



Guide to Getting Quality Healthcare

2024



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Your Guide to Getting Quality Healthcare

The 2024 version of Molina Healthcare's Guide to Getting Quality Healthcare (the Guide) helps you learn about the programs and services offered to you. In this guide, you can read about our Quality Improvement Program and services to keep you healthy and take care of any health condition you may have.

This Guide gives you details about how we:

- Protect your privacy rights and your Protected Healthcare Information (PHI).
- Make choices about your healthcare.
- Help you with healthcare actions.
- Meet your communication needs.

You can print out the Guide and any other information you need from our website. To get the Guide in your preferred language or accessible format, call Member Services at 800-642-4168 (TTY 711). You may also ask us to mail you a copy of the materials.

Your healthcare contacts

| Department/Program | Services | Phone Number |
|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Member Services | Molina Member Services can: <ul style="list-style-type: none">• Answer questions about your health plan and services.• Help you choose or change a primary care provider (PCP).• Tell you where to get care.• Offer interpreter services if you do not speak English.• Provide information in other languages and formats. | Member Services 800-642-4168 TTY: 711 Monday through Friday 7 a.m. to 8 p.m. Eastern Time (ET) |
| 24-hour Nurse Advice Line and Behavioral Health Crisis Lifeline | Talk to a registered nurse anytime you have questions about your health. Call 24 hours a day, 7 days a week. | 24-hour Nurse Advice Line 888-275-8750 For Spanish: 866-648-3537 TTY: 800-750-0750 |
| National Suicide and Crisis Lifeline (988 Lifeline) | Get help if you are thinking about suicide, are feeling really sad, or need help getting through a hard time. The 988 Lifeline is no cost, private, and everyone can use it. Get help 24 hours a day, 7 days a week. | National Suicide and Crisis Lifeline Calls and Text Messages: 988 |

| Department/Program | Services | Phone Number |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 24/7 telehealth virtual care | Visit a board-certified doctor by phone or video through Teladoc. Get help with minor illness or behavioral health issues without leaving home. You can get care 24 hours a day, 7 days a week. | <p>Teladoc 800 TELADOC 800-835-2362 TTY: 711 Teladoc.com/Molina-OH</p> |
| Health management* | <p>Do you live with a chronic health condition? We offer programs to help you manage:</p> <ul style="list-style-type: none"> • Asthma. • Depression. • Diabetes. • Chronic obstructive pulmonary disease (COPD). • Heart failure. • High blood pressure. • Weight (nutritional counseling). • Quitting smoking (smoking cessation). • Substance use disorder. <p>To see if you can use these program services, call the Health Management Team.</p> | <p>Health Management 866-891-2320 TTY: 711 Monday through Friday 9 a.m. to 9 p.m. ET</p> |
| Health education* | Learn more about living well and staying healthy. Get details about programs to help you stop smoking and manage your weight. We will help you learn how to use these programs. | <p>Health Education 866-472-9483 TTY: 711 Monday through Friday 9 a.m. to 9 p.m. ET</p> |
| Pregnancy screening and high-risk pregnancy support* | Have a healthy pregnancy and a healthy baby. Join our pregnancy program for extra help with screenings to help you and your baby be as healthy as you can be. Member Services can help you learn how to use this program. | <p>Member Services 800-642-4168 TTY: 711 Monday through Friday 7 a.m. to 8 p.m. (ET)</p> |

| Department/Program | Services | Phone Number |
|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Care management* | Care Managers assess your health conditions and review benefits and resources. This program can help you live healthier. Member Services will help you learn how to use these programs. | Member Services 800-642-4168 TTY: 711 Monday through Friday 7 a.m. to 8 p.m. (ET) |
| Complex care management* | Care for members who get very sick and need extra help to feel better. Care managers will help you get the best care possible. Call Member Services to learn how to use these programs. | Member Services 800-642-4168 TTY: 711 Monday through Friday 7 a.m. to 8 p.m. (ET) |
| Transition of Care program* | When you are discharged from a hospital or nursing home, coaches help you move from one setting to another. They help you get the care you need at home. Call Member Services to learn more. | Member Services 800-642-4168 TTY: 711 Monday through Friday 7 a.m. to 8 p.m. (ET) |
| U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR) | The OCR protects you from discrimination in healthcare and social services. It also protects the privacy of your personal health information. | Office for Civil Rights (OCR) 800-368-1019 TDD toll-free: 800-537-7697 hhs.gov/ocr/index.html |
| Ohio Department of Medicaid (ODM) | ODM regulates Medicaid health plans. If you have a grievance, use Molina Healthcare's grievance process before contacting ODM. For information on our process, call 800-642-4168 (TTY 711). | Ohio Department of Medicaid (ODM) 800-324-8680 TTY: 711 https://Medicaid.Ohio.gov/ |

*You can opt out of these programs at any time. For more details about these programs, call Member Services.

Visit our website

Visit [MolinaHealthcare.com](https://www.MolinaHealthcare.com) and choose your state. You will find:

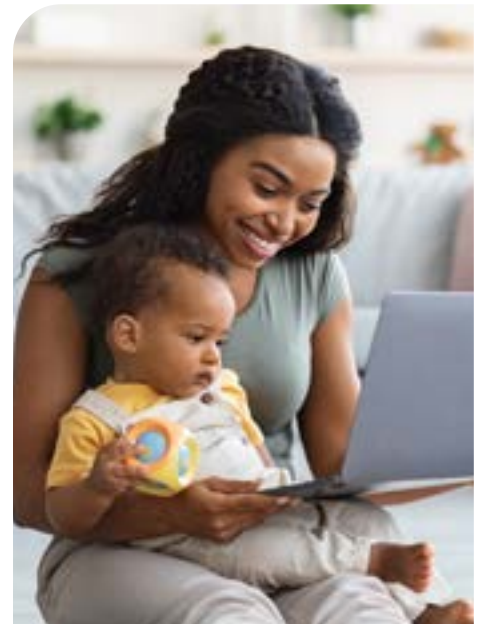
- Benefits and services.
- Copays and other charges (if they apply).
- What to do if you get a bill for a claim.
- Frequently Asked Questions (FAQs) and answers.
- Pharmacy details like how to contact Gainwell about your prescription drugs.
- Preventive health guidelines and vaccine schedules.
- How to get specialty care and hospital services.
- Primary care and specialty providers.
- Utilization Management (UM) procedures like:
 - Pre-service review.
 - Urgent concurrent review (a review that happens while you are receiving care at a healthcare center).
 - Post-service review.
 - How to file an appeal.

To get printed copies of anything on [MolinaHealthcare.com](https://www.MolinaHealthcare.com), call Member Services at 800-642-4168 (TTY: 711). Call from 7 a.m. to 8 p.m. Eastern Time (ET), Monday through Friday. You can also view your Member Handbook on the website.

Member portal

[MyMolina.com](https://www.MyMolina.com) is your secure member portal. It lets you manage your health from your computer, phone, tablet, or laptop. The member portal is easy to use. Here are some of the things you can do:

- Fill out your Health Risk Assessment (HRA).
- Get help with:
 - Eating healthy.
 - Managing your weight.
 - Seeing if you have depression or lack motivation.
 - Managing stress.
 - Being physically active.
 - Stopping tobacco use.
 - Cancer screenings.
 - Vaccines.
 - Quitting alcohol.
- Request or print your member ID card.
- Update your personal details:
 - Phone number.
 - Email.
 - Mailing address.



- Language preference.
- Race/Ethnicity.
- Pronouns.
- Gender identity.
- Sexual orientation.
- Choose or change doctors.
- See your health records.
- Get health advice from our 24-hour Nurse Advice line, open 7 days a week.
- Send an email to Member Services.

To learn more or to sign up for the member portal, call Member Services at 800-642-4168 (TTY 711). You can also create an account on a computer or from your phone. We recommend setting up your account on a computer first if you can.

To create an account on a computer:

Step 1: Go to [MyMolina.com](https://www.myl Molina.com).

Step 2: Enter your Member ID number, date of birth, and zip code.

Step 3: Enter your email address.

Step 4: Create a password.

Step 5: You may be asked for a phone number or email to get a code to verify yourself.

To create an account from your phone:

Step 1: Find the My Molina® App in your App Store or Google Play store.

Step 2: Download the My Molina® App to your phone.

Step 3: Open the app and select your health plan.

Step 4: Enter your email address.

Step 5: Create a password.

Online Provider Directory

To search for a provider online, go to [MolinaProviderDirectory.com/OH](https://www.molinahealthcare.com/OH). The provider directory includes:

- Names, addresses and phone numbers of network providers.
- Providers' board certification status.
 - You can also visit the American Board of Medical Specialties ([abms.org](https://www.abms.org)) to see if a provider is board-certified.
- Office hours.
- Providers accepting new patients.
- Languages spoken by the provider or staff.
- Hospital name, location and accreditation status.



If you cannot access the internet or need more information (like your provider's medical school or residency), we can send you a printed copy of the Provider Directory. Call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET for help.

Molina Healthcare's Quality Improvement Plan and Program

We are committed to making sure you get the best care possible. That is why each year, we put a plan in place to keep improving:

- Our services.
- The quality of the care you receive.
- The way we communicate with you.

Our goals are to:

- Give you services that help you take care of your health.
- Work with providers to get you the care you need.
- Address your language and cultural needs.
- Reduce any barriers to getting care, like issues with transportation or language.

We also want to hear how we are doing. We review the past year of service to check our progress. We may send you a survey to get your feedback.

We may also send surveys to see how many members get their needed services. These surveys tell us what care is needed. One of these surveys is called CAHPS® (Consumer Assessment of Healthcare Providers and Systems).

The CAHPS® survey asks questions about how you rate:

- Your healthcare.
- Your primary care provider (PCP).
- Your health plan.
- Specialist(s) you have seen.
- Well-check exams.
- How easy it is for you to get care.
- How easy it is for you to get care quickly.

HEDIS® (Healthcare Effectiveness Data and Information Set)

We also measure how many of our members get key tests and exams. We look at:

- Annual exams.
- Diabetes care.
- Mammograms (x-rays of the breast).
- Medicine management.
- Pap tests.
- Prenatal care.
- Postpartum care.
- Shots (flu, child and teen shots).

We care about your health. We want to help you take better care of yourself and your family. To do this, we:

- Remind you to get well-check exams and shots for yourself and your child.
- Teach you about chronic health conditions.
- Make sure you get prenatal and postpartum care if you're pregnant.
- Remind you to get Pap tests and mammograms, if needed.
- Address any complaints you have.
- Help you find and use information on our website.
- Tell you about special services we offer.

To learn more, call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET. You can ask for a printed copy of our Quality Improvement Plan and results.

Guidelines to keep you healthy

We give you information about preventive services and when to get them. This information does not replace your doctor's advice.

To make the most of these guidelines:

- Take time to read them.
- Write down questions and bring them to your next checkup.
- Tell your provider about any health problems you or your children are having.
- Go to your appointments.
- If you miss an appointment, reschedule right away.

We help you learn about key tests and exams to help you with health conditions, such as diabetes, COPD, and depression. See [MolinaHealthcare.com](https://www.molinahealthcare.com) for details. Call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET.

Extra help for chronic health problems

Taking care of health conditions can be a lot to deal with. To make sure you get the right care, our Care Management program can help you:

- Get services.
- Set up tests and provider visits.
- Get transportation to medical appointments.
- Close gaps in care or service.
- Get support for those with special needs and their caregivers.
- Move from one setting to another, like leaving the hospital.
- Get long-term care services.



- Connect with community support.
- Find community services like “Meals on Wheels” or physical therapy.

You can be referred to Care Management through:

- A provider.
- Member Services, Health Education line, or our 24-hour Nurse Advice Line.
- A family member or caregiver.
- A self-referral.
- Identified by Molina as eligible for Care Management.

These programs are offered at no cost to you. You can choose to stop any program at any time. Call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET for more details.

Population health

(Health management, care management, complex care management, transition of care, member newsletters, and member education)

We offer many programs to help you lead a healthier life.

Health management

We offer these programs to help you and your family with:

- Asthma.
- Cardiovascular disease (CVD).
- Chronic obstructive pulmonary disease (COPD).
- Depression.
- Diabetes.
- Heart failure.
- Weight (nutritional counseling).
- Quitting smoking.
- Substance use disorder.

To learn more, join, or disenroll from any of these programs, call the Health Management team at 866-891-2320 (TTY 711) Monday through Friday, 9 a.m. to 9 p.m. ET.

Care Management

Care Management is a way to help you take care of your physical and behavioral health in the best way possible. A team of people, including a care manager, nurses, doctors, and other helpers, will work together to make a special plan just for you that has goals to help you get better.

Care managers may talk to you on the phone or in person to make sure you're okay. They might also bring someone from the community to help you with information or to teach you something. Call Member Services at 800-642-4168 (TTY 711) to learn more about how to use these programs.

Complex Care Management

Complex Care Management is care for members who get very sick and need extra help to feel better. Care managers want to make sure you get the best care possible and will:

- Teach you about your illness and help you get the right care and services.
- Help you get things you need to feel better, like medicine or equipment.
- Check to see if the things they are doing are helping you.
- Keep working with you until you are feeling better and can take care of yourself on your own.

To learn more, call Member Services or visit [MolinaHealthcare.com](https://www.molinahealthcare.com).

Transition of Care

Our Transition of Care program is designed to help you have a smooth transition after you leave the hospital or another care facility. Coaches will work with you or your caregiver to make sure you understand what you need to do to stay healthy. We want to make sure you get the best care possible and that you feel supported throughout your recovery.

All Molina Healthcare members can use this program. To learn more, call Member Services at 800-642-4168 (TTY 711).

Member newsletters

We post member newsletters at [MolinaHealthcare.com](https://www.molinahealthcare.com). The information is easy to read and offers tips on healthy living.

Health education

We can teach you about things like:

- Eating healthy.
- Preventing illness.
- Stress care.
- Staying active.
- Cholesterol.
- Asthma.
- Diabetes.
- Behavioral Health.

To get these health education materials, you can ask your doctor. You can also visit [MolinaHealthcare.com/StayingHealthy](https://www.molinahealthcare.com/StayingHealthy).

Health Risk Assessment and self-management tools

For help making healthy changes, use the Health Risk Assessment (health appraisal) on the [My Molina®](https://www.molinahealthcare.com/MyMolina) member portal. Just answer questions about your health, behaviors, and suggested tests. You'll get a report about your



health risks once you complete this assessment.

In the member portal, you'll also find self-management tools that offer advice for:

- Weight management.
- Depression.
- Financial wellness.
- Other topics that affect your health.

These tools help you check progress, find barriers, and measure progress toward goals. To learn more, go to [MyMolina.com](https://www.mylolina.com).

Patient Safety Program

Our Patient Safety Program helps keep you and your family safe when you get health services.

We protect you by:

- Telling providers and hospitals about safety issues and where to get help.
- Keeping track of member complaints about safety issues in provider offices and hospitals.
- Reviewing reports from groups that check hospital safety.
- Helping you move from one place to another, such as from hospital to home.
- Teaching you about questions to ask during provider visits.

Groups that check safety include:

- [Leapfrog Group Quality Index Ratings](#)
- [The Joint Commission National Patient Safety Goal Ratings](#)

You can look at the above websites to:

- See what hospitals are doing to be safer.
- Know what to look for when you pick a provider or a hospital.
- Get information about programs and services for conditions like diabetes and asthma.

To learn more, call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET or visit [MolinaHealthcare.com](https://www.molinahealthcare.com).

How we work with providers to make decisions about your care

Some services must be preapproved before we will cover them. We work with your provider to find out what services you need. We make choices about your care based on medical needs and benefits. This is called utilization management (UM).

- We do not reward providers or others for denying services.
- We do not pay extra to providers or UM staff to make choices that give you less care.

If you need Long Term Services and Supports (LTSS), someone with LTSS experience, training, and education makes decisions about these services.

If you have a question about our UM process or rulings, call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET. We can accept collect calls. If you need help in your language, bilingual staff or interpreters are available at no cost. We also offer TTY services for if you

are deaf, hard of hearing, or have trouble speaking.

Please leave a message with your phone number if you call after hours or on the weekend. We will return your call within one business day. Member Services may also call to talk about UM issues. If Member Services calls, we will use our name, title, and Molina's name.

Looking at what's new

We look for ways to offer new types of care and services and new ways to provide them. We review new services for safety and added benefits. Every year, we look at updates in:

- Equipment.
- Medical services.
- Behavioral health services.
- Medicines.

Language services

We will provide written or verbal information in your language, at no cost. We offer interpreters to help you speak with your provider or us. We do this for most languages. This includes sign language. For an interpreter or for written materials in a language other than English, call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET.

Lab services

Your provider might ask you to get tests or lab work done. Sometimes, those tests are done at a lab or testing center and not during your visit. Make sure you go to a lab that is a part of Molina's network. The lab at your provider's hospital or service center might not be in-network. You may be charged more if you go to a lab that is not in-network.

To find a lab or testing center in Molina's network, go to MolinaProviderDirectory.com/OH. Select "Molina Medicaid" and search your area. Click the "Labs, Imaging and Other Testing" category and select the area you need. Or, ask the lab if your insurance is accepted before getting your tests done.

Women's health services

We cover care before birth, care after delivery, breast exams, mammograms, and Pap tests. For routine and preventive services, you can see a women's health specialist. This may be an obstetrician, gynecologist, or certified nurse midwife. You do not need a referral to receive women's health services.

Behavioral health services

If you have concerns about behavioral health issues, we can help. We can help with things like stress, depression, or substance use. We



cover behavioral health services. You do not need a referral to see a provider. Ask your PCP or call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET for more information.

Emergency behavioral health services

A behavioral health emergency is a mental health condition that may cause extreme harm to happen to the body or even cause death. Some examples are when you have:

- Thoughts of suicide or attempting suicide.
- Caused danger to yourself or others.
- Been hurt and cannot carry out actions of daily life.
- Been hurt and it is causing serious harm to your body or death.

If you have an emergency, go to the closest hospital emergency room. You can go to any other emergency place right away. You can CALL 911. For the Suicide & Crisis Lifeline, you can CALL 988.

If you go to the emergency room, let your primary care provider know as soon as you can. If you have an emergency and cannot get to a network provider:

- Go to the closest hospital or emergency facility.
- Call the number on your ID card.
- Call your provider and follow-up within 24 to 48 hours after leaving the emergency facility.

If you have an emergency out of area, we will help connect you to a network provider as soon as you are well.

Getting care for special health needs

We cover care for special needs. If you have Long Term Services and Supports (LTSS), you can see a specialist. You do not need a referral. You may be eligible for additional services. Call Member Services at 800-642-4168 (TTY 711) for more information about care coordination and care management.

Out-of-network services

If a network provider cannot give you the services you need, you can see an out-of-network provider. Your cost will be the same as if the provider were in our network. We will cover the out-of-network provider. To learn more, call Member Services at 800-642-4168 (TTY 711).

What to do when you need after-hours or emergency care

After-hours care

You may need care when your PCP's office is closed. After hours, call the 24-hour Nurse Advice Line at 888-275-8750.

Highly trained nurses are here 24 hours a day, 7 days a week to:

- Answer your medical questions.

- Help you decide if you need care right away.
- Make an appointment for you.

Emergency care

What is an emergency?

A sudden or severe problem that needs care right away or puts your life or health in danger.

We cover emergency care.

Emergency care is not covered outside the United States (except those needing hospitalization in Canada or Mexico).

If you need emergency care, call 911 or go to the nearest hospital. You don't need prior approval. For the Suicide & Crisis Lifeline, you can CALL 988.

For urgent care, call the 24-hour Nurse Advice Line at 888-275-8750.

About drug benefits

Gainwell covers all medically necessary, Medicaid-covered prescription drugs you get from in-network providers. Some drugs may require prior authorization. To learn about the drugs you need, talk to your provider. For details about your drug benefits, visit spbm.medicaid.ohio.gov.

On the website, you can find:

- The Preferred Drug List (PDL): A list of generic and brand name drugs we cover.
- Limits on covered drugs, like the numbers of refills or doses you may get.
- How your provider can request approval on certain drugs or the amount you need.
- Information needed from your provider to get approval for some of your drugs.
- Your provider's process for generic substitutes, therapeutic interchange, and step-therapy.
- Updates to the PDL.
- Any copays for drugs not on the PDL.
- How your provider can ask us to cover a drug not on the PDL.

To learn more, call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET.

Protecting your privacy

You have rights when it comes to protecting your health information. We will not share health information that is not allowed by law. We respect and protect your privacy. We may use and share data to provide you with benefits. Your privacy is important to us.



Your protected health information (PHI)

PHI stands for protected health information. This includes your:

- Name.
- Member ID number.
- Race.
- Ethnicity.
- Gender identity.
- Sexual orientation.
- Social needs.
- Social risks.
- Language needs.
- Other things that identify you.

We may use your PHI to:

- Work with doctors and medical staff to provide your treatment.
- Pay for your healthcare.
- Review the quality of the care you get.
- Tell you about your choices for care.
- Run our health plan.
- Use or share PHI for other purposes, as allowed by law.

We must get your written approval to use or share your PHI for any purpose not listed above.

Your privacy rights

You have the right to:

- Look at your PHI.
- Get a copy of your PHI.
- Make changes to your PHI.
- Ask us not to use or share your PHI in certain ways.
- Get a list of the people or places we have given your PHI.

How Molina protects your PHI

Your PHI can be written, spoken or digital. We protect your PHI by:

- Having policies and procedures that protect you.
- Limiting our staff who can see PHI.
- Training our staff on how to protect and secure PHI (written and verbal communications).
- Requiring written agreement to follow the policies and procedures.
- Securing PHI digitally with firewalls and passwords.

By law, we must:

- Keep your PHI private.
- Tell you if there is any breach of your unsecured PHI.
- Not use or disclose your genetic information for underwriting purposes.
- Not use your race, ethnicity, or language data for underwriting or denial of coverage.
- Follow our Notice of Privacy Practices (NPP).

What can you do if you feel your privacy rights have not been protected?

- Call or write Molina and file a complaint.
- File a complaint with the U.S. Department of Health and Human Services.

The information above is only a summary. To learn more about how we use and share your PHI, see our NPP at [MolinaHealthcare.com](https://www.molinahealthcare.com). You also call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET to ask for a copy.

Your rights and responsibilities

Knowing your rights and responsibilities is important. It helps you, your family, your provider, and Molina make sure you get the care you need.

You have the right to:

- Get the facts about Molina, our services and providers, and your rights and responsibilities.
- Privacy and to be treated with respect and dignity.
- Help make decisions with your provider about your healthcare. You may refuse treatment.
- Ask for a copy of your medical record.
- Ask to change or correct your medical record.
- Discuss your treatment options with your doctor in a way you understand and take part in making treatment goals you both agree on. Cost or benefit coverage does not matter.
- Voice any complaints or send in appeals about Molina or the care you received.
- Use your member rights without fear of negative results.
- Get your rights and responsibilities each year.
- Suggest changes to our rights and responsibilities policy.



You also have the responsibility to:

- Give all the facts Molina and your providers need to care for you.
- Know your health conditions.
- Take part in treatment goals that you and your provider agree upon.
- Follow the treatment plan for your care.
- Keep doctor visits and be on time. If you are going to be late or cannot make it, call the office right away.

Visit [MolinaHealthcare.com](https://www.molinahealthcare.com) to view your Member Handbook for a full list of your rights and responsibilities or call Member Services 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET to ask for a copy.

Second opinions

If you do not agree with your provider's care plan, you have the right to a second opinion. You can talk to another network provider. You can also talk to a provider outside of our network at no cost. To learn more, call Member Services at 800-642-4168 (TTY 711) Monday through Friday, 7 a.m. to 8 p.m. ET.

Grievances and appeals

If you have problems with your medical care or services, you have the right to file a grievance (complaint) or appeal.

File a grievance for things like:

- The care you get from your provider or hospital.
- The time it takes to get an appointment or be seen by a provider.
- Provider availability in your area.

File an appeal when you don't agree with our decision to:

- Stop, change, suspend, reduce, or deny a service.
- Deny payment for services.

You may ask for an expedited review if the decision puts your life or health at risk. You may also ask for a state hearing if your appeal is denied.

Visit [MolinaHealthcare.com](https://www.molinahealthcare.com) or see your Member Handbook to read about:

- Grievances and appeals.
- Who can file a grievance and appeal.
- State hearing process, rights, and timeframes.

For questions, call Member Services at 800-642-4168 (TTY 711).

Your right to appeal a denial

What is a denial?

A denial means we will not pay for a service or bill. If we deny your service, you have the right to find

out why it was denied. You have the right to appeal.

If we deny your service, you will get a letter telling you why. It will tell you about your right to appeal. You can read about these rights in your Member Handbook. You can learn how to file an appeal at [MolinaHealthcare.com](https://www.molinahealthcare.com). Member Services can also help you file an appeal.

If you are not happy with the result of your appeal, you can ask for a state hearing. A state hearing is a meeting with you, someone from Molina, and a hearing officer from the Bureau of State Hearings. You can bring someone with you like a friend, family member, social worker, or lawyer. The hearing officer will listen to you and Molina. They will look at all the facts and decide. Molina will follow this finding.

Your right to an Advance Directive

You have the right to accept or refuse treatment offered by a provider. If you are unable to tell the provider what you want, you need to make your wishes known. It is important to have an Advance Directive. You can have one for medical and mental healthcare.

An Advance Directive is a legal form that tells providers the kind of care you want if you cannot speak for yourself. Write an Advance Directive before you have an emergency. This keeps other people from making important health decisions for you if you cannot make your own. There are different types of Advance Directives. Some examples are:

- Power of Attorney for Healthcare
- Living Will.

It is your choice to have an Advance Directive. No one can deny you care based on whether or not you have one. For help making decisions about your care, talk with someone you trust. This might be a family member or friend. You can also talk with your lawyer or PCP.

Call Member Services at 800-642-4168 (TTY 711) for help getting an Advance Directive that follows state laws.

If you have signed an Advance Directive and think your provider has not followed your wishes, you may file a complaint. Visit [MolinaHealthcare.com](https://www.molinahealthcare.com) or call Member Services for details.

Nondiscrimination Notice

Molina Healthcare of Ohio (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, gender, gender identity, sexual orientation, age, disability, national origin, military status, genetic information, ancestry, health status or need for health services.

If you believe you have been discriminated against, you can file a complaint. You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, our Civil Rights Coordinator is available to help you.

Civil Rights Coordinator

200 Oceangate

Long Beach, CA 90802

(866) 606-3889, or TTY 711

You can also email your complaint to Civil.Rights@MolinaHealthcare.com. Or, fax your complaint to (888) 295-4761.

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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

Or file a complaint by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW, Room 509F

HHH Building

Washington, DC 20201

1-800-868-1019 or TTY 800-537-7697

Complaint forms are available at <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>.

You may also file an appeal or complaint directly with ODM Office of Civil Rights by email (ODM_EEO_EmployeeRelations@medicaid.ohio.gov), by fax (614-644-1434) or by mail at:

The Ohio Department of Medicaid, Office of Human Resources, Employee Relations

P.O. Box 182709

Columbus, Ohio 43218-2709

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|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| English | You can get this information in different languages, free of charge. Free aids and services, such as sign language interpreters and written information in alternate formats, are available to you. Call (800) 642-4168 (TTY: 711). |
| English (Large Font) | ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-642-4168 (TTY: 711). |
| Spanish | ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-642-4168 (TTY: 711). |
| Ukrainian | УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-642-4168 (телетайп: 711). |
| Haitian Creole | ATANSYON: Si w pale kreyòl ayisyen, sèvis asistans lang, gratis, disponib pou ou. Rele 1-800-642-4168 (TTY: 711). |
| Nepali | ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-642-4168 (टिटिवाइ: 711) । |
| Arabic | ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-642-4168 (رقم هاتف الصم والبكم: 711). |
| Russian | ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-642-4168 (телетайп: 711). |
| Somali | FIIRO GAAR AH: Hadii aad ku hadasho Ingiriisiga, adeega kaalmada luuqada, oo bilaa lacag ah, ayaa kuu diyaar ah. 1-800-642-4168 (TTY: 711). |
| French | ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-642-4168 (TTY : 711). |
| Kinyarwanda Burundi | BYITONDERE: Niba uvuga i Kinyarwanda, serivisi y'ubufasha mu ndimi, ku buntu, urayihab-wa. Hamagara 1-800-642-4168 (TTY: 711). |
| Kiswahili Swahili | KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-800-642-4168 (TTY: 711). |
| Uzbek (Latin) | DIQQAT: Agar o'zbek tilida so'zlasangiz, sizga til bo'yicha yordam xizmatlari bepul taqdim etiladi. 1-800-642-4168 (TTY: 711) raqamiga telefon qiling. |
| Uzbek (Cyrillic) | ДИҚҚАТ: Агар ўзбек тилида сўзласангиз, сизга тил бўйича ёрдам хизматлари бепул тақдим этилади. 1-800-642-4168 (TTY: 711) рақамига телефон қилинг |
| Pashtu | پاملرنه: که تاسو په پښتو خبرې کوئ، د ژبې مرستې خدمتونه، تاسو ته وړيا شتون لري. 1-800-642-4168 ته زنگ ووهئ (TTY: 711). |
| Turkish | DİKKAT: Eğer Türkçe konuşuyorsanız, size ücretsiz dil yardımı hizmetleri sunulmaktadır. Lütfen 1-800-642-4168 nolu hattı arayınız (TTY: 711). |
| Dari | توجه: اگر به زبان دری صحبت می کنید، برای شما خدمات کمک لسان طور رایگان موجود است. به 1-800-642-4168 (TTY: 711) زنگ بزنید. |
| Vietnamese | CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-642-4168 (TTY: 711). |