



You have an important decision to make.  
Choose a health plan that puts you first.

## Make it Molina Complete Care for MyCare Ohio (Medicare-Medicaid Plan).

### 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 5 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.

### Learn more about Molina Complete Care for MyCare Ohio

Call Member Services at (855) 665-4623 (TTY 711)  
from 8 a.m. to 8 p.m. local time, Monday to Friday.



(855) 665-4623  
MolinaHealthcare.com/Duals

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# With Molina Complete Care for MyCare Ohio, you're covered!

When you choose **Molina Complete Care for MyCare Ohio** for both your Medicare and Medicaid benefits, you will also get these **extra benefits**:



## Dental Care

- Additional preventive dental care and a maximum allowance of \$6,000 each calendar year for select comprehensive dental services.



## Eye Care

- Yearly \$300 eyewear allowance for lenses, frames, contact lenses, and tinting or polarization of lenses.



## Hearing Services

- \$0 for routine hearing screenings every year, and hearing aid coverage every 2 years. Over-the-counter hearing aids are an option for mild to moderate hearing loss.



## Molina Complete Care Card

- All members will receive a Molina Complete Care Card, a convenient prepaid debit card that can be customized to your needs for quick and easy benefit access.



## Extra Trips on Us!

- 104 one-way trips per year for rides to the doctor, pharmacy, WIC<sup>1</sup>, CDJFS<sup>2</sup>, SSI, and food resources like food pantries or employment offices, plus flexible options like bus passes, rideshares, and mileage reimbursement. You also get unlimited transportation if you use a wheelchair or for other eligible trips.



## Extras for Caregivers

- Our Caregiver Connect Program offers:
  - 40 additional hours of respite care from a network provider each year.
  - 8 one-way trips per year for visiting a member in the hospital or nursing facility.
  - Care Coaches who provide individual support, including resources to prevent caregiver burnout.
  - On-demand access to Molina Caregiver Connect online platform for expert advice and support resources.
  - Access to caregiver peer support groups led by clinically trained experts.
- Alzheimer's safety kit with door and window alarm sensors.



## Member Care Grants

- Member Care Grants for real-time support for urgent life needs such as emergency housing, utility assistance, laundry services, and groceries.



## Strength, Stability, and Falls Prevention Program

- Fall prevention programs that provide personal care plans. For those at higher risk for falls, we can provide an in-home assessment and up to \$1,500 per year for home modification to promote independence and improve personal safety.

<sup>1</sup> WIC: The Special Supplemental Nutrition Program for Women, Infants, and Children.

<sup>2</sup> CDJFS: Your local County Department of Job and Family Services office.



### Molina Social Connections Program

- Offers 24/7/365 access to talk or chat with a member of our compassionate call center.
- Members can use our phone app to request a call when they are feeling lonely or need to find local resources.
- Members who qualify can also get a \$0 smartphone to access the Molina Social Connections program for services and support.



### Extra Financial Support

- Up to \$500 to help with expenses when moving into a community setting like your home or with a family member.
- Up to \$500 for legal services for guardianship and financial planning help.



### Go mobile with Molina

- My Molina phone app to find a doctor, view your ID card, or call the 24-hour Nurse Advice Line.
- [MyMolina.com](https://www.mymolina.com), your 24/7 online connection to health care.
- Provider search tool online or in the app.



### More support to fit your needs:

- Technology Coaches to help you access services by computer or mobile phone.
- Handheld language translator if you live in a nursing facility or assisted living and need help communicating.

**Extra benefits are subject to change. Eligibility and limitations may apply.**



## MyCare Ohio Membership

MyCare Ohio plans contract with both Medicare and Ohio Medicaid to provide benefits of both programs to its members. Molina Complete Care for MyCare Ohio is a fully integrated dual eligible special needs plan (FIDE SNP). FIDE SNP plans fully integrate your care under one plan. MyCare Ohio FIDE SNP is a different type of plan than a coordination-only D-SNP (CO DSNP) or a highly integrated dual eligible special needs plan (HIDE SNP).



To improve the way your Medicare and Ohio Medicaid benefits work together, you must enroll in a MyCare Ohio plan. Choosing to be a member in a particular MyCare Ohio plan is voluntary. Once enrolled, the plan will provide your Medicaid and Medicare benefits and coordinate your physical, behavioral, and long-term care services. The MyCare Ohio plan is for people with disabilities, older adults and individuals who need behavioral health services. You may choose not to get your Medicare benefits from your MyCare Ohio plan. You will not lose your Medicaid, Medicare, or other public assistance benefits if you join a MyCare Ohio plan. Molina Complete Care for MyCare Ohio by Molina Healthcare is a MyCare Ohio plan that you may choose to join. You can learn more about your MyCare Ohio plans options from the Ohio Medicaid Consumer Hotline.

If you must join a MyCare Ohio plan to receive your healthcare and long-term care services, the Ohio Department of Medicaid (ODM) will send you a letter. **It is important that you read the letter and choose a health plan by the date given in the letter. If you do not choose a health plan by the date given, ODM will choose a health plan to provide your Medicaid benefits.** If you receive only Medicaid benefits through your MyCare Ohio plan, you may make a change to another MyCare Ohio plan within the first three months of your membership, for just cause, or during the annual open enrollment month. ODM will mail you information to let you know when your open enrollment month will be.

You may ask to end your membership for certain reasons at any time. If ODM determines you meet one of the 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 MyCare Ohio plan is not able to provide it, you can ask to end your membership. ODM will give you more information about this.

Not everyone who has both Medicaid and Medicare can enroll in a MyCare Ohio plan. You are not eligible to enroll in a MyCare Ohio plan if you:

- Do not have full Medicaid benefits and Medicare Parts A, B and D.
- Are younger than age 21.
- Are enrolled in the Program for All-Inclusive Care for the Elderly (PACE).
- Have any private creditable medical insurance, including retiree benefits, other than a Medicare Advantage plan; or
- Have intellectual or other developmental disabilities and receive services through a waiver or Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID).
- You are an individual who receives home and community-based waiver services through the Ohio Department of Developmental Disabilities.

You get many benefits with Molina Dual Options MyCare Ohio. With all MyCare Ohio plans, you get:

- All medically-necessary Medicaid and Medicare-covered services that you've always received.
- A Molina Complete Care for MyCare Ohio ID card that replaces your monthly Medicaid and Medicare cards.

- A single point of contact for all of your Medicare and Medicaid services.
- 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 MyCare Ohio plan and anyone else you want to help you make health care decisions.

### You choose your own doctor

You must choose a primary care provider (PCP) from our provider network. Your PCP will direct most of your health care needs. Your PCP will work with our care managers to coordinate your health and long-term care services. Your PCP will be listed on your ID card.

You can change your PCP as often as once a month if you need to. To change your PCP, visit [MolinaProviderDirectory.com/OH](https://MolinaProviderDirectory.com/OH) or call Member Services at (855) 665-4623 (TTY 711) from 8 a.m. to 8 p.m. local time, Monday to Friday.

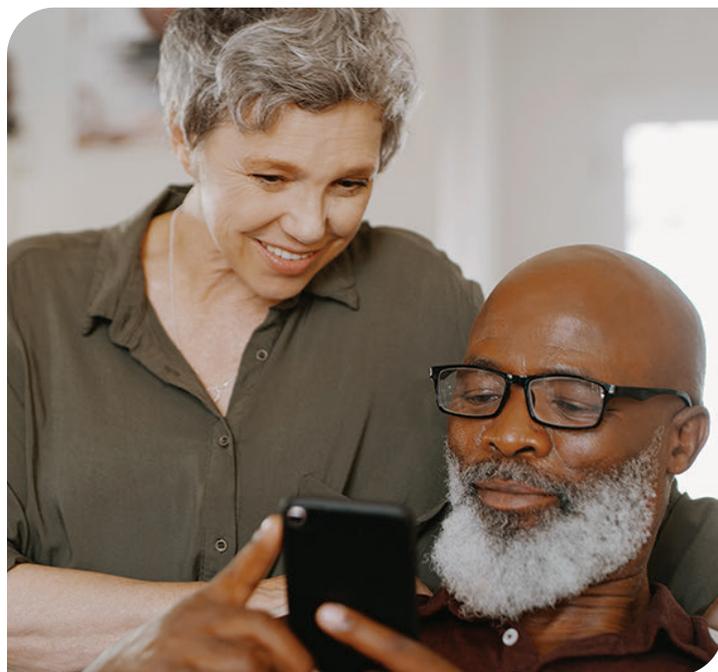


### Getting care from Molina providers

As a Molina Complete Care for MyCare Ohio member, you must use network providers, facilities and pharmacies to get covered providers, facilities and pharmacies to get covered services. We have network providers in Ohio and in some states that border Ohio. You can get care for covered services at these network providers.

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
- Medicare hospice services
- An out-of-network provider Molina Complete Care for MyCare Ohio approves you to see.



To find a network provider, visit [MolinaProviderDirectory.com/OH](https://MolinaProviderDirectory.com/OH) or call Member Services at (855) 665-4623 (TTY 711) from 8 a.m. to 8 p.m. local time, Monday to Friday.

Before providing non-emergency care outside of the Molina Complete Care for MyCare Ohio service area, a provider must contact Molina Complete Care for MyCare Ohio to get approval. If you need emergency care outside the service area, go to the nearest urgent care or emergency room. You may go to any facility that provides emergency services.

For a specified time after your enrollment in a MyCare Ohio plan, you are allowed to get services from certain out-of-network providers that were prior approved by Ohio Medicaid. This is called your transition of care period. The transition period starts the first day you are effective with any MyCare Ohio plan. If you change your MyCare Ohio plan, your transition period does not start over. Once you join a MyCare Ohio plan, you will get more information.

## 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 out of the county where you live. If you need emergency care outside the state or service area, go to the nearest urgent care or emergency room. You may go to any facility that provides emergency services.

If you have an emergency, call 911 or go to the nearest emergency room (ER) or other appropriate setting. If you are not sure if you have an emergency, call your PCP. Molina Complete Care for MyCare Ohio members can also call their PCP or the 24-Hour Nurse Advice Line. These phone numbers are on your member ID card.



### Where can I get more information?

For more information about the MyCare Ohio plans available and for help selecting a MyCare Ohio plan, call the Ohio Medicaid Consumer Hotline at 1-800-324-8680 (TTY 711) or visit [www.ohiomh.com](http://www.ohiomh.com).

### Your privacy

We respect and protect your privacy. Molina Complete Care for MyCare Ohio uses and shares your protected health information (PHI) to provide options for your treatment, run our health plan and review the quality of your care.

We protect your written, spoken, and electronic PHI by limiting who may see or use PHI. Only

Molina Complete Care for MyCare Ohio staff with a need to know may see PHI. Our staff are trained on how to protect and secure PHI, and they must agree in writing to follow the rules and policies that protect and secure PHI.

You have the right to look at and amend your PHI, or ask us not to share it in certain ways. Molina Complete Care for MyCare Ohio needs your written approval to use or share your PHI for purposes not listed in our Notice of Privacy Practices. If you become a Molina Complete Care for MyCare Ohio member, you will receive Molina Complete Care for MyCare Ohio's full Notice of Privacy Practices. Our Notice of Privacy Practices is also on our website.

### Prescription drugs

Molina Complete Care for MyCare Ohio uses a drug Formulary, which is a list of covered drugs. Some drugs may require Prior Authorization (PA) and some are not covered. Visit [MolinaHealthcare.com/MyCareRx](http://MolinaHealthcare.com/MyCareRx) or call Member Services to ask about how we cover prescription medications.

### The right care at the right time

Most services are available to you without Prior Authorization (PA). However, some services do require PA. For a list of covered services that do and do not require PA, visit [MolinaHealthcare.com/Duals](http://MolinaHealthcare.com/Duals) or call Member Services. Your provider can also request a PA online or by phone. Molina Complete Care for MyCare Ohio does not reward providers or our own employees for denying medical coverage or services. We do not provide rewards for decisions that could result in denials.

### Non-covered benefits

Molina Complete Care for MyCare Ohio covers all medically necessary services. Some services have limitations, and some are never covered, such as services and supplies that are not medically necessary. For a complete list of covered and non-covered services, visit [MolinaHealthcare.com/Duals](http://MolinaHealthcare.com/Duals) or call Member Services.

## Patient liability

Because you are covered by Medicaid, you usually pay nothing for covered services. However, you may have to pay a “patient liability” for nursing facility care or waiver services covered through Medicaid. Your County Department of Job and Family Services (CDJFS) caseworker will determine if your income and certain expenses require you to have a patient liability.

To help you understand this notice, language assistance, interpretation services, and auxiliary aids and 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. You can request these services and/or auxiliary aids by calling (855) 665-4623 (TTY 711) from 8 a.m. to 8 p.m. local time, Monday to Friday; individuals who are deaf or hard of hearing may call TTY 711.

Molina Complete Care for MyCare Ohio Medicare–Medicaid Plan is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille, or audio.

Call (855) 665-4623, TTY: 711, Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free.

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location. We have free interpreter services to answer any questions that you may have about our health or drug plan. To get an interpreter, just call us at (855) 665-4623, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m. local time. Someone who speaks English can help you. This is a free service.

Contamos con servicios de intérprete gratuitos para responder cualquier pregunta que pueda tener acerca de nuestro plan de salud o medicamentos. Para obtener ayuda de un intérprete, llámenos al (855) 665-4623, TTY: 711, de lunes a viernes, de 8 a. m. a 8 p. m., hora local. Una persona que hable español podrá ayudarle. Este es un servicio gratuito.

我們有免費的口譯員服務，可回答您對於我們健康或藥物計劃的任何問題。若需要口譯員，請撥打 (855) 665-4623 聯絡，TTY: 711，服務時間為當地時間的週一到週五的上午 8 點至晚上 8 點。能說中文的人士會為您提供協助。這是免費的服務。

This flyer is only a summary of important information. Molina Complete Care for MyCare Ohio can provide you with a list of network providers, share information on how we pay our providers, and answer any other questions. You can also view information online at

[MolinaHealthcare.com/Duals](https://MolinaHealthcare.com/Duals).