

Dear Member,

Thank you for being a member of Molina Healthcare. Your family's health is important to us. This Annual Notice will help you learn more about your Apple Health (Medicaid) benefits. We want to make sure you know how to access care anytime for your physical and behavioral health (mental health and substance use disorder) treatment services, even during the COVID-19 pandemic. Additionally, we want to be sure you are aware of the programs and services available to you for free.

## Molina Healthcare Offers You:



### Coronavirus Care and Resources.

- **COVID-19 testing and treatment:** Molina covers testing and treatment. Call your health care provider if you have symptoms like a cough and fever or if you have been exposed to COVID-19.
- **Molina Coronavirus Chatbot:** Click on the icon at the upper right-hand corner of our [MolinaHealthcare.com](https://MolinaHealthcare.com) website to check symptoms and find answers about COVID-19.  
  
To learn how to safely get care during the COVID-19 pandemic, visit [MolinaHealthcare.com/members-wacovid19](https://MolinaHealthcare.com/members-wacovid19).
- **Covered telehealth visits:** Molina covers telehealth visits with your providers, even well-child checkups! Call your provider to ask about telehealth visits.
- **Prescriptions:** You can get up to a 90-day supply for refills or new medications. Also, CVS mail order pharmacy offers free delivery at [caremark.com](https://caremark.com) or (800) 875-0867. Note: certain controlled medications require prior authorization. Talk to your health care provider.
- **Emergency Meals:** If you or someone you live with has been diagnosed with COVID-19 and have limited food resources, you may be eligible for a temporary meal program. Call Molina Member Services for more information at (800) 869-7165, TTY 711.



**Virtual Urgent Care.** Talk or video chat with a doctor or nurse practitioner FREE\*, 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.

Molina now offers virtual urgent care through Teladoc!

Set up your account today!

- [wavirtualcare.molinahealthcare.com](https://wavirtualcare.molinahealthcare.com)
- Call (844) 870-6821, TTY 711
- Download Teladoc app at [teladoc.com/mobile](https://teladoc.com/mobile)

**IMPORTANT NOTE:** You must register for Teladoc, even if you signed up for Molina's virtual urgent care in the past.

\*Molina offers virtual urgent care through contracted providers. Virtual urgent care service is offered to Molina Apple Health members in Washington at no cost. Rates for cell phone and internet use may apply.





### Molina Rewards Program\*\*

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

To earn a reward:

- Complete eligible preventive & wellness screening(s);
- Fill out the Molina Rewards Program member form; and
- Send the completed form back to Molina by mail, fax, or e-mail.

For more information, contact us:

- Visit [MolinaHealthcare.com/WA-Medicaid-Wellness](https://MolinaHealthcare.com/WA-Medicaid-Wellness)
- Email [MHW\\_QI\\_Interventions@MolinaHealthcare.com](mailto:MHW_QI_Interventions@MolinaHealthcare.com)
- Call (800) 869-7175 Ext. 141428

\*\*Up to \$200 annually per person in total rewards every 12 months. Health rewards are subject to change without notice. Restrictions may apply, see [amazon.com/gc-legal](https://amazon.com/gc-legal).



### 3 Months of Amazon Prime – On Us!

Prime includes:

- Fast, free shipping on over 100 million items
- Special deals and discounts just for Prime members
- Easy access to health-related items
- Streaming of movies, TV shows, and music
- Plus, much more!

You can get access to everyday essentials like healthy food and diapers delivered right to your door!

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

**Added Bonus:** Amazon now accepts your SNAP EBT card in Washington State! If you combine these two benefits, you can get groceries and other essential items delivered to your home at no cost.

Learn more at [MolinaHealthcare.com/Amazon](https://MolinaHealthcare.com/Amazon)



### Molina Mobile App and MyMolina.com.

Manage your health care from your smartphone or online.

- Change your provider
- View and save your member ID card
- See your personal health information anytime
- View your assessments, care plan and service history
- Plus, much more!

Download the Molina Mobile app or log in to [MyMolina.com](https://MyMolina.com). Available in English and Spanish.

### No phone? No problem.

You can get a smartphone at no cost through our Smartphone Assistance Program\*\*\*!

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

- A smartphone with 3GB of data
- 350 monthly minutes
- Unlimited text messages
- Free calls to Molina Member Services

Go to [Safelink.com](https://Safelink.com) or call (800) 723-3546

\*\*\*Cell phone and wireless services are provided by SafeLink Wireless under the Lifeline Assistance Program, which is available to Apple Health eligible individuals.



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

(888) 275-8750, TTY 711





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

The 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
- Responds to and addresses the culturally and linguistically diverse needs of our members
- Promotes safety in health care through education for our members and providers
- Evaluates quality of health care through HEDIS®
- Monitors member satisfaction through CAHPS® surveys
- Provides tips and resources to stay healthy:
  - [Grow and Stay Healthy Guide](#). To help members know what services are needed and when.
  - [Guide to Accessing Quality Health Care](#). To help members access our programs and services.



**Health Programs and Services.** Take charge of your health with these services and programs that are part of your health plan coverage:

- Well-child exams and immunizations
- Maternity and newborn care
- Smoking and weight control programs
- Care management support for chronic conditions like asthma, diabetes and heart conditions. Plus, assistance to help coordinate your provider appointments.



**Road to Wellness Guide and Member Newsletters.** Did you know Molina has member information on how to stay healthy and care for chronic health conditions so you can live life to the fullest?

Resource Highlights:

- [Road to Wellness Guide](#)
- [Member Health and Wellness Newsletter](#)
- [Stay Healthy Tips](#) for general wellbeing and on how to care for health chronic conditions such as asthma, diabetes, lung disease and heart disease



**Crisis Services** 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.

If you or someone you know is struggling with issues related to mental health, substance use or gambling, help is available 24/7. Language interpretation is available, too!

- Visit [Washington Recovery Help Line](#) at: (866) 789-1511  
TTY (206) 461-3219
- For more information, visit [MolinaHealthcare.com/IMC-Crisis](https://MolinaHealthcare.com/IMC-Crisis)
- For emergencies, call 911



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

To help you talk with us, Molina provides interpreter services, including large print, written material translated into your language, audio, accessible electronic formats, and Braille.

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

### 1. 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/or drug and alcohol treatment needs. If you are experiencing a mental health crisis call your local crisis line, visit [MolinaHealthcare.com/IMC-Crisis](https://MolinaHealthcare.com/IMC-Crisis). 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://MolinaHealthcare.com/ProviderSearch). To change your PCP or if you have questions about your prescription drugs, call Member Services (800) 869-7165, TTY 711.

To see a list of contracted agencies and community health centers that provide behavioral health services in your area, visit [MolinaHealthcare.com/WABHProvider](https://MolinaHealthcare.com/WABHProvider).

### 2. 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 information 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. (PST).

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 contact:

- Washington State Health Care Authority's Customer Service at (800) 562-3022, TRS 711
- Washington Healthplanfinder at (855) 923-4633, TTY 711 or visit [wahealthplanfinder.org](https://wahealthplanfinder.org)

If you have questions specifically related to Molina member benefits, please call **Molina's Outreach Call Center** at (800) 294-8620, TTY 711.

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

### 3. Read Important Documents

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

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

Ask for a paper copy of these documents by calling Member Services at (800) 869-7165, TTY 711.



**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 or if you need to receive communication in a different format such as audio, accessible electronic formats, or Braille
- 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 puts your health care choices for physical and mental health into writing for your provider and family
- Services available to help manage chronic conditions
- 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 about your benefits and the resources Molina offers, please visit [MolinaHealthcare.com](https://MolinaHealthcare.com).

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

Sincerely,

Your Molina Family