

Dear Member,

Thank you for being a member of Molina Healthcare. Your family's health is important to us. This letter will help you learn more about your plan benefits. We want to make sure you know how to access care for your physical and behavioral health care needs (mental health and substance use disorder treatment services) and are aware of the programs and services available to you at no cost.

Molina Healthcare Offers You:



New! 90 Days of Amazon Prime – On Us! Prime includes:

- Fast, free shipping on over 100 million items
- Special deals and discounts just for Prime
- Health-related products
- Stream movies, TV shows and music
- Plus much more!

This is a one-time benefit for Molina adult Medicaid members who live in Washington State.

Already have Amazon Prime? You can still get 90 days on us!

This offer is for a Limited Time.

Learn more at MolinaHealthcare.com/Amazon.

After 90 days, your Amazon Prime membership will continue at a discounted price of \$5.99/month, which can you cancel at any time.



New! Health Rewards Program.* Receive Amazon.com Gift Cards for making healthy choices like getting well-child checkups, pregnancy care, managing your diabetes and more.

For more information please contact MHW_QI_Interventions@MolinaHealthcare.com or call (800) 869-7175, ext. 141428.

**Up to \$200 per person, every 12 months. Health incentives are subject to change without notice.*



Road to Wellness and Member Newsletters.

Did you know Molina has member information on how to stay healthy and care for health conditions so you can live life to the fullest?

Highlights:

- Road to Wellness Map
- Health and Family Newsletter
- Asthma and Diabetes Health Newsletters

To learn more, visit:

MolinaHealthcare.com/WA-Medicaid-Wellness
MolinaHealthcare.com/WAHealthNewsletters
MolinaHealthcare.com/StayingHealthy



Virtual Care. Talk or video chat with a doctor or nurse practitioner 24/7!**

When you feel sick and cannot see your primary care provider (PCP), try our virtual urgent care clinic. No appointment is needed. You will be seen within minutes.



Sign up at wavirtualcare.molinahealthcare.com or call (844) 870-6821, TTY 711. For emergencies, call 911.

Molina offers virtual care through contracted providers.

***Virtual care is free to Molina Apple Health (Medicaid) members in Washington. Rates for cell phone and internet use may apply.*



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

- Change your provider
- 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 at [MyMolina.com](#) today! Both are available in Spanish.

No phone? No problem. You can get a smartphone at no cost.***



Safelink Smartphones

Molina is proud to be working with Safelink Wireless to offer members:

- A smartphone with 1GB of data
- 1,000 monthly minutes
- Unlimited text messages
- Free calls to Molina Member Services
- Plus much more!

*** Cell phone handset and wireless services are provided by Safelink Wireless under the Lifeline Assistance Program, which is available to Medicaid-eligible individuals.



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

Questions? Visit [MolinaHealthcare.com](#) or call **Member Services** at (800) 869-7165, TTY 711.

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



Health Programs and Services. Take charge of your health with these free services and programs:

- Well-child exams and immunizations
- Maternity and newborn care
- Smoking and weight control programs
- Disease management programs for asthma, diabetes and heart conditions
- Care managers to help coordinate your appointments and manage chronic conditions



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

Highlights:

- Grow and Stay Healthy Guide
- Guide to Accessing Quality Health Care
- Evaluate health care quality through HEDIS®
- Member Satisfaction Survey CAHPS®



Crisis Services.

Washington Recovery Help Line
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. Open 24/7. Language interpretation is available.

To view crisis services near you, visit [MolinaHealthcare.com](#)

Amazon Prime has a \$5.99/month value for Medicaid cardholders (discounted from \$12.99/ month). Amazon.com is not a sponsor of this promotion. All Amazon®, TM & © are IP of Amazon.com, Inc. or its affiliates.

Here is information on how to access care for your physical and behavioral health needs:

Call your PCP and Behavioral Health Provider

PCP stands for Primary Care Provider. He or she is your personal provider. Your PCP will treat most of your routine health care needs, review your tests and results, prescribe medications and refer you to other providers (specialists), if needed.

Your behavioral health provider will take care of your specialty mental health and drug and alcohol treatment needs. If you are experiencing a mental health crisis, call your local crisis line or visit [MolinaHealthcare.com](https://www.molinahealthcare.com). For emergencies, call 911.

If you do not have a provider and would like to find one or if you need to locate a pharmacy near you, go to [MolinaHealthcare.com/ProviderSearch](https://www.molinahealthcare.com/ProviderSearch). To change your PCP or get assistance with any drug formulary, call Member Services at (800) 869-7165, TTY 711.

1. Talk to a Molina Representative

Our Member Services representatives can answer questions about your plan or drug coverage, provide you with health information, 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** at (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.

To ask questions about your Apple Health eligibility or to get help in renewing your health coverage, call **Molina's Outreach Call Center** at (800) 294-8620, TTY 711.

Learn more about your benefits at [MolinaHealthcare.com/WAMembers](https://www.molinahealthcare.com/WAMembers).

2. Read Important Documents

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

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

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, which put your health care choices for physical and mental health into writing for your provider and family
- Disease Management programs
- Molina's Quality Improvement program
- Your prescription drug benefits
- Out-of-area benefits and how to get care
- How to access the provider directory
- How to get primary care
- 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](https://www.molinahealthcare.com).

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

Sincerely,

Your Molina Family

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