

Welcome to the **Molina family**

Molina Healthcare STAR Member Handbook

June 2021
(866) 449-6849



MolinaHealthcare.com



TEXAS STAR
Your Health Plan ★ Your Choice



TEXAS
Health and Human
Services

Important Phone Numbers

Molina Member Services Department Toll Free: (866) 449-6849

We are open Monday through Friday from 8:00 am to 5:00 pm, local time except on holidays. If you call when this department is closed, you can leave a message on our answering machine. Someone will call you back by the next business day. You also have a service called the 24-hour Nurse Advice Line that you can call. The 24-hour Nurse Advice Line is available to you 24 hours a day. They can help you with general information about your health or help you decide where to go for care after-hours.

We can help you in English and Spanish. We have interpreter service agents that can help with any other language. Members who are deaf or hard of hearing can call Relay Texas TTY at (800) 735-2989 or dial 711 (English) or (800) 662-4954 (Spanish).

Molina Member Services Department Toll Free:	(866) 449-6849
24-hour Advice Line Call for basic health questions or if you want information on how to get after-hours care	(888) 275-8750 (English) (866) 648-3537 (Spanish)
Relay Texas TTY For members who are deaf or hard of hearing	(800) 735-2989 or dial 711 (English) (800) 662-4954 (Spanish)
Eye Care Services Call for information on routine eye care	(866) 518-2602
Disease Management	(866) 891-2320
Prescription Drugs	(866) 449-6849
Behavioral Health Services <ul style="list-style-type: none"> • Behavioral Health Service employees are ready to help you 24 hours a day, 7 days a week • You do not need to ask your doctor to get behavioral health services; you can call member services • Get help with finding a provider that best meets your needs • We can help you in English and Spanish • Interpreter service will be used for any other language • Members who are deaf or have a hard time hearing can call the Relay Texas TTY number above <p>If you are in a critical situation, go to an emergency room that is close to where you are.</p>	
Behavioral Health Services Customer Service (Includes mental health and substance abuse)	(866) 449-6849
Behavioral Health Services Crisis Line (Includes mental health and substance abuse)	(800) 818-5837

Dental Services for Members under age 21	(866) 449-6849
Ombudsman Managed Care Assistance Team Call if you have questions about the STAR program or about your health plan. This line does not give medical advice.	(866) 566-8989
STAR Program Helpline Call if you have questions on enrollment, plan changes, your primary care provider or health plan.	(800) 964-2777 TTY# (800) 267-5008
Non-Emergency Medical Transportation (NEMT) Services: To Set Up Your Ride: Where's My Ride: Call Access2Care to set up a ride for non-emergency health care visits or to find out where your ride is. Access2Care is available to help you 24 hours a day, 7 days a week. Member Services is also available to assist you in accessing your NEMT services from 8 a.m. - 6 p.m., central time, Monday to Friday. We can help you in English and Spanish. We have interpreter service agents that can help with any other language.	(866) 462-4857 (866) 462-4857 - Option 2 TTY: 711

What do I do in an Emergency?

Call 911 or go to the nearest hospital/emergency facility if you think you need emergency care and help getting to the emergency room. If you get emergency care, call your doctor to schedule a follow up visit. Call Molina at (866) 449-6849 and let us know of the emergency care you received.

What if I need hospital care?

Sometimes you need hospital care. Sometimes hospital care is not an emergency. If this happens, call your doctor. Your doctor will need to arrange for hospital care that is not an emergency. Molina may need to approve this. Emergency care does not need approval from Molina. Emergency care does not need to be approved by your doctor.

Table of Contents

Important Phone Numbers..... i

 Molina Member Services Department..... i

 Behavioral Health Services (Includes mental health and substance abuse)..... i

 Eye Care Services i

 Dental Services ii

 What do I do in an Emergency ii

 What if I need hospital care..... ii

Introduction 1

 Welcome to Molina!..... 1

 Molina Member Services is Here for You! 1

ID Cards 2

 Sample ID Card (ID) 2

 How to read your card..... 2

 How to use your ID card? 2

 How to replace a lost or stolen ID card? 2

 Your Texas Benefits Medicaid Card..... 2

 Sample of Your Texas Benefits Medicaid Card..... 3

 Temporary Verification Form - Form 1027-A..... 3

Primary Care Provider (PCP)..... 4

 What is a Primary Care Provider? 4

 How do I get medical services? 4

 What do I need to bring with me to my doctor’s appointment?..... 4

 How can I change my Primary Care Provider?..... 4

 Can a clinic be my Primary Care Provider? (FQHC/RHC) 4

 How many times can I change my/my child’s Primary Care Provider?..... 4

 When will my Primary Care Provider change become effective?..... 5

 Are there reasons why my request to change a Primary Care Provider may be denied? 5

 Can my Primary Care Provider ask to move me to another Primary Care Provider for non-compliance?..... 5

 What if I want to go to another doctor who is not my Primary Care Provider? 5

 How do I get medical care after my Primary Care Provider’s office is closed? 5

 What is the Medicaid Lock-in Program?..... 5

Physician Incentive Plans..... 6

Changing Health Plans 6

 What if I want to change health plans? When will my health plan change become effective? 6

 Who do I call for information on how to change my plan? 6

 How many times can I change health plans?..... 6

 Can Molina request that I be dropped from their plan (for non-compliance, etc.)? 6

Benefits 7

 What are my health care benefits? 7

 How do I get these services? 7

 Are there any limits to any covered services?..... 7

 What are my prescription drug benefits?..... 8

 What services are not covered? 8

Value Added Services 8

 What extra benefits does a member of Molina Healthcare get? 8

 How can I get these benefits?..... 9

What health education classes does Molina Healthcare offer?	9
Disease Management.....	9
What other services can Molina help me get? (Non-capitated services)	9
Health Care and Other Services.....	10
What does Medically Necessary Mean?	10
What is routine medical care?	10
How soon can I expect to be seen for routine medical care?	10
What is urgent medical care?	11
What should I do if my child or I need urgent medical care?	11
How Soon Can I Expect to Be Seen?	11
What is Emergency Medical Care?	11
How soon can I expect to be seen?	12
Are Emergency Dental Services Covered?	12
What do I do if my child needs Emergency Dental Care?.....	12
What is Post-Stabilization?	12
What if I get sick when I am out town or traveling?	12
What if I am out of State?	12
What if I am out of the country?.....	12
Specialist Care	12
What if I need to see a special doctor? (Specialist).....	12
How soon can I expect to be seen by a specialist?	13
Can a specialist ever be considered a Primary Care Provider?	13
What is a referral?	13
What Services Do Not Need A Referral?	13
Second Opinion.....	13
How can I ask for a second opinion?	13
General Health Care Tips.....	13
Behavioral Health, Mental Or Substance (Drug) Abuse	14
How do I get help if I have behavioral (mental) health or drug problems?	14
Do I need a referral for behavioral health or substance abuse care?	14
What are mental health rehabilitation services and mental health targeted case management? How do I get these services?	14
Prescription Drugs	14
How do I get my medications?	14
Which drug stores can I use? How do I find a network drug store?	15
What if I go to a drug store not in the network?.....	15
What do I bring with me to the drug store?	15
What if I need my medications delivered to me?	15
Who do I call if I have problems getting my medications?	15
What if I can't get the medication my doctor ordered approved?	15
What if I lose my medication(s)?	15
What if I need durable medical equipment (DME) or other products normally found in a drug store?.....	15
Where can I find answers to drug benefits?.....	15
Family Planning Services	16
How do I get family planning services?	16
Do I need a referral for this?	16
Where do I find a family planning service provider?	16
Case Management For Children And Pregnant Women (CPW) Program.....	16

What is Case Management for Children and Pregnant Women (CPW)?	16
What is Early Childhood Intervention (ECI)?	17
Texas Health Steps	18
What is Texas Health Steps?	18
What services are offered by Texas Health Steps?	18
How and when do I get Texas Health Steps medical and dental checkups for my child?	19
Does my child's doctor have to be part of the Molina network?.....	19
Do I have to have a referral?	20
What if I need to cancel an appointment?.....	20
What if I am out of town and my child is due for a Texas Health Step checkup?	20
What if I am a Migrant Farm Worker?.....	20
Transportation	20
What are NEMT Services?	20
What services are part of NEMT Services?.....	20
How to get a ride?.....	20
Vision	21
How do I get eye care services for myself or my child?.....	21
Dental Services	21
What dental services does Molina cover for children?	21
Interpreter Services at Doctor's Visits	22
Can someone interpret for me when I talk with my doctor? Who do I call for an interpreter?.....	22
How far in advance do I need to call to get an interpreter?.....	22
How can I get a face-to-face interpreter in the provider's office?	22
OB/GYN Care	22
What if I need OB/GYN care? Do I have the right to pick an OB/GYN?	22
How do I pick an OB/GYN?	22
If I do not pick an OB/GYN, do I have direct access? Will I need a referral to see an OB/GYN?.....	22
How soon can I be seen after contacting my OB/GYN for an appointment?	22
What if I am pregnant?.....	22
Can I stay with an OB/GYN if they are not with Molina?	23
Who do I need to call for more information?	23
What other services/activities/education does Molina offer pregnant women?.....	23
Where can I find a list of birthing centers?.....	23
Can I pick a Primary Care Provider for my baby before the baby is born?	23
How do I sign up my newborn baby?.....	23
How and when do I tell Molina about the birth of my baby?	23
How and when do I tell my caseworker?	23
How and when can I switch my baby's Primary Care Provider?	23
Can I switch my baby's health plan?	24
How can I receive healthcare after my baby is born and I am no longer covered by Medicaid?.....	24
Other Important Information	25
Who do I call if I have special health care needs and need someone to help me?	25
What if I am too sick to make a decision about my medical care?.....	26
What are Advance Directives?.....	26
How do I get an Advance Directive Form?.....	26
What do I have to do if I need help with completing my renewal application?	26
What happens if I lose my Medicaid coverage?	26
What if I get a bill from my doctor? Who do I call? What information will they need?	26

What do I have to do if I move?	27
What if I have other health insurance in addition to Medicaid?	27
Adoption Assistance or Permanency Care Assistance (AAPCA)	27
What is Adoption Assistance?	27
What is Permanency Care Assistance?	27
What if I need to update my address or phone number?	28
Who can I call if I have questions?	28
Member Rights and Responsibilities	28
What are my rights and responsibilities?	28
Complaint Process	30
What should I do if I have a complaint? Who should I call?	30
Can someone from Molina help me file a complaint?	30
How long will it take to process my complaint?	30
What are the requirements and timeframes for filing a Complaint?	30
Do I have the right to meet with a complaint appeal panel?	31
Appeal Process.....	31
How will I find out if services are denied?.....	31
What can I do if my doctor asks for a service or medicine for me that is covered but Molina denies it or limits it?.....	31
Can I continue getting the services that were already approved?	31
What are the timeframes for the appeal process?	32
How soon do I need to ask for an appeal?	32
Does my request have to be in writing?	32
Can someone from Molina help me file an appeal?	32
Can I ask for a State Fair Hearing?.....	32
Expedited Appeals.....	32
What is an expedited appeal?	32
How do I ask for an expedited appeal? Does my request have to be in writing?	33
Who can help me in filing an expedited appeal?	33
What are the time frames for an expedited appeal?	33
What happens if Molina denies the request for an expedited appeal?.....	33
State Fair Hearing.....	33
Can I ask for a State Fair Hearing?.....	33
Fraud and Abuse.....	34
Do you want to report Waste, Abuse, or Fraud?	34
Information Available On a Yearly Basis	35
Your Privacy	35
Your Protected Health Information.....	35
Why does Molina use or share your Protected Health Information (PHI)?	36
When does Molina need your written authorization (approval) to use or share your PHI?	36
What are your privacy rights?	36
How does Molina protect your PHI?.....	36
What must Molina do by law?	36
What can you do if you feel your privacy rights have not been protected?	36
New Medical Procedures Review	37
Appendix A: Notice of Privacy Practices	37

Introduction

Welcome to Molina!

Welcome to Molina Healthcare of Texas (Molina). Thank you for picking us as your health plan. You are now a member of a health plan also known as the STAR program.

We want to do all we can to help you with your medical needs. We will work with you and your doctor to make sure you get the care you need. We want to help remove any difficulties you have getting health care. We have employees ready to help you with questions or concerns; do not hesitate to call us.

This member handbook can help you with questions you have about how to get health care, what your benefits are, and many other topics. If you need help with this handbook, you can call us toll free at (866) 449-6849.

You can also ask for this handbook in other forms, which include audio, large print, Braille, and other languages. Member Services can help you get one of these handbooks. Just call us and tell us which kind you need.

You can also find information about us on the Internet. Our web site is: MolinaHealthcare.com.

On the web site, you can:

- Find a copy of the Member Handbook
- Find a list of Molina providers
- Change your primary care provider
- Order a temporary verification form

Molina Member Services is Here for You!

We are open Monday through Friday from 8:00 am to 5:00 pm, (local time) except on holidays. We have employees that are ready to help you in English and Spanish. If you speak a language other than English, call Member Services. We have an interpreter service that can help with any other language.

Member Services Toll Free: (866) 449-6849

Molina ID Cards

STAR Member Identification Card (ID)

MOLINA HEALTHCARE	
Member/Miembro:	TEXAS STAR Your Health Plan • Your Choice
Identification #/Núm. de identificación:	TEXAS Health and Human Services
Date of Birth/Fecha de Nacimiento:	
PCP/Proveedor de Cuidado Primario:	RxBIN:
PCP Phone/Teléfono del Proveedor de Cuidado Primario:	RxGRP #:
	RxPCN #:
	CVS Caremark
PCP Effective Date/Fecha de Vigencia del Proveedor de Cuidado Primario:	
MMIS #:	
Effective Date:	
Issue Date:	

MyMolina.com

Members: Call Molina Healthcare 24/7 Member Services at (866) 449-6849. For Hearing Impaired, Call the TTY/ Texas Relay English at (800) 735-2989, or 711; Spanish at (800) 662-4954, or 711. Directions for what to do in an Emergency: In case of emergency, call 911 or go to the closest emergency room. After treatment, call your PCP within 24 hours or as soon as possible. Prior Authorization: Some services require Prior Authorization. Call Member Services if you have questions about which services require Prior Authorization. Behavioral Health Services Crisis Line: (800) 818-5837. Hearing Impaired Service (800) 955-8770 24 hour/7 days a week Toll-Free

Miembros: Llamar a Molina Healthcare 24/7 al Departamento de Servicio al cliente al (866) 449-6849. Para personas con problemas auditivos, llamar al TTY/Texas Relay Ingles (800) 735-2989 o 711; Español al (800) 662-4954 o 711. Instrucción en caso de emergencia: En caso de emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Después de recibir tratamiento, llame al PCP dentro de 24 horas o tan pronto como sea posible. Autorización Previa: Algunos servicios requieren autorización previa. Llame a Servicios para miembros si tiene preguntas sobre qué servicios requieren autorización previa. Línea de Crisis de Servicios de Salud Mental y Abuso de Sustancias: (800) 818-5837; servicios para las personas con déficit auditivo, (800) 955-8770, gratis las 24 horas del día, los 7 días de la semana.

PRACTITIONERS/PROVIDERS/HOSPITALS: For prior authorization, post stabilization, eligibility, claim or benefit information, call (866) 449-6849. Hospital Admissions: Authorization must be obtained by the hospital prior to all non-emergency admissions. Claims Submission: PO Box 22719, Long Beach, CA 90801

For EDI Submissions: Payor ID 20554

MolinaHealthcare.com

How to read your card

Front	Back
Name of Health Plan/Program Name - STAR	Member Services Contact Information
Member Name/Member Identification Number/Date of Birth	What to do in an emergency
Date the ID Card was Issued/Effective Date	Prior Authorization Information
Name of Primary Care Physician/Phone Number for Primary Care Physician	Behavioral Health Contact Information

How to use your ID card?

Show your ID card whenever you are getting health care services. You will also need to show Your Texas Benefits Medicaid Card. You should carry it with you all the time. You do not need to show your ID card before getting emergency care.

How to replace a lost or stolen ID card?

If your ID card has been lost or stolen, call Molina Member Services for a new ID Card. Call Member Services toll free at (866) 449-6849. You can get a new ID Card.

Your Texas Benefits Medicaid Card

When you are approved for Medicaid, you will get a Your Texas Benefits Medicaid Card. This plastic card will be your everyday Medicaid ID card. You should carry and protect it just like your driver's license or a credit card. Your doctor can use the card to find out if you have Medicaid benefits when you go for a visit.

You will only be issued one card, and will only receive a new card in the event of the card being lost or stolen. If your Medicaid ID card is lost or stolen, you can get a new one by calling toll-free 1-800-252-8263, or by going online to order or print a temporary card at www.YourTexasBenefits.com.

If you are not sure if you are covered by Medicaid, you can find out by calling toll-free at (800) 252-8263. You can also call 2-1-1. First pick a language and then pick option 2.

Your health history is a list of medical services and drugs that you have gotten through Medicaid. We share it with Medicaid doctors to help them decide what health care you need. If you don't want your doctors to see your health history through the secure online network, call toll-free at (800) 252-8263.


The Your Texas Benefits Medicaid card has these facts printed on the front:

- Your name and Medicaid ID number.
- The date the card was sent to you.
- The name of the Medicaid program you're in if you get:
 - › Medicare (QMB, MQMB)
 - › Texas Women's health Program (TWHP)
 - › Hospice
 - › STAR Health
 - › Emergency Medicaid, or
 - › Presumptive Eligibility for Pregnant Women (PE).
- Facts your drug store will need to bill Medicaid.
- The name of your doctor and drug store if you're in the Medicaid Lock-in program.

The back of the Your Texas Benefits Medicaid card has a website you can visit (www.YourTexasBenefits.com) and a phone number you can call toll-free (1-800-252-8263) if you have questions about the new card.

If you forget your card, your doctor, dentist, or drug store can use the phone or the Internet to make sure you get Medicaid benefits.

Sample of Your Texas Benefits Medicaid Card:

 Your Texas Benefits Health and Human Services Commission	
Member name:	
Member ID:	Note to Provider: Ask this member for the card from their Medicaid medical plan. Providers should use that card for billing assistance. No medical plan card? Pharmacists can use the non-managed care billing information on the back of this card.
Issuer ID:	Date card sent:

Need help?	¿Necesita ayuda?	1-800-252-8263
Members: Keep this card with you. This is your medical ID card. Show this card to your doctor when you get services. To learn more, go to www.YourTexasBenefits.com or call 1-800-252-8263.		
Miembros: Lleve esta tarjeta con usted. Muestre esta tarjeta a su doctor al recibir servicios. Para más información, vaya a www.YourTexasBenefits.com o llame al 1-800-252-8263.		
THIS CARD DOES NOT GUARANTEE ELIGIBILITY OR PAYMENT FOR SERVICES.		
Providers: To verify eligibility, call 1-855-827-3747. Non-pharmacy providers can also verify eligibility at www.YourTexasBenefitsCard.com . Non-managed care pharmacy claims assistance: 1-800-435-4165.		
Non-managed care Rx billing: RxBIN: 610084 / RxPCN: DRTXPROD / RxGRP: MEDICAID TX-CA-1213		

Temporary Verification Form - Form 1027-A

If you lose Your Texas Benefits Medicaid card you will have to visit your local Health and Human Services Commission (HHSC) Benefits Office or call (800) 252-8263 or call 2-1-1. HHSC will provide you with a temporary verification form called a Form 1027-A. You can use this form until you receive Your Texas Benefits Medicaid Card.

Primary Care Provider (PCP)

What is a Primary Care Provider?

A primary care provider is your main doctor. It can also be nurse or clinic. This doctor knows you well. Your main doctor will treat most of your healthcare needs. If he cannot, you will be referred to a provider who can. Your doctor's name and telephone number are on your ID card.

How Do I Get Medical Services?

You should get all health care from Molina providers. Your Provider Directory lists all the providers that participate in the organization, which includes a list of contracted providers' names, specialties, addresses, telephone numbers, and professional qualifications such as medical school, residency and board certification status. The provider directory can be found on our website or if you would like a copy, you may call Member Services (866) 449-6849.

Your PCP can help you with the following:

- Checkups
- Tests and Results
- Lab tests
- Shots
- Illnesses
- Specialist Visits
- Hospital Visits

What do I need to bring with me to my doctor's appointment?

You must take your Molina ID card and Your Texas Benefits Medicaid Card whenever you go to the doctor or get any health care services.

How can I change my Primary Care Provider?

If you want to change your primary care provider, just call Member Services toll free at (866) 449-6849. Molina can help you find a new primary care provider.

Can a clinic be my Primary Care Provider? (Rural Health Clinic/Federally Qualified Health Center)

Yes, a primary care provider can also be a clinic, such as a Federally Qualified Health Center (FQHC) or a Rural Health Clinic (RHC).

How many times can I change my/my child's Primary Care Provider?

There is no limit on how many times you can change your or your child's primary care provider. You can change primary care providers by calling us toll free at (866) 449-6849 or writing to:

Molina Healthcare of Texas
Attn: Enrollment Department
5605 N. MacArthur Blvd., Suite 400
Irving, TX 75038-2617

When will my Primary Care Provider change become effective?

Your primary care provider change will be effective on the first day of the month following the month you made the request.

Are there reasons why my request to change a Primary Care Provider may be denied?

Yes, your request to change a doctor may be denied if:

- The primary care provider you want is not taking new patients.
- The primary care provider you want is no longer with Molina.

Can my Primary Care Provider ask to move me to another Primary Care Provider for non-compliance?

Yes, your primary care provider may request a change if:

- You often miss visits and don't call your primary care provider to say you will not be there.
- You do not follow your primary care provider's advice.
- You and the primary care provider do not get along.

What if I choose to go to another doctor who is not my Primary Care Provider?

You may go to any doctor who is not your primary care provider if you need:

- 24-hour emergency care from an emergency room
- Behavioral Health Care
- OB/GYN Care
- Texas Health Step Services

You should go to your primary care provider for most other services. If your primary care provider does not give a service, you will be sent to one who does.

How do I get medical care after my Primary Care Provider's office is closed?

Your primary care provider will have someone help you after your primary care provider's office is closed. Only call after hours if you have an urgent care need. If it is an emergency, go to the nearest emergency room or call 911.

Your primary care provider's phone number is on the front of your Molina ID card. You can also call our 24-hour Nurse Advice Line. When you call them, tell them what your medical problem is. They will help you decide the best way to get your medical needs taken care of.

What is the Medicaid Lock-in Program?

You may be put in the Lock-in Program if you do not follow Medicaid rules. It checks how you use Medicaid drug store services. Your Medicaid benefits remain the same. Changing to a different MCO will not change the Lock-In status.

To avoid being put in the Medicaid Lock-in Program:

- Pick one drug store at one location to use all the time.
- Be sure your main doctor, main dentist, or the specialists they refer you to are the only doctors that give you prescriptions.
- Do not get the same type of medicine from different doctors.

To learn more call Molina Member Services toll free at (866) 449-6849.

Physician Incentive Plans

Molina cannot make payments under a physician incentive plan if the payments are designed to induce providers to reduce or limit Medically Necessary Covered Services to Members. You have the right to know if your primary care physician (main doctor) is part of this physician incentive plan. You also have a right to know how the plan works. You can call (866) 449-6849 to learn more about this.

Changing Health Plans

What if I want to change health plans? When will my health plan change become effective?

You can change your health plan by calling the Texas STAR, STAR Kids or STAR+PLUS Program Helpline at (800) 964-2777. You can change health plans as often as you want, but not more than once a month.

If you call to change your health plan on or before the 15th of the month, the change will take place on the first day of the next month. If you call after the 15th of the month, the change will take place the first day of the second month after that. For example:

- If you call on or before April 15, your change will take place on May 1.
- If you call after April 15, your change will take place on June 1.

Who do I call?

Call the STAR Program Helpline at (800) 964-2777.

How many times can I change health plans?

You can change plans as many times as you want, but not more than once a month.

Can Molina request that I be dropped from their plan (for non-compliance, etc.)?

Yes, Molina can ask that you be disenrolled from the health plan if:

- You let someone else use your Molina Healthcare of Texas ID card
- You let someone else use your Texas Benefits Medicaid Card or
- You make it difficult for your doctor to help you

The Texas Health and Human Services Commission will make the final decision on all disenrollment requests. If there is a change in your health plan, you will be sent a letter.

Benefits

What are my health care benefits?

Here is a list of **some** of the medical services you can get from Molina. Some of your benefits do have limits. Call Molina Member Services toll free at (866) 449-6849 for more information.

Your Benefits	
Emergency and non-emergency ambulance services	Medical checkups and Comprehensive Care Program (CCP) Services for children (birth through age 20) through the Texas Health Steps Program
Audiology services	Oral evaluation and fluoride varnish in the Medical Home in conjunction with Texas Health Steps medical checkup, for children 6 months through 35 months of age
Behavioral Health services	Outpatient drugs and biologicals
Birthing services provided by a physician and a Certified Nurse Midwife (CNM) in a licensed birthing center	Drugs and biologicals provided in an outpatient setting
Birthing services provided by a licensed birthing center	Podiatry
Cancer screening, diagnostic, and treatment services	Prenatal Care
Chiropractic services	Primary Care Services
Dialysis	Preventive services including an annual adult well-check for patients 21 years of age and over
Durable medical equipment and supplies	Radiology, imaging, and x-rays
Early Childhood Intervention (ECI) services	Specialty physician services
Emergency services	Mental Health Targeted Case Management
Family planning services	Therapies – physical, occupational and speech
Home health care services	Transplantation of organs and tissues
Hospital services, including inpatient and outpatient	Vision (includes optometry and glasses)
Laboratory	Telemedicine
Mastectomy/breast reconstruction, and related follow-up procedures	Telehealth

How do I get these services?

Your Primary care provider will do most services. If your primary care provider does not give you a service, you will be sent to a provider that can. If you have an emergency, go to the nearest Emergency Room.

Are there any limits to any covered services?

Some of the covered services may have limitations. For questions about a specific service, call Member Services Toll Free at: (866) 449-6849.

What are my prescription drug benefits?

Prescription drugs are covered when:

- The drug is on the Texas Vendor Drug Formulary
- The prescription is filled at a network pharmacy
- They are ordered by your PCP or another doctor treating you or your child.

You can look for the Guide to Accessing Quality Healthcare, located on the Quality Improvement Program section of our website, MolinaHealthcare.com, or call Member Services if you want to know more about your drug benefits and the pharmacy process.

What services are not covered?

Services that are not covered by Medicaid will not be covered by your Molina health plan. Some of the services that are not covered are listed below. You can call Member Services for a complete list of services that are not covered.

- All services or supplies that are not medically necessary
- Experimental services, including drugs and equipment, not covered by Medicaid
- Organ transplants that are not covered by Medicaid
- Paternity Testing
- Abortions except in the case of a reported rape, incest or when medically necessary to save the life of the mother
- Infertility services, including reversal of voluntary sterilization procedures
- Voluntary sterilization if under 21 years of age or legally incapable of agreeing to the procedure
- Cosmetic surgery
- Shots for travel outside the United States
- Services for treatment of obesity unless it is medically necessary
- Custodial or supportive care
- Sex change surgery and related services
- Sexual or marriage counseling
- Court ordered testing
- Education testing and diagnosis
- Acupuncture and biofeedback services
- Comfort items

If you have a question about a service being covered, call Molina Member Services at (866) 449-6849 and ask for help. If you have a service done that is not covered, you may have to pay for it.

Value Added Services

What extra benefits does a member of Molina Healthcare get?

At Molina Healthcare, we care about your health. That's why we focus on getting you the Value Added Services, quality care and support you need to stay healthy. All at no cost to Molina Members! Call Member Services to get more information on these benefits.

How can I get these benefits?

In your welcome kit you will find a list of Value Added Services. We can help you get these services. Your Value Added Services and member handbook are updated from time to time. You can find the most current versions on our website by visiting MolinaHealthcare.com, or by calling Member Services at (866) 449-6849. We can mail a copy of the most current versions to you.

What health education classes does Molina Healthcare offer?

Molina wants to help keep you and your family healthy. We can help you find health education classes near your home. Call Member Services to find out about these classes.

Some of the classes are:

- Quitting Smoking
- Losing weight
- Pregnancy and Childbirth
- Infant care
- Parenting

Disease Management

We also have programs to help you manage certain health conditions. Some of these conditions are Asthma, Cardiovascular Disease, Congestive Heart Failure, COPD and Diabetes; we also have a special program to help you if you are pregnant. The programs offer learning materials, telephonic calls, and advice. You can take part in a way that best manages your needs.

You will be enrolled if you have any of the health conditions listed above. You will begin to receive learning materials and newsletters. If you or your child's condition is more severe, you may receive a telephone call by a Case Manager. The Case Manager will work with you and your doctor to help make sure you have what you need to stay well. If you would like to know more about any of these programs, please call Member Services at (866) 449-6849.

What other services can Molina help me get? (Non-capitated services)

Molina can help you get some services covered by fee-for-service Medicaid instead of Molina. Below are some of those agencies that cover service that Molina can help you get:

- Texas Health Steps dental (including orthodontia);
- Texas Health Steps environmental lead investigation (ELI);
- Early Childhood Intervention (ECI) Program;
- Texas School Health and Related Services (SHARS);
- Texas Department of Assistive and Rehabilitative Services (DARS);
- Blind Children's Vocational Discovery and Development Program;
- Food Stamps;
- Women, Infants, and Children's (WIC) Program;
- Case Management for Children and Pregnant Women

Call Member Services Toll Free at (866) 449-6849 for information about these services or how to get these services.

Health Care and Other Services

What does Medically Necessary Mean?

Medically Necessary means:

1. For Members birth through age 20, the following Texas Health Steps services:
 - a. Screening, vision, and hearing services; and
 - b. other Health Care Services, including Behavioral Health Services, that are necessary to correct or ameliorate a defect or physical or mental illness or condition. A determination of whether a service is necessary to correct or ameliorate a defect or physical or mental illness or condition:
 - i. must comply with the requirements of the Alberto N., et al. v. Janek, et al. partial settlement agreements; and
 - ii. may include consideration of other relevant factors, such as the criteria described in parts (2)(b-g) and (3)(b-g) of this definition.
2. For Members over age 20, non-behavioral health related health care services-that are:
 - a. reasonable and necessary to prevent illnesses or medical conditions, or provide early screening, interventions, or treatments for conditions that cause suffering or pain, cause physical deformity or limitations in function, threaten to cause or worsen a handicap, cause illness or infirmity of a member, or endanger life;
 - b. provided at appropriate facilities and at the appropriate levels of care for the treatment of a member's health conditions;
 - c. consistent with health care practice guidelines and standards that are endorsed by professionally recognized health care organizations or governmental agencies;
 - d. consistent with the diagnoses of the conditions;
 - e. no more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, and efficiency;
 - f. not experimental or investigative; and
 - g. not primarily for the convenience of the member or provider; and
3. For Members over age 20, behavioral health services that:
 - a. are reasonable and necessary for the diagnosis or treatment of a mental health or chemical dependency disorder, or to improve, maintain, or prevent deterioration of functioning resulting from such a disorder;
 - b. are in accordance with professionally accepted clinical guidelines and standards of practice in behavioral health care;
 - c. are furnished in the most appropriate and least restrictive setting in which services can be safely provided;
 - d. are the most appropriate level or supply of service that can safely be provided;
 - e. could not be omitted without adversely affecting the member's mental and/or physical health or the quality of care rendered;
 - f. are not experimental or investigative; and
 - g. are not primarily for the convenience of the member or provider.

What is routine medical care?

Routine medical care is when you go to your primary care provider for a check-up, without being sick. This care is important to keep you in good health. Some of the things that can be done on these visits are well woman exam, Texas Health Steps medical check-up for your child or a full routine physical.

How soon can I expect to be seen?

When you call your primary care provider for routine medical care, you will get an appointment within 14 days from the day you call.

What is urgent medical care?

Another type of care is urgent care. There are some injuries and illnesses that are probably not emergencies but can turn into emergencies if they are not treated within 24 hours. Some examples are:

- Minor burns or cuts
- Earaches
- Sore throat
- Muscle sprains/strains

What should I do if my child or I need urgent medical care?

For urgent care, you should call your doctor's office even on nights and weekends. Your doctor will tell you what to do. In some cases, your doctor may tell you to go to an urgent care clinic. If your doctor tells you to go to an urgent care clinic, you don't need to call the clinic before going. You need to go to a clinic that takes Molina Medicaid. For help, call us toll-free at (866) 449-6849. You also can call our 24-hour Nurse Advice Line at (888) 275-8750 for help with getting the care you need.

How Soon Can I Expect to Be Seen?

You should be able to see your doctor within 24 hours for an urgent care appointment. If your doctor tells you to go to an urgent care clinic, you do not need to call the clinic before going. The urgent care clinic must take Molina Medicaid.

What is Emergency Medical Care?

Emergency medical care is provided for Emergency Medical Conditions and Emergency Behavioral Health Conditions.

Emergency Medical Condition means:

A medical condition manifesting itself by acute symptoms of recent onset and sufficient severity (including severe pain), such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical care could result in:

4. placing the patient's health in serious jeopardy;
5. serious impairment to bodily functions;
6. serious dysfunction of any bodily organ or part;
7. serious disfigurement; or
8. in the case of a pregnant woman, serious jeopardy to the health of a woman or her unborn child.

Emergency Behavioral Health Condition means:

Any condition, without regard to the nature or cause of the condition, which in the opinion of a prudent layperson, possessing average knowledge of medicine and health:

1. requires immediate intervention or medical attention without which the Member would present an immediate danger to themselves or others; or
2. which renders the Member incapable of controlling, knowing, or understanding the consequences of their actions.

Emergency Services and Emergency Care means:

Covered inpatient and outpatient services furnished by a provider that is qualified to furnish such services and that are needed to evaluate or stabilize an Emergency Medical Condition or Emergency Behavioral Health Condition, including post-stabilization care services.

How soon can I expect to be seen?

You should be seen as soon as possible. The emergency room staff will decide based on your condition. If you need help getting to the emergency room, call 911.

Are Emergency Dental Services Covered?

Molina covers limited emergency dental services in a hospital or ambulatory surgical center, including payment for the following:

- Treatment for dislocated jaw.
- Treatment for traumatic damage to teeth and supporting structures.
- Removal of cysts.
- Treatment of oral abscess of tooth or gum origin.
- Hospital, physician, and related medical services such as drugs for any of the above conditions.

What do I do if my child needs Emergency Dental Care?

During normal business hours, call your child's Main Dentist to find out how to get emergency services. If your child needs emergency dental services after the Main Dentist's office has closed, call us toll free at (866) 449-6849 or call 911.

What is Post-Stabilization?

Post-stabilization care services are services covered by Medicaid that keep your condition stable following emergency medical care.

What if I get sick when I am out town or traveling?

If you need medical care when traveling, call us toll free at (866) 449-6849 and we will help you find a doctor. If you need emergency services while travelling, go to a nearby hospital, then call us toll free at (866) 449-6849.

What if I am out of State?

If you get sick while you are out of state, call us toll free at (866) 449-6849 and we will help you find a doctor. If you need emergency services while out of state, go to an emergency room close to where you are. If you have an urgent care need, you should call your primary care provider's office. You can also call our 24-hour Nurse Advice Line for direction on care. Your primary care provider's phone number is on your Molina ID card.

What if I am out of the country?

Medical services performed out of the country are not covered by Medicaid.

Specialist Care

What if I need to see a special doctor? (Specialist)

Your primary care provider will help you if you need to see a special doctor or if you need a special service. Your primary care provider will make sure you get the special health care you need.

How soon can I expect to be seen by a specialist?

When you call to make an appointment with a specialist, you will be seen within (30) days. If your medical need is urgent you will be seen within (24) hours.

Can a specialist ever be considered a Primary Care Provider?

Yes, if you would like a specialist to be your primary care provider and the doctor agrees, you can call member services toll-free at (866) 449-6849 for help.

What is a referral?

A “Referral” is an approval for you to get certain medical services. Molina does not require referrals; however, some services may require Prior Authorization (PA). Your primary care provider will help you to get a PA if it is needed.

What Services Do Not Need A Referral?

Molina does not require referrals; however, some services may require Prior Authorization (PA). Your Primary Care Provider will help you get a PA if it is needed.

Second Opinion

How can I ask for a second opinion?

To ask for a second opinion, call Member Services. They will help you. Your doctor can also call and ask that you have a second opinion.

Listed below are some of the reasons why you may want to have a second opinion:

- You are not sure if you need the surgery your doctor is planning to do
- You are not sure of your doctor’s diagnosis or care plan for a serious or difficult medical need
- Your doctor is not sure of a diagnosis because your condition is confusing
- You have done what the doctor has asked, but you are not getting better
- When a doctor does a second opinion, he or she will give a written report to you and your first doctor

General Health Care Tips

- Be active in your health care: Plan ahead
- Schedule your visits at a good time for you
- Ask for your visit at a time when the office is least busy if you are worried about waiting too long
- Keep a list of questions you want to ask your doctor
- Refill your prescription before you run out of medicine

Make the most of your doctor’s visit

- Make a list of questions you want to ask before you go to your appointment
- Ask your doctor questions.
- Ask about possible side effects of any medicines you have been prescribed.
- Tell your doctor if you are drinking any teas or taking herbs. In addition, tell your doctor about any vitamins or over-the-counter medicines you are using.

Visiting your doctor when you are sick:

- Try to give your doctor as much information as you can.
- Tell your doctor if you are getting worse or if you are feeling about the same.
- Tell your doctor if you have taken anything
- Remember to take your medications with you to all appointments with your doctor

Behavioral Health, Mental Or Substance (Drug) Abuse

How do I get help if I have behavioral (mental) health or drug problems?

Call our Behavioral Health Customer Service Line at (866) 449-6849. You do not need to call your primary care provider to get an approval for these services. If you have an emergency or crisis care need, you do not need to call first, go to the nearest emergency care center or call 911. You can also call our 24-hour Behavioral Health Crisis Line at (800) 818-5837. Someone will always be there to help you.

Do I need a referral for this?

No, you do not need to get a referral from your primary care provider for these services.

What are mental health rehabilitation services and mental health targeted case management? How do I get these services?

Mental Health Rehabilitation and Targeted Case Management services are available to adult Medicaid recipients who are assessed and determined to have a severe and persistent mental illness (SPMI) illness (such as Schizophrenia, Major Depression, Bipolar Disorder), as well as children and adolescents ages 3 through 17 years with a diagnosis of a mental illness who exhibit a severe emotional disturbance (SED) (such as Conduct Disorder). For more information, call Molina Member Services at (866) 449-6849.

Prescription Drugs

How do I get my medications?

Medicaid pays for most medicine your doctor says you need. Your doctor will write a prescription so you can take it to the drug store, or may be able to send the prescription for you.

Which drug stores can I use? How do I find a network drug store?

You have to go to a Molina network pharmacy. You can get your prescription filled at most drug stores in Texas, including Walgreens, Kroger, HEB, Randall's, Target, Wal-Mart, CVS. If you need help with finding a pharmacy, just call Member Services toll free at (866) 449-6849. You can also go to the internet. Our website is MolinaHealthcare.com. You can click on the Find a Pharmacy link. This will show you the list of pharmacies.

What if I go to a drug store not in the network?

You have to go to a Molina pharmacy for prescriptions to be covered, and we can help you find one. Just call Member Services toll free at (866) 449-6849.

Call us if you are out of state and need emergency prescriptions. We can help you find a Molina pharmacy. If there are no Molina pharmacies, we may be able to work with the pharmacy to pay for the medication or you may have to pay for your prescription. You will have to send us the receipt so Molina can pay you back.

What do I bring with me to the drug store?

You have to take your Molina ID card, Your Texas Benefits Medicaid Card, and the prescription your doctor wrote for you.

What if I need my medications delivered to me?

If you cannot leave home, Molina can provide you with mail order pharmacy. This is done by CVS Caremark Mail Services. Please call Molina Member Services Toll Free at (866) 449-6849.

Who do I call if I have problems getting my medications?

We can help you. Call Member Services at (866) 449-6849.

What if I can't get the medication my doctor ordered approved?

If your doctor cannot be reached to approve a prescription, you may be able to get a three-day emergency supply of your medication. Call Molina at (866) 449-6849 for help with your medications and refills.

What if I lose my medication(s)?

If your medication is lost or stolen, have your pharmacy call Molina Member Services at (866) 449-6849 for help.

What if I need durable medical equipment (DME) or other products normally found in a drug store?

Some durable medical equipment (DME) and products normally found in a drug store are covered by Medicaid. For all members, Molina pays for nebulizers, ostomy supplies, and other covered supplies and equipment if they are medically necessary. For children (birth through age 20), Molina also pays for medically necessary prescribed over-the-counter drugs, diapers, formula, and some vitamins and minerals.

Call Molina (866) 449-6849 for more information about these benefits.

Where can I find answers to drug benefits?

You should speak with your provider about any medication you need. You can visit our website if you want to know more about your drug benefits, the pharmacy process or for more information look for the Guide to

Accessing Quality Healthcare located on the Quality Improvement Program section of our website or call the Member Services Department at (866) 449-6849.

Family Planning Services

How do I get family planning services?

Family planning services like birth control and counseling are private; you do not need to ask your doctor to get these services. You can go to any family planning provider who takes Medicaid.

Do I need a referral for this?

No, you do not need to ask your primary care provider to get these services.

Where do I find a family planning service provider?

You can find the locations of family planning providers near you online at <https://www.healthytexaswomen.org/> or you can call Molina at (866) 449-6849 for help in finding a family planning provider.

Case Management For Children And Pregnant Women (CPW) Program

What is Case Management for Children and Pregnant Women (CPW)?

CPW gives service to children with a health need or risk, birth through 20 years of age and to high-risk pregnant women of all ages.

Case Management for Children and Pregnant Women

Need help finding and getting services? You might be able to get a case manager to help you.

Who can get a case manager?

Children, teens, young adults (birth through age 20) and pregnant women who get Medicaid and:

- have health problems, or
- are at a high risk for getting health problems.

What do case managers do?

A case manager will visit with you and then:

- Find out what services you need.
- Find services near where you live.
- Teach you how to find and get other services.
- Make sure you are getting the services you need.

What kind of help can you get?

Case managers can help you:

- Get medical and dental services.
- Get medical supplies or equipment.
- Work on school or education issues.
- Work on other problems.

How can you get a case manager?

Call the Texas Health Steps at (877) 847-8377 (toll-free), Monday to Friday, 8 a.m. to 8 p.m.

To learn more, go to: www.dshs.state.tx.us/caseman

What is Early Childhood Intervention (ECI)?

ECI is a statewide program for families with children, birth to three, with disabilities and developmental delays. ECI supports families to help their children reach their potential through developmental services. Services are provided by a variety of local agencies and organizations across Texas.

ECI provides evaluations and assessments, at no cost to families, to determine eligibility and need for services. Families and professionals work as a team to plan appropriate services based on the unique needs of the child and family. ECI asks families who can afford to do so, to share in the cost of services. The amount a family pays for ECI services is determined using a sliding fee scale and is based on family size and income after allowable deductions. No child and family will be turned away because of an inability to pay.

ECI goes to families and focuses on working with the child and family in their natural environment, such as at home, grandpa's, or a child care center. Essentially, it's where children live, learn and play.

Research shows that growth and development are most rapid in the early years of life. The earlier problems are identified, the greater the chance of reducing the impact of them. Early intervention responds to the critical needs of children and families by:

- promoting development and learning,
- providing support to families,
- coordinating services, and
- decreasing the need for costly special programs.

If you have a child age birth to 36 months with a developmental delay or disability, Early Childhood Intervention Services (ECI) may be able to help you and your child. Services are provided in the home and in other places where your child goes regularly, for example, a childcare center, park, library, or other community setting.

ECI services feature:

- Individualized Planning Process
- Family-Centered Services
- Case Management
- Familiar Settings
- Professional Providers
- Plans for Continuing Services
- ECI programs provide services in every Texas county.

ECI is here to help and can become an important resource for all families. For more information about ECI or to refer a child, call the DARS Inquiries Line at (800) 628-5115.

Do I need a referral for this?

A medical diagnosis or a confirmed developmental delay is not needed to refer. As soon as a delay is suspected, children may be referred to ECI, even as early as birth.

Where do I find an ECI provider?

To locate the ECI program that serves your area, visit The Texas Department of Assistive and Rehabilitative Services (DARS) website at <https://citysearch.hhsc.state.tx.us/>, select the city or county where you live from the drop-down menu and click the "Search" button.

One or more ECI programs will appear along with the address, phone numbers, email and Web site (if available).

There may be several ECI programs in your city or county. To narrow your search, enter your home zip code and click the “Search” button. If more than one ECI program serves this zip code, you may contact any ECI program from the list and they will either forward your information to the correct ECI program or provide you the contact information so you may directly contact the program that serves your zip code.

Texas Health Steps

What is Texas Health Steps?

Texas Health Steps is a Medicaid program for children from birth through 20 years old. The Texas Health Steps program is very important for your children and helps them get the health care they need to stay healthy.

Regular Checkups help children stay healthy. Texas Health Steps gives free medical and dental checkups to children, including immunizations. Your Member Advocate will help you make your child’s appointment.

They can also help you with getting transportation services. You can call your member advocate at (866) 449-6849.

What services are offered by Texas Health Steps?

Texas Health Steps is the Medicaid health-care program for STAR and STAR Kids children, teens, and young adults, birth through age 20.

Texas Health Steps gives your child:

- Free regular medical checkups starting at birth.
- Free dental checkups starting at 6 months of age.
- A case manager who can find out what services your child needs and where to get these services.

Texas Health Steps checkups:

- Find health problems before they get worse and are harder to treat.
- Prevent health problems that make it hard for children to learn and grow like others their age.
- Help your child have a healthy smile.

When to set up a checkup:

- You will get a letter from Texas Health Steps telling you when it’s time for a checkup. Call your child’s doctor or dentist to set up the checkup.
- Set up the checkup at a time that works best for your family.

If the doctor or dentist finds a health problem during a checkup, your child can get the care he or she needs, such as:

- Eye tests and eyeglasses
- Hearing tests and hearing aids
- Dental care

- Other health care.
- Treatment for other medical conditions.

Call Molina at (866) 449-6849 or Texas Health Steps (877) 847-8377 ((877) THSTEPS) (toll-free) if you:

- Need help finding a doctor or dentist.
- Need help setting up a checkup.
- Have questions about checkups or Texas Health Steps.
- Need help finding and getting other services.

If you can't get your child to the checkup, Medicaid may be able to help. Children with Medicaid and their parent can get free rides to and from the doctor, dentist, hospital, or drug store. Contact Molina at (866) 449-6849 for more information.

How and when do I get Texas Health Steps medical and dental checkups for my child?

Make sure you take your child to their doctor or another Molina Texas Health Steps provider to get their Texas Health Steps medical checkups. These checkups are important and should be set up within 45 days of your child joining the health plan. The list below shows when your child will need a checkup.

Texas Health Steps Medical Checkups Schedule				
3 – 5 days old	12 months old	4 years old	10 years old	16 years old
2 weeks old	15 months old	5 years old	11 years old	17 years old
2 months old	18 months old	6 years old	12 years old	18 years old
4 months old	2 years old	7 years old	13 years old	19 years old
6 months old	30 months old	8 years old	14 years old	20 years old
9 months old	3 years old	9 years old	15 years old	

You can get these services by calling your child's primary care provider and/or dental provider to make a visit. Tell the person on the telephone that you want to schedule a "Texas Health Steps" appointment.

If you need help setting up an appointment, you can call Molina at (866) 449-6849 for help.

Molina will help you:

- find a doctor, dentist, or case manager
- make an appointment for a checkup
- get a ride or money for gas

Does my child's doctor have to be part of the Molina network?

Your child may go to any Texas Health Steps Medicaid doctor for Texas Health Steps services. Most of Molina's doctors who treat children also provide Texas Health Steps services. You may want to talk to your child's doctor first. Be sure to show your Molina ID card and Your Texas Benefits Medicaid Card to the doctor.

Do I have to have a referral?

No, you do not need a referral for Texas Health Steps services for your child. Talk to your doctor if you plan to go to a non-Molina doctor for these services.

What if I need to cancel an appointment?

Call your doctor if you cannot keep your child's appointment. Many primary care providers want to be called 24 hours before the appointment time. When you call, be sure to setup a new time for your child to be seen.

What if I am out of town and my child is due for a Texas Health Steps checkup?

When you return, setup a visit as soon as you can. It is very important that your child get these services.

What if I am a Migrant Farm Worker?

You can get your checkup sooner if you are leaving the area.

Transportation

Non-Emergency Medical Transportation (NEMT) Services

What are NEMT Services?

NEMT services provide transportation to nonemergency health care appointments for Members who have no other transportation options. These trips include rides to the doctor, dentist, hospital, pharmacy, and other places you get Medicaid services. These trips do NOT include ambulance trips.

What services are part of NEMT Services?

- Passes or tickets for transportation such as mass transit within and between cities or states, including by rail or bus
- Commerical airline transportation services
- Demand response transportation services, which is curb-to-curb transportation in private buses, vans or sedans, including wheelchair-accessible vehicles, if necessary
- Mileage reimbursement for an individual transportation participant (ITP) for a verified completed trip to a healthcare service. The ITP can be you, a responsible party, a family member, a friend, or a neighbor
- If you are 20 years old or younger, you may be able to recieve the cost of meals associated with a long-distance trip to obtain health care services. The daily rate for meals is \$25 per day for the member and \$25 per day for approved attendant.
- If you are 20 years or younger, you may be able to receive the cost of lodging associated with a long-distance trip to obtain health care services. Lodging services are limited to the overnight stay and do not include any amenities used during the stay, such as phone calls, room service, or laundry service.
- If you are 20 years old or younger, you may be able to receive funds in advance of a trip to cover authorized NEMT services.

If you need an attendant to travel to your appointment with you, NEMT services will cover the transportation costs of your attendant.

Children 14 years old and younger must be accompanied by a parent, guardian, or other authorized adult. Children 15-17 years old must be accompanied by a parent, guardian, or other authorized adult or have consent from a parent, guardian, or other authorized adults on file to travel alone. Parental consent is not required if the health care service is confidential in nature.

How to get a ride?

Your MCO will provide you with information on how to request NEMT services. You should request NEMT Services as early as possible, and at least two business days before you need the NEMT service. In certain circumstances you may request the NEMT service with less notice. These circumstances include being picked up after being discharged from a hospital; trips to the pharmacy to pick up medication or approved medical supplies; and trips for urgent conditions. An urgent condition is a health condition that is not an emergency but is severe or painful enough to require treatment within 24 hours.

You must notify your MCO prior to the approved and scheduled trip if your medical appointment is cancelled.

Who do I call for a ride to a medical appointment?

You can contact Access2Care at (866) 462-4857 to schedule transportation to non-emergency health care appointments. Access2Care is available to schedule your transportation services 24 hours a day, 7 days a week. Please be sure to schedule your transportation services as early as possible, and at least 48 hours in advance.

Vision

How do I get eye care services?

You can get routine eye care. You have to go to a vision care provider. The provider list is in the Vision Section of your Provider Directory. You will not need a referral from your primary care provider for routine vision care. If you have a medical problem with your eyes, you will need to call your primary care provider first. If your doctor cannot treat your medical problem, you will be referred to a special eye doctor who can. Adult members age 21 years and older get a vision exam and medically necessary frames and certain plastic lenses every 24 months.

Dental Services

What dental services does Molina cover for children?

Molina covers emergency dental services in a hospital or ambulatory surgical center, including, but not limited to, payment for the following:

- Treatment of dislocated jaw.
- Treatment for traumatic damage to teeth and supporting structures.
- Removal of cysts.
- Treatment of oral abscess of tooth or gum origin.

Molina covers hospital, physician, and related medical services for the above conditions. This includes services the doctor provides and other services your child might need like anesthesia or other drugs.

Molina is also responsible for paying for treatment and devices for craniofacial anomalies or other drugs.

Your child's Medicaid dental plan provides dental services including services that help prevent tooth decay and services that fix dental problems. Call your child's Medicaid dental plan to learn more about the dental services they offer.

Interpreter Services at Doctor's Visits

Can someone interpret for me when I talk with my doctor? Who do I call for an interpreter?

When you set up a medical visit, tell the provider you need an interpreter. If the provider does not have someone to interpret for you, call Molina Member Services at (866) 449-6849; we will help you.

How far in advance do I need to call?

Call as soon as you make a doctor's appointment.

How can I get a face-to-face interpreter in the provider's office?

When you call to set up your visit, tell the person you are talking to that you need an interpreter with you during the visit. If they cannot help, call Member Services.

OB/GYN Care

What if I need OB/GYN care? Do I have the right to pick an OB/GYN?

Attention Female Members

Molina Healthcare of Texas allows you to pick any OB/GYN, whether that doctor is in the same network as your Primary Care Provider or not.

You have the right to pick an OB/GYN without a referral from your Primary Care Provider. An OB/GYN can give you:

- One well-woman checkup each year.
- Care related to pregnancy.
- Care for any female medical condition.
- Referral to other special doctors within the network.

How do I choose an OB/GYN?

You can pick any OB/GYN listed in the Molina Provider Directory. Your OB/GYN will set up an appointment within two (2) weeks of your call.

If I do not choose an OB/GYN, do I have direct access? Will I need a referral?

You have direct access to see an OB/GYN without a referral from your primary care provider. You can go to any OB/GYN provider listed in the Provider Directory.

How soon can I be seen after contacting my OB/GYN for an appointment?

You will be seen within two (2) weeks from the day you called to set up your visit.

What if I am pregnant?

Please call Molina as soon as you know you are pregnant. Molina will help you get the care you need.

Our educational pamphlets, and other information, will answer any questions you may have about the pregnancy.

Can I stay with an OB/GYN if they are not with Molina?

You can see a doctor who is not part of Molina's network if:

- You are in the last three months of your pregnancy when you start your coverage with Molina; or
- If you have a health problem that would make changing to a new doctor unsafe. If not, you will need to see a Molina doctor.

Who do I need to call?

Call Member Services toll free at (866) 449-6849 for information on benefits for pregnant moms.

What other services/activities/education does Molina offer pregnant women?

Molina has a program just for pregnant women. This program gives you information on having a healthy pregnancy. It will tell you important things to do for you. It will tell you important things to do for your baby. You will work with someone that will help you during the time you are pregnant. This person will help you with what to do after your baby is born.

Where can I find a list of birthing centers?

Call Member Services at (866) 449-6849 for help with finding a center. You can go to MolinaHealthcare.com to find a provider in your area.

Can I pick a Primary Care Provider for my baby before the baby is born?

Yes, you can pick a primary care provider for your baby before your baby is born. You can find a listing of primary care providers in your provider directory. You can also find a listing of primary care providers on our website. You can also call Molina's Member Services at (866) 449-6849 for help with finding a primary care provider for your unborn child.

How do I sign up my newborn baby?

It is important to sign your baby up for Medicaid soon after your baby is born. To get more information on how to sign your baby up call the Medicaid Helpline at (800) 964-2777. The Helpline staff will tell you what you need to do to keep your baby covered under Medicaid. Check with the hospital social worker before you go home to make sure the application is complete. You can also call 2-1-1 to find your local HHSC office to make sure your baby's application has been received.

How and when do I tell Molina about the birth of my baby?

You need to call Molina's Member Services at (866) 449-6849 to let us know that you had your baby as soon as you can.

How and when do I tell my caseworker?

Call your local HHSC benefits office to let them know that your baby has been born.

How and when can I switch my baby's Primary Care Provider?

If you need to change your baby's primary care provider, you can call Molina's Member Services at (866) 449-6849 for help. We can change your baby's primary care provider on the same day that you request a change.

Can I switch my baby's health plan?

For at least 90 days from the date of birth, your baby will be covered by the same health plan that you are enrolled in. You can ask for a health plan change before the 90 days is up by calling the Enrollment Broker at (800) 964-2777.

You cannot change health plans while your baby is in the hospital.

How can I receive healthcare after my baby is born (and I am no longer covered by Medicaid)?

After your baby is born you may lose Medicaid coverage. You may be able to get some health care services through the Texas Women's Health Program and the Department of State Health Services (DSHS). These services are for women who apply for the services and are approved.

Texas Women's Health Program

The Texas Women's Health Program provides family planning exams, related health screenings and birth control to women ages 18 to 44 whose household income is at or below the program's income limits (185 percent of the federal poverty level). You must submit an application to find out if you can get services through this program.

To learn more about services available through the Texas Women's Health Program, write, call or visit the program's website:

Texas Women's Health Program

P.O. Box 1400

Midland, TX 79711-9902

Phone: (800) 335-8957

Website: www.texaswomenshealth.org

Fax: (toll-free): (866) 993-9971

DSHS Primary Health Care Program

The DSHS Primary Health Care Program serves women, children, and men who are unable to access the same care through insurance or other programs. To get services through this program, a person's income must be at or below the program's income limits (200 percent of the deferral poverty level). A person approved for services may have to pay a co-payment, but no one is turned down for services because of a lack of money.

Primary Health Care focuses on prevention of disease, early detection and early intervention of health problems. The main services provided are:

- Diagnosis and treatment
- Emergency services
- Family planning
- Preventive health services, including vaccines (shots) and health education, as well as laboratory, x-ray, nuclear medicine or other appropriate diagnostic services.

Secondary services that may be provided are nutrition services, health screening, home health care, dental care, rides to medical visits, medicines your doctor orders (prescription drugs), durable medical supplies, environmental health services, treatment of damaged feet (podiatry services), and social services.

You will be able to apply for Primary Health Care services at certain clinics in your area. To find a clinic where you can apply, visit the DSHS Family and Community Health Services Clinic Locator at <http://txclinics.dshs.texas.gov/chcl/>.

To learn more about services you can get through the Primary Health Care program, email, call, or visit the program's website:

Website: <https://citysearch.hhsc.state.tx.us/>

Phone: (512) 776-7796

Email: PPCU@dshs.state.tx.us

DSHS Expanded Primary Health Care Program

The Expanded Primary Health Care Program provides primary, preventive, and screening services to women age 18 and above whose income is at or below the program's income limits (200 percent of the federal poverty level). Outreach and direct services are provided through community clinics under contract with DSHS. Community health workers will help make sure women get the preventive and screening services they need. Some clinics may offer help with breast feeding.

You can apply for these services at certain clinics in your area. To find a clinic where you can apply, visit the DSHS Family and Community Health Services Clinic Locator at <http://txclinics.dshs.texas.gov/chcl/>.

To learn more about services you can get through the DSHS Expanded Primary Health Care program, visit the program's website, call, or email:

Website: www.dshs.state.tx.us/ephc.Expanded-Primary-Health-Care.aspx

Phone: (512) 776-7796

Fax: (512) 776-7203

Email: PPCU@dshs.state.tx.us

DSHS Family Planning Program

The Family Planning Program has clinic sites across the state that provide quality, low-cost, and easy-to-use birth control for women and men.

To find a clinic in your area visit the DSHS Family and Community Health Services Clinic Locator at <http://txclinics.dshs.texas.gov/chcl/>.

To learn more about services you can get through the Family Planning program, visit the program's website, call, or email:

Website: www.dshs.state.tx.us/famplan/

Phone: (512) 776-7796

Fax: (512) 776-7203

Email: PPCU@dshs.state.tx.us

Other Important Information

Who do I call if I have special health care needs and need someone to help me?

You can call Member Services. We will help you get more information on how to get help with special health care needs. We can tell you about services that Molina has in your area. We can tell you of community resources in your area. It is important to tell your primary care provider that you have special health care needs. Call your primary care provider to make an appointment to talk about your special needs.

What if I am too sick to make a decision about my medical care?

You can write a letter that is called an Advance Directive that tells people what you want to happen if you get very sick. For more information on how to write an Advance Directive, call Member Services at (866) 449-6849. We can send you forms to fill out that tell others the kind of health care you want if you are too sick to tell them.

What are Advance Directives?

An Advance Directives is a letter that you write to tell others the type of health care you want if you are too sick. You can also use this letter to give someone else the right to make these decisions for you, if you become too ill to make the decisions yourself.

How do I get an Advance Directive Form?

You can get forms to write advance directives by calling Member Services at (866) 449-6849. They will help you get the information you need to complete these forms.

What do I have to do if I need help with completing my renewal application?

How to Renew

Families must renew Medicaid coverage every year. In the months before a child's coverage is due to end, HHSC will send the family a renewal packet in the mail. The renewal packet contains an application. It also includes a letter asking for an update on the family's income and cost deductions. The family needs to:

- Look over the information on the renewal application.
- Fix any information that is not correct.
- Sign and date the application.
- Look at the health plan options, if Medicaid health plans are available.
- Return the renewal application and documents of proof by the due date.

Once HHSC receives the renewal application and documents of proof, staff checks to see if the children in the family still qualify for their current program or if they qualify for a different program. If a child is referred to another program (Medicaid or CHIP), HHSC sends the family a letter telling them about the referral and then looks to see if the child can get benefits in the other program. If the child qualifies, the coverage in the new program (Medicaid or CHIP) begins the month following the last month of the other program's coverage. During renewal, the family can pick new medical and dental plans by calling the CHIP/Children's Medicaid call center at (800) 964-2777.

What happens if I lose my Medicaid coverage?

If you lose Medicaid coverage but get it back again within six (6) months you will get your Medicaid services from the same health plan you had before losing your Medicaid coverage. You will also have the same primary care provider you had before.

What if I get a bill from my doctor? Who do I call? What information will they need?

The STAR Program does not have copays. Your doctor should not bill you for a covered service. If you do get a bill from a doctor, call the doctor's office and make sure they have your Medicaid information and any other insurance policy information available. All of the information your doctor needs to bill Molina for the service is on your ID card.

You can also get help by calling Molina's Member Services. A team member will help you with your doctor bill. To help you, they will need:

- The name of the patient
- The patient's Medicaid ID number
- The date of service
- The name of the doctor sending you the bill
- The amount you are being billed for

What do I have to do if I move?

As soon as you have your new address, give it to the local HHSC benefits office and Molina Member Services Department at (866) 449-6849. Before you get Medicaid services in your new area, you must call Molina, unless you need emergency services. You will continue to get care through Molina until HHSC changes your address.

What if I have other health insurance in addition to Medicaid?

Medicaid and Private Insurance

You are required to tell Medicaid staff about any private health insurance you have. You should call the Medicaid Third Party Resources hotline and update your Medicaid case file if:

- Your private health insurance is canceled.
- You get new insurance coverage.
- You have general questions about third party insurance.

You can call the hotline toll-free at (800) 846-7307.

If you have other insurance you may still qualify for Medicaid. When you tell Medicaid staff about your other health insurance, you help make sure Medicaid only pays for what your other health insurance does not cover.

IMPORTANT: Medicaid providers cannot turn you down for services because you have private health insurance as well as Medicaid. If providers accept you as a Medicaid patient, they must also file with your private health insurance company.

Adoption Assistance or Permanency Care Assistance (AAPCA)

Effective September 1, 2017, children in the Texas Department of Family and Protective Services (DFPS) Adoption Assistance or Permanency Care Assistance (AAPCA) programs will begin getting their Medicaid services through the STAR Medicaid managed care program. Members who get AAPCA services will still have the same Medicaid benefits under managed care as they do now.

What is Adoption Assistance?

The Adoption Assistance program provides help for certain children who are adopted from foster care.

What is Permanency Care Assistance?

The Permanency Care Assistance program provides financial support to family members who provide a permanent home to children who are in foster care that could not be reunited with their parents.

What if I need to update my address or phone number?

- The adoptive parent or permanency care assistance caregiver should contact the DFPS regional adoption assistance eligibility specialist assigned to his or her case.
- If the parent or caregiver doesn't know who the assigned eligibility specialist is, they can contact the DFPS hotline, 1-800-233-3405, to find out.
- The parent or caregiver should contact the adoption assistance eligibility specialist to assist with the address change.

Who can I call if I have questions?

You can call Member Services at (866) 449-6849, Monday to Friday, 8:00 a.m. – 5:00 p.m., local time.

Member Rights and Responsibilities

What are my rights and responsibilities?

MEMBER RIGHTS:

1. You have the right to respect, dignity, privacy, confidentiality, and nondiscrimination. That includes the right to:
 - a. Be treated fairly and with respect.
 - b. Know that your medical records and discussions with your providers will be kept private and confidential.
2. You have the right to a reasonable opportunity to choose a health care plan and primary care provider. This is the doctor or health care provider you will see most of the time and who will coordinate your care. You have the right to change to another plan or provider in a reasonably easy manner. That includes the right to:
 - a. Be told how to choose and change your health plan and your primary care provider.
 - b. Choose any health plan you want that is available in your area and choose your primary care provider from that plan.
 - c. Change your primary care provider.
 - d. Change your health plan without penalty.
 - e. Be told how to change your health plan or your primary care provider.
3. You have the right to ask questions and get answers about anything you do not understand. That includes the right to:
 - a. Have your provider explain your health care needs to you and talk to you about the different ways your health care problems can be treated.
 - b. Be told why care or services were denied and not given.
4. You have the right to agree to or refuse treatment and actively participate in treatment decisions. That includes the right to:
 - a. Work as part of a team with your provider in deciding what health care is best for you.
 - b. Say yes or no to the care recommended by your provider.
5. You have the right to use each complaint and appeal process available through the managed care organization and through Medicaid, and get a timely response to complaints, appeals and fair hearings. That includes the right to:
 - a. Make a complaint to your health plan or to the state Medicaid program about your health care, your provider or your health plan.
 - b. Get a timely answer to your complaint.
 - c. Use the plan's appeal process and be told how to use it.
 - d. Ask for a fair hearing from the state Medicaid program and get information about how that process works.

6. You have the right to timely access to care that does not have any communication or physical access barriers. That includes the right to:
 - a. Have telephone access to a medical professional 24 hours a day, 7 days a week to get any emergency or urgent care you need.
 - b. Get medical care in a timely manner.
 - c. Be able to get in and out of a health care provider's office. This includes barrier free access for people with disabilities or other conditions that limit mobility, in accordance with the Americans with Disabilities Act.
 - d. Have interpreters, if needed, during appointments with your providers and when talking to your health plan. Interpreters include people who can speak in your native language, help someone with a disability, or help you understand the information.
 - e. Be given information you can understand about your health plan rules, including the health care services you can get and how to get them.
7. You have the right to not be restrained or secluded when it is for someone else's convenience, or is meant to force you to do something you do not want to do, or is to punish you.
8. You have a right to know that doctors, hospitals, and others who care for you can advise you about your health status, medical care, and treatment. Your health plan cannot prevent them from giving you this information, even if the care or treatment is not a covered service.
9. You have a right to know that you are not responsible for paying for covered services. Doctors, hospitals, and others cannot require you to pay copayments or any other amounts for covered services.

You have the right to suggest changes to Molina Healthcare's member rights and responsibilities policy.

You also have the right to submit a bill for covered services if applicable, please submit claims to:

Molina Healthcare
PO BOX 22719
Long Beach, CA 90801

MEMBER RESPONSIBILITIES:

1. You must learn and understand each right you have under the Medicaid program. That includes the responsibility to:
 - a. Learn and understand your rights under the Medicaid program.
 - b. Ask questions if you do not understand your rights.
 - c. Learn what choices of health plans are available in your area.
2. You must abide by the health plan's and Medicaid's policies and procedures. That includes the responsibility to:
 - a. Learn and follow your health plan's rules and Medicaid rules.
 - b. Choose your health plan and a primary care provider quickly.
 - c. Make any changes in your health plan and primary care provider in the ways established by Medicaid and by the health plan.
 - d. Keep your scheduled appointments.
 - e. Cancel appointments in advance when you cannot keep them.
 - f. Always contact your primary care provider first for your non-emergency medical needs.
 - g. Be sure you have approval from your primary care provider before going to a specialist.
 - h. Understand when you should and should not go to the emergency room.
3. You must share information about your health with your primary care provider and learn about service and treatment options. That includes the responsibility to:
 - a. Tell your primary care provider about your health.
 - b. Talk to your providers about your health care needs and ask questions about the different ways your health care problems can be treated.
 - c. Help your providers get your medical records.

4. You must be involved in decisions relating to service and treatment options, make personal choices, and take action to keep yourself healthy. That includes the responsibility to:
 - a. Work as a team with your provider in deciding what health care is best for you.
 - b. Understand how the things you do can affect your health.
 - c. Do the best you can to stay healthy.
 - d. Treat providers and staff with respect.
 - e. Talk to your provider about all of your medications.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at (800) 368-1019. You also can view information concerning the HHS Office of Civil Rights online at www.hhs.gov/ocr

Additional Member Responsibilities while using NEMT Services

1. When requesting NEMT Services, you must provide the information requested by the person arranging or verifying your transportation.
2. You must follow all rules and regulations affecting your NEMT services.
3. You must return unused advanced funds. You must provide proof that you kept your medical appointment prior to receiving future advanced funds.
4. You must not verbally, sexually, or physically abuse or harass anyone while requesting or receiving NEMT services.
5. You must not lose bus tickets or tokens and must return any bus tickets or tokens that you do not use. You must use the bus tickets or tokens only to go to your medical appointment.
6. You must only use NEMT Services to travel to and from your medical appointments.
7. If you have arranged for an NEMT Service but something changes, and you no longer need the service, you must contact the person who helped you arrange your transportation as soon as possible.

Complaint Process

What should I do if I have a complaint? Who do I call?

We want to help. If you have a complaint, please call us toll-free at (866) 449-6849 to tell us about your problem. A Molina Member Services Advocate can help you file a complaint. Just call (866) 449-6849. Most of the time, we can help you right away or at the most within a few days.

Once you have gone through the Molina Healthcare complaint process, you can complain to the Health and Human Services Commission (HHSC) by calling toll-free (866) 566-8989. If you would like to make your complaint in writing, please send it to the following address:

Texas Health and Human Services Commission
Ombudsman Managed Care Assistance Team
P.O. Box 13247
Austin, TX 78711-3247

If you can get on the Internet, you can send your complaint in an email to hhs.texas.gov/managed-care-help

Can someone from Molina help me file a complaint?

Yes, we want to help you with the complaint process. When you have a complaint, you can call Member Services and ask for help with your complaint. Member Services Toll Free at (866) 449-6849.

How long will it take to process my complaint?

Your complaint will be handled within (30) calendar days from the date Molina receives your complaint. It could take less than 30 days. You will get a letter that tells you how your complaint was resolved. This letter will explain the complete complaint and appeal process. It will also tell you about your appeal rights. If the complaint is for an emergency for inpatient hospital or on-going care, Molina will resolve your complaint within one (1) business day.

What are the requirements and timeframes for filing a Complaint?

When we get your complaint, we will send you a letter within five days telling you we have your complaint. We will look into your complaint and decide the outcome. We will send you a letter telling you the outcome. We will not take more than 30 days to complete this process.

Do I have the right to meet with a complaint appeal panel?

Yes, if you are not happy with the results of your complaint, call Member Services. They will help you set up a meeting with the Complaint Appeal Panel. Molina's appeal panel includes a doctor, a Member and an employee of Molina. The providers will be familiar with your kind of complaint. Members of the panel have not been involved in your case before. We will let you know we received your appeal. A letter will let you know the complete complaint and appeal process. This letter will tell you about your appeal rights.

Appeal Process

How will I find out if services are denied?

If Molina denies your services, we will send you a letter.

What can I do if my doctor asks for a service or medicine for me that is covered but Molina denies it or limits it?

If you do not agree with Molina's decision to deny or limit your services, you can ask for an appeal. An appeal is when you or your representative asks Molina to look again at the services or medicines that we denied or limited.

If you ask someone to be your representative and to file an appeal for you, you must also send a letter to Molina to let us know you have chosen a person to represent you. We must have this information in writing for your privacy and security. You can send the letter to:

Molina Healthcare of Texas
Attn: Member Complaints & Appeals
P. O. Box 165089
Irving, TX 75016

Can I continue getting the services that were already approved?

Yes, to keep getting the services that were approved but are now being denied or limited, you must file your appeal within 10 days from the day you get a letter telling you a service was denied or limited or from the date the services will end. If you ask to keep the services while your appeal is pending, you need to know that you may have to pay for these services.

What are the timeframes for the appeal process?

We will send you a letter within five (5) business days from when we get your request for an appeal. The letter will tell you that we got your appeal and we are working on it. We will make the final decision within 30 days after we get your appeal, unless we need more information from you or your representative. If we need more information, we may take up to 14 more days to complete your appeal. If we extend the appeals process, we will send you a letter. The letter will let you know the reason for the delay. You can also ask us to extend the process up to 14 days if you have more information that we should consider. Molina will send you and your doctor a letter with the final decision.

You can ask for an expedited appeal if you or your doctor believe your health could be seriously harmed by waiting up to 30 days for a decision. We will make our decision within 1 day after getting your request.

How soon do I need to ask for an appeal?

The appeal needs to be filed within 60 days from the date on the letter telling you that all or part of your services were denied or limited.

Does my request have to be in writing?

You can request an appeal by telephone. You can call a Molina Member Advocate or someone in Member Services can help you file your appeal. After your phone call, you or your representative must follow up with a signed written request, unless an expedited appeal is requested. Just ask for help when you call to file your appeal.

Toll free number: (866) 449-6849

You can also write your appeal and send it to:

Molina Healthcare of Texas
Attn: Member Complaints & Appeals
P. O. Box 165089
Irving, TX 75016

Can someone from Molina help me file an appeal?

Yes, a Molina Member Advocate or someone in Member Services can help you file your appeal. Just ask for help when you call to file your appeal.

Can I ask for a State Fair Hearing?

You can also request a State Fair Hearing within 120 days after Molina's appeal process, unless you have asked for an expedited appeal. For more information, see the section on Expedited Appeals and State Fair Hearing below.

Expedited Appeals

What is an expedited appeal?

An Expedited Appeal is when the health plan has to make a decision quickly based on the condition of your health, and taking the time for a standard appeal could jeopardize your life or health.

How do I ask for an expedited appeal? Does my request have to be in writing?

You can call a Member Advocate or Member Services and ask to file an expedited appeal. We will help you. You can ask for an expedited appeal by calling or in writing.

Who can help me in filing an expedited appeal?

You can call a Molina Member Advocate or Member Services to file an expedited appeal. When you call, just tell them you would like to file an expedited appeal, they will know to work on it very quickly.

Toll free number: (866) 449-6849

If you send the expedited appeal in writing, send it to:

Molina Healthcare of Texas
Attn: Member Complaints & Appeals
P. O. Box 165089
Irving, TX 75016

What are the time frames for an expedited appeal?

Molina will make a decision within one (1) business day. For expedited appeals, we will send a letter telling you your appeal has been handled. We will send your provider a letter telling him/her that your appeal has been resolved.

What happens if Molina denies the request for an expedited appeal?

Molina may make a decision that your appeal should not be expedited. If this decision is made, we will follow the standard appeal process. As soon as this is decided, we will call you to let you know that the standard appeal process will be followed. We will also let you know by sending you a letter within 2 days from the date you asked for the expedited appeal.

Denied request for an expedited appeal

If you disagree with the decision, you have the right to request an expedited Fair Hearing from the State.

State Fair Hearing

Can I ask for a State Fair Hearing?

If you, as a member of the health plan, disagree with the health plan's decision, you have the right to ask for a fair hearing. You may name someone to represent you by writing a letter to the health plan telling them the name of the person you want to represent you. A doctor or other medical provider may be your representative. If you want to challenge a decision made by your health plan, you or your representative must ask for the fair hearing within 120 days of the date on the health plan's letter with the decision. If you do not ask for the fair hearing within 120 days, you may lose your right to a fair hearing. To ask for a fair hearing, you or your representative should either send a letter to the health plan at:

Molina Healthcare of Texas
Attention Complaint & Appeal Dept.
P. O. Box 165089
Irving, TX 75016

Or call Members Services Toll Free at: (866) 449-6849

You have the right to keep getting any service the health plan denied or reduced, at least until the final hearing decision is made if you ask for a fair hearing by the later of: (1) 10 calendar days following the MCO's mailing of the notice of the Action, or (2) the day the health plan's letter says your service will be reduced or end. If you do not request a fair hearing by this date, the service the health plan denied will be stopped.

If you ask for a fair hearing, you will get a packet of information letting you know the date, time and location of the hearing. Most fair hearings are held by telephone. At that time, you or your representative can tell why you need the service the health plan denied.

HHSC will give you a final decision within 90 days from the date you asked for the hearing.

Fraud and Abuse

Do you want to report Waste, Abuse, or Fraud?

Let us know if you think a doctor, dentist, pharmacist at a drug store, other health care providers, or a person getting benefits is doing something wrong. Doing something wrong could be waste, abuse, or fraud, which is against the law. For example, tell us if you think someone is:

- Getting paid for services that weren't given or necessary.
- Not telling the truth about a medical condition to get medical treatment.
- Letting someone else use their Medicaid ID.
- Using someone else's Medicaid ID.
- Not telling the truth about the amount of money or resources he or she has to get benefits.

To report waste, abuse, or fraud, choose one of the following:

- Call the OIG Hotline at (800) 436-6184;
- Visit <https://oig.hhsc.state.tx.us/> Under the box labeled "I WANT TO" click "Report Waste, Abuse, and Fraud" to complete the online form; or
- You can report directly to your health plan:

Molina Healthcare of Texas
Attention Compliance Officer
5605 N. MacArthur Blvd. Ste 400
Irving, Texas, 75038
(866) 606-3889

To report an issue online, visit: <https://molinahealthcare.AlertLine.com>

To report waste, abuse, or fraud, gather as much information as possible.

When reporting about a provider (a doctor, dentist, counselor, etc.) include:

- Name, address, and phone number of provider

- Name and address of the facility (hospital, nursing home, home health agency, etc.)
- Medicaid number of the provider and facility, if you have it
- Type of provider (doctor, dentist, therapist, pharmacist, etc.)
- Names and phone numbers of other witnesses who can help in the investigation
- Dates of events
- Summary of what happened

When reporting about someone who gets benefits, include:

- The person's name
- The person's date of birth, Social Security Number, or case number if you have it
- The city where the person lives
- Specific details about the waste, abuse, or fraud

Information Available On a Yearly Basis

As a member of Molina you can ask for and get the following information each year:

- Information about network providers – at a minimum primary care doctors, specialists, and hospitals in our service area. This information will include names, addresses, telephone numbers, and languages spoken (other than English) for each network provider, plus identification of providers that are not accepting new patients.
- Any limits on your freedom of choice among network providers.
- Your rights and responsibilities.
- Information on complaint, appeal, and fair hearing procedures.
- Information about benefits available under the Medicaid program, including amount, duration, and scope of benefits. This is designed to make sure you understand the benefits to which you are entitled.
- How you get benefits including authorization requirements.
- How you get benefits, including family planning services, from out-of-network providers and limits to those benefits.
- How you get after hours and emergency coverage and limits to those kinds of benefits, including:
 - › What makes up emergency medical conditions, emergency services, and post-stabilization services.
 - › The fact that you do not need prior authorization from your primary care provider for emergency care services.
 - › How to get emergency services, including instructions on how to use the 911 telephone system or its local equivalent.
 - › The addresses of any places where providers and hospitals furnish emergency services covered by Medicaid.
 - › A statement saying you have a right to use any hospital or other settings for emergency care.
 - › Post-stabilization rules.
- Policy on referrals for specialty care and for other benefits you cannot get through your primary care provider.
- Molina's practice guidelines.

Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina uses and shares your information to provide you with health benefits. Molina wants to let you know how your information is used or shared.

Your Protected Health Information

PHI means "*protected health information*." PHI is health information that includes your name, member number or other identifiers, and is used or shared by Molina.

Why does Molina use or share your Protected Health Information (PHI)?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To use or share PHI for other purposes as required or permitted by law

When does Molina need your written authorization (approval) to use or share your PHI?

Molina needs your written approval to use or share your PHI for purposes not listed above.

What are your privacy rights?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI
- To ask us to not use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

How does Molina protect your PHI?

Molina uses many ways to protect PHI across our health plan. This includes PHI in written word, spoken word or on a computer. Below are some ways Molina protects PHI:

- Molina has policies and rules to protect PHI.
- Molina limits who may see PHI. Only Molina staff with a need to know PHI may use it.
- Molina staff is trained on how to protect and secure PHI.
- Molina staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina secures PHI on our computers. PHI on our computers is kept private by using firewalls and passwords.

What must Molina do by law?

- Keep your PHI private.
- Give you written information, such as this on our duties and privacy practices about your PHI.
- Follow the terms of our Notice of Privacy Practices.

What can you do if you feel your privacy rights have not been protected?

- Call or write Molina and complain.
- Complain to the Department of Health and Human Services.

We will not hold anything against you. Your action would not change your care in any way.

The above is only a summary. Our Notice of Privacy Practices has more information about how we use and share our Members' PHI. Our Notice of Privacy is included in Appendix A on page 37. It is also on our website at: MolinaHealthcare.com. You can also call Member Services for questions about your privacy or to get a copy of Molina's Notice of Privacy Practices.

New Medical Procedures Review

As a member of the Molina health plan, one of your covered benefits includes the fact that we look at new medical advances, like new equipment, tests, and surgery. Each situation is looked at on a case-by-case basis, and sometimes we use a special review to make sure that it is right for you. For more information, call Member Services.

Appendix A - Value Added Services - Effective September 1, 2020

At Molina Healthcare, we care about your health. That's why we focus on getting you the Value Added Services, quality care and support you need to stay healthy. All at no cost to Molina members!

- **24-hour Nurse Advice Line** – Our nurses can answer your questions 24 hours a day, 7 days a week. Call (888) 275-8750 (English)/(866) 648-3537 (Spanish)
- **Non-Medical Transportation Ride Share** – Pregnant women can get up to 10 ride share trips. These trips are available when a member is leaving the hospital after being discharged and/or when a member needs help getting to an OB/GYN appointment that is scheduled less than 48 hours in advance. Limited to members in Harris only.
- **School or Sports Physical** – Members age 5 through 19 can get a once a year physical for school or sports.
- **\$20 gift card for getting all annual immunizations on time** – For members age 18 months through 20 years. Must be enrolled at time of immunizations and must be documented.
- **\$20 gift card for timely Texas Health Steps checklist each year** – For members age 15 months through 20 years. Must have a documented Texas Health Steps checklist each year and enrolled at time of checklist.
- **\$25 gift card for getting an adolescent well-care visit** – For members age 12 through 20.
- **\$30 gas gift card** – For mother's visiting newborns in the neonatal intensive care (NICU) once per stay.
- **Weight Watchers Program Meeting Vouchers** – For members age 15 and older with a BMI of 30 or more and diabetic members with an A1c lab result of 8 or more. The Health Educator will determine the total number of meeting vouchers provided.
- **Aeroflow Mom and Baby Membership** – For pregnant members or members who recently delivered to receive breastfeeding counseling and resources such as educational tips and tricks, and lactation support via telehealth.
- **\$30 gift card for early prenatal exam** – For newly enrolled pregnant members who complete an early prenatal exam within 42 days of enrollment or existing members, who complete an early prenatal exam in the first trimester (90 days) after documented by OB/GYN or Primary Care Provider.
- **\$50 gift card for postpartum exam** – For members who complete a postpartum exam within 21-56 days of delivery.

- **Nutritional Dietary Support for Postpartum Members** – Delivered to member's home up to 10 times each year during the first three months follow discharge.
- **Postpartum Kit** – For currently enrolled members up to three months following delivery. Available once ever year.
- **Up to 8 hours of Postpartum Respite Services** – For currently enrolled members three months after delivery. Services must be authorized by a Case Manager.
- **Baby Blanket** – One blanket for members in the third trimester of pregnancy through six months following delivery
- **Infant Car Seat** – One infant care seat for members in the 6th month of pregnancy through 6 months following delivery.
- **Adult Dental Services** – Up to \$250 per year for dental checkups, x-rays and cleaning for members age 21 and older. Must be enrolled at time of services.
- **\$30 Gift Card for Getting a Texas Health Steps Checkup Each Year** – For members who complete the recommended well-child/Texas Health Steps checkups for ages 0 months through 4 months. Must be enrolled at time of checkups.
- **\$30 gift card for getting a Texas Health Steps Checkup Each Year** – For members who complete the recommeneed well-child/Texas Health Steps checkups for ages 6 months through 15 months. Must be enrolled at time of checkups.
- **\$100 Eyewear Allowance towards Upgrades** – For frames, lenses or contacts every two years. Must be enrolled at time of service.
- **\$25 Gift Card** – For currently enrolled members age 9 to 13 who receive the recommended number of vaccines. Immunizations must be documented and verified by Primary Care Provider.
- **\$60 Over-the-Counter (OTC) Gift Card** – For OTC medicines and other medical or health related supplies not covered by Medicaid, every six months for Hidalgo members only. Cannot be used for food or water.
- **\$30 Gift Card for Completing an Office Visit for a Mental Health Condition after a Hospitalization** – For members who complete an office visit with a behavioral health specialist within 7 days of a hospitalization for a mental health condition, and an additional \$30 gift card for completing an office visit within 30 days of a hospitalization for a mental health condition.
- **Boy and Girls Club Membership** – For currently enrolled members age 6 through 18, where available in Dallas, El Paso and Hidalgo.
- **Neighborhood Center Membership** – For currently enrolled members age 14 through 18 in Harris only.
- **\$25 Gift Card for Members who go to a follow-up doctor visit within 7 days of one hospital stay per year** – Does ot apply to newborns being released from hospital due to birth.
- **Home Exercise Kit** – For members age 12 and older with a BMI of 30 or more and diabetic members with an A1c lab result of 8 or more. Home exercise kit includes jump rope, tubing with handles, flat resistance band, pedometer, reflective arm band, Get Started Guide, exercise flip cards, six week fitness and nutrition plans, articles, recipes, advice and online exercise library.

- **\$20 Gift Card** – For currently enrolled members with asthma who refill their asthma-controlled medications for 3 consecutive months. Maximum of \$80.
- **Nutritional Dietary Support** – Delivered to member's home each year for members diagnosed with a behavioral health condition, including depression to allow focus on recovery to improve nutrition and overall healthcare. Must be authorized by a Case Manager.

Have questions? We're here to help. Call Member Services at (866) 449-6849, Monday to Friday, 8:00 a.m. – 6:00 p.m., central time. This call is free. Or visit MolinaHealthcare.com for more information.

Appendix B - Notice of Privacy Practices - Molina Healthcare of Texas

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Molina Healthcare of Texas (“**Molina Healthcare**,” “**Molina**,” “**we**” or “**our**”) uses and shares protected health information about you to provide your health benefits. We use and share your information to carry out treatment, payment and health care operations. We also use and share your information for other reasons as allowed and required by law. We have the duty to keep your health information private and to follow the terms of this Notice. The effective date of this Notice is September 23, 2013.

PHI stands for these words, protected health information. PHI means health information that includes your name, Member number or other identifiers, and is used or shared by Molina.

Why does Molina use or share your PHI?

We use or share your PHI to provide you with health care benefits. Your PHI is used or shared for treatment, payment, and health care operations.

For Treatment

Molina may use or share your PHI to give you, or arrange for, your medical care. This treatment also includes referrals between your doctors or other health care providers. For example, we may share information about your health condition with a specialist. This helps the specialist talk about your treatment with your doctor.

For Payment

Molina may use or share PHI to make decisions on payment. This may include claims, approvals for treatment, and decisions about medical need. Your name, your condition, your treatment, and supplies given may be written on the bill. For example, we may let a doctor know that you have our benefits. We would also tell the doctor the amount of the bill we would pay.

For Health Care Operations

Molina may use or share PHI about you to run our health plan. For example, we may use information from your claim to let you know about a health program that could help you. We may also use or share your PHI to solve Member concerns. Your PHI may also be used to see that claims are paid right.

Health care operations involve many daily business needs. It includes, but is not limited to, the following:

- Improving quality;
- Actions in health programs to help Members with certain conditions (such as asthma);
- Conducting or arranging for medical review;

- Legal services, including fraud and abuse detection and prosecution programs;
- Actions to help us obey laws
- Address Member needs, including solving complaints and grievances.

We will share your PHI with other companies (“**business associates**”) that perform different kinds of activities for our health plan. We may also use your PHI to give you reminders about your appointments. We may use your PHI to give you information about other treatment, or other health-related benefits and services.

When can Molina use or share my PHI without getting written authorization (approval) from you?

The law allows or requires Molina to use and share PHI for several other purposes, including the following:

Required by law

We will use or share information about you as required by law. We will share your PHI when required by the Secretary of the Department of Health and Human Services (HHS). This may be for a court case, other legal review, or when required for law enforcement purposes.

Public Health

Your PHI may be used or shared for public health activities. This may include helping public health agencies to prevent or control disease.

Health Care Oversight

Your PHI may be used or shared with government agencies. They may need your PHI for audits.

Research

Your PHI may be used or shared for research in certain cases.

Legal or Administrative Proceedings

Your PHI may be used or shared for legal proceedings, such as in response to a court order.

Law Enforcement

Your PHI may be used or shared with police to help find a suspect, witness or missing person.

Health and Safety

Your PHI may be shared to prevent a serious threat to public health or safety.

Government Functions

Your PHI may be shared with the government for special functions. An example would be to protect the President.

Victims of Abuse, Neglect, or Domestic Violence

Your PHI may be shared with legal authorities if we believe that a person is a victim of abuse or neglect.

Workers Compensation

Your PHI may be used or shared to obey Workers Compensation laws.

Other Disclosures

Your PHI may be shared with funeral directors or coroners to help them do their jobs.

When does Molina need your written authorization (approval) to use or share your PHI?

Molina needs your written approval to use or share your PHI for a purpose other than those listed in this Notice. Molina needs your authorization before we disclose your PHI for the following (1) most uses and disclosures of psychotherapy notes; (2) uses and disclosures for marketing purposes; and (3) uses and disclosures that involve the sale of PHI. You may cancel a written approval that you have given us. Your cancellation will not apply toward actions already taken by us because of the approval you already gave to us.

What are your health information rights?

You have the right to:

- **Request Restrictions on PHI Uses of Disclosures (Sharing of Your PHI)**

You may ask us not to share your PHI to carry out treatment, payment or health care operations. You may also ask us not to share your PHI with family, friends or other persons you name who are involved in your health care. However, we are not required to agree to your request. You will need to make your request in writing. You may use Molina's form to make your request.

- **Request Confidential Communications of PHI**

You may ask Molina to give you your PHI in a certain way or at a certain place to help keep your PHI private. We will follow reasonable requests, if you tell us how sharing all or a part of that PHI could put your life at risk. You will need to make your request in writing. You may use Molina's form to make your request.

- **Amend Your PHI**

You may ask that we amend (change) your PHI. This involves only those records kept by us about you as a Member. You will need to make this request in writing. You may use Molina's form to make your request. You may file a letter disagreeing with us if we deny the request.

- **Receive an Accounting of PHI Disclosures (Sharing of Your PHI)**

You may ask that we give you a list of certain parties that we shared your PHI with during six years prior to the date of your request. The list will not include PHI shared as follows:

- for treatment, payment or health care operations;
- to persons about their own PHI;
- sharing done with your authorization;
- incident to a use or disclosure otherwise permitted or required under applicable law;
- PHI released in the interest of national security or for intelligence purposes; or
- as part of a limited data set in accordance with applicable law.

We will charge a reasonable fee for each list if you ask for this list more than once in a 12-month period. You will need to make your request in writing. You may use Molina's form to make your request.

You may make any of the requests listed above, or may get a paper copy of this Notice. Please call our Member Services Department at (866) 449-6849.

What can you do if your rights have not been protected?

You may complain to Molina and the Department of Health and Human Services if you believe your privacy rights have been violated. We will not do anything against you for filing a complaint. Your care and benefits will not change in any way.

You may file a complaint with us at:

Molina Healthcare of Texas
Manager of Member Services
84 N.E. Loop 410, Suite 200
San Antonio, TX 78216
Phone: (866) 449-6849

You may file a complaint with the Secretary of the U.S. Department of Health and Human Services at:

Office of Civil Rights
U.S. Department of Health & Human Services
1301 Young Street, Suite 1169
Dallas, TX 75202
(800) 368-1019; (800) 537-7697 (TDD);
(214) 767-0432 (FAX)

What are Molina's duties?

Molina is required to:

- Keep your PHI private;
- Give you written information such as this on our duties and privacy practices about your PHI;
- Provide you with a notice in the event any breach of your unsecured PHI;
- Not use or disclose your generic information for underwriting purposes;
- Follow the terms of this Notice.

This Notice is subject to Change.

Molina reserves the right to change its information practices and terms of this Notice at any time. If we do, the new terms and practices will then apply to all PHI we keep. If we make any material changes, Molina will post the revised Notice on our website and send the revised Notice, or information about the material change and how to obtain the revised Notice, in our next annual mailing to our members then covered by Molina.

Contact Information

If you have any questions, please contact the following office:

Molina Healthcare of Texas
Attention: Manager of Member Services
84 N.E. Loop 410, Suite 200
San Antonio, TX 78216
Phone: (866) 449-6849



Your Extended Family.

Non-Discrimination Notification
Molina Healthcare of Texas
Medicaid

Molina Healthcare of Texas (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - o Skilled sign language interpreters
 - o Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - o Skilled interpreters
 - o Written material translated in your language
 - o Material that is simply written in plain language

If you need these services, contact Molina Member Services at (866) 449-6849

TTY/TTD: (800) 346-4128.

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (713) 623-0645.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.



42 | Welcome to the Molina Family.

INTENTIONALLY LEFT BLANK