Welcome to Molina Healthcare!

Your Quick Start Guide

MOLINA HEALTHCARE®

Your Extended Family.

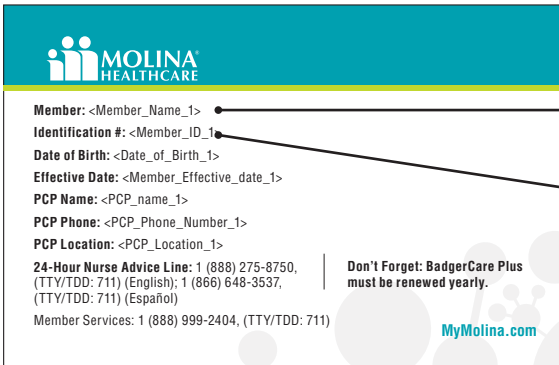# At Molina Healthcare, you're important to us!

You're receiving this guide because Molina works with your Wisconsin state health plan to provide your health benefits. Molina is here to help you feel your best!

Your Molina Member ID Card

IMPORTANT:

- Please make sure your information is correct.
- Always bring this card with you when you see your doctor.

Member: <Member_Name_1>   **Your name**

Identification #: <Member_ID_1>   **Your member identification number (ID #)**

Date of Birth: <Date_of_Birth_1>
Effective Date: <Member_Effective_date_1>
PCP Name: <PCP_name_1>
PCP Phone: <PCP_Phone_Number_1>
PCP Location: <PCP_Location_1>
24-Hour Nurse Advice Line: 1 (888) 275-8750, (TTY/TDD: 711) (English); 1 (866) 648-3537, (TTY/TDD: 711) (Español)
Member Services: 1 (888) 999-2404, (TTY/TDD: 711)

Don't Forget: BadgerCare Plus must be renewed yearly.

MyMolina.com

Your card shows the name and contact details for your doctor, also called Primary Care Provider (PCP). If it is not your correct doctor, you can change it:

- Use the Molina Mobile app
- Go to **MyMolina.com**
- Call Molina Member Services:
  1 (888) 999-2404, TTY/TDD: 711

Now you can get the care you need, close to home. You also have value-added health programs—at no cost!
As a member of Molina Healthcare, you qualify for programs that can help you live your healthiest.

Case Management for children and adults with special needs to help you make the most of your coverage.

Health maintenance programs like Weight Management and Stop Smoking Education.

Disease management for chronic health issues, including Diabetes, Asthma, Congestive Heart Failure and Depression.

See all the health benefits available to you. Go to **MolinaHealthcare.com** and read the Medicaid Member Handbook.

Make the most of your health plan.

- **Molina Member Handbook**—Learn all the benefits Molina covers at no cost to you. Read the Member Handbook: **MolinaHandbook.com/WI**.

- **Provider Directory**—All Molina doctors are board-certified and subject to quality review before they can join our network. Find a doctor near you: visit **MolinaProviderDirectory.com/WI**

- **Pharmacy Benefits**— Your medications are covered by ForwardHealth. Call ForwardHealth Member Services at 1 (800) 362-3002.

- For more details, please go online or call us
  – Visit **MolinaHealthcare.com**
  – Call **1 (888) 999-2404, TTY/TDD: 711.**

What does Molina do for you?

You get benefits like no-cost doctor visits, dental, vision, mental health care and hospital care when you need it. Plus, advantages like:

No-Cost Cell Phone—Get a phone to use 24/7 with free minutes. Call Molina Member Services to learn more.

Health Education—Free programs to help you lose weight, stop smoking, help with chronic conditions and more!

Rewards for Seeing the Doctor—Ask which doctor visits offer cash and non-cash rewards!

24-Hour Nurse Advice Line—Get answers to your health questions 24/7.
Call: 1 (888) 275-8750, TTY/TDD: 711

Tools to control your health care: Getting Molina Mobile and MyMolina.com.

Whether you prefer a desktop portal or mobile app, Molina's got you covered 24/7.

Download Molina Mobile.
Molina Mobile is the Molina app that gives you fast access to important information at any time of the day.

Here are some things you can do!
- Find a doctor
- Download your ID card
- Find a hospital or urgent care
- Change doctors
- And more!

Scan this barcode to download Molina Mobile:

Prefer a desktop portal?
Visit **MyMolina.com**.

To sign up, just follow the instructions.

Questions?
Call Molina Member Services:
1 (888) 999-2404
(TTY/TDD: 711).

Getting care.

Your doctor—also called your Primary Care Provider (PCP)—will give you most of your care. Make sure you go for regular checkups. Molina suggests you schedule a Wellness Visit sometime in the next 90 days. **Call your doctor to make an appointment.**

Visit your doctor when you're healthy. Get to know your doctor. That helps a lot when you get sick and need help. If they know you, you get in faster!

As a Molina member, you also have access to:

- **Vision Services**—This includes eyeglasses, with some limitations.

- **Dental Services**—You can get a routine dental appointment within 90 days.

- **Pharmacy Benefits**—Your medications are covered by the State; always show your ForwardHealth card at the pharmacy.

- **Free Transportation**—Call 1 (866) 907-1493 at least 48 hours in advance of your appointments; rides to urgent appointments also available.

* Phone numbers on page 11.

Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care:
- Call 911
- Visit an emergency room

If you need care after hours but aren't sure where to go, these examples can help

URGENT CARE*

Visit a nearby urgent care center or call the 24-Hour Nurse Advice Line at 1 (888) 275-8750, TTY/TDD: 711 for conditions that are often non-life threatening such as:

Cold or flu symptoms	Wounds that may require stitches
Sprains, strains or deep bruises	Sore throat
Ear pain	Stomach flu or virus

EMERGENCY CARE

Call 911 or visit an emergency room.

Severe bleeding	Chest pain or pressure
Severe abdominal pain	Head trauma or injury
Difficulty breathing	Sudden dizziness or trouble seeing

Behavioral health: When someone is at risk of hurting themselves or others

Find a doctor, hospital or urgent care near you on the Molina Mobile app.

*Urgent care examples often do not require Emergency Care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately.

How Molina gets to know you

30 Days Expect a call from Molina to welcome you. We use this time to answer your questions so you can understand and use all the benefits you have.

60 Days You might get a call from Molina to further discuss your health. We will use that information to work with you to come up with a plan that best fits your health needs and your choices.

90 Days You will get a call from Molina to see if you are getting everything you need. For example, did you get the doctor you want? Need help making a dentist appointment? We can help answer any other health questions you might have.

Molina's commitment is to get you the care that meets your needs, and that includes vision and dental!

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Don't Risk Losing Your Health Benefits!
About 2 months before your ForwardHealth benefits expire, you will receive a letter from the State, telling you it is time to renew your health benefits. Act right away.

Call Molina Benefits Renewal team:
1 (877) 373-8966 or ForwardHealth Member Services at 1 (800) 362-3002, TTY/TDD: 711. You can also renew your benefits at **access.wisconsin.gov**.

For the care you need, close to home, lean on Molina.

Molina Healthcare was created in 1980 to bring high quality care to everyone who needs it. We put you, our member, at the center of all we do. We're committed to keeping our communities healthy, too.

Thank you for being a member of Molina. We are dedicated to earning the trust you put in us.

Stay connected to Molina

Don't Risk Losing Your Health Benefits!

Molina Member Services
1 (888) 999-2404, TTY/TDD: 711
(Monday-Friday; 8 a.m.- 5 p.m.)

Mental Health Substance Abuse Services
1 (888) 275-8750, TTY/TDD: 711

Vision Care
Milwaukee County: 1 (414) 760-7400
Outside Milwaukee County: 1 (800) 822-7228

Dental Services
If you live in Milwaukee, Kenosha, Racine, Ozaukee,
Waukesha or Washington counties—call 1 (888) 999-2404
All other counties—call 1 (800) 362-3002

Pharmacy Member Services
1 (800) 362-3002

Transportation Assistance
(call at least 48 hours in advance of appointment)
 1 (866) 907-1493

24-Hour Nurse Advice Line (7 days a week)
English—1 (888) 275-8750, TTY/TDD: 711
Español—1 (866) 648-3537, TTY/TDD: 711

11002 W. Park Place
Milwaukee, WI 53224-9931
1 (888) 999-2404, TTY/TDD: 711
MolinaHealthcare.com

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