

Molina's **my**health**my**life

a newsletter just for South Carolina members

Fall 2024

WHAT'S INSIDE

Frequently asked
questions

1

Baby steps with
Molina

5

Get well, stay
healthy!

6

Phone:

(855) 882-3901

Physical address:

115 Fairchild Street, Suite 340, Charleston, SC 29492

Mailing address:

PO Box 40309, N. Charleston, SC 29423-0309

Frequently asked questions



How do I update my personal information (address, phone number, etc.)?

It's important to update this right away to keep your benefits. Call **Healthy Connections** at **(888) 549-0820 (TTY: (888) 842-3620)** or visit Apply.scdhhs.gov. You can also update your information at MyMolina.com.

How do I replace my member ID card?

You can view or print your ID card at MyMolina.com or call Member Services to request a new one.

How do I change my primary care provider (PCP)?

Your member ID card shows your PCP's name and contact details. To change the PCP listed on your card, go to the My Molina mobile app or MyMolina.com.

How do I check the status of an approval or referral?

Log in to our member portal at MyMolina.com.

How do I get my prescriptions?

You can fill your prescription at any network pharmacy. To find a network pharmacy, go to MolinaHealthcare.com/members/sc/en-US/Pages/home.aspx and click on "Search for a Doctor". If you need a specialty medicine, the prescription will be mailed to your home, local CVS pharmacy or provider's office. Some medicines require prior authorization before you can get them. To see a list of covered medicines, go to MolinaMeds.com/SC.

How do I get a copy of enrollment materials?

Call Member Services to ask for any materials you need. We'll mail them to you, at no cost, within five business days.

Still have questions?

Call **Member Services** at **(855) 882-3901, (TTY: 711)**, Monday - Friday, 8 a.m. to 6 p.m., local time.

Questions about your health?

Call our **24-hour Nurse Advice Line** at **(844) 800-5155, (TTY: 711)**.

Want to learn more?

Member Handbook

- Your Member Handbook tells you about your benefits, how your plan works and how to get the most from your membership. Check it out at MolinaHandbook.com/SC.

Provider Directory

- To find a provider near you, go to MolinaProviderDirectory.com/SC. Our providers are board-certified and reviewed before they can join our network. If you want us to mail you a list of network providers, call Member Services.

Don't lose your benefits. Renew on time.

We want to make sure you can get the care you need when you need it. Did you know you may need to renew your South Carolina Healthy Connections Medicaid every year?

You can complete your annual review online instead of using a paper form. Visit [Apply.scdhhs.gov](https://apply.scdhhs.gov) and click **Submit Annual Review**.


If you need help completing your form, please call one of these:

- **Healthy Connections Member Contact Center** at **(888) 549-0820**. The center is open Monday to Friday from 8 a.m. to 6 p.m. local time.
- **SC Thrive** at **(800) 726-8774**. For more information, visit [SCthrive.org](https://scthrive.org).

We'll send reminders so you don't forget to renew on time. We've also added everything you need to know at MolinaHealthcare.com/KeepMyHealthPlan/SC.

Keep your contact information up-to-date!

- It's important to keep your contact information updated with Molina and SCDHHS. When it's time to renew, SCDHHS may mail your renewal information. If your information isn't correct, you may miss an important message about your renewal.
- Remember to tell us if your phone number or address has changed. We can send reminders and other important information to you. Visit MolinaHealthcare.com/StayConnected/SC to learn how to update your contact information with Molina.



Thank you
for being the
best part of
Molina!

Earning rewards is easy when you make healthy choices

As a Molina member, you can earn extra benefits under the Healthy Connections program and more! You can earn rewards such as:

- \$10 Healthy Rewards after completing a well-visit with your primary care provider (PCP).*
- \$150 Walmart gift card to buy a bike and helmet after your child completes an 8, 9 or 10-year-old well visit. Get a handle on health! **
- A free car seat for eligible members who complete six prenatal visits.*
- Up to three weeks of home delivered meals for pregnant and postpartum members who complete a phone health screening. Call **(866) 891-2320** and press 1 for questions. Sign up for Mom's Meals at MolinaHealthcare.com/SC-Rewards.

To learn more about these rewards, go to MolinaHealthcare.com/SC-Rewards. To find out how to get these rewards, call **Member Services** at **(855) 882-3901 (TTY: 711)**.

*Keep an eye out for mailers from us with details on how to redeem rewards.

** One per lifetime benefit. Benefit must be redeemed within 365 days of the completed well visit with your doctor.



Baby steps with Molina

Finding out you're pregnant is a big moment. You want to do everything you can to give your baby the best start in life. But taking care of yourself is important too!

Did you know?

- Your newborn baby will be enrolled as a Molina member during the first month they are born. For more information, see the Managed Care Enrollment of Newborns section in your Member Handbook at MolinaHandbook.com/SC.
- We cover moms for 12 months after the baby's birth. This includes:
 - Well-visit checkups with a primary care provider (PCP) every year
 - Sick visits (PCP or urgent care)
 - Behavioral health visits (24 visits without prior approval)
 - Routine eye exams and glasses
 - Dental care
 - Prescription drugs filled at most pharmacies
 - And more!

Did you know we offer extra benefits to pregnant members?

We offer things like free breast pumps, car seats and meals to eligible members. Check out MolinaHealthcare.com/SC-Rewards to learn more.

To learn more about pregnancy and your baby, [click here](#).



Get well, stay healthy

Did you know one of the best ways to stay well is to get annual checkups and regular screenings? These help your doctor catch problems early when you have the best chance for treatment.

Visit your doctor for well checkups to stay healthy!

Adult and child well visits may include a health exam, vision, dental and hearing exams. You may also get shots or any lab tests needed. Checkups are important to make sure your child is growing and getting the health care they need. Your child may look and feel well but still have a health issue. Your doctor can find health issues before they become a problem.

For information about shots and screenings for adults and children, check out the:

- **Centers for Disease Control and Prevention (CDC) Child and Adolescent Immunization Schedule**
- **Centers for Disease Control and Prevention (CDC) Adult Immunization Schedule**
- **American Academy of Pediatrics Periodicity Schedule**

Getting a well-visit is easy. Call your or your child's primary care provider (PCP) to schedule an appointment. If you have questions or need help, call **Member Services** at **(855) 882-3901 (TTY: 711)**.

Our Comprehensive Drug List

The Comprehensive Drug List (CDL) is a list of all the medicines we cover and any limits that apply. We also cover some over-the-counter medicines when your doctor gives you a prescription.

Things to know:

- The CDL changes from time to time. To find the most up-to-date list, please visit MolinaMeds.com/SC.
- If you need help viewing the CDL, call **Member Services** at **(855) 882-3901 (TTY: 711)**.
- To help you search the CDL more easily, use our searchable Formulary at MolinaMeds.com/SC.
- To learn about prescription copays, view your Member Handbook at MolinaHandbook.com/SC.



Site of Care Program

Some medicines must be taken in a certain setting, such as your home, doctor's office or an infusion center. You cannot take them in a hospital. Our Site of Care (SOC) program helps ensure that these medicines are cost-effective, safe and given to you in the right setting.

For questions about the SOC program, please call **Member Services** at **(855) 882-3901 (TTY: 711)**.

Behavioral and mental health support

A behavioral health emergency is a mental health condition that may cause self-harm or death. Some examples are:

- Attempting suicide
- Danger to yourself or others
- Mental stress that makes it hard to do daily actions

Go to the closest emergency room (ER) or call **911** for a behavioral health emergency.

We offer services for mental health and substance abuse. If you need help, call **Member Services** at **(855) 882-3901 (TTY: 711)**. You can also call the **South Carolina Department of Mental Health** or the **Department of Alcohol and Other Drug Abuse Services (DAODAS)** at **(803) 896-5555**.





More ways Molina can support you

We have lots of ways to help you with your health care needs. Please visit MolinaHealthcare.com/AnnualReminders for more information. You can find information about:

- Your membership, your rights and responsibilities, and benefits
- Your Member Handbook and Provider Directory
- Well-child doctor visits
- Review of service rules

Have you heard about our health education programs?

At Molina, we have special programs to help you stay healthy. We have a team of nurses and social workers ready to serve you. They are called case managers. They will give you extra attention if you have conditions like:

- Asthma
- High blood pressure
- High-risk pregnancy
- Sickle cell disease
- Diabetes
- Chronic obstructive pulmonary disease (COPD)
- Other serious conditions

To learn more about our programs, [click here](#).

Is it an emergency?

If you're sick and don't know where to get help, don't worry—we're here to help!

Here are your choices:

Option	When to use	Examples
Emergency room	If your life or health is in danger	Very bad stomach pain, very bad bleeding, chest pain or pressure, head injury or trauma, sudden dizziness or trouble seeing
Primary care provider (PCP)	For check-ups and common illnesses	Cold, cough, flu, ear pain, sore throat, need more medicine, feeling sad or worried.
Urgent care	If you need care after hours and it's not super serious	Cold or flu, ear pain, small burns or cuts, twisted ankle, bruise

If you are still not sure where to go for medical care, call **Molina's 24-hour Nurse Advice Line** at **(844) 800-5155**.

We cover vision and dental

We're here to take care of the whole you. This includes your teeth, gums and eyes. Molina covers eye exams every year. You also get frames and lenses:

- Once per year, if under 21 years old, as needed.
- Every two years, if 21 and older, as needed.

Please check our Provider Directory to find optometrists or physicians at [MyMolina.com](https://www.molinahealthcare.com) who can provide these services. Dental is covered and offered through **DentaQuest**. Call them at **(888) 278-7310** or **TTY: (800) 466-7566**.

