

Molina Healthcare of Wisconsin and My Choice Wisconsin Integration Member Frequently Asked Questions (FAQs)

On September 1, 2023, My Choice Wisconsin joined Molina Healthcare. We value our members and are committed to making this transition as smooth as possible. Here are some answers to frequently asked questions.

Q: What is happening with My Choice Wisconsin?

A: On September 1, 2023, My Choice Wisconsin joined Molina Healthcare. Starting July 1, 2024, all My Choice Wisconsin members who have Medicaid Supplemental Security Income (SSI) or BadgerCare Plus will become Molina members. MCW Medicare Dual Advantage, Family Care, and Family Care Partnership programs will transition at later dates.

Q: What will happen on July 1, 2024?

A: If you are a My Choice Wisconsin Medicaid SSI or BadgerCare Plus member, you will become a Molina member on July 1. You will get a special Welcome Kit in the mail with information about how to get started and where to go if you have any questions. You do not need to do anything to keep your current health coverage.

Q: Are any benefits changing?

A: No, your health coverage is not changing. The Medicaid SSI or BadgerCare Plus health benefits, medicines, and services that you currently get with My Choice Wisconsin will stay the same. This includes vision and dental.

Q: What is changing?

A: Here is an overview of what will change after you become a member of Molina Healthcare of Wisconsin on July 1, 2024:

- There will be a different Member Services phone number. If you need any help after July 1, 2024, you may call (888) 999-2404 (TTY: 711), Monday-Friday, 8 a.m. – 5 p.m.
- You will visit a different website for your healthcare information. The new website is MolinaHealthcare.com/WI.
- If you live in Milwaukee, Kenosha, Racine, Waukesha, Washington or Ozaukee county, you will be assigned to a primary dental provider. We will send you a letter with more details. If your current dentist is not in our network or you want to see a different dentist, you can call us at the number in the letter to get help.



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- If you live in a different county, nothing will change for how you access your dental benefits.
- Your vision benefits will be the same, but there will be a new phone number to call for help. There may also be different doctors in the vision network. We will send you this information in your welcome kit in July.

Q: What are some of the new things that I will get with Molina?

A: As a Molina member, you will be able to:

- **Call a qualified nurse with our free 24-Hour Nurse Advice Line.** The nurse can give you health care advice in your language, 24 hours a day, 7 days a week, 365 days a year.
- **Take control of your health with our free member portal and mobile app, My Molina®.** My Molina® is your health care assistant, designed to make your life easier. It gives you 24/7 access to your health information at any time or place. With My Molina®, you can:
 - See and use a digital version of your member ID card
 - Look for doctors
 - Change your primary care provider (PCP)
 - Track your health goals
 - Find out about extra benefits and rewards
- **Get gift cards for completing healthy activities!** For example, you may be able to get a gift card for things like taking your child to a well-child visit or getting a breast cancer screening (mammogram).
- **Pregnant members can get a free car seat or Pack ‘n Play!** We’re here to help you have a healthy pregnancy and baby. With Molina’s Healthy Starts program, you may get a free convertible car seat or Pack ‘n Play with bassinet.
- **Find community resources 24/7 with Molina Help Finder.** This online search tool helps you find low- and no-cost resources to meet your basic needs like food, housing, childcare, legal, education, job training and more! Learn more at MolinaHelpFinder.com.

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- **Use a Molina ID card.** You can use this along with your Forward Health ID card to get health care.

Q: Can I keep my same doctors/hospitals/pharmacy/etc.? Is the network changing?

A: Most of the doctors will be the same, but there will be some new or different doctors in Molina's network. If your primary care provider (PCP) is not in Molina's network, you will get a letter telling you how to make a change or get help. If your PCP is in Molina's network, you do not have to do anything to keep seeing your PCP.

Q: I have existing authorizations from MCW. Are they still valid?

A: Yes. If you have an existing authorization for a service or medicine from My Choice Wisconsin, it will still be honored with Molina as of July 1. It will stay in place through the original authorization period.

Q: Are any websites or other systems changing?

A: Yes. On July 1, you will visit a different website for your healthcare information. The new website is MolinaHealthcare.com/WI. You will also have access to Molina's member portal, [My Molina®](#). This is an easy-to-use web portal where you can manage your health care online 24/7. You can also download it as a mobile app on your smartphone.

Q: Will I get a new care manager or coordinator?

A: You may be assigned to start working with a new case manager. If this affects you, we will contact you with more details in July. We value our relationship with you and are committed to making sure you keep getting high-quality health care.

Q: Where can I learn more about Molina?

A: Go to MeetMolinaWI.com or Facebook.com/MolinaHealthWI.