

Dear Member,

Thank you for being part of the Molina Healthcare family. This Annual Notice will help you learn about your Molina Behavioral Health Services Only (BHSO) plan benefits available to you for free.

We are happy to provide you with high quality behavioral health (mental health and substance use disorder) treatment services through Apple Health.

You can lean on Molina for your behavioral health needs.



Mental health services by expert providers qualified to treat anxiety, depression and provide care for your overall emotional well-being.



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.



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



24-hour Nurse Advice Line get qualified medical advice from a nurse, open 7 days a week.

(888) 275-8750 English

(866) 648-3537 Spanish

TTY/TDD: 711



Ombuds services for help finding mental health services or assistance if you feel that your rights have been violated.



Care management support for members who need extra help including accessing resources and coordinating provider appointments.



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



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.

Learn more at

MolinaHealthcare.com/memberwa.



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.



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.*

***Select countries*

Molina is partnering with TruConnect on this assistance program.



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.mymolina.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.
 - [Member Health and Wellness Newsletter](#). Provides information on healthy living.

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

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 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/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.

To view Molina's network of behavioral health providers, go to:
MolinaHealthcare.com/ProviderSearch.

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

2. Talk to a Molina Representative

Our Member Services representatives can answer questions about your plan, 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.

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/BHSOHandbook 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 mental health and physical health care choices into writing for your provider and family
- How Molina pays providers
- 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 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.

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

Sincerely,

Your Molina Family

[Non-Discrimination Language](#)