Your Quick Guide

Molina Healthcare
Ohio Medicaid Managed Care Plan
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MolinaHealthcare.com/OHMedicaidNewMembers

MOLINA®
HEALTHCARE

New member information

You're important to us!

You are now a member of a health care plan, also known as a managed care organization (MCO). Molina Healthcare 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/OHMedicaidHandbook to view this guide, your Member Handbook, and other important member materials.

Molina Healthcare 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 (800) 642-4168 (TTY: 711) for help at no cost to you.

Call Monday through Friday, 7 a.m.-8 p.m., ET. 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.

What's in this Quick Guide?

Welcome to Molina Healthcare!

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 member ID card(s) in this packet!

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

- Always keep your ID card with you.
- Make sure your information on the 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 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 (English)
  - MiMolina.com/VideosDeAyuda (Español)

Thank you for choosing Molina 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.
- Your PCP's name and phone number are listed on your Molina member ID card.
- If you don't want to see the PCP listed on your ID card, you can change providers by using the My Molina mobile app, visiting MyMolina.com or calling Member Services. You can change your PCP monthly, if needed.

4

Fill out the Health Risk Assessment (HRA) form

- You can fill out the form online at MyMolina.com.
- 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/OHMedicaidHandbook to read your Member Handbook.

Want to find a doctor near you?

- Go to MolinaProviderDirectory.com/OH 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 spbm.medicaid.ohio.gov to find the Ohio Medicaid Unified Preferred Drug List. It has the list of covered drugs.

- For more details on your pharmacy coverage, see .

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).

SCAN ME

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.

Information phone numbers and resources

Member Services	(800) 642-4168 (TTY: 711) Monday - Friday, 7 a.m. - 8 p.m. ET	Call when you have questions about your health plan, benefits or how to get services. See page 9 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, change your PCP 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!
Virtual urgent care (24/7)	TeladocHealth.com/Molina-OH	Get urgent care from the comfort of your home with a virtual visit. Adult members can use Teladoc for no-wait care over the phone or online.
24-hour Nurse Advice Line	English (888) 275-8750 Español (866) 648-3537 TTY: (866) 735-2929 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	(888) 275-8750 (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/ OHMedicaidHandbook	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	(866) 642-9279 (TTY: 711) Call any time.	Call if you need to schedule, cancel or manage a ride. You can also use the MTM Link Member phone app to schedule and manage trips.
Pharmacy Benefits (Gainwell)	(833) 491-0344 TTY: (833) 655-2437 Call any time.	Call Gainwell if you have questions about your pharmacy benefits or prescription drug coverage.

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 (888) 275-8750 (TTY (866) 735-2929) (Español (866) 648-3537). Call any time, day or night.

Virtual health visits or an urgent care center

Teladoc and 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

Adult members can use Teladoc for no-wait care over the phone or online. Visit TeladocHealth.com/Molina-OH or download the Teladoc app today.

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 trauma
- Sudden dizziness or trouble seeing
- Overdose or poisoning
- Broken bones

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

About Molina Healthcare Member Services

Member Services is here to answer questions you have about your membership with Molina Healthcare. The Member Services phone number is (800) 642-4168 (TTY: 711). Call Monday through Friday, 7 a.m. to 8 p.m. ET.

Member Services representatives can help you:

- Understand your covered benefits.

- Request a new ID card.

- Schedule transportation.

- Pick or change your primary care provider (PCP).

- Check if prior approval is needed for a service.

- Get prenatal care if you are pregnant.

- Make an appointment with your PCP, OB/GYN or other 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 Healthcare network provider.

You must call Molina Healthcare 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.

Our Provider Network

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

You can use providers that are not in Molina Healthcare'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 Healthcare has approved you to see

Provider Directory: How to Find Network Providers

The Molina Healthcare Provider Directory lists all our network providers and non-network providers you can use to receive services.

There are three ways you can view the Provider Directory:

1. Log on to MyMolina.com to search our online Provider Directory. If you don't have a username, you must register first.
2. Visit 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 by calling Member Services. Call (800) 642-4168 (TTY: 711) Monday to Friday, 7 a.m. to 8 p.m. ET.

Services covered by Molina Healthcare

Molina Healthcare 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 Healthcare 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. You can find the latest information about which services require PA at MolinaHealthcare.com/OHMedicaidPA. A more detailed copy of this list can be found in your Member Handbook or online at MolinaHealthcare.com/OHMedicaidHandbook.

Covered services at a glance

Below is a list of services and supplies covered by Molina Healthcare. 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.

* - Prior approval (PA) may be required.
¥ - The service may be limited to a certain number of visits or to certain members.

Acupuncture – to treat certain conditions* ¥
Allergy services*
Ambulance and wheelchair van transportation*
Autism Spectrum Disorder services*
Behavioral Health Services (including mental health and substance use disorder treatment services)*
Certified nurse midwife services
Certified nurse practitioner services
Chemotherapy services*
Chiropractic (back) services* ¥
Dental services*
Developmental therapy services for children aged birth to six years* ¥
Diagnostic services (x-ray, lab)*
Doula Services
Durable medical equipment (DME)*
Emergency services
Family planning services and supplies
Federally Qualified Health Center and Rural Health Clinic services
Free-standing birth center services at a free-standing birth center and Pediatric Recovery Center services* ¥
Gynecological services (OB/GYN)*
Home health services*
Hospice care (care for terminally ill, e.g., cancer patients)*
Inpatient hospital services*

Medical nutrition therapy (MNT) services*
Nursing facility services*
Maternity care – prenatal and postpartum including at-risk pregnancy services
OhioRISE program services ¥
Outpatient hospital services*
Pharmacist services/provider-administered drugs (all other pharmacy services are covered by ODM's contracted Single Pharmacy Benefit Manager (SPBM))
Physical and occupational therapy ¥
Physical exam required for employment or for participation in job training programs if the exam is not provided free of charge by another source
Physician services*
Podiatry (foot) services*
Preventive mammogram (breast) and cervical cancer (pap smear) screenings
Primary care provider services
Private duty nursing services*
Renal dialysis (kidney disease) services
Respite services* ¥
Screening and counseling for obesity ¥
Services for children with medical handicaps (Title V)* ¥
Shots (immunizations)
Specialist services*
Speech and hearing services, including hearing aids* ¥
Telehealth services ¥
Tobacco cessation services, including tobacco cessation counseling and FDA-approved medications for tobacco cessation.
Transportation
Vision (optical) services, including eyeglasses
Well-child (Healthchek) exams for children under the age of 21
Yearly well-adult exams

List of covered services

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

Your pharmacy benefit coverage

Gainwell is excited for the opportunity to serve you as the Ohio Department of Medicaid (ODM) Single Pharmacy Benefit Manager (SPBM).

Gainwell is committed to providing quality care for your pharmacy benefit services and can help you with questions related to your medication coverage and prescription benefits.

Gainwell works with Molina Healthcare and OhioRISE (if applicable) to ensure you are provided the best service available through innovative care coordination processes. You can visit the Gainwell website at spbm.medicaid.ohio.gov for additional information.

Where can you find the list of preferred medications?

You can visit the Gainwell website at spbm.medicaid.ohio.gov to find the Unified Preferred Drug List (UPDL). You can obtain a copy of the UPDL by calling Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437) or submitting an online request for this information via the member portal at spbm.medicaid.ohio.gov.

How can you locate a pharmacy to fill your prescription?

You can visit the Gainwell website at spbm.medicaid.ohio.gov and click on the "Find a Pharmacy" link. This will help you locate an in-network pharmacy where you can have your prescriptions filled. You may also call Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437) or submit an online request at spbm.medicaid.ohio.gov.

How can you fill your prescription?

- Take your written prescription to your preferred, in-network pharmacy. Your prescriber may send your prescription to the pharmacy electronically as well.
- Make sure your pharmacy has your current information, including your:
  - Birthday
  - Phone number
  - Address
  - Allergies to medications
  - New Member ID card

If your pharmacy states that it is having trouble billing your prescription, the pharmacy can contact the Gainwell Pharmacy Help Desk at 1-833-491-0344 (TTY 1-833-655-2437) for assistance.

Where can you find Gainwell's member handbook?

You can visit Gainwell's website at spbm.medicaid.ohio.gov, under the "Member" tab to find a copy of the member handbook. You can also obtain a copy of your Gainwell member handbook by calling Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437).

Contact Gainwell:

Gainwell Member Services is open every day, except for Thanksgiving Day and Christmas Day, 24 hours a day at 1-833-491-0344 (TTY 1-833-655-2437) or online at spbm.medicaid.ohio.gov for questions you have related to your medication coverage, assistance with navigating the website, or obtaining copies of your member documents. Language assistance and interpretation services are available upon request at no cost to you. Services available include but are not limited to, oral translation, written translation and auxiliary aids.

Your extra benefits

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

You can find more details on extra benefits online at MolinaHealthcare.com/OHMedicaidHandbook.

$0 co-pay on health visits, drop-in services at CVS/Pharmacy® MinuteClinic® and our 24-hour Nurse Advice Line.

Extras for parents. Get up to $250 in gift cards for keeping you and baby healthy. Get a Molina Baby Care Bundle to help you get ready for your new baby! Choose from options like a pack and play crib, infant car seat, or baby care package.*

Earn gift cards rewards for health visits.

Amazon Prime for 3 months, on us!** Get groceries and everyday items delivered to your door with fast, free delivery on over 100 million items.

24/7 virtual care with Teladoc® for adult members at no cost. Speak with a doctor by phone, video or the Teladoc app from wherever you are.

Up to 6 months of Weight Watchers® online at no cost to help you get a healthy start to weight management.

30 extra one-way trips each year for rides to the doctor, pharmacy, WIC†, CDJFS‡ and food resources. You get options like on-demand rides with Lyft and Uber, taxi or van service, all-day bus passes and mileage reimbursement.

Find community resources with Molina Help Finder. Look up services like food, housing, employment, financial support and more. Visit MolinaHelpFinder.com.

Annual eye exams plus standard frames and lenses every 12 months. Kids get up to a $150 allowance for contact lenses every 12 months.

Dental coverage including routine cleaning and exam every 6 months, plus an extra cleaning during pregnancy! Get other dental services like fillings, crowns, X-rays and root canals at no cost.

$0 smartphone and phone plan with TruConnect. Get unlimited talk and text, plus data and international calling.

Career help with employment coaching to help you find a great career.

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* *Members are eligible to get a baby bundle when they are in their sixth month of pregnancy through six months after delivery. Members are eligible for one Molina baby bundle for each infant.*
** *Limit one per household.*
† *WIC: The Special Supplemental Nutrition Program for Women, Infants, and Children.*
‡ *CDJFS: Your local County Department of Job and Family Services office.*

You can find more details on extra benefits online at MolinaHealthcare.com/OHMedicaidHandbook.

English	For free language assistance services, and auxiliary aids and services, call 1-800-642-4168 (TTY: 711).
Spanish Español	Para obtener servicios gratuitos de asistencia lingüística, así como ayudas y servicios auxiliares, llame al 1-800-642-4168 (TTY: 711).
Haitian Creole Kreyòl Ayisyen	Pou asistans lang gratis, epi èd ak sèvis oksilyè, rele 1-800-642-4168 (TTY: 711).
Ukranian Українська	Для отримання безкоштовної мовної допомоги, допоміжних засобів та послуг телефонуйте за номером 1-800-642-4168 (TTY: 711).
Nepali नेपाली	भाषासम्बन्धी निःशुल्क सहायता सेवा र अतिरिक्त सहायता तथा सेवाहरूका लागि 1-800-642-4168 (TTY: 711) मा कल गर्नुहोस्।
Arabic العربية	اتصل على الرقم 1-800-642-4168 (الهاتف النصي 711 :(TTY)) لتلقي خدمات المساعدة اللغوية المجانية والخدمات والمساعدات الإضافية.
Somali Soomaali	Adeegyada kaalmada luqadda, iyo qalabka kaalmada naafada iyo adeegyada, soo wac 1-800-642-4168 (TTY: 711).
Russian Русский	Для получения бесплатных услуг языковой помощи, а также вспомогательных средств и услуг, позвоните: 1-800-642-4168 (телетайп: 711).
Swahili kiswahili	Kwa huduma za usaidizi wa lugha bila malipo, vifaa vya usaidizi na huduma, piga simu kwa 1-800-642-4168 (TTY: 711).
French Français	Pour bénéficier de services d'assistance linguistique gratuits, ainsi que de services et aides complémentaires, appelez le 1-800-642-4168 (ATS : 711).
Kinyarwanda (Burundi) Ikinyarwanda (Burundi)	Kubwo guhabwa serivisi z'Ubufasha mu ndimi ku buntu, n'inyunganirangingo & serivisi mu kumva, hamagara 1-800-642-4168 (TTY: 711).
Uzbek (Uzbekistan) O'zbek (O'zbekiston)	Bepul lingvistik yordam xizmatlari hamda yordamchi vosita va xizmatlar uchun x-1-800-642-4168 (TTY, 711) raqamiga telefon qiling.
Pashtu (Afghanistan) پښتو (افغانستان)	د ژبي د وړیا مرستي خدماتو، او مرستندویه مرستو او خدماتو لپاره، (TTY: 711) 1-800-642-4168 ته زنگ ووهئ.
Vietnamese Tiếng Việt	Để sử dụng dịch vụ hỗ trợ ngôn ngữ miễn phí cũng như các dịch vụ và tính năng hỗ trợ thêm, hãy gọi 1-800-642-4168 (TTY: 711).
Tigrinya ትግሪኛ	ንናጻ ኣገልግሎታት ሓገዝ ቋንቋ፣ ከምኡውን ሓጋዚ ረድኤታትን ኣገልግሎታትን፣ ናብ 1-800-642-4168 (TTY:-711) ደውሉ።
Dari (Afghanistan) دری (افغانستان)	برای خدمات رایگان کمک زبان، و کمک‌ها و خدمات کمکی، با شماره (TTY: 711) 1-800-642-4168 تماس بگیرید.

Get started with your Welcome Kit!

Scan me!

We make it *simple!*

MolinaHealthcare.com/Welcome

Molina Member Services:
(800) 642-4168 (TTY 711)

MOLINA® HEALTHCARE