

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. We want to make sure you know how to access care anytime, even during the COVID-19 pandemic. This Annual Notice will help you learn more about your Behavioral Health Services Only (BHSO) plan benefits available to you for free.

## Molina Healthcare Offers You:



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

If you need a service via telehealth, Molina will cover it if your behavioral health provider offers it.

To view Molina's network of behavioral health providers, go to [MolinaHealthcare.com/WABHProvider](https://MolinaHealthcare.com/WABHProvider) 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 can provide free and confidential assistance with resolving concerns related to your behavioral health services. [MolinaHealthcare.com/WAombuds](https://MolinaHealthcare.com/WAombuds)



**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.

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



**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).



**Molina Mobile App and MyMolina.com.** Manage your behavioral health care from your smartphone or online:

- 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) to have your health information at your fingertips. Available in English and Spanish.



**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/WAQIProgramBHSO](https://MolinaHealthcare.com/WAQIProgramBHSO).

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
- Evaluates quality of health care through HEDIS®
- Monitors member satisfaction through CAHPS® surveys
- Provides tips 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.

For member information on healthy living, visit: [MolinaHealthcare.com/StayingHealthy](https://MolinaHealthcare.com/StayingHealthy).

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 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/or alcohol treatment needs. You can ask providers if they offer telehealth. Molina covers telehealth services if your provider offers it. To view Molina's network of behavioral health providers, go to: [MolinaHealthcare.com/ProviderSearch](https://MolinaHealthcare.com/ProviderSearch).

You can also visit [MolinaHealthcare.com/WABHProvider](https://MolinaHealthcare.com/WABHProvider) to see a list of contracted agencies and community health centers that provide behavioral health services 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. (PST)

If you call after business hours, you can leave a message and we will call you back the next business day. 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/BHSOHandbook](https://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 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, 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://MolinaHealthcare.com/WAMembers).

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

Sincerely,  
Your Molina Family