

Make the most of your healthcare visits

How to pick a healthcare provider, what to do before your visit, and more!

Ohio Medicaid Plan



How to pick a primary care provider (PCP)

Your primary care provider (PCP) is the healthcare provider who will give you most of your care. Your PCP may be a doctor, nurse practitioner, physicians' assistant, or other medical team member. It's important to have a PCP who helps you feel comfortable. You should see your PCP at least once every year, or more frequently as directed by your PCP.

Your PCP can help you get general health screenings, physical exams, and prescription drugs. They can also help you get other services, like behavioral health treatment, referrals to specialists, family planning (pregnancy & birth control), sexually transmitted infection (STI) treatment, or community-based social services.

There are a few settings where you can get primary care. When you pick a PCP, it is helpful to think about these questions:

- Is the PCP's office in an area that is easy for you to get to?
- Does the PCP have office hours that fit your family's schedule?
- Does the PCP serve only children or only adults?
- Does the gender of your PCP matter to you?
- Does the PCP speak your language?
- Does the PCP have experience in treating people who share your identity or health concerns?



Not sure where to go for help?

Molina's registered nurses are always ready to answer questions about where to go for the right care, how to find an urgent care location nearby, or how to care for yourself at home.

Molina members can call the 24-hour Nurse Advice Line at any time. Call 888-275-8750 or TTY 711 (Español 866-648-3537) to speak to a registered nurse.

Molina offers 24/7 virtual urgent care with Teladoc®

Adult Molina members get 24/7 virtual urgent care from doctors. Get care by phone, video, or the Teladoc® app at any time from wherever you are.

Providers can treat non-emergency conditions like sore throats, flu & cold symptoms, respiratory infections, and more.

Molina members can visit [Teladoc.com/Molina-OH](https://www.teladoc.com/Molina-OH) or download the Teladoc app to get started.



Find a PCP who is right for you. Visit [MolinaProviderDirectory.com/OH](https://www.molinahealthcare.com/ProviderDirectory.com/OH) to search for providers in Molina Healthcare's provider network.

Before your provider visit

- Call your provider to schedule a visit. Try to schedule the earliest visit given to you. Otherwise, you may have to wait longer for the next open visit time.
- Tell your provider's office if you need an interpreter at least three days before your scheduled visit.
- Fill out the tear-away card on this brochure. Make sure to list your medications, allergies, current symptoms, and other things you want to talk about with your provider. Bring the card to your visit.
- Go to your scheduled visit on time. Plan to get to the provider's office about 15 minutes early. You may need to fill out forms.
- Schedule a ride with Molina's transportation line if you need a ride to the visit. Molina members can call the transportation line anytime at 866-642-9279. Call at least 48 hours before your scheduled visit.

At your health visit

- Bring your Molina member ID card with you. Give this card, and any other insurance cards, to the front desk. Tell the front desk if your address or phone number has changed since your last visit.
- Be patient. It may take a few minutes for your provider to begin your visit.
- Tell your provider about any concerns or symptoms you have. Use the other side of this card as a guide.
- Be honest. Tell the truth about drinking habits, sexual activity, exercise habits, or drug use. The provider is not there to judge you.
- Ask your provider what you can do about your health concerns. Ask about treatment options. Write down what the provider says.
- Make sure your provider answers all your questions before you leave. Ask for written materials to read later if that will help you.
- If your provider refers you to another provider like a specialist, ask for that provider's phone number. Ask if you will need to schedule the visit with that provider.
- Before you leave, schedule your next visit at the front desk.
- If your provider prescribes drugs for you, pick up your prescription drugs at the pharmacy after your visit.



Remember to bring your Molina member ID card with you to your visit.



Need a ride to your healthcare visit?

Molina members can call the transportation line any time at 866-642-9279. Call at least 48 hours before your scheduled visit.

Be prepared for your next health visit!

Bring the following information with you to your next visit.



My list of medications (drugs):



My allergies:



My current symptoms:



What I want to talk about with my provider:

Medicaid Hotline

800-324-8680

TTY 800-292-3572

7 a.m. - 8 p.m. ET, Monday-Friday

8 a.m. - 5 p.m. ET, Saturday

To choose Molina as your Medicaid managed care plan, call the Medicaid Hotline.



Questions about your benefits?

Molina members can call

800-642-4168 (TTY 711)

7 a.m. to 8 p.m. Eastern Time (ET)

Monday through Friday

MolinaHealthcare.com/OHMedicaidMember

Not a Molina Medicaid member yet?

Call for more information about the benefits we offer our members.

866-209-1126 (TTY 711)

7 a.m. to 7 p.m. ET

Monday through Friday



MeetMolinaOhio.com

You have a choice in your healthcare.

Health equity exists when everyone has the chance to be as healthy as possible. Molina is committed to advancing health equity and providing high-quality healthcare for all our members. Everyone deserves to feel their best and have equitable access to quality care, services, and resources. Molina is dedicated to reducing health disparities (avoidable differences in health) and removing barriers that prevent you from being your healthiest self.

MolinaHealthcare.com

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