

Continuity of Care for Medi-Cal Members

You may be able to continue care with your current doctor and continue with medications that are important for your health for 12 months or more after joining Molina Healthcare. Continuity of Care provides access to your current doctors and services even if they are not in Molina Healthcare's network. Generally, you may be able to receive Continuity of Care if you were seeing a non-Molina Healthcare doctor and later were required to join Molina Healthcare. After this time period, you will need to choose a new Molina Healthcare network provider who will continue to provide you services if needed.

In order to receive Continuity of Care services:

- You must have seen your non-Molina Healthcare doctor at least once during the past 12 months, and
- Your doctor must be willing to work with Molina Healthcare, and
- Your doctor must meet Molina Healthcare's applicable professional standards and has no disqualifying quality of care issues, and
- Your doctor is a California State Plan approved provider

If you wish to continue seeing your non-Molina Healthcare doctor, please call Molina Healthcare Member Services at 1-888-665-4621 (TTY 711) to request Continuity of Care services.

You may also be able to receive Continuity of Care if your provider stops working with Molina Healthcare. You may be able to keep getting services from that provider. Molina Healthcare provides Continuity of Care services for:

Health condition	Time period
Acute conditions (a medical issue that needs fast attention)	For as long as your acute condition lasts
Serious chronic physical and behavioral conditions (a serious health care issue you have had for a long time)	For up to 12 months from the coverage start or the date the provider's contract ends with Molina Healthcare
Pregnancy and postpartum (after birth) care	During your pregnancy and up to 12 months after the end of pregnancy
Maternal mental health services	For up to 12 months from the diagnosis or from the end of your pregnancy, whichever is later
Care of a newborn child between birth and 36 months old	For up to 12 months from the start date of the coverage or the date the provider's contract ends with Molina Healthcare
Terminal illness (a life-threatening medical	For as long as your illness lasts. You may still

issue)	get services for more than 12 months from the date you enrolled with Molina Healthcare or the time the provider stops working with Molina Healthcare
Performance of a surgery or other medical procedure from an out-of-network provider as long as it is covered, medically necessary, and authorized by Molina Healthcare as part of a documented course of treatment and recommended and documented by the provider	The surgery or other medical procedure must take place within 180 days of the provider's contract termination date or 180 days from the effective date of your enrollment with Molina Healthcare

If you are getting care for one of the items above, please call Molina Healthcare Member Services at 1-888-665-4621 (TTY 711) to request Continuity of Care.

If your provider stops working with Molina Healthcare, sometimes you are reassigned to a new provider to get care. If you are not happy with the new network provider has chosen for you, you may pick a different network provider. We have many doctors that you can choose from.

If you want to make a change, please call Molina Healthcare's Member Services at 1-888-665-4621 (TTY 711) or visit www.MyMolina.com. Changes completed by the 15th of the month will be in effect for the current calendar month. Any changes on or after the 16th of the month will be in effect the first day of the following calendar month.