

May 15, 2024

# Important information!

You will become a Molina Healthcare of Wisconsin member on July 1, 2024

On September 1, 2023, My Choice Wisconsin joined Molina Healthcare. Starting July 1, 2024, all My Choice Wisconsin members with Medicaid Supplemental Security Income (SSI) or BadgerCare Plus will become Molina members.

**Molina Healthcare of Wisconsin will administer your Medicaid SSI or BadgerCare Plus health coverage after July 1, 2024. You do not need to do anything to keep your current health coverage.**

Together, we are working hard to move your health forward. We are committed to making this a smooth transition for you.

## What is staying the same

- **Your health coverage is not changing.** The Medicaid SSI or BadgerCare Plus benefits, medicines and services you currently get from My Choice Wisconsin will stay the same. This includes vision and dental.
- **Most of your current healthcare providers are already in our provider network.** If any aren't, we can help you choose a new provider to ensure you continue getting the care you need.
- **If you have an existing authorization for a service 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.
- **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.

## What is changing

- **After July 1, you will be a Molina Healthcare of Wisconsin member.**
- **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 go to a different website for your healthcare information.** The new website is **MolinaHealthcare.com/WI**.
- For members in Milwaukee, Kenosha, Racine, Waukesha, Washington and Ozaukee counties only: 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, call us at the number in the letter to get help.
- **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. If your current provider is not in our network, we will send you a letter with more information.

MolinaHealthcare.com/WI



## What is new with Molina



**You will get a Molina member ID card.** It has important phone numbers for you and your doctor. **This does not replace your Forward Health ID card – it is an addition.** You always need your Forward Health ID card to get health care.



**Access our free 24-Hour Nurse Advice Line.** When you need health advice fast in your language, you can talk to a qualified nurse 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:

- o See and use a digital version of your member ID card
- o Look for doctors
- o Change your primary care provider (PCP)
- o Track your health goals
- o 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 free and low-cost resources to meet your basic needs like food, housing, childcare, legal, education, job training and more! Learn more at [MolinaHelpFinder.com](http://MolinaHelpFinder.com).



**Stay connected with free text and email alerts.** As a Molina member, you can get on-the-go reminders and important information about your health – wherever life takes you!



### Watch your mail!

On or around July 1, you will get a Molina Welcome Kit and ID card in the mail. This will have all the information you need to get started as a new member.



## Questions?

Molina and My Choice Wisconsin are committed to making sure you get high-quality health care. We want to make this change as easy as possible for you. If you have any questions or need help between now and July 1:



Call **(800) 530-6790** for BadgerCare Plus or **(800) 963-0035** for Medicaid SSI. **(TTY: 711)**



Or to see some Frequently Asked Questions (FAQs), visit [molinahealthcare.com/welcomemychoiceWI](http://molinahealthcare.com/welcomemychoiceWI).

Please remember, you don't have to take any action in order to keep your current benefits and services under Molina. If you want to change your HMO, you must call the ForwardHealth HMO Enrollment Specialist at **(800) 291-2002**, Monday-Friday, 8 a.m.-4:30 p.m., or call the State of Wisconsin Ombudsman at **(800) 760-0001** (TTY and translation services available). We're grateful for the chance to serve you. Thank you for being a valued member!

Sincerely,  
Molina Healthcare of Wisconsin and My Choice Wisconsin



Learn more about  
**Molina!**

Go to  
**MeetMolinaWI.com**  
or **Facebook.com/**  
**MolinaHealthWI.**