



Your Quick Guide

Molina MyCare Ohio Medicaid

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MolinaHealthcare.com/Duals



**Department of
Medicaid**

Next Generation MyCare



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New member information

You're important to us!

You are now a member of a health care plan, also known as a MyCare Ohio Plan (MCOP). Molina MyCare Ohio Medicaid provides health care services to Ohio residents who are eligible.

Use this guide to get to know how to use your health care. We are here to help you feel your best!

You can find the most recent copy of your Quick Guide online. Visit MolinaHealthcare.com/MyCareMedicaidHandbook to view this guide, your Member Handbook, and other important member materials.

Molina MyCare Ohio Medicaid provides services to our members because of a contract that Molina Healthcare has with the Ohio Department of Medicaid (ODM). Visit medicaid.ohio.gov for more info. If you would like to contact ODM, call (800) 324-8680 or TTY (800) 292-3572.

How to get this information in other languages and formats

If you have any problem reading or understanding this information, call Member Services at (855) 687-7862 (TTY: 711) for help at no cost to you. Call Monday through Friday, 8 a.m.-8 p.m., local time. We can explain this information in English or your primary language.

You can also get this information in other formats, such as large print, braille or audio. These services are provided at no cost to you.

Molina MyCare Ohio Medicaid is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 687-7862, (TTY: 711), Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free.



Welcome to Molina MyCare Ohio Medicaid!

It's time to start getting the most from your health care coverage!
Be sure to take these simple steps right away:

1

Look for your Molina MyCare Ohio Medicaid member ID card(s)!

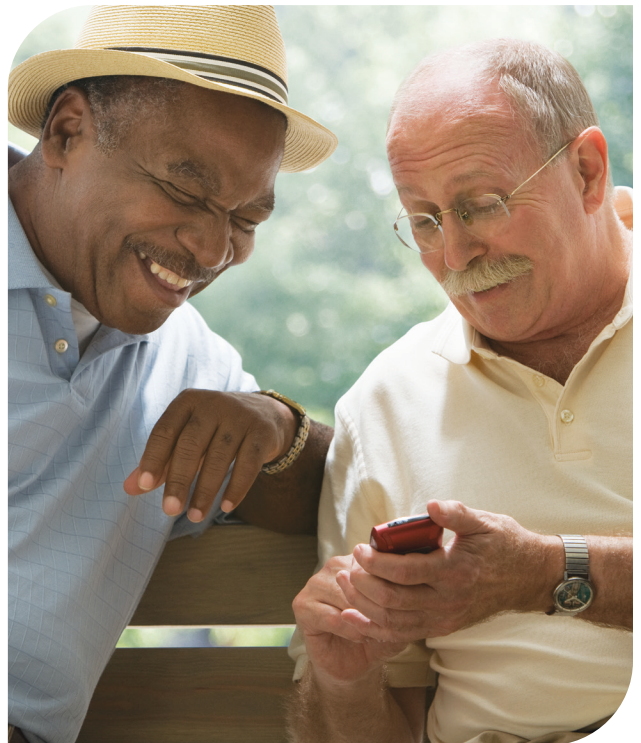
New Molina MyCare Ohio Medicaid members will get their Molina member identification (ID) card in a mailed packet with this Quick Guide. Each member of your family who has joined Molina MyCare Ohio Medicaid will get their own card.

- Always keep your ID card with you.
- Make sure the information on your card is correct. If your information is not correct, call Member Services.
- If you did not get a member ID card in the mail, or if you lose your card, visit [MyMolina.com](https://www.mymolina.com) or call Member Services.

2

Download the My Molina® mobile app

- Our My Molina mobile app lets you view, print and send your member ID card. You can search for doctors, change your primary care provider (PCP) and much more. Anytime, anywhere!
- Download the My Molina app today from the Apple App® Store or Google Play®.
- To learn how to use the My Molina mobile app and member portal, go to:
 - [MyMolina.com/GettingStartedVideos](https://www.mymolina.com/GettingStartedVideos) (English)
 - [MiMolina.com/VideosDeAyuda](https://www.mimolina.com/VideosDeAyuda) (Español)



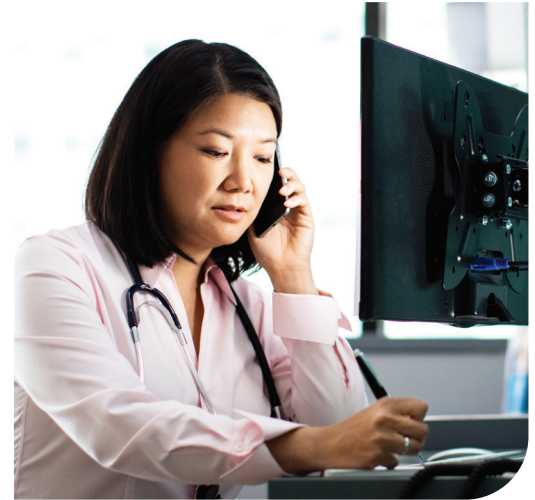
Thank you for choosing Molina MyCare Ohio Medicaid as your trusted health plan. We're happy to have you as a member.

3

Schedule a visit with your primary care provider (PCP)

Call your doctor now to make an appointment.

- Visit your PCP even if you're not sick to get set up as a new patient. Your PCP needs to get to know you and your health history. They're here to help you find and prevent any health issues.



4

Fill out the Health Risk Assessment (HRA) form

- You can fill out the form online at [MyMolina.com](https://www.molinahc.com/mycaremedicaid).
- The answers you give will help us meet your needs.

Learn more about your health plan

Want to see a full list of your covered benefits and more details about your plan?

- Go to [MolinaHealthcare.com/MyCareMedicaidHandbook](https://www.molinahc.com/mycaremedicaidhandbook) to read your Member Handbook.

Want to find a doctor near you?

- Go to [MolinaProviderDirectory.com/OH](https://www.molinahc.com/providerdirectory) to search our Provider Online Directory.
- All of our doctors are reviewed for quality before they can join our network.

Want to see a list of covered medicines?

- Go to [MolinaHealthcare.com/OHMyCareMedicaidRx](https://www.molinahc.com/ohmycaremedicaidrx) to find the list of covered drugs.
- For more details on your pharmacy coverage, see page 10.

About Molina MyCare Ohio Medicaid Member Services

Member Services is here to answer questions you have about your membership with Molina MyCare Ohio Medicaid. The Member Services phone number is (855) 687-7862 (TTY: 711). Call Monday through Friday, 8 a.m. to 8 p.m. local time.

Member Services representatives can help you:

- Understand your covered benefits.
- Request a new ID card.
- Schedule transportation.
- Check if prior approval is needed for a service.
- Get prenatal care if you are pregnant.
- Make an appointment with your providers.
- File a complaint about your plan, provider or discrimination.



Call Member Services right away to tell us if:

- You are pregnant.
- There is a change to your demographic information.
- You move or your mailing address changes.
- Your phone number changes.

If you have health services already approved or scheduled

If you have health care services already approved or scheduled, call Member Services before you receive the services. In certain situations, and for a certain time period after you enroll, you may be allowed to get care from a provider that is not a Molina MyCare Ohio Medicaid network provider.

You must call Molina MyCare Ohio Medicaid before you receive the care. If you do not, you may not be able to receive the care, and the claim may not be paid.



Your PCP

Your primary care provider (PCP) is the main doctor who gives you most of your care. Make sure to see your PCP right away to get set up as a new patient. Your PCP should get to know you and your medical history. Think of your PCP as your medical home and the doctor who knows you the best! Once you're set up as a new member, see your PCP for regular checkups.



Don't lose your Medicaid coverage!

You must renew your coverage every year.

You can log in to your account at Benefits.Ohio.gov.

Or call the Medicaid Consumer Hotline at (800) 324-8680, option 8 (TTY: 800-292-3572). Call from Monday - Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 5 p.m., Eastern Time (ET).



If you need help, please call us at (877) 373-8972 (TTY: 711), Monday–Friday, 10 a.m.-8 p.m. ET. Or email us at HealthPlanRenewals@MolinaHealthcare.com.

Important phone numbers and resources

Member Services Prior Authorization, Coverage Determinations, and Appeals Call Center.	(855) 687-7862 TTY: 711 Monday - Friday, 8 a.m. - 8 p.m. local time	Call when you have questions about your health plan, benefits, covered services, or how to get services. See page 6 of this Quick Guide for more information about Member Services.
My Molina member portal	MyMolina.com	Use our member portal to view, print, and download your member ID card. Search for doctors and much more!
My Molina mobile app	Download on your phone. Search “My Molina” on the Apple App store or Google Play.	Use our mobile app to manage your health care on your phone or tablet, anytime or anywhere!
24-hour Nurse Advice Line and Care Coordination after-hours line	English and Spanish (855) 895-9986 TTY: 711 Call any time.	Call if you need advice about health problems, where to go for care, your prescribed drugs and more.
24-hour Behavioral Health Crisis Line	English and Spanish (855) 895-9986 TTY: 711 Call any time.	Call if you’re thinking about suicide or have a behavioral health emergency and don’t know what to do.
Member Handbook	MolinaHealthcare.com/MyCareMedicaidHandbook	Get details on how your plan works and full benefit information in your Member Handbook.
Provider Online Directory	MolinaProviderDirectory.com/OH	Find providers in our network.
Transportation services	(844) 491-4761, TTY: 711 Call any time.	Call if you need to schedule, cancel or manage a ride. You can also use the Access2Care phone app to schedule and manage trips.
Pharmacy Help Desk	(800) 364-6331, TTY: 711 Call any time.	Call if you have questions about your pharmacy benefits or prescription drug coverage.
Care Coordination	(855) 687-7862, Monday – Friday, 8 a.m. – 5 p.m. local time	Call our Care Coordination line if you have questions or want to enroll in Care Coordination.

What to do when you're sick

Are you feeling sick and not sure what to do?
Don't worry, we're here to help you!

What are my options?



Primary care provider (PCP)

Call your PCP day or night. If it's after hours, leave a message. Someone should return your call.

When you have a minor issue that requires medical care, such as:

- Colds or cough
- Flu
- Earache
- Sore throat
- Medicine or refills
- Diarrhea

You can also call our 24-hour Nurse Advice Line if you are not sure where to go for care. Call (855) 895-9986 (TTY: 711) Call any time, day or night.



Emergency room (ER)

Call 911 or go to the nearest ER. Seek emergency care right away. You can get care 24 hours a day, 7 days a week.

When you think your life or health is in danger, such as:

- Very bad bleeding
- Very bad stomach pain
- Chest pain or pressure
- Head injury or cut
- Sudden dizziness or trouble seeing
- Overdose or poisoning
- Broken bones

Emergency services do not require prior approval from Molina MyCare Ohio Medicaid. We cover care for emergencies both in and out of the county where you live.



Urgent care center

Urgent care centers are great options if you need care after hours.

When it's not an emergency but you need care right away, such as:

- Severe cold or flu symptoms
- Ear pain
- Sore throat
- Stomach flu or virus
- Cut that needs stitches
- Sprain, strain or deep bruise

Our Provider Network

Remember, you must get covered, medically necessary services from facilities and providers in Molina MyCare Ohio Medicaid's network. Providers in Molina MyCare Ohio Medicaid's network agree to work with Molina MyCare Ohio Medicaid to give you needed care.

You can use providers that are not in Molina MyCare Ohio Medicaid's network only for:

- Emergency services
- Federally Qualified Health Centers (FQHC)
- Rural Health Clinics (RHC)
- Qualified family planning providers
- An out-of-network provider that Molina MyCare Ohio Medicaid has approved you to see

Provider Directory: How to Find Network Providers

The Molina MyCare Ohio Medicaid Provider Directory lists all our network providers and non-network providers you can use to get health services.

There are three ways you can view the Provider Directory:

1. Log on to [MyMolina.com](https://www.mylolina.com) to search our online Provider Directory. If you don't have a username, you must register first.
2. Visit [MolinaProviderDirectory.com/OH](https://www.molinaproviderdirectory.com/OH) to search the online Provider Directory.
3. Request a printed copy. Fill out the postcard you received with your new member materials and mail it back to us. You can also request a printed copy of the Provider Directory by calling Member Services.

Prescription drugs

Molina MyCare Ohio Medicaid uses a list of covered drugs, also called a Formulary. Your health plan will generally cover any prescription drug listed in our Formulary as long as:

- The drug is medically necessary.
- The prescription is filled at a Molina MyCare Ohio Medicaid network pharmacy and other plan rules are followed.

To view the Formulary or search for covered drugs, visit [MolinaHealthcare.com/OHMyCareMedicaidRx](https://www.molinahealthcare.com/OHMyCareMedicaidRx). You can also ask for a printed copy of our drug list by calling Member Services at (855) 687-7862, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m. local time. We can give you a copy of the drug list in an alternate format or language.

If you have questions about your prescription drugs, you can also call our 24-Hour Nurse Advice Line. Call (855) 895-9986 at any time for help from a nurse.

Services covered by Molina MyCare Ohio Medicaid

Molina MyCare Ohio Medicaid covers your medically necessary Medicaid-covered services at no cost to you. Medically necessary means you need the services to prevent, diagnose or treat a medical condition.

Prior Approval (PA)

Your provider must ask Molina MyCare Ohio Medicaid to approve some treatments and services before you can get them. This is called a prior approval (PA). or prior authorization.

Most services are available to you without PA. However, some services do require it.

This guide has information on which services do or do not require PA. A more detailed copy of this list can be found in your Member Handbook or online at

MolinaHealthcare.com/MyCareMedicaidHandbook.

Covered services at a glance

Below is a list of services and supplies covered by Molina MyCare Ohio Medicaid. The services and supplies are listed alphabetically (from A to Z).

Key

You can use these symbols to tell if a service may need prior approval, or if there may be limitations to the service.

¹ - Prior approval (PA) may be required.

² - The service may be limited to a certain number of visits or to certain members.

Acupuncture – to treat certain conditions ^{1, 2}

Ambulance and wheelchair van transportation ¹

Assisted living services ^{1, 2}

Behavioral health services (including mental health and substance use disorder treatment)¹

Certified nurse midwife services

Certified nurse practitioner services

Chiropractic services ^{1, 2}

Dental services ¹

Diagnostic services (x-ray, lab) ¹

Doula ²

Durable medical equipment and supplies ^{1, 2}

Emergency services

Family connect ²
Family planning services
Federally Qualified Health Center or Rural Health Clinic services ¹
Free-standing birth center services at a freestanding birth center
Home- and community-based waiver services ^{1,2}
Home health services and private duty nursing services ¹
Hospice care ¹
Inpatient hospital services ¹
Medical supplies ^{1,2}
Nursing facility services ¹
Obstetrical (maternity care – prenatal and postpartum, including at-risk pregnancy services) and gynecological services
Outpatient hospital services ¹
Pediatric recovery centers ^{1,2}
Physical and occupational therapy ^{1,2}
Physical exam required for employment or for participation in job training programs if the exam is not provided free of charge by another source
Podiatry (foot) services ¹
Prescription drugs (certain drugs not covered by Medicare Part D) ¹
Preventive mammogram (breast) and cervical cancer (pap smear) exams ²
Primary care provider services
Renal dialysis (kidney disease)
Respite services ^{1,2}
Screening and counseling for obesity ²
Services for children with medical handicaps (Title V)
Shots (immunizations)
Specialist services
Speech and hearing services, including hearing aids ^{1,2}
Telehealth services ²
Vision care (optical) services, including eyeglasses
Yearly well-adult exams when Medicare does not cover these



Your extra transportation benefits

You get extra transportation benefits as a Molina MyCare Ohio Medicaid member. Check out your extra benefits and get the most out of your health plan.

- 14 one-way trips to plan-approved locations every year, such as rides to health visits, pharmacies, grocery stores or food banks, health education visits, and employment support services.
- Unlimited transportation if you use a wheelchair or need to see a provider that is 30+ miles away.

To schedule, cancel, or manage your transportation, call (844) 491-4761 (TTY: 711). Call any time.

List of covered services

The full list of covered services can be found in your Member Handbook or online at MolinaHealthcare.com/MyCareMedicaidHandbook. The list of covered services explains PA requirements and limitations in more detail.

How Molina may contact you

We want to help you stay healthy! We may contact you about your health care, Molina membership, Medicaid renewal, and health reminders. We may:

- Call.
- Text (if you have told us we can text you).
- Email (if you have told us we can email you).
- Send a message on the secure My Molina member portal.
- Send mail.

When we contact you, we will always tell you it is “Molina Healthcare” contacting you. If we call you, we will ask you a couple of questions to confirm who you are. We will do this to keep your health information private. When we send mail, the Molina Healthcare logo and MyCare Ohio logo will always be on the outside of the mail.

Appeals and Grievances

An appeal is a formal way of asking us to review our coverage decision and change it if you think we made a mistake. If you, your authorized representative, or your doctor or other provider disagree with our decision, you can appeal. You can also appeal our failure to make a coverage decision within the timeframes we should have. We will send you a notice in writing whenever we take an action or fail to take an action that you can appeal. To start your appeal, you, your authorized representative, or your doctor or other provider must contact us. You can call us at (855) 687-7862, TTY: 711, Monday – Friday, 7 a.m. to 8 p.m. local time.

Join a member feedback meeting!

Molina hosts member feedback meetings, also called Molina Bridge2Access meetings. At these meetings, we:

- Ask for your feedback about your health plan.
- Ask about your experience with your health plan, Care Manager, and providers.
- Answer questions about your health plan.

Member feedback meetings are a great way to voice your opinion about your health plan and the services you get! Plus, you get a \$15 gift card reward as thanks for attending!

If you are interested in attending future member meetings, visit MolinaHealthcare.com/OHMyCareMemberCouncil to find the date, time, and location of the next meetings. You can attend in person or virtually with your computer. Molina can give you a ride to and from the meeting if you need a ride.

Questions about member meetings?

No problem! Email us at MHO_Member_Advisory@MolinaHealthcare.com.



Nondiscrimination notice

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin (including limited English proficiency), race, or sex. Discrimination on the basis of sex includes sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes. Molina does not discriminate on the basis of religion, gender, military status, ancestry, genetic information, health status, or need for health services.

Molina Healthcare provides alternate formats and language services free of charge and in a timely manner:

- Molina Healthcare provides modifications and aids and services to people with disabilities. This includes qualified interpreters (including qualified sign language interpreters) and written information in other formats, such as large print, audio, accessible electronic formats, and Braille.
- Molina Healthcare provides language services. This includes qualified oral interpreters and written information translated into your language.

If you need modifications, auxiliary aids and services, or language assistance services, contact Molina Member Services at 1-855-687-7862 or TTY/TDD: 711, Monday to Friday, 8:00 a.m. to 8:00 p.m., local time.

If you believe we have failed to provide these services or have discriminated against you, you can file a grievance with our Civil Rights Coordinator. You can file a grievance by phone, mail, email, or online. If you need help writing your grievance, we will help you. You may obtain our grievance procedure by visiting our website at:

MolinaHealthcare.com/Members/Common/en-US/Notice-of-Nondiscrimination.aspx

Call our Civil Rights Coordinator at 1-866-606-3889, TTY/TDD: 711 or submit your grievance to:

Civil Rights Unit

200 Oceangate

Long Beach, CA 90802

Email: civil.rights@molinahealthcare.com

Website: MolinaHealthcare.Alertline.com

You can also file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, online through the Office for Civil Rights Complaint Portal at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

Phone: 1-800-368-1019 (TTY/TDD: 800-537-7697)

Complaint forms are available here:

HHS.gov/sites/default/files/ocr-cr-complaint-form-package.pdf

If you believe that we have discriminated against you, you may also file an appeal or complaint directly with ODM Office of Civil Rights by email ([ODM EEO EmployeeRelations@medicaid.ohio.gov](mailto:ODM_EEO_EmployeeRelations@medicaid.ohio.gov)), by fax (614-644-1434) or by mail at:

The Ohio Department of Medicaid, Office of Human Resources, Employee Relations

P.O. Box 182709

Columbus, Ohio 43218-2709

We have free interpreter services to answer any questions that you may have about our health or drug plan. To get an interpreter, just call us at (855) 687-7862, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m. local time. Someone who speaks English can help you. This is a free service.

Spanish

Contamos con servicios de intérprete gratuitos para responder cualquier pregunta que pueda tener acerca de nuestro plan de salud o medicamentos. Para obtener ayuda de un intérprete, llámenos al (855) 687-7862, TTY: 711, de lunes a viernes, de 8 a. m. a 8 p. m., hora local. Una persona que hable español podrá ayudarle. Este es un servicio gratuito.

Traditional Chinese

我們有免費的口譯員服務，可回答您對於我們健康或藥物計劃的任何問題。若需要口譯員，請撥打 (855) 687-7862 聯絡，TTY: 711，服務時間為當地時間的週一到週五的上午 8 點至晚上 8 點。能說中文的人士會為您提供協助。這是免費的服務。

Simplified Chinese

如果您对我们的健康计划或药品计划有任何疑问，我们可以提供免费的口译服务解答您的疑问。若要获得口译服务，请致电我们，电话：(855) 687-7862，TTY: 711，周一至周五提供服务，服务时间为当地时间上午 8 点至晚上 8 点。说中文的人士会帮助您。这是免费服务。

Tagalog

Mayroon kaming libreng serbisyo ng tagapagsalin para sagutin ang anumang katanungan na maaaring mayroon ka tungkol sa aming health o drug plan. Para makakuha ng tagpagsalin, tawagan lang kami sa numerong (855) 687-7862, TTY: 711, Lunes – Biyernes, 8 a.m. hanggang 8 p.m. lokal na oras. Makatutulong sa iyo ang taong nagsasalita ng Tagalog. Isa itong libreng serbisyo.

French

Nous assurons gracieusement des services d'interprétariat afin de répondre à toute question que vous pourriez avoir sur votre santé ou plan de traitement. Pour obtenir l'assistance d'un interprète, il suffit de nous appeler au (855) 687-7862, TTY : 711, du lundi au vendredi de 8 h à 20 h (heure locale). Une personne parlant français pourra vous assister. Ce service est proposé sans frais.

Vietnamese

Chúng tôi có các dịch vụ phiên dịch miễn phí để trả lời bất kỳ câu hỏi nào của quý vị về chương trình chăm sóc sức khỏe hoặc chương trình thuốc của chúng tôi. Để có phiên dịch viên, chỉ cần gọi cho chúng tôi theo số (855) 687-7862, TTY: 711, Thứ Hai – Thứ Sáu, 8 giờ sáng đến 8 giờ tối, giờ địa phương. Ai đó nói tiếng Việt có thể trợ giúp bạn. Đây là dịch vụ miễn phí.

German

Wir bieten Ihnen kostenlose Dolmetscherdienste, um Ihre Fragen, die Sie möglicherweise zu unseren Gesundheits- oder Arzneimittelleistungen haben, zu beantworten. Wenn Sie mit einem Dolmetscher sprechen möchten, rufen Sie uns einfach an unter (855) 687-7862, TTY: 711, Montag – Freitag, 8:00 Uhr bis 20:00 Uhr (Ortszeit). Jemand, der Deutsch spricht, hilft Ihnen gerne weiter. Dies ist ein kostenloser Dienst.

Korean

당사는 무료 통역 서비스를 통해 건강 또는 처방약 플랜에 대한 귀하의 질문에 답변해 드립니다. 통역 서비스를 이용하시려면 (855) 687-7862, TTY: 711번으로 월요일~금요일 오전 8시~오후 8시(현지 시간)에 문의하시기 바랍니다. 한국어 통역사가 도움을 드릴 수 있습니다. 무료 서비스입니다.

Russian

Получить ответы на вопросы о нашем медицинском страховом плане или о плане, покрывающем лекарства по рецепту, вам бесплатно помогут наши устные переводчики. Просто позвоните нам по номеру (855) 687-7862 (TTY: 711). Линия работает с понедельника по пятницу с 8:00 до 20:00 по местному времени. Вам бесплатно поможет русскоязычный сотрудник.

Arabic

نوفر خدمات الترجمة الفورية المجانية للإجابة عن أي أسئلة قد تراودك حول الخطة الصحية أو خطة الأدوية لدينا. للحصول على مترجم فوري، كل ما عليك هو الاتصال بنا على الرقم (855) 687-7862، وبالنسبة إلى مستخدمي أجهزة الهواتف النصية (TTY)، يرجى الاتصال على: 711، من الاثنين إلى الجمعة، من الساعة 8 صباحًا وحتى الساعة 8 مساءً، بالتوقيت الشرقي. ويمكن لشخص يتحدث اللغة العربية مساعدتك. تقدم هذه الخدمة مجانًا.

Italian

Offriamo un servizio di interpretariato gratuito per rispondere a qualsiasi domanda sul nostro piano sanitario o farmaceutico. Per ottenere un interprete, basta chiamarci al numero (855) 687-7862, TTY: 711, dal lunedì al venerdì, dalle 8.00 alle 20.00 ora locale. Una persona che parla italiano potrà aiutarti. Si tratta di un servizio gratuito.

Portuguese

Dispomos de serviços de interpretação gratuitos para responder a possíveis dúvidas que possa ter sobre o nosso plano de saúde ou plano para medicamentos. Para falar com um intérprete, ligue (855) 687-7862, TTY: 711, segunda – sexta, 8 a.m. até 8 p.m. horário local. Alguém que fala português pode ajudá-lo. Este é um serviço gratuito.

Polish

Oferujemy bezpłatne usługi tłumacza, który pomoże uzyskać odpowiedzi na wszelkie pytania dotyczące naszego planu opieki zdrowotnej lub dawkowania leków. Aby uzyskać pomoc tłumacza, wystarczy zadzwonić do nas pod numer (855) 687-7862, TTY: 711. Jest on dostępny od poniedziałku do piątku w godzinach od 8:00 do 20:00 czasu lokalnego. Pomocy udzieli osoba mówiąca po polski. Ta usługa jest bezpłatna.

Hindi

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Japanese

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Member Services:

(855) 687-7862

(TTY: 711)

Monday – Friday

8 a.m. to 8 p.m. local time



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