



Iowa Health Link
Iowa HHS



Hawki
Iowa HHS

2023 VALUE ADDED BENEFITS



Value added benefits are subject to change.

Molina gives you extra benefits – for extra peace of mind.

Use this booklet to find the best benefits for you and your family.

For easy access to information about your benefits, medications, service plans, appointment reminders and more, get the MyMolina® mobile app in your smartphone's app store.



Healthy rewards

Healthy Rewards are set dollar amounts you earn by taking care of your health. Complete your first eligible healthy behavior, notify Member Services—we'll mail you a reloadable VISA gift card already loaded with your reward. Notify us each time and your Healthy Rewards will be added directly to the card. You can use them to buy over-the-counter (OTC) health and wellness items, produce, meat, bread, cereals and other foods, non-alcoholic drinks and gas.

Your gift cards can be used at:

- Walmart (in-store)
- Walmart.com (online)
- Hy-Vee
- CVS
- Walgreens
- Dollar General
- Jewell-Osco (Clinton)
- Cassidy Pharmacy (Des Moines)
- Dowd Drug, Inc. (Guthrie Center)
- Owl Pharmacy (Centerville)
- Scott Pharmacy (Fayette)
- Main Street Drug (Charles City)
- Medicap Pharmacy (West Des Moines)
- Pay-at-the Pump Gas stations wherever VISA cards are accepted

Healthy behaviors that earn rewards

Reward	Behavior	Who can earn
\$25 gift card once a year	Complete a routine preventive physical exam	Ages 18 and older
\$50 gift card once a year	Complete yearly diabetic eye exam (not an eye exam for glasses)	Ages 18-75 diagnosed with diabetes
\$25 gift card once a year	Submit yearly Health Risk Assessment through member portal. Or call Member Services team to do it over the phone	All ages
\$25 gift card once a year	Complete a routine cervical cancer screening (PAP test)	Females* between 21-64 years of age
\$25 gift card once a year	Complete a chlamydia screening test	Females* between 16-24 years of age
\$25 gift card once a year	Complete a mammogram	Females* between 50-74 years of age
\$10 after each visit; limit 6	Well-child visit for babies	15 months old and younger

Reward	Behavior	Who can earn
One \$25 gift card after 2 completed visits	Complete 2 or more well-child visits for babies 15-30 months old	Children 15-30 months old
\$25 gift card once a year	Complete a routine well-child visit once a year	Between 3-21 years of age
MolinaHelpFinder.com to connect to low or no-cost food, housing, clothing, job training and more	Available to all members at no cost	All ages

*Female sex at birth

How to claim your rewards

After you complete a healthy behavior, there are 3 easy ways to claim rewards:



Online at [MyMolina.com](https://www.molinahelpfinder.com) or using the My Molina mobile app



Call Member services at (844) 236-0894 (TTY: 711)



Contact your case manager



Extra benefits for extra peace of mind

Cell phone

If you meet the federal Lifeline Program standards, you can get a no-cost Android smartphone with unlimited talk, text, data and free calling to Mexico, Canada, China, South Korea and Vietnam. Or you can get a no-cost mobile hotspot instead. You can also get a reduced-cost tablet. Smartphones are provided by TruConnect. Sign up at www.truconnect.com/Molina or call (844) 700-0795 to apply over the phone.

Over-the-counter medications

Get up to \$30 to spend every 3 months on commonly used over-the-counter items not covered by the Medicaid pharmacy plan—at no cost! Order supplies online with free two-day shipping. Sign up at Molina.nationsbenefits.com or call (877) 391-6245.

Can Play membership

Can Play offers adapted and no-cost sports and recreation programs in Polk, Dallas and Johnson Counties for Medicaid waiver members 19 years old and younger. Ask your Case Manager for a referral or contact Member Services to request Case Manager assistance.

YMCA membership

Coming soon. Contact Member Services for updates on start date and how to access membership once it is available.

Transportation

If you're at least 16 years old and you need help getting food or finding work, we provide 4 one-way rides to foodbanks, grocery stores, farmers markets, Women, Infants, and Children (WIC) appointments, job training and interviews. To use this benefit, call Access2Care at (866) 849-2062 at least 2 days before you need a ride.

Meals after high-risk hospitalization

If you've recently been discharged home from the hospital with high-risk conditions, we want to help you take care of yourself. You could get 2 meals per day delivered to your home for up to 14 days. Your case manager can help you get set up with this program.

Smoking cessation

If you are at least 18 years old or pregnant at any age, call Member Services at (844) 236-0894 (TTY: 711) to connect with Quitline. Quitline will provide 8 weeks of nicotine replacement therapy for qualified members and 5 telephone coaching sessions with a tobacco cessation coach to help you quit smoking.

Weight management help

Members who are at least 18 years old can get a no-cost WeightWatchers (WW) membership with a case manager referral. To learn more and connect to a case manager, call Member Services.

High school equivalency diploma voucher

Further your education with a free voucher to take the high school equivalency diploma (HSED) test. Pass and get a \$25 gift card!



Benefits for pregnant and postpartum members

Baby shower

If you are pregnant or had a new baby in the last 6 months, we invite you to join us for a baby shower! Join and earn a \$100 reward per pregnancy. Use it to pay for diapers, wipes, formula, car seats or a Pack 'n Play. After you attend, call Member Services at (844) 236-0894 (TTY: 711) to claim your rewards.

Early Prenatal Visit

Pregnant members who visit their doctor in the first trimester or within 42 days after enrolling with Molina earn a \$75 reward. It can be used for a car seat or other supplies like diapers, wipes, formula, or a Pack 'n Play.

Gift card for postpartum visit

Complete a visit with your doctor 7 to 84 days after you deliver your baby to earn a \$25 reward. Use it to help pay for diapers, wipes, formula, a car seat or a Pack 'n Play.

Doula support

If you are a black woman, another group experiencing health disparities, or have a high-risk pregnancy, doula services from a trained pregnancy expert can help support you and your family before, during and after birth. Call your case manager or Member Services to see if you qualify for this service. Available in limited counties at this time.

Meal delivery for high risk pregnant and postpartum members

For certain members, Molina will provide up to 2 no-cost meals per day for 14 days, delivered to your home.* Members can use this benefit while pregnant and up to one year after delivery. To learn more, please call your case manager or Member Services. *A case manager referral is required. Maximum coverage: 4 weeks and 56 meals per calendar year.

Count the Kicks

If you're pregnant, Count the Kicks is a no-cost app you can use to keep track of your baby's movement during the last months of pregnancy to help make sure your baby arrives safely. Sign up at www.countthekicks.org.

Text4Baby

This no-cost app provides appointment reminders, information about prenatal care, infant/child development, signs of labor, breast feeding and nutrition via text messages. It is available during pregnancy and up to one year after delivery. Sign up at www.text4baby.org.

Relay

(Coming Fall 2023. Watch for sign-up information at MyMolina.com or in your member portal.)

This no-cost text message service provides health education, program messages and reward reminders.

Member Portal

Healthcare at your fingertips. Download the My Molina app today from the Apple App Store or Google Play store. Or visit MyMolina.com.



For Long-Term Services and Supports members

If you get long term services in a facility setting – like a nursing home or institutional care – or get community support services, these benefits are for you!

Move-in Basket

Making the move from a facility to a community setting? Congratulations! Our welcome basket provides \$50-worth of supplies you'll need in your new home. Your case manager can tell you more. This is a one-time gift for people who are at least 21 years old, living in a facility and moving to a community setting.

Devices for healthy living at home

If you're at least 21 years old and getting Long-Term Services and Supports (LTSS) services, we will give you 2 no-cost home health devices. Your case manager can help you place an order and choose 2 from this list:

- Digital scale
- Blood pressure cuff
- Peak flow meter
- Reacher/grabber
- Lumbar pillow
- Personal fan
- Clip-on lamp
- Walker bag
- Pair of face masks

Caregiver transportation

Molina knows it's important for you to stay connected to your family and caregivers when you're in a facility setting. We'll give your caregiver (parent, child or direct caregiver) 4 one-way rides per month to visit you while you're in the facility. Call Access2Care at (800) 849-2062 at least 2 days before you need a ride.

Legal guardianship

If you are between the ages of 17-18 ½ and need a guardian so that you can get inpatient, skilled nursing or private duty nurse services, we will help cover the cost up to \$500. Your case manager can help you get this service.

Questions?

Please visit our website at MolinaHealthcare.com/IA. Or call Member Services at (844) 236-0894 (TTY: 711). We're here to help!



Nondiscrimination Language

Molina Healthcare of Iowa (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy, and sex stereotyping.

Communicating with you is important to us. To help you talk with us, Molina provides the following services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina at our toll-free number (844) 236-0894 (TTY: 711).

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person by mail, or email. You can file a grievance with:

Civil Rights Coordinator
200 Oceangate, Suite 100
Long Beach, CA 90802
Toll Free: (866) 606-3889
TTY/TDD: 711

Online: MolinaHealthcare.AlertLine.com
Email: civil.rights@MolinaHealthcare.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at Ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Phone: (800) 368-1019, (800) 537-7697 (TDD)
Complaint forms are available at www.hhs.gov/ocr/index.html

Language Assistance

Molina Healthcare of Iowa Member Services: (844) 236-0894 (TTY: 711)

English: Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above.

English (Large Font): Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above.

Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

Español (Letra Grande): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos

alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

中文 (Chinese): 我们可以免费为您提供语言协助服务、辅助用具和服务、较大的字体、口译以及其他替代格式。如有需要请拨打上述电话号码。

Tiếng Việt (Vietnamese): Các dịch vụ trợ giúp về ngôn ngữ, các trợ cụ và dịch vụ phụ thuộc, phông chữ khổ lớn, thông dịch bằng lời nói, và các dạng thức thay thế khác hiện có cho quý vị miễn phí. Để có được những dịch vụ này, xin gọi số điện thoại nêu trên.

Srpsko-Hrvatski (Serbo-Croatian): Na raspolaganju su vam besplatne jezičke podrške, dodatna pomoć i usluge, krupniji font, usmeni prijevod kao i drugi alternativni formati. Da biste sve ovo dobili, nazovite nas na gore navedeni broj.

Deutsch (German): Sprachunterstützung, Hilfen und Dienste, eine größere Schriftart, eine mündliche Übersetzung sowie weitere alternative Formate werden Ihnen kostenlos zur Verfügung gestellt. Um eines dieser Serviceangebote zu nutzen, wählen Sie die o. a. Rufnummer.

(Arabic): تتوفر خدمات المساعدة القوية، والأدوات والخدمات المساعدة والطباعة بأحرف كبيرة، والترجمة التورية التمهيدية، وغيرها من التسهيلات الجديدة من أجل ذوي أي تكاليف. للمسؤول على هذه الخدمات، يرجى الاتصال على الرقم المذكور أعلاه.

ລາວ (Lao): ບໍລິການໃຫ້ຄວາມຊ່ວຍເຫຼືອດ້ານພາສາ, ເຄື່ອງຊ່ວຍໃນການຟັງ ແລະ ການບໍລິການຕ່າງໆ, ຕົວໜັງສືຂະໜາດໃຫຍ່, ການແປບາກປ່າ ແລະ ຮູບແບບບາກປ່າ ເລື່ອກອື່ນໆ ນັ້ນ ທີ່ ທ່ານໄດ້ຍອມຮັບໃຊ້ໃຫ້. ເພື່ອໃຫ້ໄດ້ຮັບຂໍ້ມູນນີ້ ກະລຸນາໂທໄປຫາໜ້າເລກຂ່າງເທິງ.

한국어 (Korean): 언어 지원 서비스, 보조 지원 및 서비스, 대형 활자본, 통역, 기타 대체 형식을 무료로 이용하실 수 있습니다. 이를 위해 위의 전화번호로 연락해 주십시오.

हिंदी (Hindi): भाषा सहायता सेवाएँ, सहायक सहायता और सेवाएँ, बड़ा फॉन्ट, मौखिक अनुवाद, और अन्य वैकल्पिक प्रारूप आपके हिए हबना हकसी गित के उपबिधै। इसे प्राप्त करने के हिए, कृपया ऊपर हदए गए नबिर पर कॉकिरें।

Français (French): Des services gratuits d'assistance linguistique, ainsi que des services d'assistance complémentaires, des polices de caractères plus grosses, de la traduction orale et d'autres formats sont à votre disposition. Pour y accéder, appelez le numéro ci-dessus.

Pennsylvanian Deitsh (Pennsylvanian Dutch): Du kansht hilf greeya mitt dee shprohch, adda annah hilf un services in diffahndi vayya un es kosht dich nix. Fa hilf greeya adda may ausfinna, kaw! da phone number do ovvah droh.

ไทย (Thai): บริการความช่วยเหลือด้านภาษา อุปกรณ์และบริการเสริม แบบอักษรขนาดใหญ่ขึ้น การแปลด้วยปากเปล่า รวมทั้งรูปแบบทางเลือกอื่น ๆ มีให้ผู้ใช้ได้โดยไม่เสียค่าใช้จ่าย หากต้องการใช้บริการนี้ กรุณาโทรศัพท์ติดต่อที่หมายเลขข้างต้น

Tagalog: May available na libreng mga serbisyo sa tulong sa wika, auxiliary na tulong at serbisyo, mas malaking font, pasalitang pagsasalín, at iba pang alternatibong format para sa iyo. Para kunin ito, pakitawagan ang numero sa itaas.

ကဠိ (Karen): ကျွန်ုပ်တို့ကိုယ်တိုင် တတ်စားစားစား အတတ်စား, ပီးလိမစား ပုဒ်လိမစားကျွန်ုပ်တို့အဖို့ တတ်စားစားစား, လိမစားကျွန်ုပ်တို့, တတ်စားကျွန်ုပ်တို့, ဒီးတတ်စားကျွန်ုပ်တို့အဖို့ အကဲတတ်စားစားကျွန်ုပ်တို့ တတ်စားကျွန်ုပ်တို့, တတ်စားကျွန်ုပ်တို့, လာကဲဒီးကျွန်ုပ်တို့အဖို့, ဝဲသးစားကျွန်ုပ်တို့, ဒီးကျွန်ုပ်တို့, ထားစားကျွန်ုပ်တို့.

Русский язык (Russian): Услуги по переводу, вспомогательные средства и услуги, материалы, напечатанные более крупным шрифтом, услуги устного перевода, а также материалы в других, альтернативных, форматах предоставляются Вам совершенно бесплатно. Чтобы получить их, позвоните по указанному выше номеру телефона:

