



Welcome to Molina Healthcare!

Your Quick Start Guide



Your Extended Family.

At Molina Healthcare, you're important to us!

You're receiving this guide because your health plan Molina Healthcare, is here to provide your health benefits. Molina is here to help you feel your best!

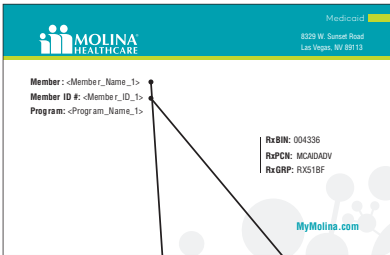


Please look for your Molina Member ID cards enclosed in this envelope.

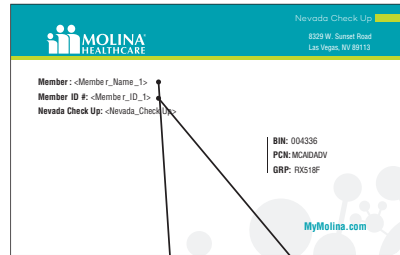
Your Molina Member ID Card

IMPORTANT:

- Please make sure your information is correct.
- Always bring this card with you.



Your name Your member identification number (ID #)



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EMERGENCY SERVICES: Call 911 or go to the nearest emergency room or other appropriate setting. If you are not sure whether you need to go to the emergency room, call your Primary Care Provider (PCP). Follow up with your PCP after all emergency room visits.

MEMBERS

Member Services: (833) 685-2102
24-Hour Nurse Advice Line: (833) 685-2104
24-Hour Behavioral Health Crisis Line: (833) 685-2104
For Vision: (833) 685 2102
For Transportation: (844) 879-7341 or (833) 685-2102
For Deaf and Hard of Hearing: TTY/TDD 711

PROVIDERS

Medical Claims: **PO BOX 22666, Long Beach, CA 90801**

For prior authorization, eligibility, claims or benefits call (833) 685-2103 or visit the Provider Portal at Provider.MolinaHealthcare.com.

MolinaHealthcare.com

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MolinaHealthcare.com

Access us anytime. Download the Molina Mobile app.

Now you can get the care you need, close to home. Plus, value-added health programs—at no cost!

As a member of Molina Healthcare, you qualify for programs that can help you live your healthiest.



Special care for children and adults with special needs to help you make the most of your coverage



Health maintenance programs like Weight Management and Stop Smoking Education



Disease management for chronic health issues, including Diabetes, Asthma, Congestive Heart Failure and Depression



Pregnancy education to help you have a healthy pregnancy and baby. And you get rewards for seeing your doctor regularly

For more information about your benefits and how to access them:

- Visit MolinaHandbook.com/NV/Medicaid



Make the most of your health plan.

- Learn all the benefits we cover at no cost to you. Review your benefits in the Molina Member Handbook:
 - Go to MolinaHandbook.com/NV/Medicaid
 - Visit MyMolina.com
 - Use the Molina Mobile app from Google Play or the Apple App Store
- **Provider Directory**—All Molina doctors are subject to quality review before they can join our network. To find one near you, go to MolinaProviderDirectory.com/NV/Medicaid
- **Pharmacy Benefits**—See the list of covered medications at MolinaDrugList.com/NV/Medicaid
- For more details, please go online or call us.
 - Visit MolinaHealthcare.com/Members/NV
 - Call **(833) 685-2102 (TTY/TDD: 711)**



Access us anytime. Download the Molina Mobile app.

What does Molina do for you?

With Molina, you get benefits like no-cost doctor visits, behavioral health, medication and hospital care when you need it. Plus, advantages like:



Virtual Care—visit a doctor online 24/7, wherever you are



Assistance to get rides to non-medical trips to social service appointments



Health education



Incentives for visiting your doctor



24-Hour Nurse Advice Line for answers to medical questions, day and night

**Call us to learn more.
Details on page 11.**



Tools to control your health care: Molina Mobile and MyMolina.com.

Whether you prefer a desktop portal or mobile app, Molina's got you covered. 24/7.



Download Molina Mobile:

- View, download and share your ID with your doctor
- Change doctors
- Update contact info
- And more

Scan this barcode to download Molina Mobile:



**CHECK OUT OUR
NEW APP!**



Prefer a desktop portal?
Visit [MyMolina.com](https://www.molinahc.com)

To sign up, just follow the instructions.

Questions?

Call Member Services:
(833) 685-2102
(TTY/TDD: 711)



Access us anytime. Download the Molina Mobile app.

Getting care.

Your doctor—also called your Primary Care Provider (PCP)—will give you most of your care. Make sure to go to regular checkups. **Call your doctor now to make an appointment.**

Your PCP contact information is listed on the ID card letter insert. If for any reason you want to change your primary provider, go to [MyMolina.com](https://www.molinacare.com). You can also call Member Services.

If you need help scheduling an appointment, call Member Services - (833) 685-2102 (TTY/TDD: 711)

Visit your doctor when you're healthy. He or she can get to know you and prescribe medicine as needed. Your doctor is here to help you stay ahead of any health issues.

Visit your doctor as directed and receive gift cards and more. As a Molina member, you have access to rewards:

- Prenatal Care Rewards
- Postpartum Care Rewards
- Well Child Care Rewards
- Mammograms Rewards
- Diabetic Care Rewards

For more information, visit Molina Mobile or call us. Details on [pages 6 and 11](#).



Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care:

- Call 911
- Visit an emergency room

If you need care after hours but aren't sure where to go, these examples can help.

URGENT CARE*

Visit a nearby urgent care center, access or call the 24-Hour Nurse Line at (833) 685-2104 (TTY/TDD: 711) for conditions that are often non-life-threatening such as:

Cold or flu symptoms

Wounds that may require stitches

Sprains, strains or deep bruises

Sore throat

Ear pain

Stomach flu or virus

EMERGENCY CARE

Call 911 or visit an emergency room.

Severe bleeding

Chest pain or pressure

Severe abdominal pain

Head trauma or injury

Difficulty breathing

Sudden dizziness or trouble seeing

Behavioral health: When someone is at risk of hurting themselves or others



Find a doctor, hospital or urgent care near you on the Molina Mobile app.

*Urgent care examples often do not require Emergency Care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately.

Access us anytime. Download the Molina Mobile app.

Take control of your health by completing the following within:



Complete your Health Needs Assessment survey enclosed for each member of your family who receive Nevada Medicaid or Nevada Check Up and return in the envelope with pre-paid postage enclosed.



Register at [MyMolina.com](https://www.molinahc.com) and download Molina Mobile (details on [page 6](#)). Want to receive text alerts and emails about benefit renewals, events, and more? Call us to sign up.



Schedule your Annual Wellness Exam. Need help scheduling appointments? Call us and we can help.

Keep your family covered! The redetermination process is required every year. It allows you to renew your Medicaid benefits. You must complete this process EVERY YEAR in order to keep your Medicaid benefits.



You should receive a notice from the Division of Welfare and Supportive Services (DWSS) around 60 days before it is time to renew. If you're unsure of your renewal date, call or email us.

Call Benefit Renewal:
(833) 685-2116 (TTY/TDD: 711)

Email:

HealthPlanRenewals@MolinaHealthCare.com

For the care you need, close to home, lean on Molina.

Molina Healthcare was created in 1980 to bring high quality care to everyone who needs it. We put you, our member, at the center of all we do. We're committed to keeping our communities healthy, too.

Thank you for being a member of Molina. We are dedicated to earning the trust you put in us.



Staying Connected

Important Contact Information

Member Services

(833) 685-2102 (TTY/TDD: 711)

Need a Ride? Call MTM five days in advance:

(844) 879-7341 or (833) 685-2102 (TTY/TDD: 711)

24-hour Nurse Advice Line for after-hours non-emergency assistance:

(833) 685-2104 (TTY/TDD: 711)

Find a Provider

(833) 685-2102 (TTY/TDD: 711)

providersearch.molinahealthcare.com

Health Education

(866) 472-9483 (TTY/TDD: 711)

Benefit Renewal

(833) 685-2116 (TTY/TDD: 711)

HealthPlanRenewals@MolinaHealthCare.com



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