

# Your Quick Start Guide



[MolinaHealthcare.com](https://MolinaHealthcare.com)

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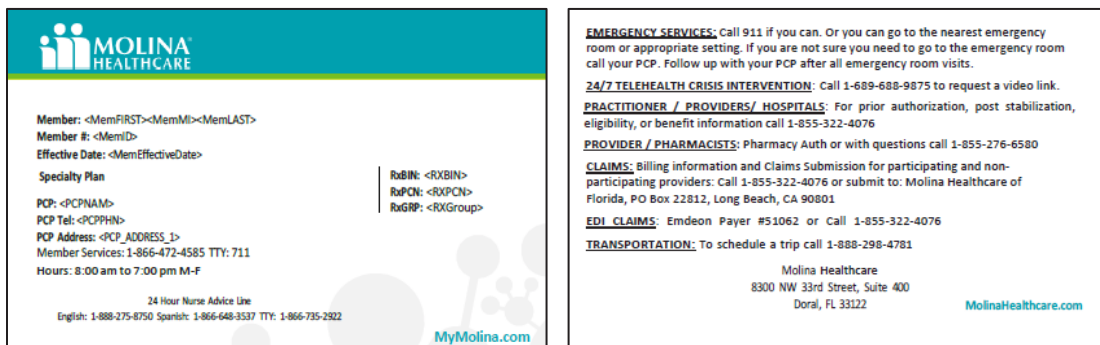
# Welcome to Molina Healthcare of Florida!

Thank you for choosing Molina as your trusted health plan. We're happy to have you as a member of our family.

As a new member, it's time to start getting the most from your Molina Healthcare of Florida coverage! Be sure to take these simple steps right away:

## 1. Look for your Member ID Card inside this packet.

- Make sure your information on the card is correct.
- Always keep your ID card with you. Show it every time you get medical care or visit the pharmacy.



## 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 POP and much more. Anytime, anywhere.
- Download the My Molina® app today from the Apple App Store or Google Play store.
- 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) - Spanish

## 3. Schedule a visit with your primary care provider (PCP).

- 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. The more your PCP knows, the better they can help you.
- Your PCP's name, phone number and location are listed on your member ID card.
- If you don't want to see the PCP listed on your ID card, you can change providers by using the Molina Mobile app, visiting [MyMolina.com](https://www.mymolina.com) or calling Member Services at <(866) 472-4585 (TTY: 711)>.

4. **Complete the Health Risk Assessment (HRA) form.**
  - You may receive a text to complete your HRA.
  - The answers you provide will help us to 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 [MolinaHandbook.com/FL](https://MolinaHandbook.com/FL) to read Your Member Handbook.

### Want to find a doctor near you?

- Go to [MemberProviderDirectory.com/FL](https://MemberProviderDirectory.com/FL) to search our Provider Directory.
- All of our doctors are board-certified and reviewed for quality before they can join our network.

### Want to see a list of covered medicines?

- Go to [MolinaFormulary.com/FL](https://MolinaFormulary.com/FL) to see which drugs are preferred and covered for you.
- For more details, please call <(866) 472-4585 (TTY: 711).>

### Information to keep handy:

Member Services	<(866) 472-4585 (TTY: 711)>
Member Portal	<a href="https://MyMolina.com">MyMolina.com</a>
My Molina Mobile App	Download on your phone. Go to the Apple Store or Google Play.
24/7 Nurse Advice Line	<English: (888) 275-8750 Spanish: (866) 648-3537 TTY: (866) 735-2922>
Virtual Urgent Care (24/7)	<a href="https://MolinaHealthcare.com/FL/VirtualCare">MolinaHealthcare.com/FL/VirtualCare</a>
24/7 Telehealth Crisis Intervention	Impower <1-689-688-9875>
Member Handbook	<a href="https://MolinaHandbook.com/FL">MolinaHandbook.com/FL</a>
Annual Notice	<a href="#">Annual Notice</a>
Health & Wellness Information	<a href="#">Health Management Programs</a>
Provider Directory	<a href="https://MolinaProviderDirectory.com/FL">MolinaProviderDirectory.com/FL</a>
Rides to and from medical visits	Access2Care <1-888-298-4781> We recommend members call Access2Care three days before the trip is needed, but a minimum notice of 24 hours before the trip is needed.

## Your primary care provider (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, you'll want to see your PCP for regular checkups.

## Don't lose your health plan coverage!

You must renew your coverage every year. You can log in to your account at [MyFLFamilies.com](https://www.myflfamilies.com). Or call the Department of Children and Families (DCF) at <(866) 762-2237 (TTY: 800-955-8771)>.

If you need help, please call us at <(877) 373-8971 (TTY: 711)> or visit [HealthPlanRenewals@MolinaHealthcare.Com](mailto:HealthPlanRenewals@MolinaHealthcare.Com).



**SMMC APPROVED**  
**on 01/11/2024 for**  
**Contract Period 2018-2023**

*Amanda Bowman*

**Amanda Bowman**

**SMMC Contract Manager**

\*Spanish and other language versions of approved materials are deemed approved provided they are exact translations.

Molina Healthcare of Florida is a Managed Care Plan with a Florida Medicaid Contract. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the Managed Care Plan. Limitations and/or restrictions may apply. Benefits may change. Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call <1-866-472-4585 (TTY: 711)>. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al <1-866-472-4585 (TTY: 711)>. ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou OU. Rele <1-866-472-4585 (TTY: 711)>. CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số <1-866-472-4585 (TTY: 711)>.