



Your Extended Family.

When you become a Molina member your benefits start right away. In fact, your full coverage begins the first day of the month you join Molina. This means if you paid for services and medications earlier this month, you may be able to get reimbursed.

Questions and Answers

Q. Are medical and behavioral health services and medications I received before I enrolled with Molina covered?

Yes, if it is in the month you become eligible and the service is an Apple Health covered service. Some services need Molina's approval before they are paid to make sure they are medically necessary. Our Member Services team can help you decide if any services need to be approved. If so, Molina will work with your provider or pharmacy to get the needed information.

Q. How can I get payment for medical or behavioral health services I paid for the month I joined Molina?

Ask your provider if they are contracted with Molina. If so, they can bill Molina for services. If your provider is not contracted with Molina, they will need to call us to arrange payment. Either way, once Molina pays your provider, your provider should reimburse you.

Q. How can I get paid back for prescription medications I paid for during the month I joined Molina?

Our Member Services team can help determine if it is possible for either your pharmacy or Molina to pay you back.

If you have questions about expenses you paid the month you joined Molina, please call our Member Services team at (800) 869-7165 (TTY 711). Please make sure you have your receipts and your Molina ID card with you when you call.