcare.com/BHSOHandbook](https://www.MolinaHealthcare.com/BHSOHandbook).

Ask for an electronic or paper copy of these documents by calling Member Services.

Your Member Handbook tells you about:

- Covered and non-covered benefits
- How to get mental health services
- How to get drug and alcohol treatment services
- What to do if you get a bill
- How to get help if you speak a language other than English
- How to get facts on providers who contract with Molina
- How to get specialty, mental health and hospital care
- How to voice a complaint
- How Molina reviews new technology
- Advance Directives for care, including mental health, puts your health care choices into writing for your provider and family
- Molina's Quality Improvement Program
- Out-of-area benefits and how to get care
- How to access the directory for behavioral health providers
- How to get emergency, after-hours and out-of-area care
- How to appeal a decision about your benefits
- How and when to access case management services
- How Molina pays providers
- How to report health care fraud, waste or abuse
- Your Member Rights and Responsibilities

For more information on your benefits and the resources Molina offers, please visit [MolinaHealthcare.com/WAMembers](https://www.MolinaHealthcare.com/WAMembers).

Thank you for being a Molina member. We look forward to serving your behavioral health care needs.

Sincerely,

Your Molina Family