



# Welcome to Molina Healthcare!

Your Quick Start Guide



Your Extended Family.

# At Molina Healthcare, you're important to us!

You're receiving this guide because Molina works with your Michigan Medicaid state health plan to provide your health benefits. Molina is here to help you feel your best!

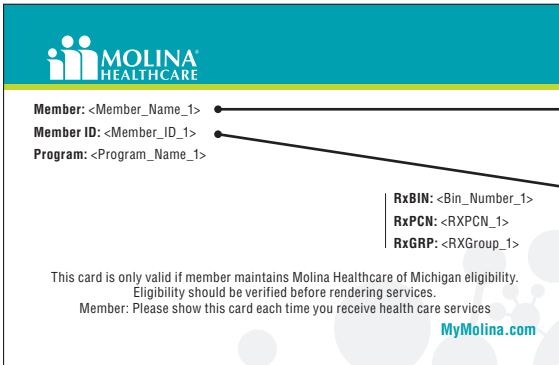


**Please look for your Molina Member ID cards enclosed in this envelope.**

## Your Molina Member ID Card

### IMPORTANT:

- Please make sure your information is correct.
- Always bring this card with you when you see your doctor.



**Your name**

**Your member identification number (ID #)**

The letter with your Member ID Card will show the name and contact details for your doctor, also called a Primary Care Provider (PCP).

If you would like a different PCP, you can change your PCP by:

- Using the Molina Mobile App
- Going to [MyMolina.com](http://MyMolina.com)
- Calling Member Services: (888) 898-7969 (TTY:711)
- Completing and returning the PCP Selection Form included in this packet using the self-addressed envelope

Access us anytime. Download the Molina Mobile app.

**Now you can get the care you need, close to home. You also have value-added health programs—at no cost!**

As a member of Molina Healthcare, you qualify for programs that can help you live your healthiest.



Case Management for children and adults with special needs to help you make the most of your coverage



Health maintenance programs like Weight Management and Stop Smoking Education



Disease management for chronic health issues, including Diabetes, Asthma, Congestive Heart Failure and Depression



Pregnancy education to help you have a healthy pregnancy and baby—The Maternal and Infant Health Program (MIHP) also helps pregnant members and infants get the proper food and support to stay healthy

Please visit [MolinaHealthcare.com/Medi-Handbook](https://MolinaHealthcare.com/Medi-Handbook) to:

- Learn more about your benefits
- Review the Member Handbook



## Make the most of your health plan.

Learn all the benefits we cover at no cost to you.

Review your benefits in the Molina Member Handbook:

- Go to [MolinaHealthcare.com/Medi-Handbook](https://MolinaHealthcare.com/Medi-Handbook)
- Visit [MyMolina.com](https://MyMolina.com)
- Use the Molina Mobile app from Google Play or the Apple App Store

• **Provider Directory**—All Molina doctors are board-certified and subject to review before they can join our network. To find one near you, go to [Molinahealthcare.com/Medi-ProviderDirectory](https://Molinahealthcare.com/Medi-ProviderDirectory)

• **Pharmacy Benefits**—See the list of covered medications at [Molinahealthcare.com/Medi-Pharm](https://Molinahealthcare.com/Medi-Pharm)

• You may ask for printed copies of any document to be mailed to you. You may also ask for copies in another language, braille, large print or audio. These materials are provided at no cost to you

Call Member Services: (888) 898-7969 (TTY: 711),  
Monday – Friday, 8 a.m. to 5 p.m. EST



Access us anytime. Download the Molina Mobile app.

## What does Molina do for you?

With Molina, you get benefits like no-cost doctor visits, mental health care, medication, and hospital care when you need it. Plus, advantages like:



Virtual Care - Talk with your Primary Care Provider (PCP) to review telehealth options for care wherever you are



Rides to medical appointments



Health education



Incentives for visiting your doctor



24-Hour Nurse Advice Line for answers to medical questions, day and night

**To learn more, visit Molina Mobile or MyMolina. Details on page 6.**



## Tools to control your health care: Molina Mobile and MyMolina.com.

Whether you prefer a desktop portal or mobile app, we've got you covered. 24/7



### Download Molina Mobile.

Get fast access to important information at any time of the day.

Here are some things you can do!

- Find a doctor
- Download your ID card
- Find a hospital or urgent care
- Change doctors
- And more!

Scan this barcode to download Molina Mobile:



**CHECK OUT OUR  
NEW APP!**



Prefer a desktop portal?  
Visit [MyMolina.com](https://www.molinahc.com).

To sign up, just follow the instructions.

### Questions?

Call Member Services:  
(888) 898-7969 (TTY:711)

Access us anytime. Download the Molina Mobile app.

## Getting care.

Your doctor—also called your Primary Care Provider (PCP)—will give you most of your care. Make sure to go to regular checkups. **Call your doctor now to make an appointment.**

Schedule your first visit to get to know your PCP. Please call if you need help making an appointment or finding a PCP. Call Molina Healthcare Member Services: (888) 898-7969 (TTY: 711), Monday – Friday, 8 a.m. to 5 p.m.

Visit your doctor when you're healthy. They can get to know you and prescribe medicine as needed. They're here to help you stay ahead of any health issues.

As a Molina member, you also have access to:

- 24-hour Nurse Advice Line—For answers to your medical questions day and night.  
Call: (888) 275-8750 (English)  
(866) 648-3537 (Spanish)
- Rides to medical appointments



## Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care.

- Call 911
- Visit an emergency room

If you need care after hours but aren't sure where to go, these examples can help.

### URGENT CARE\*

**Visit a nearby urgent care center, access Virtual Urgent Care at [Molinahealthcare.com/Medi-ProviderDirectory](https://www.molinahealthcare.com/Medi-ProviderDirectory) or call the 24-Hour Nurse Line at English: (888) 275-8750 (TTY: 711) Spanish: (866) 648-3537 (TTY: 711) for conditions that are often non-life-threatening such as:**

Cold or flu symptoms	Wounds that may require stitches
Sprains, strains or deep bruises	Sore throat
Ear pain	Stomach flu or virus

### EMERGENCY CARE

**Call 911 or visit an emergency room.**

Severe bleeding	Chest pain or pressure
Severe abdominal pain	Head trauma or injury
Difficulty breathing	Sudden dizziness or trouble seeing

Behavioral health: When someone is at risk of hurting themselves or others



Find a doctor, hospital or urgent care near you on the Molina app. An Urgent Care listing is also included in this packet.

\*Urgent care examples often do not require Emergency Care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately.



Access us anytime. Download the Molina Mobile app.

## What happens when?



Manage your health benefits.

- Download the Molina Mobile App
- Visit [MyMolina.com](https://www.molinahc.com)



Please call your Primary Care Provider (PCP) to schedule your first visit.



Don't lose your Medicaid benefits. Each year, you'll receive Redetermination Paperwork to keep your benefits. It will come from the Michigan Department Health and Human Services (MDHHS). If you need help:

- Call the Molina Benefits Renewal Line:  
(866) 916-0917

- Email:

[HealthPlanRenewals@MolinaHealthCare.com](mailto:HealthPlanRenewals@MolinaHealthCare.com)

# For the care you need, close to home, lean on Molina.

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Molina Healthcare was created in 1980 to bring high quality care to everyone who needs it. We put you, our member, at the center of all we do. We're committed to keeping our communities healthy, too.

Thank you for being a member of Molina. We are dedicated to earning the trust you put in us.







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(888) 898-7969 (TTY: 711)  
[MolinaHealthcare.com](http://MolinaHealthcare.com)

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