

Did you know we have helpful videos to get you started with your new Molina Medicare health plan?

Go to MolinaMedicareTerms.com or use the QR code to watch the first video in our series. From there, you can watch the rest of the videos to help you better understand how to use your Medicare plan.



We know there's a lot that happens during your first month with us. That's okay. We'll check in with you after your first 90 days to see how things are going.

We'll make sure you can see your doctor and are able to get the care and services you need.

Thank you for joining Molina Healthcare! We're excited to help you be as healthy as possible. Don't forget to sign up for your member portal access at MyMolina.com and download the My Molina mobile app so you have on-the-go access to your plan anytime, anywhere.
Welcome to the family!

We're here for you! If you have questions or need help, give us a call at 800-665-3086 (TTY: 711). We're here 7 days a week, from 8 a.m. to 8 p.m. local time.



MolinaHealthcare.com

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location.

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 800-665-3086. Someone who speaks English can help you. This is a free service.

Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 800-665-3086. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.



Welcome to the Molina Healthcare family!





You've made the right choice.

It's important to start your journey off on the right foot. Our new dedicated Concierge onboarding team is here to help and guide you. Here are a few things you can expect from us in the next few months.

Once we get your application, we'll send you:

- A letter letting you know we got your application.
- A confirmation letter letting you know you're now a Molina member. We'll send this once Medicare approves your enrollment. Keep this letter handy because you can use it as proof of coverage until you get your member ID card.

During your first month as our member, you'll get:

- A welcome call with our Concierge team.
- Your Molina member ID card and new member Welcome Kit. This kit includes your Quick Start Guide and other important information about your health plan. It also tells you how to get your:
 - ↳ Evidence of Coverage (EOC)
 - ↳ Formulary, also called a drug list
 - ↳ Provider and pharmacy directory
- A dental ID card or a MyChoice flexible debit card, depending on your health plan
- Information about using your over-the-counter (OTC) benefit.
- A health risk assessment (HRA) survey to help us understand your health history so we can help you get all the services and care you need.

Let's talk a little more about the Concierge onboarding welcome call we mentioned and what to expect.

We'll also talk about:

- Your new health plan benefits.
- Your PCP and other providers, ensuring they're in our network.
- Accessing Supplemental Benefits for the Chronically Ill (SSBCI) you might qualify for. Not all members qualify.
- Any prescription medicines you take and what we cover.
- Setting up your visit with one of our Care Connections nurse practitioners.
- Your HRA.
- The online resources available to you as part of your health plan.

When you have your Care Connections visit with our nurse practitioner, expect to:

- Review your health history
- Have a wellness checkup
- Create a plan of care to ensure you get the help and services you need
- Find a PCP or change your PCP if necessary
- Schedule your first visit with your PCP and set up transportation if needed
- Get help setting up online resources

Share the information from this visit with your doctor so they can help you get the best care for you.

If you have any questions about your Care Connections visit, give us a call at (844) 491-4763 (TTY: 711). We'd be happy to help you!