



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 Molina works with your Texas state health agency 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 when you see your doctor.

The image shows a template for a Molina Member ID Card. At the top left is the Molina Healthcare logo. Below it, there are fields for: Member/Miembro; Identification #/Número de identificación; Date of Birth/Fecha de Nacimiento; PCP/Proveedor de Cuidado Primario; PCP Phone/Teléfono del Proveedor de Cuidado Primario; PCP Effective Date/Fecha de Vigencia del Proveedor de Cuidado Primario; MMIS #; Issue Date. On the right side, there are fields for: RxBIN; RxPCN; RxGRP; CVS Caremark. At the top right, there are logos for Texas Star Plus and Texas Health and Human Services. At the bottom right, there is the MyMolina.com website address.

Your name

Your member identification number (ID #)

Access us anytime. Download the Molina Mobile app.

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

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



Service Coordination 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



Long-term services and supports (LTSS) to help you stay safe and independent in your home or community

For more information about your benefits and how to access them, visit MolinaHandbook.com/TX/STARPLUS or you can review the Member Handbook in this package.



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/TX/STARPLUS
 - Visit MyMolina.com
 - Use the Molina Mobile app from Google Play or the Apple App Store
- **Provider Directory**—All Molina doctors are board-certified and subject to quality review before they can join our network. To find one near you, go to MolinaProviderDirectory.com/TX/STARPLUS.
 - **Pharmacy Benefits**—See the list of covered medications at MolinaFormulary.com/TX/STARPLUS.
 - For more details, please go online or call us.
 - Visit MolinaHealthcare.com
 - Call **(866) 449-6849**



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What does Molina do for you?

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



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



Rides to medical appointments—Transportation for nursing facility members is coordinated by their facility



Health education



Incentives for visiting your doctor



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

For more information, visit Molina Mobile or MyMolina. Details on page 10.



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

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



Download Molina Mobile.

Molina Mobile is the Molina app that gives you fast access to important information at any time of the day.

Here are some things you can do!

- Find a doctor
- Download your ID card
- Find a hospital or urgent care
- Change doctors
- 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:
(866) 449-6849
(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 you go for regular checkups. Molina suggests you schedule a Wellness Visit sometime in the next 90 days. **Call your doctor to make an appointment.**

Visit your doctor when you're healthy. They can get to know you and prescribe medications as needed. They're here to help you stay ahead of any health issues.

If you need help finding a doctor or making an appointment, call Member Services.

As a Molina member, you also have access to:

- 24-hour Nurse Advice line—For answers to your medical questions day and night
- Teladoc Virtual Care—Visit a board-certified doctor online or over your phone from wherever you are
- Rides to medical appointments—Transportation for Nursing Facility members is coordinated by their facility



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, or call the 24-Hour Nurse Line at (888) 275-8750 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.

What happens when?

30
Days

Someone from Molina will call you to welcome you to the health plan. You will be able to confirm your contact information and your doctor's information during this call. If you don't have a doctor, we can help you find one.

60
Days

Call your PCP and make your first appointment. Your doctor's phone number is on your member ID card. If you would like to choose a different doctor, call us. Call Member Services: (866) 449-6849

90
Days

Someone from Molina will call you to complete your Health Risk Assessment. This assessment helps us make sure that you get the right care at the right time.



Don't lose your Medicaid benefits. You must renew your Medicaid benefits at least once a year. You will receive a letter from the Texas Health and Human Services Commission (HHSC) when it is time to renew, with instructions for your renewal. If you need help, contact the Molina Benefits Renewal Team. Call: (877) 373-8977

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.





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