



Welcome to Molina Healthcare of New Mexico!

Your Quick Start Guide

Molina Healthcare of New Mexico
400 Tijeras Ave. NW
Albuquerque, NM 87102
MolinaHealthcare.com/NM



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Welcome!

At Molina Healthcare of New Mexico, you and your health are important to us! We made this guide to help you get the most out of your Medicaid benefits.

As a Molina Turquoise Care member, you get all the covered Medicaid benefits – like doctor visits, maternity care and prescriptions. And we give you even more ways to stay healthy and save money!

We give you access to quality doctors, extra benefits and dedicated Member Services team members and care coordinators to help you feel your best. Read through this guide to help start your journey with Molina!

Your member ID card

Your member ID card will be sent to you within 20 calendar days.

There are many self-service options to get your information faster. The My Molina® mobile app and member portal give you the ability to update your contact information, request a new ID card, get health reminders and view your health history.

Important!

- Please make sure the information on your card is correct. If you have any changes or something does not look right, you can log in to your member portal at [MyMolina.com](https://www.myl Molina.com) or call Member Services at **(844) 862-4543 (TTY: 711)**. We're available Monday-Friday from 8 a.m.-5 p.m. MT.
- Bring your member ID card with you every time you need care.

Molina Healthcare of New Mexico
Member Name: <Member_Name_1>
Molina ID#: <Molina_ID_1>
Medicaid ID#: <Member_ID_1>
Date of Birth: <Date_of_Birth_1>
Coverage Effective Date: <Member_Effective_Date_1>
Primary Care Provider (PCP)
PCP Name: <PCP_name_1>
ABP Exempt

RxBIN: <Bin_number_1>	Office visit	\$000
RxPCN: <RxPCN_1>	Emergency Room*	\$000
RxGRP: <RxGroup_1>	Urgent Care	\$000
	Hospital	\$000

*You may be billed \$000 for non-emergency use of the ER.

Such services are funded in part with the State of New Mexico
TURQUOISECARE MyMolina.com

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Molina ID#: <Molina_ID_1>
Medicaid ID#: <Member_ID_1>
Date of Birth: <Date_of_Birth_1>
Coverage Effective Date: <Member_Effective_Date_1>
Primary Care Provider (PCP)
PCP Name: <PCP_name_1>
ABP

RxBIN: <Bin_number_1>	Office visit	\$000
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Member Name: <Member_Name_1>
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Medicaid ID#: <Member_ID_1>
Date of Birth: <Date_of_Birth_1>
Coverage Effective Date: <Member_Effective_Date_1>
Primary Care Provider (PCP)
PCP Name: <PCP_name_1>
State Plan

RxBIN: <Bin_number_1>	Office visit	\$000
RxPCN: <RxPCN_1>	Emergency Room*	\$000
RxGRP: <RxGroup_1>	Urgent Care	\$000
	Hospital	\$000

*You may be billed \$000 for non-emergency use of the ER.

Such services are funded in part with the State of New Mexico
TURQUOISECARE MyMolina.com

Emergency Services: Call 911 or go to the nearest emergency room
Use the numbers below for questions about your benefits and services.

Members Services: (844) 862-4543, TTY: 711
Behavioral Health Benefits: (844) 862-4543, TTY: 711
Transportation: [XXX-XXX-XXXX], TTY: 711
Nurse Advice Line: [XXX-XXX-XXXX], TTY: 711 for hearing impaired

Providers/Prior Authorization: [XXX-XXX-XXXX], TTY: 711
Pharmacists: (833) 249-8392
Claims Submission: PO BOX 22618, Long Beach, CA 90801

MolinaHealthcare.com

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MolinaHealthcare.com

What's on your member ID card?

- Important phone numbers to help you get the care you need when you need it.
 - Member Services and support.
 - Provider Services and support.
- Your Medicaid ID number.
- Your primary care provider's (PCP) contact information.

Show your ID card anytime you get care and services.

Want to change your PCP?

It's easy to do! You can do so using the My Molina member portal or mobile app! You can go to [MyMolina.com](https://www.mymolina.com) to access your member portal or download the My Molina mobile app at no cost! Search **My Molina** in the Apple App Store or Google Play, or scan the QR code below!



Mobile app



Member portal

If you have any questions, call Member Services at **(844) 862-4543 (TTY: 711)** – we would be happy to help! We are available Monday-Friday from 8 a.m.-5 p.m. MT.

Getting the care and services you need

As a Molina member, you can choose your PCP. Your PCP is your main provider who helps coordinate your care. They get to know your health history and make referrals when you need them. Molina works with your PCP to help you get the care you need.

Schedule an appointment today!

You will want to establish a relationship with your PCP so they can get to know your health history. The more they know about you, the more they can help you.

You will want to visit your PCP for regular checkups. They can help you stay ahead of health issues. Plus, you can get Turquoise Care Rewards.

The Turquoise Care Rewards program is part of New Mexico's Turquoise Care and lets you to earn points for completing certain health activities. You can use your reward points to shop for hundreds of fun, healthy items in the Turquoise Care Rewards catalog!

For example, you can earn reward points for:

- Having an annual checkup with your PCP
- Getting a flu shot
- Completing health screenings like a mammogram, cervical cancer screening and others
- Keeping up to date on your children's immunizations (shots)

Go to turquoiserewards.com to see all the eligible activities.

As a Turquoise Care member, you are automatically enrolled in Turquoise Care Rewards! To learn more or spend your reward points, go to turquoiserewards.com. You can also call **(877) 806-8964; TTY: (844) 488-9722** Monday-Friday from 8 a.m.-6 p.m. MT.

Reward points have no cash value and can only be used to shop for items in the rewards catalog. Exclusions and restrictions apply. These services are provided in part by the State of New Mexico.

We know you may need to see a doctor right away. That's why we offer these extra services:



Virtual care (teladoc.com): Visit a doctor online 24 hours a day, 7 days a week.



24-hour Nurse Advice Line: Call **(833) 965-1558 (TTY: 711)** for medical advice and answers to medical questions 24 hours a day, 7 days a week, 365 days a year.



Help making an appointment: Call **(844) 862-4543 (TTY: 711)** Monday-Friday from 8 a.m.-5 p.m. MT.

Use your My Molina mobile app or go to MyMolina.com to learn more!

Wellness visits are very important!

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)

EPSDT services are provided to every Medicaid-eligible child from birth through age 20. Molina wants your child to be healthy. We will provide checkups and preventive services through your child's regular provider.

A well-child checkup will be provided for your child. Your child should have exams at the ages shown on the chart below.

Well-child health check schedule

Under age 1	3-5 days, 1 month, 2 months, 4 months, 6 months and 9 months
Ages 1 to 30 months	12 months, 15 months, 18 months, 24 months, and 30 months
Ages 3 to 20 years	Each year

Exams may include immunizations (shots). If your child has not had a checkup this year, call your provider and schedule one.

Lead testing: Your provider will need to do a blood test to make sure your child does not have too much lead. Your child should be checked at 12 and 24 months or if they have never been checked.

Dental exam: Your child should have their teeth cleaned and get fluoride treatments every six months.

Services to treat or improve: Coverage of services considered medically necessary for the treatment or improvement of conditions identified as a result of a complete tot-to-teen health check screen, partial medical screen or inter-periodic screen.

Private duty nursing: This is for when your child's provider wants a nurse to provide care at home or school.

Personal care services: This is for when your child's provider wants a caregiver to help your child with eating, bathing, dressing and toileting.

EPSDT also provides hearing and vision services, school-based services and more. If you have questions, please call Member Services at **(844) 862-4543 (TTY: 711)**. Health problems should be identified and treated as early as possible. When your child needs assistance with daily activities due to a qualifying medical condition, special services like private duty nursing or personal care services will be provided under EPSDT.

Shots help keep you well. You can get them at a PCP visit. Many shots are needed before the age of two. Yearly flu shots are important, too. Ask your PCP which shots you need. Teenage children will also need to get some shots.

Adult wellness

There are recommended health screenings for both men and women. Women between the ages of 40 and 74 should talk with their provider about having a mammogram every 1-2 years. Both men and women at least 50 years old should be screened for colon cancer. These are just a few of the necessary screenings. During PCP visits, talk with the provider about exercise, eating right and safety issues. Your PCP can also measure height and weight.



What to do when you're sick

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

What are my options?		
Primary care provider (PCP)	Urgent care center	Emergency room (ER)
<p>Call your PCP day or night. After hours, on-call staff will return your call.</p>	<p>Urgent care centers are a great option if you need care after hours.</p>	<p>Call 911 or go to the nearest ER</p>
<p>Minor illnesses that require medical care:</p> <ul style="list-style-type: none"> • Colds and coughs • Flu • Regular checkups • Earaches • Sore throats • Medicine or refills • Diarrhea 	<p>When it's not an emergency, but you need care right away for things like:</p> <ul style="list-style-type: none"> • Severe cold or flu symptoms • Ear pain • Sore throat • Stomach flu or virus • Wounds that need stitches • Sprains, strains or deep bruises 	<p>When you think your life or health is in danger with things like:</p> <ul style="list-style-type: none"> • Very bad bleeding • Very bad stomach pain • Chest pain or pressure • Head or trauma injury • Sudden dizziness or trouble seeing

Not sure what to do or where to go for care?

Nurse advice is just a phone call away – any time of the day or night!
 Call the 24-hour Nurse Advice Line at **(833) 965-1558 (TTY: 711)**.

Have a behavioral health crisis?

Call or text the **988** Suicide and Crisis Lifeline.

A behavioral health crisis might include:

- Thinking about suicide
- Thinking about hurting yourself or someone else
- Abusing alcohol or drugs and needing help
- Having confusing thoughts and don't know what to do

Value-Added Services

Molina gives you extras to help you. These are in addition to your Medicaid benefits and are available at no cost. As a Molina member, you get lots of extra benefits with even more ways to stay healthy and save money, including:



Up to \$4,100 per year with a prepaid debit card for extra vision, dental, housing assistance, transportation, workforce training, physical or sports activities, long-term services and support (LTSS) and more.



Up to \$500 per year for new baby items like car seats, travel cribs and strollers, plus over-the-counter pregnancy tests, hygiene products and more.



Fresh produce and healthy food at no cost based on need and health.



Up to \$550 per year for holistic and traditional healing like traditional ceremonies and services, curanderismo, acupuncture, therapeutic massage and herbal remedies.

Benefits may have limitations and restrictions.

For more information about your benefits and how to access them, call Member Services at **(844) 862-4543 (TTY: 711)**. We are available Monday-Friday from **8 a.m.-5 p.m. MT**.

Member resources

Helping you make the most of your health plan!

Member Services

(844) 862-4543 (TTY: 711)

Monday-Friday

8a.m.-5p.m. MT

24-hour Nurse Advice Line

(833) 965-1558 (TTY: 711)

Health education

(844) 862-4543 (TTY: 711)

8a.m.-5p.m. MT

Medicaid renewal

When you are notified that it is time to renew your Medicaid benefits, go to www.yes.state.nm.us and click **Renew My Benefits**.

Questions? Call **(800) 283-4465** Monday-Friday from 7 a.m. to 6:30 p.m. MT.

Member Handbook

Learn about all the no-cost benefits we offer you! The Member Handbook helps you understand how to get care for you or your family when you need it. It also explains your benefits, rights and responsibilities as a member – please read it carefully. You can find your Member Handbook online at

MolinaHealthcare.com/NMMedicaidResources or in the member portal at MyMolina.com. You can also request a paper copy of your Member Handbook be mailed to you by calling Member Services at **(844) 862-4543 (TTY: 711)**

Monday-Friday from 8 a.m.-5 p.m. MT.

Provider directory

Molina has a strong network of providers ready to serve you. Search our Provider Online Directory (POD) to find a provider near you! Go to MolinaHealthcare.com/NMMedicaidResources. You can find our POD in the member portal at MyMolina.com. You can also request a paper copy be mailed to you by calling Member Services at **(844) 862-4543 (TTY: 711)** Monday-Friday from 8 a.m.-5 p.m. MT.

Pharmacy benefits

As a Molina member, you get covered with no-cost prescription drugs. We cover your medically necessary medicines and prescribed drugs.

To find a network pharmacy, go to MolinaHealthcare.com/NMMedicaidResources under the **Pharmacy** section. You can also find the New Mexico Medicaid Preferred Drug List (PDL) on our website.

Vision benefits

We work with March Vision Care to cover your vision services.

To find a provider, ophthalmologist or optometrist, go to MolinaHealthcare.com/NMMedicaidResources or call **(844) 706-2724 (TTY: 711)**.

Dental benefits

We work with DentaQuest to cover your dental services. To find a dental provider, go to MolinaHealthcare.com/NMMedicaidResources or call **(855) 873-1285 (TTY: 711)**.

Transportation benefits

You can get no-cost rides to and from your medical visits. Call Superior Medical Transport at **(833) 707-7100 (TTY: 711)**. Please call at least 72 hours before your appointment. Appointments can be in or out of the community where you live. Easily schedule transportation to your regular medical and behavioral health appointments – including chemotherapy, dialysis, prenatal care and outpatient therapy services. Callers should be at least 16 years old. Members 12 and younger must ride with a parent or guardian.

If you need help reading or understanding this or any information, call Member Services at **(844) 862-4543 (TTY: 711)**. We can help explain the information in English or your primary language. You can ask for printed versions of these materials. They will be sent to you at no charge. We can also have it printed in other languages, braille, large print or audio.

Ombudsman

An Ombudsman is a person who helps advocate for you. Molina has an ombudsman to help you understand your rights and responsibilities as our member. The Molina ombudsman can help you with many things, including:

- Researching your problems and helping you fix them
- Helping you learn how the Molina Turquoise Care plan works
- Helping you with referrals and resources
- Referring you to care coordination

Contact your Ombudsman at **(844) 862-4543 (TTY: 711)**.

Member Advisory Board

Our purpose is to improve the lives and well-being of our members. We also want to make a positive impact in the communities we serve. Our mission, vision and values help lead every decision we make. One way to achieve our purpose is through our Member Advisory Board (MAB).

The MAB is a chance for members and members' representatives to work with providers and health plan staff. Members can share thoughts and ideas on ways to improve the health plan. Meetings take place across the state and online, so it's easy to participate.

The MAB meets six times per year. Transportation or mileage reimbursement is provided to Molina members, and a light snack is provided.

To learn more, call Member Services at **(844) 862-4543 (TTY: 711)**.

Next steps

Take control of your health by completing the following:

Within 30 days

- ✓ You'll get a call from Molina within 30 days of joining to welcome you to our plan. The call will help you answer questions, find a PCP and fill out your Health Risk Assessment (HRA).
- ✓ You can also call our Member Services team at **(844) 862-4543 (TTY: 711)**. We're available Monday-Friday from 8 a.m. to 5 p.m. MT.

Within 60 days

- ✓ Register for access to the member portal at [MyMolina.com](https://www.mymolina.com) and download the My Molina mobile app.
- ✓ Call us and sign up to get text alerts and emails about benefit renewals, events and more.

Within 90 days

- ✓ Schedule your annual wellness exam.

Need help scheduling appointments? Call us – we can help!

English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (844) 862-4543 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (844) 862-4543 (TTY: 711).
Navajo	Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad , saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíilnih (844) 862-4543 (TTY: 711).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (844) 862-4543 (TTY: 711).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (844) 862-4543 (TTY: 711).
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (844) 862-4543 (TTY: 711)。
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (844) 862-4543 (رقم هاتف الصم والبكم: 711).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (844) 862-4543 (TTY: 711) 번으로 전화해 주십시오.
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (844) 862-4543 (TTY: 711).
Japanese	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。(844) 862-4543 (TTY: 711) まで、お電話にてご連絡ください。
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (844) 862-4543 (TTY : 711).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (844) 862-4543 (TTY: 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (844) 862-4543 (телетайп: 711).
Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (844) 862-4543 (TTY: 711) पर कॉल करें।
Persian (Farsi)	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (844) 862-4543 (TTY: 711) تماس بگیرید.
Thai	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (844) 862-4543 (TTY: 711).

Non-discrimination notification

Molina Healthcare (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members and does not discriminate based on race, color, national origin, ancestry, age, disability, or sex.

Molina also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

To help you talk with us, Molina provides services free of charge, in a timely manner:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language

If you need these services, contact Molina Member Services. The Molina Member Services number is on the back of your Member Identification card. **(TTY: 711)**.

If you think that Molina failed to provide these services or discriminated based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at **(866) 606-3889**, or **TTY: 711**.

Mail your complaint to: Civil Rights Coordinator, 200 Oceangate, Long Beach, CA 90802. You can also email your complaint to civil.rights@molinahealthcare.com.

You can also file your complaint with Molina Healthcare AlertLine, twenty four hours a day, seven days a week at: [MolinaHealthcare.alertline.com](https://www.molinahealthcare.com/alertline).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at hhs.gov/ocr/complaints/index.html.

You can mail it to:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal at ocrportal.hhs.gov/ocr/portal/lobby.jsf.

If you need help, call **(800) 368-1019**; TTY **(800) 537-7697**.

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