Welcome to Molina Healthcare!

Your Quick Start Guide

MOLINA®
HEALTHCARE

Healthy Connections

At Molina, you're important to us!

You're receiving this guide because Molina works with South Carolina Healthy Connections to provide your health benefits. Molina is here to help you feel your best!

> ## Please look for your Molina Member ID cards enclosed in this envelope.

Your Molina Member ID Card

IMPORTANT:

- Please make sure your information is correct.
- Always bring this card with you.

Your name — Member:<Mem_Name_1>
Your member ID number — ID #: <Member_ID_1>
DOB #: <Date_of_Birth_1>

Program: SC Medicaid

Your doctor/clinic — PCP Name: <PCP_name_1>
Your doctor's phone number — PCP Phone: PCP_Phone_Number_1>
Your doctor's address — PCP Location: <PCP_Address_1>
PCP Practice Name: <PCP_Group_Name_1>

RxBIN: 004336
RxPCN: ADV
RxGRP: Rx0860

Nurse Advice Line phone number

24-Hour Nurse Advice Line
English: (844) 800-5155   Spanish: (866) 648-3537   TTY: 711

MyMolina.com

Your card shows the name and contact details for your doctor, also called Primary Care Provider (PCP). If it is not your correct doctor, you can change it on the My Molina mobile app, MyMolina.com or by calling Member Services at (855) 882-3901.

Now you can get the care you need, close to home. Plus value-added health programs—at no cost!

As a member of Molina, you qualify for programs that can help you live your healthiest.

Case Management for children and adults with special needs to help you make the most of your coverage

Health maintenance programs like Weight Management and Stop Smoking Education

Disease management for chronic health issues, including Diabetes, Asthma, Congestive Heart Failure and Depression

Pregnancy education to help you have a healthy pregnancy and baby. And you get rewards for seeing your doctor regularly

For more information about your benefits and how to access them, visit **MolinaHealthcare.com** or you can review the Member Handbook on our website at MolinaHandbook.com/SC

Make the most of your health plan. Learn all the benefits we cover at no cost to you.

- **Member Handbook**—To read your Handbook, go to MolinaHandbook.com/SC. If you need a hard copy of your Handbook mailed to you, call Member Services at (855) 882-3901. You can also visit MyMolina.com or use the My Molina app from Google Play or the Apple App Store.

- **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 MolinaProviderDirectory.com/SC. If you need a list of providers in our network mailed to you, call Member Services at (855) 882-3901.

- **Pharmacy Benefits**—See the list of covered medications at MolinaPDL. com/SC.

- **Health Materials**—To find educational health materials, go to MolinaHealthcare.com/StayingHealthy.

  For more details, please go to **MolinaHealthcare.com** or call **(855) 882-3901.**
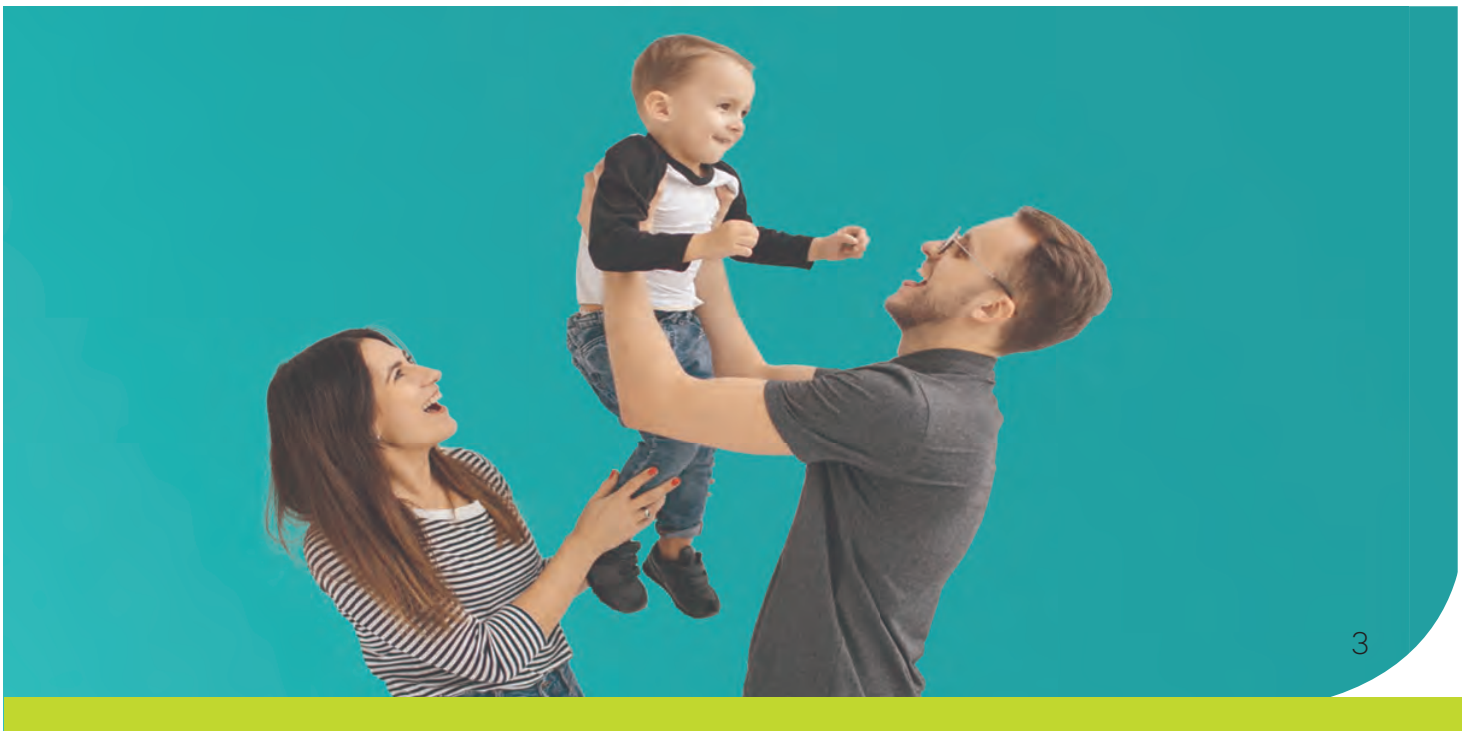
What does Molina do for you?

With Molina, you get benefits like no-cost doctor visits, mental health care, medication and hospital care when you need it. Plus advantages like:

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

Health education

Incentives for visiting your doctor

24-Hour Nurse Advice Line for answers to medical questions, day and night

For more information, visit My Molina or MyMolina.com. Details on page 6.

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Tools to control your health care: My Molina and MyMolina.com.

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

Create a member portal account at MyMolina.com

MyMolina.com is your free online portal that's open day and night. It's easy to use and lets you track your health care online. You can do things like:

- Print your member ID card
- Check your eligibility
- Get health reminders
- View service history such as doctor visits

Download My Molina mobile phone app

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

CHECK OUT OUR
MOBILE APP!

Scan this barcode to download My Molina phone app

Questions?
Call Member Services at (855) 882-3901, (TTY: 711).

Follow us on social media!

Check out Molina's South Carolina Facebook page by scanning this barcode.

If you haven't already, be sure to follow us on all our social media pages. It's a great way to find health tips and helpful information about your plan benefits. Be sure to also check out Molina events in your local community!

https://www.facebook.com/MolinaHealth
or
https://www.facebook.com/MolinaHealthSC

https://twitter.com/molinahealth

https://instagram.com/molinahealth

https://www.youtube.com/user/MolinaHealthcare

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.**

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.

You also have guaranteed rights as a Molina member. For more information, visit our website at MolinaHealthcare.com/SC/MR

What happens when?

30 Days

Schedule your first visit with your Primary Care Physician (PCP). Your PCP will be your personal doctor. To choose or change your doctor, go to MyMolina.com or call Member Services.

60 Days

Be sure to download the MyMolina phone app and create your own online member account on MyMolina.com. You can change your PCP, view service history, request or print a new ID card and more.

90 Days

Stay in touch with your PCP to take care of all your medical needs.

Don't lose your Medicaid benefits. The South Carolina Department of Health and Human Services may send you a Healthy Connections Annual Review Form if it's time for you to renew your benefits. If you get this, it's important to complete and return this form as soon as possible. For more information, visit MolinaHealthcare.com/KeepMyHealthPlan/SC. If you need help, call the Molina Benefits Renewal Team at (844) 489-2544 or email **HealthPlanRenewals@MolinaHealthcare.com.**

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

URGENT CARE*

Visit a nearby urgent care center or call the 24-Hour Nurse Advice Line at (844) 800-5155 for conditions that are often non-life-threatening such as:

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.

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

Behavioral health: When someone is at risk of hurting themselves or others

Find a doctor, hospital or urgent care near you on the My Molina app.

*Urgent care examples often do not require emergency care. If you believe you are experiencing a life-threatening emergency, seek emergency care immediately.

Child Well Visits

A well visit is a medical checkup to make sure your child is growing and getting the health care he or she needs. It is very important to get your child in for these checkups. Your child may look and feel well but still have a health problem. Your doctor can help find health concerns before they become bigger problems.

Getting a well visit is easy. Call your child's PCP to schedule an appointment. If you have questions or need help, call Member Services at (855) 882-3901.

Vision and Dental

Molina wants to take care of the whole you, including your teeth, gums and eyes.

Molina covers eye exams every year for adult members. Members also get frames and lenses. Children's vision services are covered through Healthy Connections.

Dental is covered and offered through DentaQuest.

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.

MOLINA ®
HEALTHCARE

Healthy Connections

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