



Molina Healthcare of Florida

Member Services: Toll free (866) 472-4585 or TTY/TDD (800) 955-8771

Molina Benefits at a Glance

Our goal is to provide you with the best care possible. All covered services below must be received by providers that are part of the Molina Healthcare plan and prior approval may be required.

Benefits	Covered & Expanded Benefits
Adult Well Care	<p>Adult well care visits are covered one per fiscal year (June – July). These services may be provided by your PCP.</p> <p>An annual well woman (pap smear) is in addition to the annual adult well care visit.</p>
Ambulance	<p>Ambulance use is covered when:</p> <ul style="list-style-type: none"> • You must go to the hospital in an emergency. • You may need to be taken from one hospital to another. This will need to be approved by Molina Healthcare. • Used in a 911 situation.
Art Therapy	<p>Art therapy can help you with anxiety, stress, or trauma. This service provides:</p> <ul style="list-style-type: none"> • Art therapy training, • art supplies • consultations, and <p>Prior approval is needed. If you need more info call Molina’s Member Services at (866) 472-4585 or (800) 955-8771 for TTY/TDD</p>
Assistive Care Services	<p>A shared set of 24-hour services only for eligible residents in assisted living facilities, adult family care homes and residential treatment facilities. The following services may be included in the Assistive Care Service plan:</p> <ul style="list-style-type: none"> • Health support; • Assistance with instrumental activities of daily living (IADLs); • Assistance with activities of daily living (ADLs); • and Assistance with self-administration of medication.
Behavioral Health Services	<p>Molina covers behavioral health services. Your benefits cover</p> <ul style="list-style-type: none"> • Inpatient Services • Doctor Visits • Outpatient Services <p>You can call Beacon Health Options at 1-855-371-3945. You can call Beacon Health Options, 24 hours a day, 7 days a week.</p> <p>For Region 1 Members (Escambia, Okaloosa, Santa Rosa, and Walton Counties): If you need behavioral health care, you must go to a doctor that is part of Access Behavioral Health. To find a behavioral health provider close to you, please call Access Behavioral Health at (866) 477-6725. You can call Access Behavioral Health, 24 hours a day, 7 days a week.</p>



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Children's Health	<p>Screenings and routine office visits. Immunizations are covered per the immunization schedule of the United States. For this list, see the Preventive Health Guidelines. Molina must provide all medically necessary services for its members who are under age 21. This is the law. This is true even if Molina does not cover a service or the service has a limit.</p> <p>As long as your child's services are medically necessary, services have:</p> <ul style="list-style-type: none"> • No dollar limits; or • No time limits, like hourly or daily limits. <p>Your provider may need to ask Molina for approval before giving your child the service.</p>
Chiropractic	Chiropractic services are covered.
Dental Services	<p>Adult services include the following:</p> <ul style="list-style-type: none"> • Routine preventive services • Radiology services • Emergency dental for pain and infection • Diagnostic and restorative services • Full and partial denture services <p>Children under the age of 21 are covered for the following:</p> <ul style="list-style-type: none"> • Diagnostic services • Restorative treatment • Periodontal treatment • Orthodontic treatment • Emergency services • Preventive treatment • Endodontic treatment • Surgical procedures and/or extractions • Complete and partial dentures • Any medically necessary service <p>Refer to DentaQuest at (888) 696-9541</p>
Dermatology	Dermatology services are covered without a referral to a doctor that is part of Molina Healthcare.
Diabetes Supplies and Education	Medically necessary equipment, supplies and services to treat diabetes. Self-education services are covered per the American Diabetes Association standards.
Dialysis – Free Standing	<p>Dialysis services are covered and include:</p> <ul style="list-style-type: none"> • Routine laboratory tests • Preventive care • Supplies • Diagnostic care
Durable Medical Equipment (DME)	<p>Durable Medical Equipment (DME) is covered for children and adults. Adults have limited benefits.</p> <p>Examples of DME equipment are: wheelchairs, nebulizers, oxygen, C-PAP</p>



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Emergency Services	Emergencies are covered at any hospital. They are available 24 hours a day, 7 days a week. You do not need approval. Call 911 or go to the nearest emergency room.
Family Planning Services	<p>Family Planning Services include:</p> <ul style="list-style-type: none"> • planning and referral • initial examination • routine laboratory studies • follow-up care <p>You may receive these services at:</p> <ul style="list-style-type: none"> • Your PCP • County Health Departments <p>No referral needed.</p> <ul style="list-style-type: none"> • education and counseling • diagnostic procedures • contraceptive drugs and supplies • Rural Health Centers • Federal Qualified Health Centers
Flu Vaccine	<p>Molina will offer the vaccine for adults 21 and over (once a year).</p> <p>Covered through a participating CVS Pharmacy.</p>
Hearing Services	<p>Hearing services include:</p> <ul style="list-style-type: none"> • Newborn hearing screenings, • Diagnostic testing, • Hearing aid fitting and dispensing. • Medically necessary cochlear implant devices <ul style="list-style-type: none"> • Medically necessary evaluation, • Inner-ear Hearing aid (\$500 every 3 years) • Hearing aid repair and accessories
Home Delivered Meals	Molina offers home delivered meals after an inpatient hospital stay. This needs approval. Molina will cover 3 meals a day for 7 days.
Home Health Care Services	<p>Home Health care services include:</p> <ul style="list-style-type: none"> • Home Health visits (nurse and home health aide)** • Private duty nursing • Personal care services for children • Therapy services • Medical supplies • Durable medical equipment such as wheelchairs, nebulizers, oxygen, C-PAP <p>**Unlimited visits per day (non-pregnant adults).</p>



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Hospice Services	<p>Hospice Services are calming medical care and services to meet the needs of terminally sick members and their families:</p> <ul style="list-style-type: none"> • Physical • Emotional • Social • Spiritual
Imaging Services	<p>These are services such as:</p> <ul style="list-style-type: none"> • X-rays • MRIs • PET • Portable X-rays • CTs
Immunizations	<p>Immunizations are covered for children under the age of 21.</p> <p>You will find a form under Member Resources/Preventive Health Guidelines in our website at www.molinahealthcare.com. The form is called child and adolescent immunizations. This will tell you when your child will need his or her shots. You can print it and keep it with you.</p> <p>You might need copies. Call the Member Services Department at (866) 472-4585 or (800) 955-8771 for TTY/TDD</p>
Inpatient Hospital Services	<p>Medically needed and approved hospital care when you are in a hospital. Services covered:</p> <ul style="list-style-type: none"> • Room and board • Medical Supplies • Therapeutic services • Nursing care • Diagnostic services • Drugs <p>For all non-pregnant adults over the age of 21, a maximum of 45 days of non-emergent services is covered. This is per fiscal year which is from July to June.</p>
Interpreter Services	<p>If you want to speak to us in your own language, you may ask for an interpreter. You may call Member Services Department at (866) 472-4585.</p> <p>If you are vision and/or hearing impaired, call our TTY phone number at (800) 955-8771.</p> <p>These services are free of charge.</p>
Laboratory	<p>Molina has contracted with Quest Diagnostics for all your outpatient lab work. Your doctor will send lab work to Quest Diagnostics. If you need to go for lab tests you may visit www.QuestDiagnostics.com/patient</p> <p>To find a location or make an appointment. You can also call Molina Healthcare’s Member Services at (866) 472-4585 for a list of locations.</p>



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Maternity Services Prenatal and Postpartum	<p>Vaginal deliveries are covered for no less than 48 hours of inpatient stay. C-section deliveries are covered at least 96 hours of inpatient stay.</p> <p>Molina covers pre and post-partum maternity care with an OBGYN that is part of the Molina Plan.</p> <p>Molina now covers unlimited visits for prenatal visits and unlimited visits for high-risk pregnancies.</p>
Medically Related Lodging and Food	<p>This service covers housing and food for you and another person. This is when medically needed services are:</p> <ul style="list-style-type: none"> • more than 150 miles one way from your home. • One overnight stay required <p>Housing and meals are covered up to a maximum of \$125 per day. If another person will be with you, the maximum is \$165 per day.</p>
Newborn Circumcision	<p>Available upon request during initial hospitalization visit and in physician offices for the first one (1) month after birth.</p>
Nurse Advice Line	<p>This service is available 24 hours a day, 7 days a week to help answer any medical questions you may have. The number is (888) 275-8750.</p>
Nutritional Counseling	<p>Molina now covers nutritional counseling with a registered nutritionist.</p>
Outpatient Hospital Services	<p>Medically needed preventive and diagnostic services provided in an outpatient hospital setting. Some outpatient services may have a dollar limit of \$1500 per fiscal year (July – June).</p> <p>Some outpatient services require prior authorization. Mammograms and obstetric ultrasounds do not require authorization</p>
Over-the-Counter Pharmacy	<p>You have a \$25 maximum per month for OTC drugs. You must use a Navarro Pharmacy, CVS Pharmacy, or CVS Pharmacy y Mas. You can call (866) 628-6733.</p> <p>You can also go to the website at: https://molina.otchs.com/.</p> <p>Call Member Services Department to find out what drugs are covered. You can also go to www.molinahealthcare.com for a list of drugs that you can choose from.</p>



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Pet Therapy	<p>Pet Therapy are services where pets are sent to your home for regular visits. This will help you reduce your stress levels and increase your sense of well-being.</p> <p>If you need info, call Member Services at (866) 472-4585 or (800) 955-8771 for TTY/TDD.</p>
Physician Home Visits	<p>Molina covers unlimited doctor home visits per month per member.</p>
Pneumonia Vaccine	<p>Molina will offer the vaccine one-time only for adults 21 and over.</p> <p>Covered through participating CVS Pharmacy</p>
Podiatry	<p>Podiatry services include:</p> <ul style="list-style-type: none"> • Routine services of the foot • Foot conditions such as injury, ulcers, wounds or infections.
Prescription Drugs	<p>Medically necessary drugs prescribed by a physician and provided at a licensed pharmacy that is part of the Molina Plan</p> <p>Refer to the Molina drug list, or contact Member Services Department</p>
Prosthetics & Orthotics	<p>Prosthetic & orthotic devices are covered. They need to be medically necessary and approved. Orthotic devices help correct weak or abnormal body parts. These devices help in limiting or reducing motion in a diseased or injured body part.</p>
Primary Care Visits	<p>Routine or sick visits to your Primary Care Physician (PCP):</p> <p>No limit on monthly PCP visits (Non-Pregnant Adults)</p>
Shingles Vaccine	<p>Molina will offer the vaccine one time only for adults 21 and over.</p> <p>Covered through participating CVS Pharmacy</p>
Sterilization	<p>Sterilization is a covered benefit. Please contact your doctor for any needed prior approvals.</p>
Therapy Services -Physical, Respiratory, and Speech Therapies	<p>Occupational, Physical, Respiratory and Speech therapies are covered under the age of 21.</p> <p>These services are covered for adults ages 21 and over in an outpatient hospital setting. Some outpatient services may have a dollar limit of \$1500 per fiscal year (July-June).</p>



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Benefits	Covered & Expanded Benefits
Transplants	<p>The following transplants are covered:</p> <ul style="list-style-type: none"> • Bone Marrow • Heart • Liver • Pancreas • Multivisceral • Cornea • Kidney • Lung • Intestinal <p>Transplants must be medically necessary. They must be approved. Evaluations are covered for all transplants. Pre and Post care is covered for all transplants including those that are not covered by Molina. Donor services are NOT covered.</p>
Transportation	<p>Transportation Service is covered if you don't have another way of getting to a covered service. This also includes emergency transportation.</p> <p>Please call Secure transportation at (877) 775-7340 to schedule a trip. Monday - Friday 8:00AM-7:00PM.</p>
Vision	<p>Unlimited eye exams and eyeglasses if medically necessary.</p> <ul style="list-style-type: none"> • A \$100 allowance per year for upgraded lenses or frame • Upgrade to polycarbonate lenses (under 21) <p>If you need vision care, you must go to a doctor that is part of iCare Health Solutions. To find a vision care center close to you, please call the Molina's Member Services Department at (866) 472-4585 or (800) 955-8771 for TTY/TDD</p>

Note: For a list of covered services that require a prior authorization, visit MolinaHealthcare.com or call Member Services.

This information is available for free in other languages. Please contact our customer service number at Molina Member Services Monday-Friday 8am – 7pm at 1-866-472-4585. TTY/TDD users please call 1-800-955-8771. Esta información está disponible gratuitamente en otros idiomas. Favor de comunicarse con nuestro Departamento de Servicios para Miembros al (866) 472-4585 o para los usuarios de TTY/TDD al (800) 995-8771, de lunes a viernes, de las 8am a 7pm.