

200 Oceangate, Suite 100
Long Beach, CA 90802

<Date>

<Member Name>

<Member Address Line 1>

<Member Address Line 2>

Dear <Member Name>:

Molina Healthcare and <ECM Provider Name> aim to keep you healthy. We want to improve your wellbeing. The Enhanced Care Management (ECM) benefit provides coordination of care and services. ECM offers services and resources to help meet your needs. This benefit is available at no cost to you.

Care Plan

Thank you for speaking with me about your needs. Enclosed is a copy of your care plan. Please review your care plan and continue working on the goals we discussed. I will keep in contact with you and can give you support to help you meet your goals.

Care Team

You can contact me to ask for an ECM care team meeting. A care team includes individuals that are involved in your care. You can choose who may join the team. The team can meet to discuss your concerns. The meeting may be in person or by phone. The team can give ideas to help manage your health.

Other services Molina offers:

- ***Nurse Advice Line***
Nurses can answer health questions or concerns. This service does not replace the care from a doctor. This service is available at no cost to you. Call (888) 275-8750, TTY users can dial 711. This service is open 24 hours a day, 7 days a week, local time.
- ***Member Services Contact Center***
Customer service agents can help with plan benefits and services. An agent can help you choose or change your primary care doctor. Call (888) 665-4621, TTY users can dial 711. Hours are 7 a.m. to 7 p.m. local time, Monday – Friday.
- ***Transport Services***
Rides for Medi-Cal covered services are available. Schedule your ride at least 3 days before the visit. Limits may apply. Call American Logistics Transportation at (844) 292-2688, TTY users can dial 711. Hours are 8 a.m. to 8 p.m. local time, Monday – Friday.

Please contact me if you have any questions about the program or your care plan. Call <(XXX) XXX-XXXX - XXXXXX>, TTY users can dial 711. Our hours are <8:00 a.m. to 5:00 p.m. local time, Monday – Friday>. If there is no answer, you may leave a voicemail. Be sure to say your name, phone number, and the best time to call you back.

Sincerely,

<Name>

<ECM Provider Name>