



Welcome to Molina Healthcare!

Your Quick Start Guide



Your Extended Family.

At Molina Healthcare, you are important to us!

Welcome! You're receiving this guide to help you learn how we work with your New York State health plan to provide your health benefits. We are here to help you feel your best!

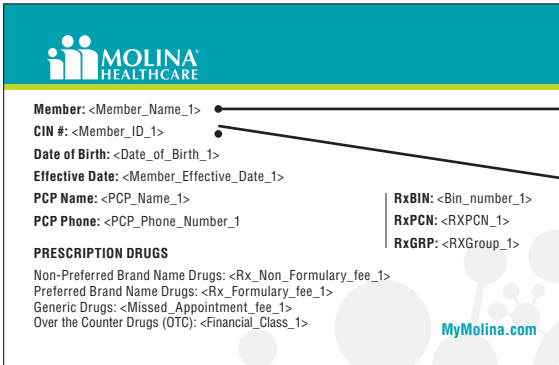


! Please look for your Molina Member ID cards enclosed in this envelope.

Your Molina Member ID Card

IMPORTANT:

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



Your name

Your member identification number (ID #)

Your card shows the name and contact details for your doctor. This person is also called your Primary Care Provider (PCP). If the PCP on your card is not the correct doctor, you can change it.

- Log onto the Molina Mobile app
- Visit [MyMolina.com](https://www.molinahc.com)
- Call Member Services: (800) 223-7242, TTY: 711

Access us at any time. Download the Molina Mobile app.

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

As a member, you qualify for programs that can help you live your best.



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



Health maintenance
—with 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, plus you can get rewards for seeing your doctor regularly

Learn more about your benefits and how to access them: Visit [MolinaHealthcare.com](https://www.molinahealthcare.com).



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 MolinaHandbook.com/NY/HARP
 - Visit MyMolina.com
 - Use the Molina Mobile app from Google Play or the Apple App Store
- **Provider Directory**—All of our doctors are subject to review before they can join our network. To find a doctor near you:
 - Go to MolinaProviderDirectory.com/NY
- **Pharmacy Benefits**—See the list of covered medications at MolinaFormulary.com/NY/HARP
- To learn more, please go online or call us.
 - Visit MolinaHealthcare.com
 - Call (800) 223-7242, TTY: 711



What does Molina do for you?

We are here for you! We offer no-cost doctor visits, medication and hospital care when you need it. Plus, advantages like:



Virtual Care—Visit a doctor online 24/7, wherever you are!



Rides to medical appointments



Health education



A Member Incentive Program with rewards such as gift cards and car seats for completing certain doctor visits



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



Teladoc® Virtual Care—Visit a board-certified doctor online or over your phone from wherever you are. Call (800) 835-2362 or visit www.teladoc.com/molina for more information

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



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

CHECK OUT OUR
APP!

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



Download Molina Mobile.

- View, download and share your ID with your doctor
- Change doctors
- Update contact info
- And more!

Scan this QR code to download Molina Mobile:



Prefer a desktop portal?
Visit **MyMolina.com**

To sign up, just follow the
instructions.

Questions?

Call Member Services:
(800) 223-7242 (TTY: 711)

Getting care.

The doctor who gives you most of your care is your Primary Care Provider (PCP). Make sure to go to routine checkups.

Call your PCP now to make an appointment.

See your doctor when you are healthy. He or she can get to know you and prescribe medicine as needed. Your doctor is 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
- Teladoc® Virtual Care—Visit a board-certified doctor online or over your phone from wherever you are. Call (800) 835-2362 or visit www.teladoc.com/molina for more information
- Rides to medical appointments



Do you need urgent care or emergency care?

Teladoc® is there for you. Use it wherever you are to help with your healthcare needs. Call (800) 835-2362 or visit www.teladoc.com/molina for more information.

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, this chart can help.

URGENT CARE*

Ways to get care for conditions that are often non-life-threatening:

- Visit a nearby Urgent Care Center
- Access Teladoc® Virtual Care at www.teladoc.com/molina
- Call Molina's 24-Hour Nurse Line at (800) 223-7242, TTY: 711

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 Mobile app.

*Urgent care examples often do not require Emergency Care. If you think you are having a life-threatening emergency, seek emergency care right away.

What happens when?

30
Days

Schedule your first visit with your Primary Care Physician (PCP). Your PCP will be your personal doctor.

To choose or change your doctor, or request or print a new ID card:

- Create your own online member account on **MyMolina.com**
- Download the MyMolina phone app
- Call Member Services:
(800) 223-7242, TTY: 711

Someone from Molina will call you to welcome you to the health plan.

60
Days

Stay in touch with your PCP to take care of all your health needs.

120
Days

Within 120 days of enrollment, please:

- See your PCP
- Complete your Health Risk Assessment
- Call your PCP to schedule your visit



Don't lose your Medicaid benefits. If you need help:

- Call the Molina Benefits Renewal Team:
(844) 239-4911, TTY: 711
- Email: **MHNYEnrollment@MolinaHealthCare.com**

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

Molina Healthcare was created in 1980. We aim to bring high quality care to all who need it. We put you, our member, at the center of all we do. We strive to keep our communities healthy, too.

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





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