

Guide to Accessing Quality Health Care

Spring 2018



MolinaHealthcare.com



Your Extended Family.

12105683WI0818

MyMolina

MyMolina is a secure web portal that lets you manage your own health from your computer. MyMolina.com is easy to use. Here are some of the things you can do in MyMolina:

- Do a health appraisal. A health appraisal is a tool that can help you and your provider identify ways to improve your health.
- Get self-help in the following areas:
 - Healthy Weight (BMI)
 - Stop tobacco use
 - Promote Physical Activity
 - Healthy Eating
 - Manage Stress
 - Avoid drinking alcohol
 - Identify signs of depression
 - Identify signs of lack of motivation
 - Testing for Cancer
 - Vaccinations
 - Safety
- Get information on your claims:
 - The stage of your claim.
 - The total approved.
 - The total paid.
 - Your cost, if any.
 - The date paid.
- Other things you can do in the MyMolina member portal:
 - Request a member ID card.
 - Find out when and how to get referrals.
 - Select or change a provider.
 - Get online health records.
 - Get e-referrals.
 - Enroll in health management programs.
 - Use secure email to get health advice from the 24-Hour Nurse Advice Line.
 - Send email questions to Molina Member Services.



To learn more or to sign up for MyMolina:

1. Call Molina Member Services at 1 (888) 999-2404 or
2. Create an account by following these easy steps:

Step 1: Go to MyMolina.com (MiMolina.com en Español)

Step 2: Enter your Member ID number, date of birth and ZIP code

Step 3: Enter your email address

Step 4: Create a password

Molina Healthcare's Quality Improvement Plan and Program

Your health care is important to us. We want to hear how we are doing. That's why you may receive a survey about Molina Healthcare and your health care services. One of these surveys is called CAHPS®. CAHPS® stands for the Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about your health care. It asks about the care you receive from Molina Healthcare. We may send you a few questions about how we are doing. We want to know what is important to you. Please take the time to complete the survey if you receive it.

We use another tool called HEDIS® to improve care. HEDIS® stands for Healthcare Effectiveness Data and Information Set. We collect information on services you may have received. These services include:

- Shots
- Well-check exams
- Pap tests
- Mammogram screenings
- Diabetes care
- Prenatal care
- Postpartum care

This process helps us learn how many of our members actually got needed services.

Molina makes this information available to you.

You may use it to compare one health plan to another health plan.



We strive to improve our services each year. We set goals to improve services. Our Quality Improvement (QI) plan includes these goals. We want to help you take better care of yourself and your family.

We want to make sure you get the best service possible. Some of the ways we do this include:

- Mail or call you to make sure you and your child get needed well exams and shots.
- Help you learn about ongoing health problems, if you have them.
- Make sure you get prenatal care and after-delivery exams, if you are pregnant.
- Remind you to get Pap tests and Mammogram screenings, if you need them.
- Look at member grievances (complaints) when you send them in.
- Help you find and use the information on the Molina Healthcare website.
- Tell you about the special services we offer to all of our members.

We review all of the services and care that you receive each year to see how well we are doing. Read the latest results of our progress [here](#).

To learn more, call your Molina Healthcare Member Services team. You can ask for a printed copy of our QI plan and results.

Protecting Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina Healthcare uses and shares data to provide you with health benefits.

Protected Health Information (PHI)

PHI stands for “protected health information.” PHI includes your name, member number, race, ethnicity, language needs, or other things that identify you. Molina Healthcare wants you to know how we use or share your PHI.



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

Molina Healthcare needs your written approval to use or share your PHI for reasons 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 not to 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 Healthcare protect your PHI?

Your PHI can be in written word, spoken word, or on a computer.

Molina Healthcare uses many ways to protect PHI across our health plan. Below are some ways Molina Healthcare protects your PHI:

- Molina Healthcare uses policies and rules to protect PHI.
- Only Molina Healthcare staff with a need to know PHI may use PHI.
- Molina Healthcare trains staff to protect and secure PHI, including written and verbal communications.
- Molina Healthcare staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Healthcare secures PHI on our computers. PHI on our computers is kept private by using firewalls and passwords.



What are the duties of Molina Healthcare?

Molina Healthcare is required to:

- Keep your PHI private.
- Provide you with a notice in the event of any breach of your unsecured PHI.
- Not use or disclose your genetic information for underwriting purposes.
- Not use your race, ethnicity or language data for underwriting or denial of coverage and benefits.
- Follow the terms of this Notice.

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

- Call or write Molina Healthcare and file a complaint.
- File a complaint with the U.S. Department of Health and Human Services.

The above is only a summary. Our Notice of Privacy Practices gives more information about how we use and share our members' PHI. You may find our full Notice of Privacy Practices on our website [here](#).

You also may ask for a copy of our Notice of Privacy Practices by calling our Member Services Department.

Patient Safety Program

Molina Healthcare wants you and your family to be safe and healthy. We have a Patient Safety Program to help us meet this goal. This program gives you safety facts so you can make better health care choices. Here are a few of the things we do to improve your safety:

- Keep track of our members' complaints about safety problems in their doctor's office or hospital.
- Give you information to learn more about how to make safe decisions about your care. These include:
 - Questions to ask your surgeon prior to surgery
 - Questions to ask about drug interactions
- Make programs available to help you manage your care and receive care in a timely manner.

- Look at reports from groups that check hospital safety. Reports tell us about things like staffing levels in the Intensive Care Unit (ICU), including use of computer drug orders.

Groups that check safety:

- Leap Frog Quality Index Ratings (www.leapfroggroup.org)
- The Joint Commission National Patient Safety Goal Ratings (www.qualitycheck.org/consumer/searchQCR.aspx)

Information on the above websites can help you:

- See what hospitals are doing to be safer.
- Help you know what to look for when you pick a doctor or a hospital.
- Get information about programs and services for patients with problems like diabetes and asthma.

How We Work with our Doctors to Make Choices about Your Health Care

Molina Healthcare wants you to get the care you need. Sometimes your doctor may need to ask us to approve the service before you receive the service (prior authorization), while you are receiving services (concurrent) or after you have got the service (post-service). We will work with your doctor to decide if you need the services. We call this process Utilization Management (UM). We make choices about your care based on medical need and your benefits. We do not reward doctors or others to deny coverage for services you need. We do not pay extra money to doctors or our UM staff to make choices that result in giving less care.

If you have a question about our UM process or decisions, you can call us. Call Member Services toll-free at 1 (888) 999-2404 (TTY/TDD: 711). Staff can also accept collect calls. If you need help in your language, a bilingual staff member or interpreter is available. We also offer TTY/TDD services for members who have hearing or speech disabilities.



Our UM staff can answer your call Monday through Friday (except holidays) between 8 a.m. and 5 p.m. If you call after 5 p.m. or over the weekend, please leave a message and your phone number. The UM/Member Services staff will return your call within one business day.



Looking at What's New

We look at new types of services, and we look at new ways to provide those services. We review new studies to see if new services are proven to be safe for possible added benefits. Molina Healthcare reviews the type of services listed below at least once a year:

- Medical services
- Mental health services
- Medicines
- Equipment

What to Do When You Need Care After Hours or in an Emergency

After-Hours Care

There may be times when you may need care when your doctor's office is closed. If it is after hours and your doctor's office is closed, you can call Molina Healthcare's 24-Hour Nurse Advice Line at 1 (888) 275-8750, (TTY/TDD: 711). Española: 1 (866) 648-3537. Nurses are available to help you 24 hours a day, 7 days a week.

Highly trained nurses answer our 24-Hour Nurse Advice Line. Nurses can help you decide if you should see a doctor right away. The nurses can also help you make an appointment if you need to see a doctor quickly. Sometimes, you may have questions but do not think you need to see your doctor. You can call the 24-Hour Nurse Advice Line and talk to a nurse.

Emergency Care

Emergency care is for sudden or severe problems that need care right away. It can also be needed care if your life or health is in danger. Emergency care is a covered benefit. However, no services are covered outside the United States, except for emergency services requiring hospitalization in Canada or Mexico. If you need emergency care, call 911 or go to the nearest hospital. You do not need prior approval. If you have an urgent matter that does not threaten your life, you can also call our Nurse Advice Line. Call 24 hours a day, 7 days a week at 1 (888) 275-8750, (TTY/TDD: 711). Española: 1 (866) 648-3537.

Where to Find Answers to Drug Benefits

You may get a prescription from a Molina Healthcare doctor, specialist or dentist. You can get covered prescriptions and certain over-the-counter items at any pharmacy that will accept your ForwardHealth ID card. If you have questions about pharmacy coverage, call 1 (800) 362-3002.

Getting you Extra Help when you have Ongoing Health Problems

Managing your own health problems can be hard. Molina Healthcare has a program that can help. We offer a Case Management Program to help members cope with difficult health problems. We offer this help to anyone receiving health services for an ongoing health problem. Our staff will work with you to make sure you receive the right care.

Molina Healthcare staff can help a member:

- Find and access eligible services.
- Arrange appointments and tests.
- Arrange transportation.
- Identify any gaps in care or health care needs.
- Access resources to help individuals with special health care needs and/or their caregivers deal with day-to-day stress.



- Coordinate moving from one setting to another. This can include working with you and your caregiver(s) when a hospital discharges you.
- Assess eligibility for long-term care services.
- Connect with community resources.
- Find services that might not be covered benefits. This can include physical therapy with schools or in community settings or “Meals on Wheels.”
- Arrange services with a doctor, family members, caregivers, representatives and any other identified provider.

Members can be referred to Case Management through:

- A doctor or specialist.
- Member Services, the Health Education line or 24-Hour Nurse Advice Line.
- A family member or caregiver.
- Yourself.

These programs are voluntary. Molina Healthcare offers them at no cost to you. You can choose to be removed from any program at any time.

Please call Molina Member Services to:

- Be removed from a program.
- Learn more about a program.
- Ask for a referral.

Population Health (Health Education, Disease Management, Care Management, Complex Case Management)

The tools and services described here are educational support for our members. We may change them at any time necessary to meet the needs of our members.

Health Education/Disease Management

Molina Healthcare offers programs to help you and your family manage a diagnosed health condition. Our programs include:

- Asthma management
- Depression management
- Diabetes management
- High blood pressure management
- Cardiovascular Disease (CVD) management
- Chronic Obstructive Pulmonary Disease (COPD) management

You can also enroll in any of the programs above by calling the Health Education/Disease Management Department at 1 (866) 891-2320.

Newsletters

Newsletters are posted [here](#) at least two times a year. The articles are about topics asked by members like you. The tips can help you and your family stay healthy.

Health Education Materials

Our easy-to-read materials are about nutrition, preventive services guidelines, stress management, exercise, cholesterol management, asthma, diabetes and other topics. To get these materials, ask your doctor or visit our website at: <http://tinyurl.com/MolinaHealthEd>.



Your Health Care Quick Reference Guide

Department/ Program	Type of Help Needed	Number to Call/ Contact Information
Molina Member Services	If you have a problem with any of Molina's services, we want to help fix it. For help or to file a grievance or complaint, call Member Services, Monday-Friday, between 8 a.m.-5 p.m. (Central Time). When in doubt, call us first.	Member Services Toll-Free: 1 (888) 999-2404 TTY/TDD: 711
Health Education	Member Services also helps with information on asthma, diabetes, high blood pressure, Cardiovascular Disease (CVD), or Chronic Obstructive Pulmonary Disease (COPD)	1 (866) 891-2320 TTY/TDD: 711 Monday through Friday
High-Risk OB support	For information on our pregnancy and maternity screening programs, contact Member Services.	Member Services 1 (888) 999-2404 TTY/TDD: 711
Nurse Advice Line 24-Hour, 7 days a week	The Nurse Advice Line is staffed by registered nurses who can answer your questions and concerns about health issues. They can also advise you on where to go if same-day care is needed.	1 (888) 275-8750 for Spanish: 1 (866) 648-3537 TTY/TDD: 711

Department/ Program	Type of Help Needed	Number to Call/ Contact Information
Secretary of the U.S. Department of Health and Human Services Office for Civil Rights	If you believe that we have not protected your privacy and wish to complain, you may call to file a complaint (or grievance).	1 (800) 368-1019 TDD: 1 (800) 537-7697 FAX: 1 (202) 619-3818
Medicare	Medicare is health insurance offered by the federal government to most people who are 65 and older. Medicare helps pay for health care, but does not cover all medical expenses.	1 (800) MEDICARE 1 (800) 633-4227 TTY: 1 (877) 486-2048 www.Medicare.gov
Wisconsin Office of the Commissioner	The Wisconsin Office of the Commissioner is responsible for regulating health care services plans. If you have a grievance against your health plan, you should first call Molina at 1 (888) 999-2404, and use Molina's grievance process before contacting this department.	Outside of Wisconsin: 1 (800) 236-8517 Within Wisconsin 1 (608) 266-3585 oci.wi.gov
Wisconsin Department of Health Services/ Forward Health	ForwardHealth brings together many Department of Health Services health care and nutritional assistance benefit programs with the goal of improving health outcomes for members.	1 (800) 362-3002 www.dhs.wisconsin.gov/forwardhealth

Behavioral Health

Molina Healthcare offers behavioral health services to help with problems such as stress, depression or confusion. There are services to help with substance abuse as well. Your doctor can offer a brief screening and help guide you to services. You can also look for services on your own by calling Member Services at 1 (888) 999-2404 (TTY/TDD: 711). You can access many types of services. These types of problems can be treated. Molina Healthcare will assist you in finding the support or service you need.

Your Rights as a Molina Healthcare Member

Did you know that as a member of Molina Healthcare, you have certain rights and responsibilities? Knowing your rights and responsibilities will help you, your family, your provider and Molina Healthcare ensure you get the covered services and care that you need. You have the right to:

- Receive the facts about Molina Healthcare, our services, our practitioners and doctors who contract with us to provide services, and member rights and responsibilities.
- Have privacy and be treated with respect and dignity.
- Help make decisions about your health care. You may refuse treatment.
- Request and receive a copy of your medical records.
- Request a change or correction to your medical records.
- Discuss your treatment options with your doctor or other health care provider in a way you understand them. Cost or benefit coverage does not matter.
- Voice any complaints about Molina Healthcare or the care you received.
- Use your member rights without fear of negative results.
- Receive the Members' Rights and Responsibilities Policy each year.
- Suggest changes to Molina Healthcare's Member Rights and Responsibilities Policy.



You also have the responsibility to:

- Give, if possible, all facts that Molina Healthcare and our practitioners and providers need to care for you.
- Know your health problems and take part in making mutually agreed upon treatment goals as much as possible.
- Follow the treatment plan instructions for the care you agree to with your doctor.
- Keep appointments and be on time. If you're going to be late or cannot keep an appointment, call your doctor.

Go [here](#) to: view your Member Handbook for a complete list of Member Rights and Responsibilities.

Second Opinions

If you do not agree with your doctor's plan of care for you, you have the right to a second opinion. This service is at no cost to you. To learn how to get a second opinion, call Member Services at 1 (888) 999-2404 (TTY/TDD: 711).

Out-of-Network Services

If a Molina Healthcare doctor or specialist is unable to provide you with necessary and covered services, Molina Healthcare must cover the needed services through an out-of-network doctor or specialist. The cost to you should be no greater than it would be if the doctor were in the Molina Healthcare's network. This must be done in a timely manner for as long as Molina's provider network is unable to provide the service.

Complaints, Grievances and Appeals

We would like to know if you have a complaint or grievance about your care at Molina. Call Member Services at 1 (888) 999-2404, if you have a complaint or grievance.

A grievance can be for things like:

- The care a member gets from his or her doctor or hospital.
- The time it takes to get an appointment or be seen by a doctor.
- Doctor availability in your area.
- A denied prior approval request, or a reduced or denied service.

If you want the State to review your complaint or grievance, call the Managed Care Ombuds at 1 (800) 760-0001. Or you may write to them at:

BadgerCare Plus and Medicaid SSI Managed Care Ombuds
P.O. Box 6470
Madison, WI 53716-0470

If your complaint or grievance needs action right away because a delay in treatment would greatly increase the risk to your health, call Molina's Member Services as soon as possible at 1 (888) 999-2404 (TTY/TDD: 711).

We cannot treat you differently than other members because you file a complaint or grievance. Your health care benefits will not be affected.

You also have the right to appeal to the State of Wisconsin Division of Hearings and Appeals (DHA) for a fair hearing if you believe your benefits are wrongly denied, limited, reduced, delayed or stopped by Molina. An appeal must be made no later than 45 days after the date of the action being appealed. If you appeal this action to DHA before the effective date, the service may continue. You may need to pay for the cost of services if the hearing decision is not in your favor. If you want a fair hearing, send a written request to:

Department of Administration Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875



Your Right to Appeal Denials

What is a denial?

A denial means that services or bills will not be paid. If we deny your service or claim, you will receive a letter explaining why your services or bills were denied. You have a right to appeal.

This letter will tell you about your right to appeal. You can read about these rights in your Member Handbook. You can learn how to file an appeal [here](#). Member Services can also help you file an appeal.

If you are not happy with the result of your appeal, you can ask for an independent review. This means doctors outside Molina Healthcare review all the facts in your case and make a decision. We will accept that finding.

Would you like to ask for a review of an appeal? For help to get this set up for you, call Member Services at 1 (888) 999-2404 (TTY/TDD: 711).

Finding Information about Molina Providers Using our Website (POD)

Molina Healthcare offers a Provider Online Directory. To access the Provider Online Directory, visit www.MolinaHealthcare.com. Click on "Find a Doctor." The Provider Online Directory includes information, such as:

- A current list with the names, addresses and phone numbers of Molina Healthcare doctors and specialists.
- A doctor's board certification status. You can also visit the American Board of Medical Specialties at www.abms.org to check if a doctor is board certified.
- Office hours for all sites.
- Doctors accepting new patients.
- Languages spoken by the doctor or staff.
- Hospital information, including name, location and accreditation status.

If you cannot access the Internet, or need additional information, call Member Services at 1 (888) 999-2404 (TTY/TDD: 711). They can send you a printed copy of the Provider Online Directory.

Your Right to an Advance Directive

All members have the right to accept or refuse treatment offered by a doctor. However, what if you are not able to tell the doctor what you want? To avoid decisions that may be made against your will, it is important to have an Advance Directive.

An Advance Directive is a legal form that tells medical doctors what kind of care you want if you cannot speak for yourself. You can write an Advance Directive before you have an emergency. This keeps other people from making important health decisions for you if you are not well enough to make your own. There are different types of Advance Directive forms. Some examples are:

- Power of Attorney for Health Care
- Living Will

It is your choice to complete an Advance Directive. No one can deny you care based on whether or not you have an Advance Directive. Talk with someone you trust, like a family member or friend. They can help you make decisions about your health care.

You can also talk with your lawyer or doctor if you have questions, or would like to complete an Advance Directive form.

You may call Molina Healthcare to get information on how to obtain Advance Directive forms that comply with applicable state laws.

If you have signed an Advance Directive and you believe the doctor has not followed your instructions, you may file a



complaint. Go [here](#) for more information on how to file a complaint, call Member Services at 1 (888) 999-2404 (TTY/TDD: 711).

Visit the Molina Healthcare Website

Visit our website at www.MolinaHealthcare.com. Choose your state at the top of the page. You can get information on our website about:

- Benefits and services, included and excluded from coverage and restrictions.
- Co-payments and other charges for which you are responsible (if they apply).
- What to do if you get a bill for a claim.
- FAQs (frequently asked questions and answers).
- Preventive health guidelines and shot schedules.
- How to obtain specialty care and hospital services.

You can ask for printed copies of anything posted on the website by calling Member Services. Your Member Handbook is also a good resource. You can also find it on our website.

Translation Services

Molina Healthcare of Wisconsin (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
 - Skilled sign language interpreters
 - 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
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at 1 (888) 999-2404, TTY: 1 (800) 947-3529 or 711.

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 1 (866) 606-3889. 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 (414) 831-2886.



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://ocr portal.hhs.gov/ocr/portal/lobby.jsf>.

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



Your Extended Family.

**Non-Discrimination Tag Line– Section 1557
Molina Healthcare of Wisconsin, Inc.
Medicaid**

English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-999-2404 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-999-2404 (TTY: 711).
Hmong	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-999-2404 (TTY: 711).
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-999-2404 (TTY : 711) 。
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-999-2404 (TTY: 711).
Arabic	ملحوظة: إذا كنت تتحدث انك للغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-999-2404 (رقم هاتف الصم والبكم: 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-999-2404 (телефон: 711).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-999-2404 (TTY: 711) 번으로 전화해 주십시오.
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-999-2404 (TTY: 711).
Pennsylvanian Dutch	Wann du Deitsch (Pennsylvania German schwetscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-888-999-2404 (TTY: 711).
Laotian	ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຈ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ແຈ້ງຄ່າ, ດໍາເນີນມີຜົນໃຫ້ທ່ານ. ໄທ 1-888-999-2404 (TTY: 711).
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-999-2404 (TTY : 711).
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-999-2404 (TTY: 711).
Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-999-2404 (TTY: 711) पर कॉल करें।
Albanian*	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-999-2404 (TTY: 711).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-999-2404 (TTY: 711).



Molina Healthcare of Wisconsin, Inc.

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Molina Healthcare at 1-888-999-2404.

English

ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 1-888-999-2404 (TTY: 711).

Spanish

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1-888-999-2404 (TTY: 711).

Hmong

CEEB TOOM: Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu 1-888-999-2404 (TTY: 711).

Chinese Mandarin

注意：如果您说中文，您可获得免费的语言协助服务。请致电1-888-999-2404 (TTY 文字电话: 711)。

Somali

DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa laguu heli karaa iyagoo bilaash ah. Wac 1-888-999-2404 (TTY: 711).

Laotian

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາວາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຂ່ອງເຫຼືອດ້ານພາສາໄດ້ຢູ່ບໍລິສັດ. ໂທ 1-888-999-2404 (TTY: 711).

Russian

ВНИМАНИЕ: Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: 1-888-999-2404 (TTY: 711).

Burmese

ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူဖြစ်ပါက၊
သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။
1-888-999-2404 (TTY: 711) တွင် ဖုန်းခေါ်ဆိုပါ။

Arabic

تنبيه: إذا كنتم تتحدثون العربية، توفر لكم مساعدة لغوية مجانية. اتصلوا بالرقم
1-888-999-2404 (هاتف نصي: 711).

Serbo-Croatian

PAŽNJA: Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite 1-888-999-2404 (telefon za gluhe: 711).