

Molina Healthcare of Michigan Vendor Transitions - Effective July 1, 2018



New Vision Provider for Medicaid and Healthy Michigan Plan Members

Starting July 1, 2018, Vision Services Plan (VSP) replaced March Vision. You receive all of the vision services available through VSP. There are no changes to your benefits. Molina Healthcare vision benefits include eye exams and replacement glasses.

We would like to ensure that there is no break in your care. To find a VSP provider, or to see if your existing provider is included, visit MolinaHealthcare.com to view the VSP providers available to you in the Provider Directory. After the transition, you may continue seeing your current vision provider for 90 days, if the doctor is not listed. Your provider may contact Molina Healthcare, if they want to be included within our network. Please call Member Services at (888) 898-7969, Monday - Friday, 8 a.m. to 5 p.m. (TTY: 711) if you have any questions.

Covered Services - Every 2 years, Molina Healthcare covers eye exams for members 2 years of age and up, and 1 pair of glasses. If glasses are lost, broken or stolen, replacement glasses are covered. Replacements are limited to 2 pairs a year for members under 21 and 1 pair a year for members 21 and up. Contact lenses are covered only if vision problems cannot be fixed with glasses.

New Vendors for Molina Dual Options MI Health Link Medicare-Medicaid Plan members

Dental Changes:

Starting July 1, 2018, Molina Dental Services replaced Avesis. You receive all of the dental services available under Molina Dual Options through Molina Dental Services. There are no changes to your benefits. Molina Dual Options dental benefits include cleanings, fillings and other preventive services.

MolinaHealthcare.com



Your Extended Family.

We would like to ensure that there is no break in your care. To find a Molina Dental Services provider, or to see if your existing provider is included, visit MolinaHealthcare.com/Duals, then Find a Doctor or Pharmacy to view the Molina Dental Services providers available to you. After the transition, you may continue seeing your current dental provider for 90 days, if the provider is not listed. Your provider may contact Molina Dual Options, if they want to be included within our network. Please call Molina Dual Options at (855) 735-5604, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST if you have any questions.

Covered Services - Molina Dual Options will pay for the following services:

- Examinations and evaluations are covered once every six months
- Cleaning is a covered benefit once every six months
- Silver diamine fluoride treatment is covered with a maximum of six applications per lifetime
- X-rays
 - Bitewing x-rays are a covered benefit only once in a 12-month period
 - A panoramic x-ray is a covered benefit once every five years
 - A full mouth or complete series of x-rays is a covered benefit once every five years
- Fillings
- Tooth extractions
- Complete or partial dentures are covered once every five years

Molina Dual Options offers comprehensive dental services. Please call Molina Dual Options at (855) 735-5604, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST for more information.

Vision Changes:

Starting July 1, 2018, Vision Services Plan (VSP) replaced March Vision. You receive all of the vision services available under Molina Dual Options through VSP. There are no changes to your benefits. Molina Dual Options vision benefits include eye exams and replacement glasses.

We would like to ensure that there is no break in your care. To find a VSP provider, or to see if your existing provider is included, visit MolinaHealthcare.com/Duals to view the VSP providers available to you in the Provider Directory. After the transition, you may continue seeing your current vision provider for 90 days, if the provider is not listed. Your provider may contact Molina Dual Options, if they want to be included within our network. Please call Molina Dual Options at (855) 735-5604, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST if you have any questions.

Covered Services - Molina Dual Options covers routine eye examinations once every year. The plan will pay for an initial pair of eye glasses. Replacement glasses are offered once every year. The plan will pay for contact lenses for people with certain conditions. The plan will pay for basic and essential low vision aids (such as magnifiers, readers, and certain other low vision aids.) Please call Molina Dual Options at (855) 735-5604, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST for more information.

Transportation Changes:

Starting July 1, 2018, Molina Duals Options changed our transportation provider from Secure Transportation to LogistiCare. LogistiCare is a well-known provider of transportation services with years of experience. Please call Molina Dual Options at (855) 735-5604, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST for routine ride reservations. They are also available 24 hours/7 days a week for any urgent or same day transportation requests.

If you have questions about these transitions or about your coverage, please contact us. We are here to help. Please call Member Services at (855) 735-5604, Monday - Friday, 8 a.m. to 8 p.m., EST. If you are hearing impaired, please call



our TTY/TDD line at 711, Monday - Friday, 8 a.m. to 8 p.m., EST. You may also visit MolinaHealthcare.com/Duals.

Covered Services - Molina Dual Options transportation is provided to you if you have no way to get to your PCP or other medical appointments. In order to receive transportation services, please call Molina Dual Options at (855) 735-5604, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST. Transportation must be coordinated at least three (3) business days prior to appointment for assistance. Requests for urgent transportation appointments can be scheduled without three (3) day notice.

For trips that require mileage reimbursement, you must contact Molina Dual Options, at least 72 hours in advance for non-urgent trips or same day for urgent/hospital discharges. Molina Dual Options will mail a mileage reimbursement instruction sheet and log to the enrollee's residence. You will be responsible for completing the log. The log must be signed by the enrollee's physician. You will be responsible for returning the completed log to Molina Dual Options at the address provided on the instruction sheet to obtain reimbursement for all miles to medical appointments and for covered services and benefits.



New Transportation Provider for Medicare D-SNP members

Starting July 1, 2018, Molina Healthcare changed our transportation provider from Secure Transportation to LogistiCare. LogistiCare is a well-known provider of transportation services with years of experience. Please call Molina Healthcare at (800) 665-3072, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST for routine ride reservations. They are also available 24 hours/7 days a week for any urgent or same day transportation requests.

Covered Services - You can use this non-emergency transportation benefit when you need a ride to get you to and from plan-approved health care locations such as your doctor's office, dentist's office, health clinic, eyeglass store, pharmacy or other places where you receive covered benefits. Your supplemental non-emergency transportation benefit is 22 one-way trips to plan-approved locations every calendar year.

If you need emergency care dial 911 and request an ambulance. Ambulance transportation is covered under your ambulance benefit and does not count as a one-way trip under this supplemental benefit.

Once your supplemental non-emergency transportation benefit under this plan is exhausted, you may have additional coverage under Medicaid. You should contact your Medicaid insurance carrier to learn more.

Other transportation could include a sedan, wheelchair equipped vehicle, or Stretcher van.

Every location that you are taken to and/or picked up from is considered a leg or one-way trip. Example:

- You go to your doctor for a medical appointment - this is considered 1 leg or 1 one-way trip
- From the doctor you go to the dentist - this is another leg or a 2nd one-way trip
- On the way home you are dropped at the pharmacy to pick up medication - this is another leg or a 3rd one-way trip
- After the pharmacy you return home - this is another leg or a 4th one-way trip

Please call Molina Healthcare at (800) 665-3072, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., EST if you have any questions.

References:

H5926_18_2077_831_MITransNotice Approved 3/23/18
H7844_18_17053_1281_MIMMPTransNotice Approved 3/22/18
H7844_18_17008_0002_MIMMPMbrHbk Accepted 9/5/17
H5926_18_1127_0001_MIAE3 7397046MED1217
QM053 MDHHS Approved 04/18/2018
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