

What is a Primary Care Provider (PCP)?

You must choose a primary care provider (PCP) from Molina Healthcare’s network of providers. Your PCP is your personal doctor and will direct most of your healthcare needs or send you to other doctors (specialists) if needed. Your PCP will be listed on your ID card.

In-network providers

You will receive your health care services from Molina Healthcare providers. To find a network provider, you can call Member Services or visit MolinaProviderDirectory.com/OH. You can also contact the Ohio Medicaid Hotline at (800) 324-8680 or TTY (800) 292-3572 or visit the Medicaid Hotline website at www.ohiomh.com.

Changing your provider

You can change your PCP as often as once a month if you need to. To change your PCP, you can call Member Services and ask for a change. The phone number is on your ID card.

Out-of-network providers

As a Molina Healthcare member, you must use network providers, facilities, and pharmacies to get covered services. The only time you can use an out-of-network provider is for:

- Emergency services
- Services at federally qualified health centers or rural health clinics
- An out-of-network provider Molina Healthcare has approved you to see.

If you are outside Molina Healthcare’s service area and need non-emergency care, the provider must contact Molina Healthcare for approval before providing services. If you are outside the service area and need emergency care, you may go to any facility that provides emergency services.

Prescription Drug Coverage

As a Molina Healthcare member, all your pharmacy services are covered by Gainwell, Ohio Medicaid’s Single Pharmacy Benefit Manager (SPBM). Gainwell covers all Medicaid-covered, medically necessary prescription and over-the-counter (OTC) medications. You must use only Gainwell

network pharmacies to get medications under the pharmacy benefit.

Emergency services

Emergency services are services for a medical problem that you think is so serious that it must be treated right away. We cover emergency care in and outside of the county where you live. If you have an emergency, call 911 or go to the nearest emergency department (ED) or other appropriate setting. If you are not sure if you have an emergency, call your PCP. Molina Healthcare members can also call their PCP or the 24-hour Nurse Advice Line.

Changing your MCO

You can change to another plan for the following reasons only:

- It is still within the first three (3) months after enrollment,
- It is during annual open enrollment, or
- For just cause.

You may ask ODM to end your membership at any time for certain reasons. If ODM decides that you meet one of these reasons, it will end your membership. Also, if there is something special about the care you need or how you get the care and your managed care plan is not able to provide it, you can ask to end your membership. ODM will give you more information about this.

Notice of Nondiscrimination

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

Additional formats

If you have any problem reading or understanding this or any other Molina Healthcare information, please contact Member Services at (800) 642-4168 (TTY 711) for help at no cost to you. We can explain this information in English or in your primary language. The information in other languages is at no cost to you. You can also get this information for free in other formats, such as large print, braille or audio.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-642-4168 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-642-4168 (TTY: 711).

About Molina Healthcare

Everyone deserves to feel their best. That’s why Molina Healthcare was founded in 1980: To make it easy for moms, kids, families and seniors to receive quality care.

Today, Molina Healthcare serves about 4 million members across the country. We’re dedicated to giving back to the community – After all, we live here too. And every day, we work to earn the trust you put in us.

You have a choice in your health care. Get quality health care at no cost to you. To learn more about Molina Healthcare, call (866) 209-1126.

Call today to learn more about the benefits Molina offers.



(866) 209-1126
TTY/TDD: 711
7 a.m. – 8 p.m. Monday – Friday
MeetMolina.com
Current Molina Medicaid members can call Member Services at (800) 642-4168 (TTY 711). Call 7 a.m. to 8 p.m., Monday through Friday.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-642-4168 (رقم هاتف الصم والبكم: 711).

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).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-642-4168 (टिटिवाइ: 711) ।

پاملرنه: که تاسو انگلیسي خبري کوئ، تاسو ته وړيا د ژبي مرستي خدمتونه، شتون لري. زنگ ووهئ 1-800-642-4168 (TTY:711).

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Choose Molina Healthcare for your Medicaid plan and get extra benefits.



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Get extra benefits with Molina

You can count on us. With Molina Healthcare, you'll get no-cost health care and support that goes beyond the doctor's office. You'll keep all your current Medicaid-covered benefits. As a member of Molina Healthcare, you will also get these additional benefits:

A Health Plan Designed for You

- \$0 co-pay for your health visits
- \$0 co-pay for our 24-hour Nurse Advice Line

Vision Care and Glasses

- \$0 co-pay for eye exam and standard frames & lenses every 12 months
- 10 percent off retail value for deluxe frames and a \$10 frame allowance
- Up to \$150 for contact lenses every 12 months for members under age 19

Parents & Pregnancy

- Up to \$250 in gift cards for keeping you and your baby healthy
- Pacify phone app, for 24/7 breastfeeding support and important health reminders
- Personalized health visit reminders and care tips for new or expecting parents, with TEXT4BABY
- Dr. Cleo's Kids Club, to help kids get interested in healthy habits

Weight Watchers (WW®)

- 3 months of WW® online at no cost when referred by your Molina Care Manager
- A personalized weight management plan
- Additional support from a Molina health coach to help you stay committed



Dental Benefits

- \$0 co-pay for a cleaning and exam every 6 months, plus 1 extra cleaning during pregnancy
- \$0 co-pay for additional dental services:
 - Fillings
 - Crowns
 - X-rays
 - Root canals
- Extra periodontal maintenance services for eligible members
- Interactive dental mobile app to find network dental providers and learn about your dental needs



Transportation

- 30 extra trips each year for rides to the doctor, pharmacy, WIC[†], CDJFS[‡], and food resources like food pantries or grocery stores
- On-demand rides with Lyft and Uber
- Options like taxi or van service, all-day bus passes, and mileage reimbursement
- Unlimited rides to prenatal and postpartum visits with your OB/GYN§
- Unlimited rides to well-child visits for babies younger than one year old
- Unlimited rides for members confined to a wheelchair
- Unlimited rides after a hospital discharge, dialysis, radiation treatment, chemotherapy or if you must go 30+ miles away to a doctor
- Access2Care mobile app with ride scheduling, trip reminders and real-time vehicle view



Amazon Prime

- 3 months of Amazon Prime, on us! * §§
- Fast, free delivery on hundreds of items to support your overall health & wellness.
- Convenient delivery of everyday items like diapers and groceries – right to your door.

* Limit one member per household.

§§ Molina covers 3 months of Amazon Prime at the discounted rate of \$6.99 per month plus tax, which Ohio Medicaid and Ohio EBT recipients are eligible for.



Virtual Care with Teladoc®

- \$0 co-pay for 24/7 virtual care from doctors for adult members
- Get care by phone, video or the Teladoc® app from wherever you are
- Doctors can treat non-emergency conditions like sore throats, flu & cold symptoms, respiratory infections and more
- Online health assistance at [Teladoc.com/Molina-OH](https://www.teladoc.com/Molina-OH)



Your Network

- Choose from over 45,000 providers in our network
- \$0 co-pay for drop-in services at CVS/Pharmacy® MinuteClinic®
- Local support for low or no-cost social services, for housing, food, job training, financial support, and more
- Housing specialists to help find and apply for housing options
- Stop smoking programs, including support from Molina's Certified Tobacco Treatment Specialists
- Molina Peer Support Specialists for mental health and substance use disorder support when referred by your Molina Care Manager



Go Mobile

- [MyMolina.com](https://www.mymolina.com), your 24/7 online connection to health care
- My Molina mobile phone app to find a doctor, view your ID card or call the 24-hour Nurse Advice Line
- \$0 smartphone with unlimited text and data, plus calls to Member Services do not count against phone minutes

[†] WIC: The Special Supplemental Nutrition Program for Women, Infants, and Children.

[‡] CDJFS: Your local County Department of Job and Family Services office.

§ OB/GYN: Obstetrician-gynecologist. A doctor who specializes in reproductive health.



Personal Support

- Mental health and self-care video library, available online 24/7
- Personalized employment support from a Molina Job Coach
- \$50 gift card reward for completing the High School Equivalency Exam (formerly GED)
- Up to 56 nutritional meals delivered to your home, when referred by your Molina Care Manager

Call today to learn more about the benefits Molina offers



(866) 209-1126

7 a.m. – 8 p.m. Monday – Friday
For TTY/Ohio Relay, call (800) 750-0750 or 711.
Current Molina Medicaid members can call Member Services at (800) 642-4168.

Managed care organization (MCO) membership

Molina Healthcare is a managed care plan that works with the Ohio Department of Medicaid (ODM) to coordinate your Medicaid health benefits and your health care. Once you are determined to be eligible for Ohio's Medicaid program, ODM will enroll you into a managed care plan right away. ODM will send you a letter to tell you which managed care plan you were assigned to. It is important that you read the letter and decide if you want to keep the managed care plan you were assigned to or if you want to change to another plan.

Where can I get more information?

For more information about the managed care plans available and for help selecting a managed care plan, call the Ohio Medicaid Hotline at (800) 324-8680 (TTY 1-800-292-3572) or visit www.ohiomh.com.

To learn more about Molina Healthcare, call (866) 209-1126 or visit MolinaHealthcare.com/OH-Medicaid.

This brochure is only a summary of important information. Molina Healthcare can provide you a list of network providers, share information on how we pay our providers, and answer any other questions.

Here's what you need to know about joining an MCO

With all managed care plans, you get:

- All medically necessary Medicaid-covered services, including Healthchek services for individuals under age 21.
- A Molina Healthcare ID card that replaces your monthly Medicaid card.
- A 24-hour medical advice line to help you with your questions and concerns.
- A care team that includes you, your family, your doctor(s), your managed care plan and anyone else you want to help you make healthcare decisions.

Do I have to be in a managed care plan?

If you are an Ohio resident, you may be eligible for Medicaid benefits under any of the following groups:

- Aged, Blind, or Disabled;
- Covered Families and Children (including Healthy Start and Healthy Families);
- Children in Custody and Adopted Children;
- Breast and Cervical Cancer Project (BCCP) individuals;
- Medicaid eligible individuals enrolled in the Bureau of Children with Medical handicaps (BCMh) program; or
- Adult extension.

Most individuals on Medicaid must be in a managed care plan. Being in a managed care plan will not cause you to lose your Medicaid, WIC or other public assistance benefits. Choosing to be a member in a particular managed care plan is voluntary. It is your choice.

