



Molina Healthcare of Florida, its providers, and subcontractors follows state and federal laws, statutes and rules about the coverage of behavioral health services. This communication is to let you know about some of the Federal and State laws that address coverage of behavioral health services and how to file a complaint.

Molina complies with the federal Mental Health Parity and Addiction Equity Act. Behavioral health services and substance use disorder benefits are provided equally with medical/surgical benefits within the same group.

The federal Mental Health Parity and Addiction Equity Act's (MHPAEA) goal is to exclude coverage judgement between policyholders or members. It does not matter if members are looking for mental health or substance use disorder (MH/SUD) benefits or those seeking medical and surgical care.

The MHPAEA was passed by Congress in 2008 to provide added protections to the Mental Health Parity Act (MHPA). Combined, these federal laws require equality with medical and surgical benefits if a plan provides coverage for mental health:

- annual and aggregate lifetime limits
- financial requirements
- treatment limitations
- in- and out-of-network coverage

Some other laws, statutes, and rules for coverage of behavioral health services are listed below.

- Chapter 394 of the Florida Statutes
- Federal Support Act
- 21st Century Cures Act
- Comprehensive Addiction and Recovery Act
- Affordable Care Act
- Tribal Law and Order Act
- Mental Health Parity and Addiction Equity Act
- Children's Health Act

General covered behavioral health services (some may require prior authorization) may include but are not limited to:

- Outpatient Behavioral Health Services
 - Individual and group therapy

- Psychiatric evaluation
- Medication Management
- Partial Hospitalization Services
- Substance Use counseling
- Inpatient Behavioral Health Services

Health insurance coverage may vary. This includes Medicaid, individual, small group or large group health plan benefits for behavioral health services. Please consult your Member Handbook for your individual policy for a list of covered services by visiting our website at www.MolinaHealthcare.com.

The resources below can help you if you need to file a complaint.

To file a complaint with Molina Healthcare of Florida:

- Call Molina Member Services at 1-866-472-4585 or TTY 711
- Email MFL_GrievanceandAppealDepartment@molinahealthcare.com
- Or visit www.MolinaHealthCare.com

To file a complaint with the Florida Division of Consumer Services:

- Call 1-877-MY-FL-CFO or 1-877-693-5236
- Email Consumer.Services@myfloridacfo.com
- Or visit online at: <https://apps.fldfs.com/ESERVICE/Default.aspx>