



# 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 California state health program to provide your health benefits. Molina is here to help you feel your best!

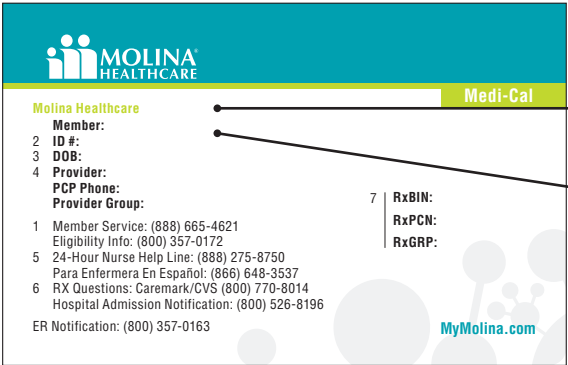


**! Please look for your Molina Member ID cards enclosed in this envelope.**

## 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 #)**

Your card shows the name and contact details for your doctor, also called Primary Care Provider (PCP). If it is not your correct doctor, you can change it on the Molina Mobile app, [MyMolina.com](https://www.mymolina.com) or by calling Member Services at (888) 665-4621, TTY: 711.

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.



Case Management 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 and Depression



Pregnancy education to help you have a healthy pregnancy and baby

For more information about your benefits and how to access them, visit [molinahealthcare.com/members/ca](https://molinahealthcare.com/members/ca) 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. Go to [MolinaHandbook.com/CA](https://MolinaHandbook.com/CA) to read your **Molina Member Handbook**, visit [MyMolina.com](https://MyMolina.com) or 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/CA](https://MolinaProviderDirectory.com/CA).
- **Pharmacy Benefits**—Your Pharmacy Benefits are provided by the CA state-sponsored Medi-Cal Rx. For pharmacy benefit questions, you can call (800) 977-2273 or Molina Customer Service at (888) 665-4521 TTY:711.
- For more details, please go to [molinahealthcare.com/members.ca](https://molinahealthcare.com/members.ca) or call **(800) 665-4621 TTY: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, urgent care, medication and hospital care when you need it. Plus advantages like:



Rides to medical appointments



Health education



Incentives for qualifying doctor visits



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

Call: (888) 275-8750 (English), (866) 648-3537 (Spanish), (866) 735-2929 (TTY)



Interpreter and Translation Services

**For more information, visit  
Molina Mobile or MyMolina.  
Details on page 6.**



## 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 QR Code to download Molina Mobile:



**CHECK OUT OUR  
NEW APP!**



Prefer a desktop portal?  
Visit [MyMolina.com](https://www.mymolina.com)  
anytime to access  
similar features.

To sign up, just follow the  
instructions.

### Questions?

Call Member Services at  
(888) 665-4621, TTY: 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.**

Schedule your first checkup with your Primary Care Physician (PCP) within 120 days (4 months).

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.

As a Molina member, you also have access to:

- 24-hour Nurse Advice line—For answers to your medical questions day and night
- Interpreter services for health care visits
- Rides to medical appointments



# Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care by calling 911 or visiting 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 (English), (866) 648-3537 (Spanish), (866) 735-2929 (TTY) 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.

## Notes

You can use this space to write notes about your plan and your care.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

### **Don't Risk Losing Your Health Benefits!**



Every year before your Medi-Cal benefits expire, you will receive a letter from the state, telling you it is time to renew your health benefits. Act right away by completing the form and sending it to your local county office!

If you need help, call the Molina Benefits Renewal team at (866) 440-8423.

# 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.



Access us anytime. Download the Molina Mobile app.

## **Stay connected to Molina**

### **Don't Risk Losing Your Health Benefits!**

#### **Molina Member Services**

(888) 665-4621, TTY/TDD: 711  
(Monday-Friday; 8 a.m. - 5 p.m.)

#### **Pharmacy Questions**

APCS: (800) 600-0180

#### **DHCS Pharmacy Services (You will receive a notice for new effective date)**

Covered by Medi-Cal Rx  
Customer Service: (800) 977-2273, TTY: 711  
(Monday-Friday; 8 a.m. - 5 p.m.)

#### **24-Hour Nurse Advice Line (7 days a week)**

English: (866) 735-2929  
Spanish: (866) 648-3537  
TTY: (866) 735-2929

#### **Interpreter/Translation Services**

(888) 665-4621



200 Oceangate, Suite 100  
Long Beach, CA 90802  
(866) 440-8423

[MolinaHealthcare.com](http://MolinaHealthcare.com)

MDQSG21CA2EN1  
210930