

# Summer 2025 Member Newsletter



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Thank you for being a Molina Healthcare (Molina) member. This is your member newsletter. It has some great information about how to get and stay healthy! You can find more information on our website, such as:

- Your Member Handbook – tells you about your covered benefits, services and much more
- The Provider Directory – lists all the providers and pharmacies we work with
- Our Notice of Privacy Practices
- Your member rights and responsibilities
- Any limits on your coverage
- Copays and charges, if any
- Information on what to do if you get a bill for a claim



If you ever have questions or need information, please call Member Services at **(800) 424-5891 (TTY/TDD: 711)** Monday-Friday from 8 a.m. to 6 p.m. or visit our website at [MolinaHealthcare.com](https://www.MolinaHealthcare.com). Please keep this information handy!

# Getting care in your language

We want to make sure you understand the programs, health care and resources available to you. That's why we communicate in the language of your choice.

## Did you know we can help you get interpretation services?

- We make sure providers and staff have the training and tools to work with members who speak languages other than English.
- We offer verbal, sign and written language services, and qualified interpreters at no cost!
- We'll also read documents to you out loud, if you need it.

Our provider directories and Provider Online Directory list the languages providers and their staff speak. These directories will tell you if a provider's office offers interpreter services. These tools are available on our website.



If you have other cultural needs or need help finding a provider that speaks your language, call Member Services at (800) 424-5891 (TTY/TDD: 711). We can also help you find a provider that can accommodate physical disabilities. We can check to see that a network provider can meet your needs.

We'll keep improving the services we offer you and work to meet your needs!

## Integrated health care services

Molina is an integrated health plan. This means we offer both physical and behavioral health services. We're here to address your **whole health**. We have network providers who offer physical and behavioral health services in the same office. We want you to get care and services through an integrated provider. This will ensure your needs are met without any delays. If you need help finding an integrated provider, please call Member Services.

We work hard to improve your health and quality of life. We do this by combining behavioral and physical health and giving you whole person care. This means we focus on all parts of your health.

Here are some ways we give you **whole person care**:

- We have value-based contracts. This means we reward your providers when their services meet all of your needs.
- We give you extra support from care managers. Our care managers are licensed clinicians and registered nurses who use **whole person care**. We also work with our utilization management team and your providers to meet your behavioral and physical health needs.
- We use tools to see if you have unmet health needs. Then we find providers that can give you this care. The goal is to have one team and one treatment plan all working from the same medical record.

### For example:

Diabetes can increase the risk of having major depression. Depression can affect your ability to stick to treatment. Treatment and medicine for depression can make diabetes worse. We can't just treat one condition. With whole person care, we find treatment that improves diabetes and depression.



# How to find a doctor or provider

We work with different doctors and providers. As a Molina member, you can choose the providers you see from the list of providers we work with. This is called “in-network.”

Our list of the providers is called the provider directory. This lists all of the providers, hospitals, urgent care centers and pharmacies that work with Molina.

You’ll need to see providers who work with Molina. If you have any questions, call Member Services at (800) 424-5891 (TTY/TDD: 711).

## How to get care from out-of-network providers:

Molina Healthcare is a managed care plan. You should use the providers in our network. To see if a provider is in our network, you can call Member Services at (800) 424-5891 (TTY/TDD: 711). You can call Monday-Friday 8 a.m. to 6 p.m. MST.

You can seek out-of-network services in the following situations:

- Emergency care
- Family planning services
- When you are coming from another health plan
- When there are no providers close to you

If you cannot get the care you need from a specialist in our network, you can see a specialist outside of our network. You can ask your PCP to submit an authorization to see an out-of-network provider.

An out-of-network provider can also ask for a prior authorization to treat you. If this request is approved, you can see the out-of-network provider.

If you go to a non-contracted provider, please call Member Services at (800) 424-5891 (TTY/TDD: 711). We can help you find an in-network provider.

## Getting help using our provider network:

We can help you get the care you need and use our provider network. If you have certain illnesses or use services regularly, a care manager may call you. He or she will help meet your needs. They can help you find a provider in our network, if needed. You can also get help by calling Member Services at (800) 424-5891 (TTY/TDD: 711). We’ll have a care manager call you back right away or regularly.

## How to get a provider directory:

To get a provider directory at no cost:

- Go to our website at [MolinaHealthcare.com](https://MolinaHealthcare.com) and use the [Find a Doctor or Pharmacy tool](#).
- Call us at (800) 424-5891 (TTY/TDD: 711) and ask us to mail you a printed copy at no cost





## Non-emergency medical transportation

Do you need a ride to a medical appointment?

Molina partners with MTM to provide you with non-emergency medical transportation services.

Please call MTM three business days before your appointment and have the following information ready:

- Your AHCCCS ID number
- Your appointment date and time
- Your medical provider's name and address
- Your pick-up address
- The type of vehicle you need (standard/ambulatory, wheelchair, stretcher)
- Are additional passengers traveling with you? One additional passenger is permitted.



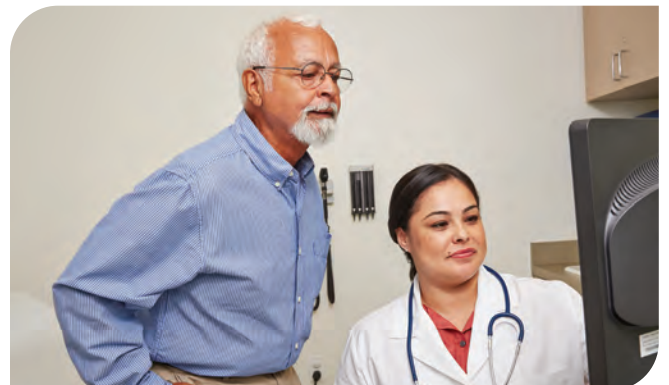
**To book your ride, call MTM/Veyo at (833) 474-5060 Monday-Friday from 8 a.m. - 6 p.m.**

If you have questions, call Molina Member Services at (800) 424-5891 (TTY: 711).

## Molina's quality improvement plan and program

We're committed to making sure you get the best care possible. That is why each year, we put a plan in place to keep improving:

- Our services
- The quality of the care you receive
- The way we communicate with you



## Our goals are to:

- Give you services that benefit your health
- Work with providers to get you the care you need
- Address your language and cultural needs
- Reduce any barriers to getting care, like issues with transportation and/or language

We also want to hear how we're doing. We review the past year of service to check our progress. We may send you a survey to get your feedback.

We may also send surveys to see how many members get the needed services. These surveys tell us what care is needed. One of these surveys is called the CAHPS® (Consumer Assessment of Healthcare Providers and Systems).

The CAHPS® survey asks questions about how you rate:

- Your health care
- Your primary care provider (PCP)
- Your health plan
- Specialist(s) you have seen
- Well-check exams
- How easy it is for you to get care
- How easy it is for you to get care quickly

## HEDIS® (Healthcare Effectiveness Data and Information Set)

We also measure how many of our members get key tests and exams. We look at:

- Annual exams
- Diabetes care
- Mammograms (x-rays of the breast)
- Medicine management
- Pap tests
- Prenatal care
- Postpartum care
- Shots (flu, child and teen shots)

We care about your health. We want to help you take better care of yourself and your family. To do this, we:

- Remind you to get well-check exams and shots for you and your child
- Teach you about chronic health conditions
- Make sure you get prenatal and postpartum care if you're pregnant
- Remind you to get Pap tests and mammograms, if needed
- Address any complaints you have
- Help you find and use information on our website
- Tell you about special services we offer



To learn more, call Member Services at **(800) 424-5891 (TTY/TDD: 711)** Monday-Friday from 8 a.m. to 6 p.m. You can ask for a printed copy of our Quality Improvement Plan and results.



## Extra help for chronic health problems

Taking care of health conditions can be a lot to deal with on a daily basis. To make sure you get the right care, our care management program can help you:

- Get services
- Arrange for tests and provider visits
- Get transportation to medical appointments
- Close gaps in care or service
- Get support for those with special needs and/or their caregivers
- Move from one setting to another, like leaving the hospital
- Get long-term care services
- Connect with community support
- Find community services or physical therapy



### You can be referred to Care Management through:

- A provider
- Member Services, Health Education Line or our 24-hour Nurse Advice Line
- A family member or caregiver
- Yourself
- Identified by Molina as eligible for care management

These programs are offered at no cost to you. You can choose to stop any program at any time. Call Member Services at (800) 424-5891 (TTY: 711) Monday–Friday, 8 a.m.–6 p.m. for more details.

## Women's health services

We cover care before birth, delivery care, care after delivery, breast exams, mammograms, Pap tests, and family planning services (if interested in becoming pregnant or avoiding pregnancy). For routine and preventive services, you can see a women's health specialist. This may be an obstetrician, gynecologist, certified nurse midwife, or other family medicine provider. You do not need a referral to receive these services.

There is no copay for women's preventative health services. Additionally, transportation services are available if needed. For questions regarding these services, help scheduling appointments, or getting transportation contact Member Services at (800) 424-5891 (TTY: 711).



# Well-Woman preventative care

An annual well-woman preventive care visit is for the identification of risk factors for disease, identification of existing physical/behavioral health problems, and promotion of healthy lifestyle habits essential to reducing or preventing risk factors for various disease processes.

You can expect the following services when seeing a provider for your annual preventative care visit:

- Physical exam (Well Exam) that assesses overall health
- Clinical Breast Exam/Mammogram
- Pelvic exam (as necessary, according to current recommendations and best standards of practice)
- Review and administration of immunizations, screenings, and testing as appropriate for age and risk factors. To view CDC recommended adult and adolescent vaccine schedules, visit [cdc.gov/vaccines/schedules](https://www.cdc.gov/vaccines/schedules).
- Screening and counseling focused on maintaining a healthy lifestyle and minimizing health risks and addresses at a minimum the following:
  - Proper nutrition
  - Physical activity
  - Elevated BMI indicative of obesity
  - Tobacco/substance use, abuse, and/or dependency
  - Depression screening
  - Interpersonal and domestic violence screening
  - Sexually transmitted infections
  - Human Immunodeficiency Virus (HIV)
  - Family Planning Services and Supplies
- Preconception Counseling that includes discussion regarding a healthy lifestyle before and between pregnancies that includes:
  - Reproductive history and sexual practices
  - Healthy weight, including diet and nutrition, as well as the use of nutritional supplements and folic acid intake
  - Physical activity or exercise
  - Oral health care
  - Chronic disease management
  - Emotional wellness
  - Tobacco and substance use (caffeine, alcohol, marijuana, and other drugs), including prescription drug use
  - Recommended intervals between pregnancies
  - Initiation of necessary referrals when the need for further evaluation, diagnosis, and/or treatment is identified.





# HIV and pregnancy

Early detection and treatment are key to preventing newborn HIV infection.

If you or your partner has ever had unprotected sex or shared needles with a person, there is a chance you have the virus. If you do have HIV, your baby could also get the virus. The virus is usually passed on during birth. It is sometimes passed during pregnancy. Breastfeeding can also pass the virus from mother to baby.

Treatment with medicines called antiretrovirals, both during pregnancy and after the birth, greatly reduces a baby's risk of HIV infection. Antiretrovirals control HIV infection during different stages of the HIV life cycle.

Treatment for HIV during and/or after pregnancy may include:

- Antiretroviral treatment for the mother
- Planned cesarian delivery for women who have a higher risk of infecting their babies
- Early antiretroviral treatment for the baby for their first 4–6 weeks of life
- Using formula instead of breastfeeding

Molina covers HIV testing for both men and women at no cost to you. If your test is positive, there is treatment and medical counseling available to you through your health plan benefits. Talk to your PCP or contact your local health department to get tested.





## Make sure you get your flu shot!

Flu season is coming. Make sure you and your loved ones get flu shots right away! Flu shots are covered for you at no cost.

### Can you prevent the flu?

You can help prevent the flu by getting the flu shot every year. It's best to get the shot as soon as it's available.

The U.S. Centers for Disease Control and Prevention (CDC) recommends that everyone at least six months old get a flu shot. It's very important for people who are at a higher risk of problems from the flu, including:

- Young children
- Adults and children who have long-term health problems or a weaker immune system
- Women who are pregnant during the flu season

The flu vaccine is also important for health care workers and anyone who lives or works with a person who is at a higher risk of problems from the flu.

The vaccine usually prevents most cases of the flu. Even if you get the flu after you've had the vaccine, your symptoms may be less severe and you'll have fewer problems from the flu. Remember, you cannot get the flu from the flu vaccine.

Have you already seen your PCP recently and don't want to make another appointment? That's okay! Many grocery stores, pharmacies, schools and workplaces offer flu shots.

# Behavioral Health Crisis Line

The Behavioral Health Crisis Line in your county can help you with a behavioral health crisis. You can call 24/7. The crisis line is confidential and open to anyone who needs help. It isn't just for Medicaid members. Trained crisis intervention specialists are here to help you over the phone.

## Some signs of a behavioral health crisis are:

- Thinking about or being afraid you might hurt yourself or someone else
- Feeling hopeless
- Not wanting to do things you usually enjoy
- Not wanting to be with your friends or family
- Mood swings, anxiety or getting angry easily

For a life-threatening emergency, call 911 right away.

## Arizona Statewide Crisis Line:

- (844) 534-4673 (HOPE)

## For young people:

- **Teen Lifeline:** (602) 248-TEEN (8336) (call or text)

## For Veterans:

- **Veterans Crisis Line:** 988 (press 1)
- **Be Connected:** (866) 4AZ-VETS (429-8387)



## Other Arizona Crisis Lines:

- Gila River and Ak-Chin Indian Communities: (800) 259-3449
- Salt River Pima Maricopa Indian Community: (855) 331-6432
- Tohono O'Odham Nation Crisis Line: (844) 423-8759



## 988 Suicide and Crisis Lifeline

The National Suicide Prevention Lifeline is a network of local crisis centers who offer 24/7 help. They offer emotional support to people in a suicide crisis or emotional distress. Call to talk to someone who can help. If you have thoughts about harming yourself or someone else, get help right away by calling 911.



### Call:

- **\*988 Suicide and Crisis Lifeline: 988** (text or chat) Start a chat: [988lifeline.org/chat/](https://988lifeline.org/chat/)
- **The National Substance Use and Disorder Issues Referral and Treatment Hotline:** (800) 662-HELP (4357)



## Arizona Opioid Assistance & Referral Line

The Arizona Opioid Assistance & Referral (OAR) Line can help you or someone you know dealing with opioids, pain or opioid use disorder. This OAR line is confidential and open 24/7 at no cost. You can call (888) 688-4222 to talk to a medical expert at the Poison and Drug Information Centers in Arizona.





## Resources to help you quit tobacco

We want to help you get healthier! There are no-cost programs that can help you stop smoking.

- **ASHLine, the Arizona Smokers' Helpline** offers phone and online resources 24/7. Call (800) 556-6222 (TTY/TDD: 711) or visit [ashline.org](https://ashline.org) to get help.

### When you call ASHLine, you'll get:

- o A coach to talk to you about quitting tobacco
  - o Access to online resources
  - o Text message coaching right from your phone
- **The Arizona Department of Health Services (ADHS)** offers programs to help you quit smoking. If you'd like to sign up, please call (800) 556-6222 (TTY/TDD: 711).
    - o Tobacco Free Arizona is an ADHS website. It has information about Tobacco Free Arizona and tools to help you quit tobacco. Visit [azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/index.php](https://azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/index.php) to learn more.
  - **Medicines to help you quit.** You can get medicines to help you quit tobacco. They are covered for you at no cost. Your primary care provider (PCP) can prescribe these medicines to you.

### Here's what to do:

- o You must talk to your PCP first. They will find the right medicine for you.
- o Your PCP will prescribe the medicine they want you to use.
- o To get your medicine covered, you must have a prescription from your PCP.
- o You can get a 12-week supply of medicine over a six-month period. The six-month period starts on the date the first prescription is filled.

If you have any questions, please call Member Services.

## Submitting a Quality of Care concern

If you are unhappy with the care or services you or your family member received from a network provider or a facility, we want to know. You, or someone you appoint to act for you, may contact the Quality Management Department. There are several ways to file a quality of care concern:

**By phone:** Call Member Services at (800) 424-5891 (TTY/TDD: 711) Monday-Friday 8 a.m. to 6 p.m. local time/MST.

By completing a [Quality of Care Referral form](#) and emailing or mailing the form to us.

**By email:** [MCCAZ-QOC@MolinaHealthcare.com](mailto:MCCAZ-QOC@MolinaHealthcare.com)

**By mail:** Send a letter to:

Molina Healthcare  
Attn: Quality Management Department  
5055 E. Washington St, Suite 210  
Phoenix, AZ 85034

Call us at (800) 424-5891 (TTY/TDD: 711) if you need help with filing a Quality of Care concern.

## Medicare Part D (for members getting Medicaid and Medicare)

AHCCCS doesn't pay for cost-sharing, coinsurance, deductibles, or copays for medicines covered under Medicare Part D. AHCCCS may cover medicines not covered under Medicare Part D, if medically necessary. If you have any questions about your Medicare Part D cost sharing, please contact Member Services at (800) 424-5891 (TTY/TDD: 711).

AHCCCS may cover some over-the-counter (OTC) medicines. Search the [Molina OTC drug list](#) on our website for a list of covered OTCs. You can also call Member Services at **(800) 424-5891 (TTY/TDD: 711)** to ask for a printed copy. For more information on OTCs, please visit [MolinaHealthcare.com](https://MolinaHealthcare.com)



## Community resources to help you and your family

Molina is committed to helping our members live healthier lives. That's why we've created a [Community Resource Guide](#). The community organizations in this guide provide you with information on programs, services and resources to help you with your health and well-being.

You can access our new Community Resource Guide at [MolinaHealthcare.com](https://MolinaHealthcare.com).

Would you like a printed copy of this guide? Just call Member Services and we'll mail a copy to your home.



# Staying safe in Arizona's heat

Frequent triple digit temperatures (which typically last from May through September in Arizona) and exposure to excessive heat can result in an increased risk for heat-related illness.

## Stay cool, stay hydrated, and stay informed

Anyone can get heat-related illness. Protect yourself and your loved ones by making sure you are drinking enough water and limiting your time spent in the heat. Don't forget to check on your neighbors and older adults during this time.

**Drink water.** Always carry water with you and drink even if you do not feel thirsty. Avoid alcohol which dehydrates the body. We recommend drinking at least two liters (eight or more cups) of water each day, even if you are mostly indoors. Outdoor workers, anyone who is outside in high temperatures, those engaging in physical activity, and people who have certain health conditions should increase their intake.

**Dress for the heat.** Wear lightweight, light-colored clothing, wear hats or use an umbrella, and always apply sunscreen to exposed skin.

**Never leave children, adults, or pets inside a parked vehicle.** A parked vehicle can reach dangerous temperatures in just minutes. Leaving the windows down or parking under shade is not enough to protect your loved ones.

**Be aware of hot concrete.** On a hot day, asphalt can be 40 to 60 degrees hotter than the temperature.

**Monitor those at high risk.** Check on friends, family, and neighbors for signs of heat exhaustion or heat stroke. Infants and young children require much more frequent observation. Respectfully check on elderly neighbors to ensure their air conditioning is working and in use.

**Slow down.** Avoid strenuous activity. If you must do strenuous activity, do it during the coolest part of the day, which is usually in the morning between 4 a.m. and 7 a.m.

**Take regular breaks when engaged in physical activity on warm days.** Take time out to find a cool place. If you recognize that you, or someone else, are showing symptoms of a heat-related illness, stop activity and find a cool place. Remember, have fun, but stay cool!

**Sign up for ADHS Excessive Heat Warnings.** [Sign up to get messages from ADHS](#) whenever there's an Excessive Heat Warning and to get tips on staying safe and cool.



## Molina wants to hear from you – Join our Member Advisory Committee!

We are currently looking for new members to join our Member Advisory Committee (MAC). Our MAC is a group of Molina members, their family members or caregivers that meets to discuss how we can improve care, discuss some of our work, and get feedback on member communications and materials. We meet monthly on Microsoft Teams, typically on the 4th Thursday of the month from 5:30-7 p.m. As a Molina member, you will receive \$50 payment for each meeting.

If you'd like to join, or have questions, please reach out to [MCCAZ-OIFA@MolinaHealthcare.com](mailto:MCCAZ-OIFA@MolinaHealthcare.com).





# 2025 Molina Member Rewards Program

Did you know Molina Healthcare of Arizona rewards\* our members for getting important health screenings? This visit helps your doctor know how you are doing and gives you the care you need, even if you feel fine.

Here is a list of wellness visits and screenings for children, adolescents and women that can earn you a reward.

## Child and adolescent rewards

**\$50**

### Well-care visit

Ages 3-7  
Once each year

**\$50**

### Well-care visit

Ages 8-10  
Once each year

**\$50**

### Well-care visit

Ages 11-21  
Once each year

## Cancer screening reward

**\$100**

### Breast cancer screening (Mammogram)

Ages 50-74

Once every two years  
(or as recommended  
by your doctor)



## Claim your rewards in a snap!

### Here's how it works:

1. Complete one of the wellness visits listed above.
2. Log into **MyMolina.com** or download the **My Molina®** mobile app.



3. Click on the "My Wellness" tab and then "My Healthy Rewards."
4. Click on the "Request Submission" button to see the online form.
5. Fill out the form with details of the health screening(s) you have completed. You can submit more than one screening on the same form for you and your child.
6. Click the "Submit" button, and you're done!



If you do not have an account, you will need to create one. Or call Member Services at (800) 424-5891 (TTY/TDD: 711) for help claiming your reward.

### Reward delivery:

You will receive your reloadable reward card in the mail in about two to four weeks. Visit [MyMolina.com](https://www.molinahealthcare.com) and click on the "My Healthy Rewards" tab to learn more.

### \*Important information:

- To earn a reward, you must have Molina as your primary insurance when service is given.
- Each reward can be received only once a year between December 9, 2024 and December 31, 2025.
- All 2025 reward requests must be submitted by January 31, 2026. Late submissions will not be processed.

