

2025 Member Annual Notice



Dear Member,

Thank you for being part of the Molina Healthcare family. We believe everyone deserves to feel their best, and that getting quality care should be easy.

This Annual Notice will help you learn about your Molina Apple Health (Medicaid) and Apple Health Expansion benefits. It will also review the free programs and services available to support your physical and behavioral health (mental health and substance use disorder) treatment needs.

As a Molina member, you are part of one of the top-rated Apple Health plans in the state, #1 in Client Choice¹ for Apple Health enrollees and #1 in Quality Performance on the Apple Health Report Card.²

¹ The majority of members who choose their health plan each month, choose Molina.

² Based on the Annual Washington Apple Health Plan Report Card.

FREE benefits only for Molina Apple Health members!



Prescription eyewear

Look great. See even better. Molina members (ages 21+) can get free prescription glasses from Zenni Eyewear! Choose from more than 55 styles online, including bifocal and progressive lenses. Try them on virtually (using your smartphone, tablet or computer). Your made-to-order glasses are delivered right to your door.

Here's how to get started:

- Visit molina.zennioptic.com from a camera-enabled smartphone, computer, cell phone or tablet.
- Confirm your member information.
- Use Zenni's Virtual Try-On Tool.
- Enter your prescription or take a picture of your prescription and upload it.
- Pick out your favorite frames.



Boys & Girls Club membership

Molina covers the annual membership fee for members (ages 6-18) at participating Boys & Girls Clubs in Washington state.

With membership, your child can enjoy:

- Club access during open hours, including after school. Some locations are open as late as 7:30 p.m.
- Summer Club access.
- After-school programs focused on healthy lifestyles, fitness and homework support.
- A free snack or meal (provided by most clubs).

- Transportation from your child's school to the Club (provided by some clubs).
- And much more!

To sign up:

- Show your Molina Member ID Card at your local Boys & Girls Club.
- You can also visit Washingtonclubs.org/locations to find a Club near you.

Note: Molina's Boys & Girls Club benefit covers the annual membership fee only. Some Clubs assess monthly participation fees, which are the responsibility of the member. Additional scholarships may be available – please talk to your local Boys & Girls Club to learn more.

Member Rewards Program



Get up to **\$200** a year in rewards for making healthy choices like getting well-care exams, pregnancy care, and managing your overall health.

Getting your rewards* is now easier! You can submit your information through your member portal at MyMolina.com.

To learn more and see a list of reward-earning services for you and your family, visit MolinaHealthcare.com/WA-Medicaid-Wellness.

**Health rewards are subject to change without notice. Restrictions may apply.*



Healthy meals after a hospital stay

– Molina offers meals to members after a hospital stay. Our medically tailored meals are provided in partnership with Mom's Meals®. No prep is required. Members can receive:

- Two meals a day for up to 14 days.
- Food that is ready-to-eat in just 2-3 minutes.

Talk to your Molina Transitions of Care coach to learn if you qualify.



Smartphone assistance program**

– Qualifying members can get Molina's exclusive service plan that includes:

- **FREE** Unlimited Talk
- **FREE** Unlimited Text
- **FREE** International Calling***

Visit truconnect.com/molina or call (844) 700-0795.

Molina proudly partners with TruConnect.



Virtual urgent care – Need care but can't get to your provider's office in person? With virtual urgent care, you can talk to a board-certified doctor 24 hours a day, seven days a week via phone or video. No appointment is needed. Get quick care for minor illnesses like:

- Colds, sore throats and sinus infections
- Allergies and pink eye
- And more!

Register for your Molina account and talk to a doctor at:

Teladoc.com/MolinaWa or call (800) 835-2362 (TTY: 711) to get started.

Data use fees may apply.



My Molina mobile app – Download our member app for quick access to your health information. The app makes it easy to:

- View your member ID card
- Find doctors and clinics
- And more!



Prefer using a computer? Go to MyMolina.com.



Molina Help Finder – Molina's Help Finder is a tool that connects you to free or low-cost services in your community, like:

- Housing
- Job training
- Food support
- Education
- and more!

Visit MolinaHelpFinder.com to get started.

***This benefit is for members eligible for the FCC's Lifeline and Affordable Connectivity Program (ACP) benefits.*

****Select countries include Mexico, Canada, China, South Korea and Vietnam.*

FREE virtual recovery and mental health support only for Molina Apple Health members!

Molina partners with several telemedicine providers and virtual platforms[▲] to provide you with safe and secure online behavioral health care. Virtual help is available for mental health, alcohol, opioid and substance use disorder treatment services. Learn more at MolinaHealthcare.com/MemberWA.



Behavioral health providers – help from the comfort of your home

- **Teladoc Behavioral Health** offers virtual therapy and support for anxiety, depression, grief, relationship challenges and more. With Teladoc, you can speak with licensed therapists, psychologists or psychiatrists confidentially. Visit Teladoc.com/MolinaWA or call (800) 835-2362 (TTY: 711).
- **Boulder Care** offers confidential treatment and support for substance use disorder, including opioid use disorder (OUD) and alcohol use disorder (AUD). Visit Boulder.care/Molina or call (888) 608-0836 (TTY: 711).
- **Bicycle Health** offers confidential support for opioid use disorder. This includes virtual medical appointments and recovery group sessions – all through one easy-to-use app. Visit BicycleHealth.com/Partners/Molina or call (628) 732-0998 (TTY: 711).



Pyx Health app – help for loneliness and anxiety – Feeling alone or overwhelmed?

The **Pyx Health app** offers daily encouragement and coping tips. Feel better each day with companionship and humor through the support of technology and a compassionate staff. Download “Pyx Health” in the Apple App Store or Google Play. Learn more at MolinaHealthcare.com/MemberWA.



BeMe app— mental health wellness for teens – **BeMe** is designed for teens (ages 13-19). It helps youth manage stress, build confidence, improve relationships, and navigate challenges like bullying and anxiety. Live coaching and crisis support are also available. Download “BeMe” from the Apple App or Google Play Store.

[▲]Data use fees may apply.



Quality care for all Apple Health members at no cost to you!

The benefits below are available to all Apple Health members in Washington state.



Expert care from high-quality providers able to treat your needs. Appointments can be in person (or via telehealth, if offered by the provider).



Care management to support members with chronic conditions who need extra help coordinating care and managing ongoing illness. This includes transition of care from one setting to another and transition out of incarceration.



Specialty programs and services are available for conditions such as autism, high-risk maternity and bariatric surgery.



LGBTQIA+ services and gender affirming care assistance are available and designed to treat our members with kindness and respect by helping remove barriers to care. We help ensure that all members receive support to achieve their best health, whether on their gender journey or accessing services that are culturally aware and appropriate.



Crisis services are available at any time. If you or someone you know is in emotional distress or danger, there are trained people who can help.

- **Regional Crisis Contacts**
- **Washington Recovery Help Line**
- **988 Suicide & Crisis Lifeline**, call or text 988, or chat 988lifeline.org

For emergencies, call 911.



24-hour Nurse Advice Line connects you with a qualified nurse for medical advice. (888) 275-8750 (TTY: 711) English and other Languages



DentistLink can help you find a local dentist who accepts Apple Health coverage.



Preventive care means taking steps to stay healthy, such as getting yearly check-ups, immunizations, health screenings and pregnancy care.



Substance use disorder treatment services to support your recovery journey include inpatient and outpatient care, withdrawal management (detoxification), and peer recovery support.



Mental health services to help manage anxiety, depression and your overall emotional well-being. This includes evaluation and treatment services.



Health management programs and education to help you achieve a healthy lifestyle. Programs include smoking cessation, weight management, tools for living with depression and more.



Transportation to medical and behavioral health appointments. Rides are covered through Washington Apple Health and your ProviderOne services card.



Pharmacy benefits to help you get the medication you need to feel your best. See the list of covered medications at MolinaHealthcare.com.



90-day prescription refills can be filled for specific long-term medications to make it easier on you.



Translation and interpreter services are available if you speak a language other than English. For more information, visit: MolinaHealthcare.com/WA. You can also visit the Health Care Authority (HCA) Interpreter Services webpage at hca.wa.gov/interpreter-services.

Information for Apple Health Expansion enrollees

Apple Health Expansion is a program designed to provide health care coverage to people aged 19 and older with certain immigration statuses. Apple Health Expansion includes most services covered under the Apple Health programs.

Some services available under Apple Health Expansion include:

- Medical and behavioral health services
- Dental services
- Transportation to and from Apple Health-covered appointments
- Interpreter services
- Pharmacy (over-the-counter and prescription drugs on the Apple Health Preferred Drug List)
- Vision hardware (for enrollees aged 19-20)

Some services are not available under Apple Health Expansion coverage. These include, but are not limited to:

- Pregnancy and after-pregnancy related services
- Early and periodic screening, diagnostic and treatment (EPSDT)
- Supportive supervision
- Private duty nursing
- Long-term nursing facility care
- Health Home program

Learn more in your member handbook at: MolinaHealthcare.com/IMCHandbook.



Let's stay connected

As an Apple Health member, one of the most important things you can do is keep your contact information up to date. This helps ensure you're able to get the care you need when you need it. It also allows you to receive important updates and reminders.

Your contact information includes your:

- Phone number
- Email address
- Mailing address

Update your contact information with two important health organizations that may need to reach you:

1. Molina Healthcare

- Call Member Services (800) 869-7165 (TTY: 711) to update all of your contact information including your mailing address, or visit [MyMolina.com](https://www.molinahealthcare.com).
- You can also update your phone number and email on the My Molina mobile app

2. Washington Healthplanfinder

- Call (855) 923-4633 (TTY: 855-627-9602), or visit [WAHealthPlanFinder.org](https://www.wahealthplanfinder.org) to update all of your contact information.



Quality Improvement (QI) Program

Molina's QI Program actively ensures that our members and providers have the resources, tools and information needed to support improved member health outcomes.

The QI Program:

- Makes sure you have access to a qualified health team
- Reviews and takes action if there is an issue with the quality of care that has been provided to you
- Responds to and addresses the culturally and linguistically diverse needs of our members
- Promotes safety in health care for our members and providers
- Evaluates quality of health care through [HEDIS®](#) measures
- Monitors member satisfaction through [CAHPS®](#) surveys
- Provides health education and resources to members, such as:

- [Guide to Getting Quality Health Care](#) - explains how to access benefits, programs and services
- [Grow and Stay Healthy Guide](#) - explains what services are needed and when they should be completed
- [Road to Wellness Guide](#) - provides a map to important health care visits for children and adults
- [Staying Healthy Tips](#) - shares helpful information on managing chronic conditions
- [Member Newsletter](#) - provides helpful health education articles



If you would like to learn about Molina's QI Program, visit [MolinaHealthcare.com/WAQIProgram](https://www.molinahealthcare.com/WAQIProgram).

Questions?

Visit [MolinaHealthcare.com](https://www.molinahealthcare.com) or call Member Services at (800) 869-7165 (TTY: 711).

To help you communicate with us, Molina provides assistance including interpreter services, written material in large print, and written material translated into your language; or converted to formats including audio, accessible electronic formats and Braille.



How to get care for your physical and behavioral health needs:

1. Call your PCP and behavioral health providers

PCP stands for primary care provider. Your PCP is your personal provider (doctor). Your PCP will take care of most of your routine health care needs. They will review your test results, prescribe medications, and refer you to other providers (specialists), if needed.

Your behavioral health provider will take care of your mental health and/or substance use disorder treatment needs. If you are experiencing a mental health crisis, **call or text 988**, or contact your **local crisis line**. For emergencies, call 911.

If you are unable to attend an appointment in person, ask your providers if they offer telehealth (over-the-phone or video care). Molina covers telehealth appointments if offered by your in-network provider.

If you don't have a provider or need to change your provider, visit MolinaProviderDirectory.com/WA or call Member Services (800) 869-7165 (TTY: 711).

Pharmacy services

If you need to locate a pharmacy, go to: MolinaProviderDirectory.com/WA.

If you have questions about your prescription drugs, call your pharmacy or prescribing provider. If you have questions specifically about your Molina pharmacy benefits, call Member Services (800) 869-7165 (TTY: 711).

2. Talk to a Molina representative

Our Member Service representatives can answer questions about your plan or drug coverage, provide you with health information, help you find a provider and more.

Member Services: (800) 869-7165 (TTY: 711), open Monday-Friday, 7:30 a.m.-6:30 p.m. PT.

3. Keep your benefits

To renew your health coverage or ask questions about your Apple Health eligibility, contact:

- Washington State Health Care Authority's Customer Service: (800) 562-3022, TRS: 711
- Washington Healthplanfinder at (855) 923-4633, (TTY: 711) or visit wahealthplanfinder.org

If you have questions specifically related to Molina member benefits, please call Molina's Member Services at (800) 869-7165 (TTY: 711) or visit MolinaHealthcare.com.

4. Read important documents

Read Molina's [Notice of Privacy Practices](#) to understand how Molina protects your privacy.

Read your Member Handbook at MolinaHealthcare.com/IMCHandbook to understand your benefits and how to get the care you need.

To get these documents or any Molina member information in a different language or format, please call Member Services (800) 869-7165 (TTY: 711).

Your Member Handbook tells you about:

- Covered and non-covered benefits
- How to get mental health services
- How to get substance use disorder treatment services
- What to do if you get a bill
- How to get help if you speak a language other than English or if you need to receive communication in a different format such as audio, accessible electronic formats or Braille
- How to get facts on providers who contract with Molina
- How to get specialty, mental health and hospital care
- How to voice a complaint
- How Molina reviews new technology
- Advance Directives for care that put your health care choices for physical and mental health into writing for your provider and family
- Services available to help manage chronic conditions
- Your Member Rights and Responsibilities
- Molina's Quality Improvement Program
- Your prescription drug benefits
- Out-of-area benefits and how to get care
- How to view the provider directory
- How to get primary care
- How to get emergency and after-hours care
- How to appeal a decision about your benefits
- How and when to access case management services
- How Molina pays providers
- How to report health care fraud, waste or abuse

Thank you for being a Molina member. We look forward to serving you.

In Good Health,

Molina Healthcare

[Non-Discrimination Language](#)

