Welcome to Molina Healthcare!

Molina Healthcare Quick Guide
Ohio Medicaid Managed Care

Molina Healthcare posts the most recent copy of your Quick Guide online. Visit MolinaHealthcare.com/OHMedicaidHandbook to view your Member Handbook, Quick Guide and other important member materials.

MolinaHealthcare.com

MOLINA®
HEALTHCARE

New Member Information
You're important to us!

Welcome to Molina Healthcare! You are now a member of a health care plan, also known as a managed care organization (MCO). Molina Healthcare provides health care services to Ohio residents who are eligible.

As a Molina member, you can use this guide to understand your benefits. Molina Healthcare is here to help you feel your best!

Molina Healthcare posts the most recent copy of your Molina Healthcare Quick Guide online. Visit **MolinaHealthcare.com/OHMedicaidHandbook** to view this Quick Guide, your Member Handbook, and other important member materials.

What's in this Quick Guide?

Important Phone Numbers

Keep this Quick Guide in a safe place so you can find this information easily. Some of this information is printed on your Molina member ID card.

Member Services

If you have questions about your health plan. See page 6 of this Quick Guide for more information about Member Services.
(800) 642-4168, TTY (800) 750-0750 or 711
Monday through Friday, 7 a.m. to 8 p.m.

Molina Healthcare of Ohio
P.O. Box 349020
Columbus, OH 43234

24-hour Nurse Advice Line

If you need advice about health problems, where to go for care, your prescribed drugs, and more.
English (888) 275-8750
Español (866) 648-3537
TTY (866) 735-2929
Call any time.

24-Hour Behavioral Health Crisis Line

If you need support right away or are not sure what to do for a mental health problem.
(888) 275-8750, TTY 711
Call any time.

Transportation

If you need to schedule, cancel or manage a ride.
(866) 642-9279, TTY 711
Call any time.

You can use the Access2Care phone app to schedule and manage trips. To learn more about your extra transportation benefits, see the Your Extra Benefits section in this booklet.

Pharmacy Benefits

If you have questions about your pharmacy benefits or prescription drug coverage.
(833) 491-0344, TTY (833) 655-2437
Call any time.

Prescription drug claims are processed by Gainwell. To find a pharmacy near you, visit **spbm.medicaid.ohio.gov** and click on the "Find a Pharmacy" link.

Emergency Care

If you have an emergency.
Call 911 or go to the nearest emergency room.
Emergency services do not require prior approval.

The Ohio Department of Medicaid

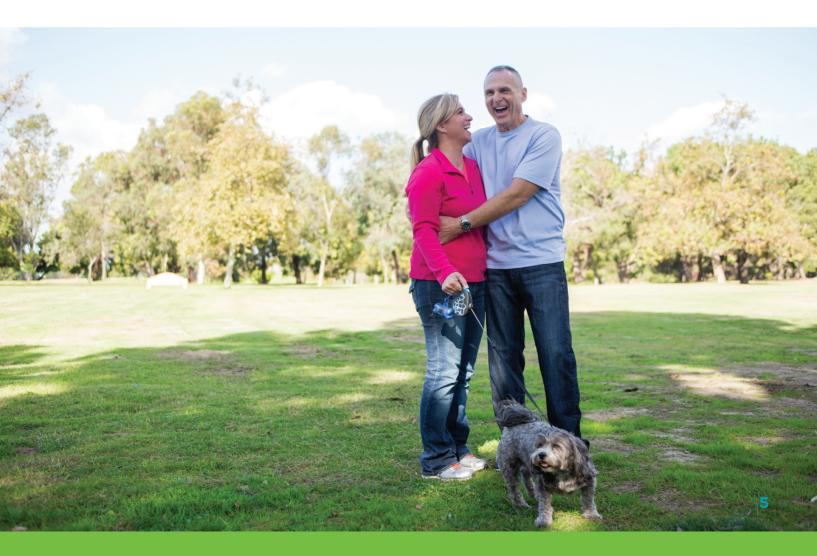If you would like to contact the Ohio Department of Medicaid.
(800) 324-8680 or TTY (800) 292-3572
www.medicaid.ohio.gov

Ohio Department of Medicaid
Office of Managed Care
Bureau of Managed Care Compliance and Oversight

P.O. Box 182709
Columbus, Ohio 43218-2709

Molina Healthcare provides services to our members because of a contract that Molina Healthcare has with the Ohio Department of Medicaid.

About Molina Healthcare Member Services

Molina Healthcare Member Services is here to answer any questions you have about your membership with Molina Healthcare. The Member Services phone number is (800) 642-4168, TTY (800) 750-0750 or 711. Call Monday through Friday, 7 a.m. to 8 p.m. You can also find it on your Molina member ID card and on page 4 of this Quick Guide.

Member Services representatives can help you:

- Understand your covered benefits.
- Update your contact information.
- Request a new ID card.
- Schedule transportation.
- Pick or change your primary care provider (PCP).
- Find a network provider or pharmacy near you.
- Check if prior approval is needed for a service or drug.
- Find prenatal resources if you are pregnant.
- Make an appointment with your PCP, OB/GYN or other providers.
- Start prenatal and/or infant well visits.
- Get information in your primary language or in an alternate format.
- File a complaint about your plan, provider, or discrimination.

Call Member Services right away to tell us if:

- You are pregnant
- There is a change to your demographic information
- You move or your mailing address changes
- Your phone number changes

Member Services Holiday Closures

The Molina Healthcare office is closed on the following days:

- New Year's Day
- Martin Luther King Jr. Holiday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Day – Open 7 a.m. to Noon only
- Christmas Day
- New Year's Eve Day – Open 7 a.m. to Noon only

A holiday that falls on a Saturday is observed on the Friday before. A holiday that falls on a Sunday is observed the Monday after.

Your Member ID Card

Look for your Molina member ID card(s) in your new member welcome packet!
New Molina members will get their Molina member identification (ID) card in the envelope with this Quick Guide. Each member of your family who has joined Molina will receive their own card.

IMPORTANT:

- Always keep your ID card with you.
- Make sure the information on your card is correct. If your information is not correct, call Member Services.
- If you did not get a member ID card in the mail, or if you lose your card, visit **MyMolina.com** or call Member Services.

Your Member Handbook

This Quick Guide has some information about your health plan. More information about your health plan and covered benefits can be found in the Member Handbook for Molina Healthcare's Medicaid plan.

Your Member Handbook can tell you more details about:

- Your health plan.
- Medicaid services and supplies covered by Molina, and their prior approval requirements and limitations.
- Extra benefits covered by Molina.
- How to get the services you need, including services for special health care needs.
- How to contact us.
- Your rights and responsibilities as a member.

The most current version of the Member Handbook is available at **MolinaHealthcare.com/OHMedicaidHandbook**. You can also call Member Services to request a printed copy.

How to Get this Information in Other Languages and Formats

If you have any problem reading or understanding this information, call Member Services at (800) 642-4168 (TTY 711) for help at no cost to you. Call 7 a.m. to 8 p.m., Monday through Friday. We can explain this information in English or in your primary language.

You can also get this information in other formats, such as large print, braille or audio. These services are provided at no cost to you.

Molina Healthcare of Ohio (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, gender, gender identity, sexual orientation, age, disability, national origin, military status, genetic information, ancestry, health status or need for health services.

If you believe you have been discriminated against, you can file a complaint. You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, our Civil Rights Coordinator is available to help you.

Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802
(866) 606-3889, or TTY 711

You can also email your complaint to **Civil.Rights@MolinaHealthcare.com**. Or, fax your complaint to (888) 295-4761.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **https://ocrportal.hhs.gov/ocr/portal/lobby.jsf**.

Or file a complaint by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F
HHH Building
Washington, DC 20201
1–800–868–1019 or TTY 800–537–7697

Complaint forms are available at **http://www.hhs.gov/ocr/office/file/index.html**.

You may also file an appeal or complaint directly with ODM Office of Civil Rights by email (**ODM_EEO_EmployeeRelations@medicaid.ohio.gov**), by fax (614-644-1434) or by mail at:

The Ohio Department of Medicaid, Office of Human Resources, Employee Relations
P.O. Box 182709
Columbus, Ohio 43218-2709

English	You may obtain this information in different languages, free of charge. Free aids and services, such as sign language interpreters and written information in alternative formats, are available to you. Call (800) 642-4168 (TTY: 711).
English (Large Font)	ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-642-4168 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-642-4168 (TTY: 711).
Cantonese (Chinese)	注意：如果您說國語，您可以獲得免費的語言協助服務。請撥打 1-800-642-4168（電傳打字機 (TTY)：711）。
Kiswahili Swahili	KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-800-642-4168 (TTY: 711).
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-642-4168 (رقم هاتف الصم والبكم: 711).
Kinyarwanda Burundi	BYITONDERE: Niba uvuga i Kinyarwanda, serivisi y'ubufasha mu ndimi, ku buntu, urayihabwa. Hamagara 1-800-642-4168 (TTY: 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-642-4168 (телетайп: 711).
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-642-4168 (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 1-800-642-4168 (TTY: 711).
Mandarin (Simplified)	温馨提示：如果您使用中文，可以免费获得语言支持服务。请致电 1-800-642-4168（TTY 用户请拨打：711）。
Dari	توجه: اگر به زبان دری صحبت می کنید، برای شما خدمات کمک لسان طور رایگان موجود است. به 1-800-642-4168 (TTY :711) زنگ بزنید.
አማርኛ Amharic	ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፡ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-642-4168 (መስማት ለተሳናቸው: 711).
ગુજરાતી Gujarati	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-642-4168 (TTY: 711).
Ukrainian	УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-642-4168 (телетайп: 711).
Somali	FIIRO GAAR AH: Hadii aad ku hadasho Ingiriisiga, adeega kaalmada luuqada, oo bilaa lacag ah, ayaa kuu diyaar ah. 1-800-642-4168 (TTY: 711).
Nepali	ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-642-4168 (टिटिवाइ: 711) ।

Getting Care

If You Have Health Services Already Approved or Scheduled

If you have health care services already approved or scheduled, call Member Services before you receive the services. In certain situations, and for a specified time period after you enroll, you may be allowed to receive care from a provider that is not a Molina Healthcare network provider.

You must call Molina Healthcare before you receive the care. If you do not call us first, you may not be able to receive the care and the claim may not be paid.

Your Primary Care Provider (PCP)

Your primary care provider (PCP) is the doctor who will give you most of your care. Your PCP is listed on your Molina member ID card. Make sure to go to regular checkups.

You can find a PCP using our online Provider Directory at any time. You can change your PCP monthly, if needed.

Call your doctor now to make an appointment. They can get to know you and prescribe medications as needed. They're here to help you find and prevent any health issues.

Our Provider Network

Remember, you must get covered, medically necessary services from facilities and providers in Molina Healthcare's network. Providers in Molina's network agree to work with Molina to give you needed care.

You can use providers that are not in Molina Healthcare's network only for:

- Emergency services
- Federally qualified health centers (FQHC)
- Rural health clinics (RHC)
- Qualified family planning providers
- An out of network provider that Molina Healthcare has approved you to see

Provider Directory: How to Find Network Providers

The Molina Healthcare Provider Directory lists all our network providers and non-network providers you can use to receive services.

There are three ways you can view the Provider Directory:

1. Log on to **MyMolina.com** to search our online Provider Directory. If you don't have a username, you must register first.
2. Visit **MolinaProviderDirectory.com/OH** to search the online Provider Directory.
3. Request a printed copy. Fill out the postcard you received with your new member materials and mail it back to us. You can also request a printed copy by calling Member Services.

Services Covered by Molina Healthcare

Molina Healthcare covers your medically necessary Medicaid-covered services at no cost to you. Medically necessary means you need the services to prevent, diagnose, or treat a medical condition.

Prior Approval (PA)

Your provider must ask Molina Healthcare to approve some treatments and services before you can get them. This is called a "prior approval (PA)." It is also sometimes called a "prior authorization."

Most services are available to you without PA. However, some services do require it.

If a service requires PA, Molina Healthcare's medical staff and your doctor review the medical need of your care before the service is given. They will make sure it is the right type of care for your health condition.

This booklet has information on which services do or do not require PA. You can find the latest information about which services require PA at **MolinaHealthcare.com/OHMedicaidPA**. A more detailed copy of this list can be found in your Member Handbook or online at **MolinaHealthcare.com/OHMedicaidHandbook**.

Covered Services at a Glance

Below is a list of services and supplies covered by Molina Healthcare. The services and supplies are listed alphabetically (from A to Z).

Key

You can use these symbols to tell if a service may need prior approval, or if there may be limitations to the service.

* - Prior approval (PA) may be required.

¥ - The service may be limited to a certain number of visits or to certain members.

- Acupuncture – to treat certain conditions* ¥
- Allergy services*
- Ambulance and wheelchair van transportation*
- Autism Spectrum Disorder services*
- Behavioral Health Services (including mental health and substance use disorder treatment services)*
- Certified nurse midwife services
- Certified nurse practitioner services
- Chemotherapy services*
- Chiropractic (back) services*¥
- Dental services*
- Developmental therapy services for children aged birth to six years*¥
- Diagnostic services (x-ray, lab)*
- Durable medical equipment (DME)*
- Emergency services
- Family planning services and supplies
- Federally Qualified Health Center or Rural Health Clinic services
- Free-standing birth center services at a free-standing birth center
- Gynecological services (OB/GYN)*
- Home health services*
- Hospice care (care for terminally ill, e.g., cancer patients)*
- Inpatient hospital services*
- Medical nutrition therapy (MNT) services*
- Nursing facility services*
- Maternity care – prenatal and postpartum including at-risk pregnancy services
- OhioRISE program services¥
- Outpatient hospital services*
- Pharmacist services (under Medical benefit)

- Physical and occupational therapy[¥]
- Physical exam required for employment or for participation in job training programs if the exam is not provided free of charge by another source
- Physician services*
- Podiatry (foot) services*
- Preventive mammogram (breast) and cervical cancer (pap smear) screenings
- Primary care provider services
- Renal dialysis (kidney disease) services
- Respite services*¥
- Screening and counseling for obesity¥
- Services for children with medical handicaps (Title V)*¥
- Shots (immunizations)
- Specialist services*
- Speech and hearing services, including hearing aids*¥
- Telehealth services ¥
- Tobacco cessation services, including tobacco cessation counseling and FDA approved medications for tobacco cessation.
- Transportation
- Vision (optical) services, including eyeglasses
- Well-child (Healthchek) exams for children under the age of 21
- Yearly well-adult exams

List of Covered Services

The full List of Covered Services can be found in your Member Handbook or online at **MolinaHealthcare.com/OHMedicaidHandbook**. The List of Covered Services explains PA requirements and limitations in more detail.

Your Pharmacy Benefit Coverage

Gainwell is excited for the opportunity to serve you as the Ohio Department of Medicaid (ODM) Single Pharmacy Benefit Manager (SPBM). Gainwell is committed to providing quality care for your pharmacy benefit services and can help you with questions related to your medication coverage and prescription benefits.

Gainwell works with Molina Healthcare and OhioRISE (if applicable) to ensure you are provided the best service available through innovative care coordination processes. You can visit the Gainwell website at **https://spbm.medicaid.ohio.gov** for additional information.

Where can you find the list of preferred medications?

You can visit the Gainwell website at **https://spbm.medicaid.ohio.gov** to find the Unified Preferred Drug List (UPDL). You can obtain a copy of the UPDL by calling Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437) or submitting an online request for this information via the member portal at **https://spbm.medicaid.ohio.gov**.

How can you locate a pharmacy to fill your prescription?

You can visit the Gainwell website at **https://spbm.medicaid.ohio.gov** and click on the "Find a Pharmacy" link. This will help you locate an in-network pharmacy where you can have your prescriptions filled. You may also call Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437) or submit an online request at **https://spbm.medicaid.ohio.gov**.

How can you fill your prescription?

- Take your written prescription to your preferred, in-network pharmacy. Your prescriber may send your prescription to the pharmacy electronically as well.
- Make sure your pharmacy has your current information, including your:
    - Birthday
    - Phone number
    - Address
    - Allergies to medications
    - New Member ID Card

If your pharmacy states that it is having trouble billing your prescription, the pharmacy can contact the Gainwell Pharmacy Help Desk at 1-833-491-0344 (TTY 1-833-655-2437) for assistance.

Where can you find Gainwell's member handbook?

You can visit Gainwell's website at **https://spbm.medicaid.ohio.gov**, under the "Member" tab to find a copy of the member handbook. You can also obtain a copy of your Gainwell member handbook by calling Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437).

Contact Gainwell:

The Gainwell Member Services team is available for you 24 hours a day, 365 days a year at 1-833-491-0344 (TTY 1-833-655-2437) or online at **https://spbm.medicaid.ohio.gov** for questions you have related to your medication coverage, assistance with navigating the website, or obtaining copies of your member documents. Language assistance and interpretation services are available upon request at no cost to you. Services available include, but are not limited to, oral translation, written translation, and auxiliary aids.
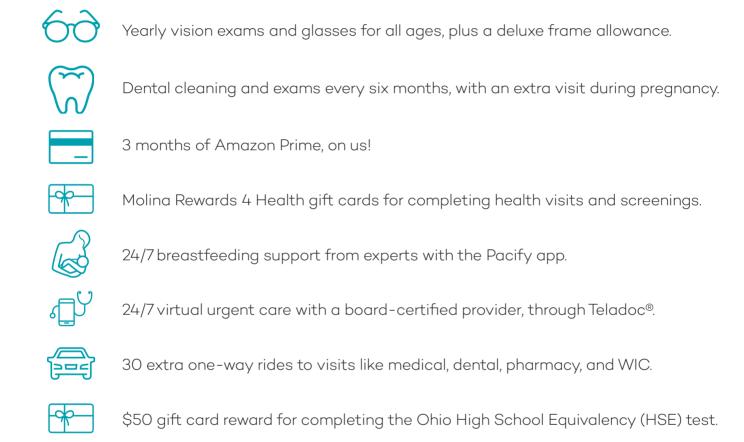
Your Extra Benefits

You've chosen well! You get extra benefits as a Molina Healthcare member.

Check out the Your Extra Benefits section in this booklet for more information about the extra benefits Molina offers. You can also view the Your Extra Benefits insert online at **MolinaHealthcare.com/OHMedicaidHandbook**.

Earn rewards for making healthy choices! Molina offers programs like Molina Rewards 4 Health, which reward members for completing certain health visits on time or meeting their health goals. Visit **MolinaHealthcare.com/OHMedicaidMember** for more information.

Your other benefits include:

Yearly vision exams and glasses for all ages, plus a deluxe frame allowance.

Dental cleaning and exams every six months, with an extra visit during pregnancy.

3 months of Amazon Prime, on us!

Molina Rewards 4 Health gift cards for completing health visits and screenings.

24/7 breastfeeding support from experts with the Pacify app.

24/7 virtual urgent care with a board-certified provider, through Teladoc®.

30 extra one-way rides to visits like medical, dental, pharmacy, and WIC.

$50 gift card reward for completing the Ohio High School Equivalency (HSE) test.

Up to 10 weeks of Weight Watchers® and support from a Molina health coach.

My Molina mobile app to manage your health care anytime, anywhere.

And more!

Urgent Care & Emergency Care

Do I need urgent care or emergency care?
This Quick Guide gives examples of some urgent health problems and some emergency health problems.

Emergency Care
When you have a problem so serious that it must be treated right away by a doctor. If you experience a life-threatening health condition, call 911 or visit an emergency room.

Severe or unusual bleeding	Chest pain or pressure
Head injury	Severe burns
Overdose or poisoning	Broken bones
Difficulty breathing	Sudden dizziness or trouble seeing
Seizures or convulsions	Unconsciousness
Injuring yourself by accident or on purpose	Thinking about hurting yourself or others

How to get emergency care
Seek emergency care immediately. Call 911, or visit an emergency room (ER) or other appropriate setting. You can get emergency care 24 hours a day, 7 days a week.

Emergency services do not require prior approval from Molina Healthcare. We cover care for emergencies both in and out of the county where you live.

After an emergency is over

After your emergency is over, you may need other medical care to treat the health problem that caused the emergency. If the provider that treated your emergency thinks you need other medical care, the provider must call Molina Healthcare.

If the emergency room doctor has you stay in the hospital, make sure that Molina Healthcare is called within 24 hours. If the emergency room doctor says that you don't have to stay but you still stay, you may have to pay.

After any emergency room visit, call your primary care provider (PCP) to make an appointment for follow-up care. Do not go to the emergency room for follow-up care.

Urgent Care

When you need care right away, but you aren't in danger of lasting harm or losing your life.

Cold or flu symptoms	Wounds that may require stitches
Sprains, strains, or deep bruises	Sore throat
Ear pain	Stomach flu or virus

If you aren't sure where to go for care, call your primary care provider (PCP). Your PCP's phone number is listed on your member ID card. Your PCP can talk to you about the medical problem. They can give you advice on what you should do.

You can also call our 24-hour Nurse Advice Line for help from a registered nurse. Call (888) 275-8750 or TTY at (866) 735-2929 (Español (866) 648-3537). Call any time, day or night.

How to get urgent care

Call your primary care provider (PCP). Your PCP's phone number is listed on your member ID card. You may be able to schedule an urgent appointment with your PCP for care.

Visit a nearby urgent care center or call the 24-Hour Nurse Advice Line at (888) 275-8750, TTY (866) 735-2929.

Adult members can use Teladoc for no-wait care over the phone or online. Visit **Teladoc.com/Molina-OH** to learn more, or download the Teladoc app today.

If you don't have an emergency, you do not need to go to an emergency room (ER).

Find a doctor, hospital or urgent care center near you on the My Molina phone app.

MOLINA ®
HEALTHCARE

Molina Healthcare of Ohio
P.O. Box 349020
Columbus, OH 43234
(800) 642-4168

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MyMolina.com