

# SUPPORTING OUR MEMBERS AND COMMUNITY

## Expanded access to care, support and resources

Molina Healthcare is monitoring COVID-19, also known as the Coronavirus, developments daily. We are expanding access to care, support and resources to help members get through this difficult time.

Molina Healthcare is waiving costs for COVID-19 testing and treatment provided at approved locations in accordance with the U.S. Centers for Disease Control and Prevention (CDC) guidelines. Molina Healthcare is waiving copays, coinsurance and deductibles for visits associated with COVID-19 testing and treatment, whether the care is received in a health care provider's office, an urgent care center or an emergency department. This coverage applies to Medicare, Medicaid, and Marketplace members.

## Increasing Access to Prescriptions

Below are resources for members to help fill prescription drugs:

**Early refills** – You can receive early refills of your medications. You can receive a 90- day supply (original refill plus 2 early refills) of medication. If you have any trouble with the pharmacy filling your prescriptions, please contact Member Services at 888-898-7969.

**Free Delivery** – Our pharmacy partner, CVS Pharmacy, is waiving delivery fees for all prescription medications. You must have prescription filled at a CVS Pharmacy for free delivery.

**Home Delivery (also known as mail order)** – CVS offers mail order to all members. There is no cost to you for this service. Please see below for the four ways to order:

**Option 1 – Mail** – Complete and mail the CVS/Caremark Mail Service Order Form. Mail the form and payment to the address printed on the form. To access the form, [click here](#). For new orders, please include your prescription.

**Option 2 – Online** – Go to [www.caremark.com](http://www.caremark.com) and sign in or register by clicking on register now. Then under the prescriptions drop-down menu select “start mail service” and follow either the online steps, or, feel free to complete the mail service order form and mail to CVS/Caremark. The mailing address is printed on the form.

**Option 3 – Phone** – Call CVS/Caremark toll-free at (866) 467-5551, TTY 711, 24/7. Provide Member number (found on Plan ID card), prescription name(s), doctor's name and phone

number, and member mailing address. Members can call the toll-free number above to order refills 24 hours per day, 7 days per week.

**Option 4 – Doctor** – Doctor’s office can call the CVS/Caremark number, (866) 467-5551, TTY 711, doctors may call, fax, or ePrescribe patient prescription 24/7. To speed up the process, your doctor will need Member number (found on Plan ID card), member date of birth, and member mailing address

- Molina is covering screening tests for COVID-19, including office visits, urgent care, or ER visits associated with testing and treatment.
- Molina is offering its Coronavirus Chatbot tool for members seeking information about COVID-19 risk factors, which is available on the Molina website, member portal, and mobile app.

### **Molina Healthcare Donates Over \$68,000 to Michigan Nonprofit Organizations to Help Alleviate Pandemic Shortages**

Detroit, April 6, 2020 – Molina Healthcare of Michigan (“Molina”) is donating over \$68,000 to 17 community-based organizations throughout the state to help address COVID-19 pandemic resource shortages. The nonprofits focus on health centers, food insecurity, senior care, families with children, and populations currently experiencing homelessness.

“As this unprecedented public health crisis continues to evolve, we have an obligation to support organizations serving Michigan residents in need as we all face the new reality of addressing the many ways this pandemic has affected our daily lives,” said Christine Surdock, plan president of Molina Healthcare of Michigan. “The donations will support important efforts as Molina continues to provide best-in-class support for our members, providers, and the various communities we serve.”

The funds will support organizations on the ground helping Michigan’s most vulnerable populations while the state is under a stay-at-home order. Several local community partners across the state will receive funding support from Molina Healthcare, including:

- Access of West Michigan (Kent County, Grand Rapids)
- Carriage Town Ministries (Genesee County, Flint)
- Catholic Charities of West Michigan (Kent County)
- Cherry Health FQHC (Kent County, Grand Rapids)
- Detroit Rescue Mission Ministries (Wayne County, Detroit)
- Food Bank of Eastern Michigan (Genesee County, Flint)
- Forgotten Harvest (Wayne and Oakland County)
- Genesee County Community Action Resource Dept. (Genesee County)
- Gleaners Community Food Bank (Wayne County, Detroit)

- Grace Centers of Hope (Oakland County, Pontiac)
- Ministry with Community (Kalamazoo County, Kalamazoo)
- Neighborhood Service Organization (Detroit)
- Open Doors Kalamazoo (Kalamazoo County, Kalamazoo)
- Salvation Army Eastern Michigan Division (Wayne County, Detroit)
- Salvation Army KROC (Kent County, Grand Rapids)
- SECOM (Kent County, Grand Rapids)
- The Baldwin Center (Oakland County, Pontiac)

Molina Healthcare continues to seek opportunities to supplement the resources of its community partners throughout this crisis. The leadership team is working closely with its executive task force, along with following guidance from the Centers for Disease Control and departments of health, to regularly evaluate and communicate information to its members, network providers, employees, government

For members seeking information about COVID-19 risk factors, this week Molina launched its Coronavirus Chatbot, an enhanced digital tool available on the Molina website, member portal, and mobile app.