

Dear Member,

Thank you for being part of the Molina Healthcare family. We believe that everyone deserves to feel their best, which is why we offer benefits that make good health easier.

This Annual Notice will help you learn about your Molina Apple Health (Medicaid) benefits, and the programs and services available to you for free. We want to make sure you know how to get the care you need for your physical and behavioral health (mental and substance use disorder) needs.

As a Molina member, you are part of one of the top-rated Apple Health plans in the state, with a rating of 4 out of 5 stars, in the NCQA's Medicaid Health Plan Ratings* for 2021!

You can lean on Molina to take care of the whole you!



Expert care from quality doctors so you feel well in both mind and body.



Preventive services to help you stay well with important screenings, pregnancy care, well-care visits and more.



Care management to support members with chronic conditions who need extra help.



Mental health care for anxiety, depression and your overall emotional well-being.



Autism services for children and adults on the autism spectrum.



Substance use disorder treatment including inpatient and outpatient care, withdrawal management (detoxification) and peer recovery support.



Crisis services are available to help someone whose behavior can put themselves or others in danger.

[Regional Crisis Numbers](#)

[Washington Recovery Help Line](#)

For emergencies, call 911.



Health education, programs and services to help with smoking cessation, weight management and more.



24-hour Nurse Advice Line for qualified medical advice from a nurse at any time.



Molina gives you extra benefits. For extra peace of mind. At no cost to you.



Virtual care – When you need urgent care and cannot get to your provider's office, you can still talk or video chat with a board-certified doctor 24/7 via [Teladoc](#)!

(844) 870-6821, TTY/TDD: 711



Smartphone Assistance Program – If you need a smartphone and unlimited data plan, we can help you! Qualifying members can get this Molina exclusive smartphone and service plan.

- **FREE** Android™ Smartphone
- **FREE** Unlimited Data
- **FREE** Unlimited Talk
- **FREE** Unlimited Text
- **FREE** International Calling**

This benefit is for members eligible for the FCC's Lifeline and Affordable Connectivity Program (ACP) benefits.

Molina is partnering with TruConnect on this assistance program.

***Select countries*



Help with loneliness – No one should go through life's challenges alone. That's why we offer members the Pyx Health app. Feel better each day with companionship and humor through the support of technology and a compassionate staff. Visit MolinaHealthcare.com/memberwa.



Opioid use disorder treatment in the privacy of your home – To make it easier for you to get this important care, we provide online counseling and treatment by expert providers without having to go to a clinic.



My Molina mobile app – Download our member app and your health information will be in the palm of your hand. Easily find new providers, view your ID card, review your treatment plan and more!

Download the app from the App Store or Google Play.

Available in English and Spanish.

Molina Member Rewards Program



Member Rewards*** Get Amazon.com Gift Cards for making healthy choices like getting well-care exams, pregnancy care, managing your diabetes and more.



COVID-19 Vaccine Reward** (Limited Time Offer)** Get a \$100 Amazon.com Gift Card for receiving your FIRST dose of the COVID-19 vaccine between June 1, 2022 and December 31, 2022. To learn more visit MolinaHealthcare.com/WA-Medicaid-Wellness.

To find vaccine locations near you, visit vaccinelocator.doh.wa.gov.

(Johnson & Johnson's Janssen single dose vaccine is considered complete after the first and only dose.)

Health rewards are subject to change without notice. Restrictions apply, see amazon.com/gc-legal.

Let's stay connected!

As an Apple Health member, one of the most important things you can do is keep your contact information up to date. It helps ensure you're able to get the care you need, when you need it. It also allows you to get important updates and reminders from us.

Your contact information includes your:

- Phone number
- Email address
- Mailing address

Update your contact information with two important health organizations that may need to reach you:

1. Molina Healthcare

- Call Member Services (800) 869-7165, TTY/TDD: 711 to update all of your contact information including your mailing address, or visit [MyMolina.com](https://www.molinahc.com)
- Update your phone number and email only on the My Molina mobile app

2. Washington Healthplanfinder

- Call (855) 923-4633 (TTY: 855-627-9602), or visit [wahealthplanfinder.org](https://www.wahealthplanfinder.org) to update all of your contact information



Learn about our Quality Improvement (QI) Program

Molina's QI Program actively ensures that our members and providers have the resources, tools and information to support improved member health outcomes.

The QI Program:

- Makes sure you have access to a qualified health 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®](#) measurements
- Monitors member satisfaction through [CAHPS®](#) surveys
- Provides health education and resources to members such as:
 - [Guide to Getting Quality Health Care](#). Shows members how to access benefits, programs and services.
 - [Grow and Stay Healthy Guide](#). Explains what services are needed and when they should be completed.

- o [Road to Wellness Guide](#). Provides a map to health care visits for [children](#) and [adults](#).
- o [Staying Healthy Tips](#). Shares helpful information on managing chronic conditions.

If you would like to learn about Molina's QI Program, visit MolinaHealthcare.com/WAQIProgram.

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

You can ask providers if they offer telehealth (over-the-phone care). Molina covers telehealth services if your provider offers it.

If you do not have a provider or need to change your PCP visit MolinaHealthcare.com/ProviderSearch or call Member Services (800) 869-7165, TTY/TDD: 711.

If you need to locate a pharmacy near you, go to: [Caremark.com/wps/myportal/PHARMACY LOCATOR FAST](https://Caremark.com/wps/myportal/PHARMACY_LOCATOR_FAST). If you have questions about your prescription drugs, call Member Services (800) 869-7165, TTY/TDD: 711.

If you are experiencing a mental health crisis call your local crisis line or visit MolinaHealthcare.com/IMC-Crisis. For emergencies, call 911.

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.

Member Services: (800) 869-7165, TTY/TDD: 711, Monday through Friday from 7:30 a.m. to 6:30 p.m. (PT).

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: (800) 562-3022, TRS 711
- Washington Healthplanfinder at (855) 923-4633, TTY/TDD: 711 or visit wahealthplanfinder.org

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

Learn more about your benefits at MolinaHealthcare.com.

3. Read important documents

Read the [Notice of Privacy Practices](#) to understand how Molina protects your privacy.

Read your Member Handbook at MolinaHealthcare.com/IMCHandbook to understand your benefits and how to get the care you need.

To request these documents or any Molina member information in another language, in a different format, or to get more information about your benefits call Member Services (800) 869-7165, TTY/TDD: 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
- Your Member Rights and Responsibilities
- 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

For more information about your benefits and the resources Molina offers, please visit MolinaHealthcare.com.

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

Sincerely,

Your Molina Family

*The National Committee for Quality Assurance (NCQA) released Health Plan Ratings on September 15, 2021. The NCQA is an independent 501(c)(3) nonprofit organization in the United States that works to improve health care quality through the administration of evidence-based standards, measures, programs and accreditation. NCQA Health Plan Ratings evaluate more than 1,000 private Medicare and Medicaid health plans in three quality areas: patient experience, prevention and treatment.

**Select countries

***Up to \$200 annually per person in total rewards every 12 months

****This reward is in addition to the \$200 yearly reward maximum available to Apple Health members

[Non-Discrimination Language](#)