

Your Quick Start Guide



Last updated: March 2025

MolinaHealthcare.com/NV



Welcome to Molina Healthcare!

As a new member, it's time to start getting the most from your Medicaid 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 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](https://www.mymolina.com/GettingStartedVideos)

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

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.
- You can change providers by using the My Molina mobile app, visiting [MyMolina.com](https://www.mymolina.com) or calling Member Services at (833) 685-2102 (TTY: 711).

4

Fill out and mail the Health Risk Assessment (HRA) form or complete it online:

- Mail your completed form back to us in the postage-paid envelope. You can also fill out this form online at [MyMolina.com](https://www.mymolina.com).
- 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 MolinaHealthcare.com/NV/MemberHandbook to read your Member Handbook.

Want to find a doctor near you?

- Go to MolinaProviderDirectory.com/NV to search our Provider Online 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 MolinaHealthcare.com/NV/MaterialsAndForms, scroll down and click on **Preferred Drug List** to see which drugs are preferred and covered for you.
- For more details, please go to MolinaHealthcare.com/NV or call (833) 685-2102 (TTY: 711).





Your PCP

Your 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 Medicaid coverage!

Go to AccessNevada.NV.gov
to update your information and renew
your coverage.

To get printed copies of anything on
MolinaHealthcare.com/NV at no cost,
call Member Services at (833) 685-2102
(TTY: 711). You will receive the materials
within 5 business days. You can also view
your materials on the website.



If you need help, please call us at
(833) 685-2102 (TTY: 711) or email
HealthPlanRenewals@MolinaHealthcare.com.



Information to keep handy

Member Services	Call Member Services at (833) 685-2102 (TTY: 711)] when you have questions about your health plan, benefits or how to get services.
Member portal	Use our member portal to view, print and send your member ID card. Search for doctors, change your PCP and much more at MyMolina.com .
My Molina mobile App	Use our mobile app to manage your health care on your phone or tablet, anytime or anywhere! Download on your phone. Go to the Apple App store or Google Play.
Virtual care (24/7)	Get urgent care from the comfort of your home with a virtual visit. Go to TeladocHealth.com/Molina .
Crisis services	Call or text the National Suicide & Crisis Lifeline at 988 if you're thinking about suicide or have a behavioral health emergency and don't know what to do.

Substance use disorder	Call Health Management at (866) 891-2320 (TTY: 711) if you want help with drug or alcohol use.
Member Handbook	Get the details of how your plan works in your Member Handbook at MolinaHealthcare.com/NV/MemberHandbook .
Health & wellness information	Call (866) 891-2320 (TTY: 711) to get information about health and wellness topics.
Provider Online Directory	See a list of our network providers at MolinaProviderDirectory.com/NV .
Rides to and from medical visits	MTM transportation at (844) 879-7341. You must give at least 3 working days' notice when scheduling transportation.

Earn rewards with Molina

We want to help you get the most of your membership.
Take a look at some of the great rewards you have as member.
We cover them at no cost to you!



\$100 gift card for members who attend a baby shower plus an electric breast pump for all new mothers



Up to 13 weeks of WeightWatchers®



\$30 to spend every three months for OTC items



Up to \$100 in well-child rewards for checkups, immunizations and more



One free Sam's Club Membership



Well-care rewards such as routine visits, screenings and more

To request rewards, visit [MyMolina.com](https://www.mymolina.com)
or call (833) 685-2117 (TTY: 711).

Take advantage of our amazing benefits!

Go to MolinaHealthcare.com/NV to learn more about how you can enhance your health with Molina.



Expert care over the phone with Molina's 24-hour Nurse Advice Line



Molina's care coordinators help you find resources for transportation, housing, job training, education and more



Access to the BeMeHealth app for help improving your mood, managing anxiety and more



My Molina Healthy Lifestyles programs with case managers to help you lose weight, stop smoking and more



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!



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What are my options?



PCP

Call your PCP day or night. After hours, on-call staff will return your call.

When you have a minor issue that requires medical care:

- Colds or cough
- Flu
- Regular checkups
- Earache
- Sore throat
- Medicine or refills
- Diarrhea



Virtual health visits or an urgent care center

Teladoc and urgent care centers are a great option if you need care after hours.

When it's not an emergency but you need care right away:

- Severe cold or flu symptoms
- Ear pain
- Sore throat
- Stomach flu or virus
- Wound that needs stitches
- Sprain, strain or deep bruise



Emergency room (ER)

Call 911 or go to the nearest ER.

When you think your life or health is in danger:

- Very bad bleeding
- Very bad stomach pain
- Chest pain or pressure
- Head injury or trauma
- Sudden dizziness or trouble seeing

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Scan me!

We make it
simple!

MolinaHealthcare.com/Welcome

