



# Welcome to Molina Healthcare!

Molina Healthcare of Virginia  
Cardinal Care Managed Care

Quick Start Guide

[MolinaHealthcare.com/VA](https://MolinaHealthcare.com/VA)





# Welcome to Molina Healthcare!

**Welcome to Molina Healthcare!** You are now a member of the Cardinal Care Managed Care Medicaid Program. Molina Healthcare provides healthcare services to eligible Virginia residents.

## Your Quick Start Guide

You can use this guide to understand your benefits as a Molina member. Molina Healthcare is here to help you feel your best!

You can find a copy of this Quick Start Guide, your Member Handbook, and other important member materials online at [MolinaHealthcare.com/VA](https://MolinaHealthcare.com/VA).

## Your Member Handbook

The Molina Member Handbook provides detailed information about your health plan and covered benefits. Your Member Handbook can tell you more details about:

- Your health plan.
- Medicaid services and supplies covered by Molina
- Extra benefits covered by Molina.
- How to get the services you need, including services for special health care needs.
- How to contact us.
- Your rights and responsibilities as a member.

If you need this handbook in large print, other formats or languages, read aloud, or a paper copy, call Member Services at **(800) 424-4518** (TTY/TDD: 711).  
Seven days a week from 8 a.m. to 8 p.m.



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# Helpful resources to help you control your healthcare your way

Below are important telephone numbers to keep handy.

## 24/7 Nurse Advice Line

**(833) 514-1809** (TTY/TDD: 711)  
24 hours a day. Seven days a week

## Behavioral Health Crisis Line

**(833) 514-1809** (TTY/TDD: 711)  
Call or text **988** or chat at **988lifeline.org**  
24 hours a day. Seven days a week

## Emergency Care

Call 911 or go to the nearest emergency room.

## Member Services

**(800) 424-4518** (TTY/TDD: 711)

## Member Handbook

[Molinahealthcare.com/members/va](https://Molinahealthcare.com/members/va)

## Non-Emergency Transportation

**(833) 273-7416** (TTY/TDD: 711)  
**(877) 790-9472** (TTY/TDD: 711)  
24 hours a day, 7 days a week, including holidays

## Provider Directory

[molina.sapphirethreesixtyfive.com](https://molina.sapphirethreesixtyfive.com)

# Self-service tools to help you control your healthcare:

## MyMolina Member Portal and Mobile App

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

Use our Member Portal or Mobile App to learn about your Molina Healthcare benefits and access easy-to-use self-service options anytime, anywhere.



### Download the Molina Mobile App.

- View, download, and share your ID with your doctor
- Change doctors
- Update your contact info and more!



Scan this code to download the Mobile App



### Mobile App



### Prefer a desktop portal?

Scan the code below to access your benefits and services on your computer or tablet.

To sign up, just follow the instructions.

Scan this code to access the [MyMolina](#) member portal



### Member Portal

## Questions?

Call Member Services at **(800) 424-4518 (TTY: 711)**

# What's on your member ID card?

Your card shows the name and contact details for your doctor, also called Primary Care Provider (PCP). You can change it on the MyMolina Member portal or mobile app if it is not your correct doctor. You can also call Member Services at **(800) 424-4518** (TTY: 711).



## Your Molina member ID card

Please look for your member ID card(s) inside this envelope.



### IMPORTANT:

- Please make sure the information on your card is correct.
- Always bring your card to your appointments.

### Medicaid Member

 <b>CardinalCare</b> Virginia's Medicaid Program	 <b>MOLINA</b> HEALTHCARE
<b>Medicaid</b>	
<b>Member name:</b> XXXXXXXX <b>Preferred language:</b> English <b>Medicaid ID #:</b> 123456789 <b>Subscriber ID #:</b> 123456789 <b>Effective date:</b> xx/xx/xxxx	<b>Pharmacy</b> <b>RxBIN:</b> BIN number <b>RxPCN:</b> RXPCN <b>RxGRP:</b> RXGroup

### FAMIS Member

 <b>CardinalCare</b> Virginia's Medicaid Program	 <b>MOLINA</b> HEALTHCARE
<b>Medicaid</b>	
<b>Member name:</b> XXXXXXXX <b>Program name:</b> FAMIS <b>Preferred language:</b> English <b>Medicaid ID #:</b> 123456789 <b>Subscriber ID #:</b> 123456789 <b>Effective date:</b> xx/xx/xxxx	<b>Pharmacy</b> <b>RxBIN:</b> BIN number <b>RxPCN:</b> RXPCN <b>RxGRP:</b> RXGroup

## Access us anytime

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 chronic conditions and to help children and adults with special needs make the most of your coverage.



**Specialty programs and services** focused on high-risk maternity, mental health, and substance use disorder.



**Health maintenance programs** like Weight Management and Stop Smoking Education.



**Molina Rewards Program:** Get gift cards for making healthy choices like getting well-child checkups, pregnancy care, diabetes management, and more!

For more information about your benefits and how to access them, visit [MolinaHealthcare.com/Members/VA](https://MolinaHealthcare.com/Members/VA).





# Make the most of your health plan.

## Member Handbook

**Learn all the benefits we cover at no cost to you.**

Go to [MolinaHealthcare.com/VAHandbook](https://MolinaHealthcare.com/VAHandbook) to read your Molina Member Handbook. You can also visit [MyMolina.com](https://MyMolina.com), or use the **Molina Mobile app** from Google Play or the Apple App Store to access the member portal.

## 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 [molina.sapphirethreesixtyfive.com](https://molina.sapphirethreesixtyfive.com).

## Pharmacy Benefits

See the list of covered medications under the Pharmacy Benefits section of the website at [MolinaHealthcare.com](https://MolinaHealthcare.com).

## Benefits and Services

For more details about your benefits and services, visit the Member Portal.



## What does Molina do for you?

Molina offers free doctor visits, behavioral health care (mental health and substance use disorder treatment services), medication, and hospital care when needed. Plus:



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



**Healthy Rewards Gift Cards** — Get up to \$50 each year for completing a healthcare activity



**24-Hour Nurse Advice line** — Get answers to medical questions, day and night.



## 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.

Your behavioral health provider will take care of any mental health or substance use disorder treatment needs. To find a PCP, specialist, or behavioral health care provider near you, go to [MolinaHealthcare.com/ProviderSearch](https://MolinaHealthcare.com/ProviderSearch).

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.



# 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 experience a behavioral health crisis, **call or text 988 or chat at 988lifeline.org** 24 hours a day. Seven days a week.

If you need care after hours but aren't sure where to go, these resources can help.

## URGENT CARE\*

**Visit a nearby urgent care center and access Virtual Urgent Care. Here are examples of common urgent care conditions:**

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. Here are examples of emergency conditions:**

Severe bleeding	Chest pain or pressure
Severe abdominal pain	Head trauma or injury
Difficulty breathing	Sudden dizziness or trouble seeing



**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.

## What happens when?

### Within 30 days

- ✓ Schedule a visit with your PCP.
- ✓ Complete the health assessment in your welcome packet and mail it back or fill it out online at [MyMolina.com](https://www.mylolina.com).

### Within 60 days

- ✓ Learn more about Molina Rewards for completing healthy actions throughout the year at [MyMolina.com](https://www.mylolina.com).

### Within 90 days

- ✓ Stay in touch with your PCP and in control of your care via the Molina Mobile app or at [MyMolina.com](https://www.mylolina.com).

## Don't lose your Molina (Medicaid) coverage!

Renew your coverage every year by visiting [commonhelp.virginia.gov](https://www.commonhelp.virginia.gov) and click "**Renew my Benefits.**"

You can also call Cover Virginia at **(855) 242-8282 (TTY: 1-888-221-1590)** or mail the form to your local Department of Social Services.

Contact us for help at **(800) 424-4518 (TTY: 711)** or [MolinaHealthcare.com/keepmyhealthplan/VA](https://www.molinahealthcare.com/keepmyhealthplan/VA).

## 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.



## Discrimination is against the law.

Molina Healthcare (Molina) follows the law. We treat all people equally. We do not discriminate against anyone based on:

- Age
- Race
- Religion
- Color
- Handicap
- Sex
- Sexual orientation, gender identity
- Physical condition
- Developmental disability
- National origin

We provide free help and services to people with disabilities. We want you to be able to communicate with us easily.

We offer:

- Qualified sign language interpreters.
- Written information in many formats. These may include:
  - Large print
  - Audio
  - Accessible electronic format
  - Other formats

We also provide free language services to people whose first language is not English. We offer:

- Qualified interpreters
- Information that is written in other languages

If you have alternative hearing or speech communication needs, you can access a Telecommunications Relay Services (TRS) operator by dialing 711. They can assist you with whatever you need, which won't cost you anything.

We also provide auxiliary aids and services free of charge upon request. You can visit us anytime online at

[MolinaHealthcare.com](https://www.molinahealthcare.com).

Contact us at **(800) 424-4518 (TTY/TDD: 711)** if you need any of these services. If you believe we have not provided these services or discriminated in another way, you may file a report in person, by mail, or by phone at:

Department of Medical Assistance Services (DMAS) Attn:  
Civil Rights Coordinator  
600 E. Broad Street Richmond, VA 23219  
Telephone: **(804) 786-7933** (TTY/TDD: 800-343-0634).

You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You may do this online at

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

Or you may do this by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F, HHH Building  
Washington, D.C. 20201.  
Telephone: **(800) 368-1019** (TTY/TDD: 800 537-7697).

Complaint forms are available online at

[www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).





[MolinaHealthcare.com/VA](https://MolinaHealthcare.com/VA)



**Your Extended Family.**

