

## What is iCario Connect?

*iCario Connect is a portal that provides an electronic solution for the submission of the Health Risk Assessment (HRA) documentation to Molina Healthcare at the time of enrollment.*

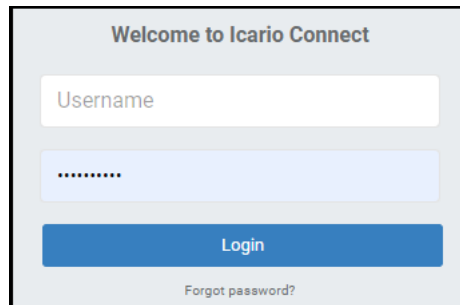
## HRA is unavailable/state specific for the following states/plans:

- **California D-SNP:** There is a *state specific HRA* that should be used when choosing from the ‘segments’ field as described below.
- **Virginia D-SNP:** Member is not compliant to complete this survey.
- **Massachusetts D-SNP:** Member is not compliant to complete this survey.

## Instructions

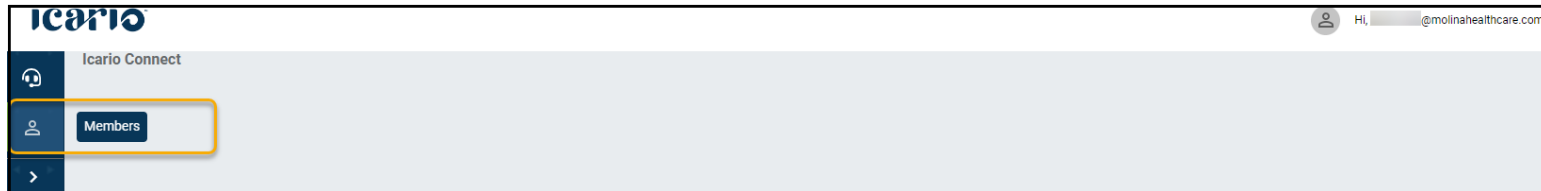
- iCario should be used if available to help minimize paper enrollments. If you must use a paper application, all questions must be completed and submitted within 24 hours.
- One HRA per member.
- *You must complete all questions. **If questions are skipped, the HRA will not be accepted.***

1. Login to iCario using the following [link](#).

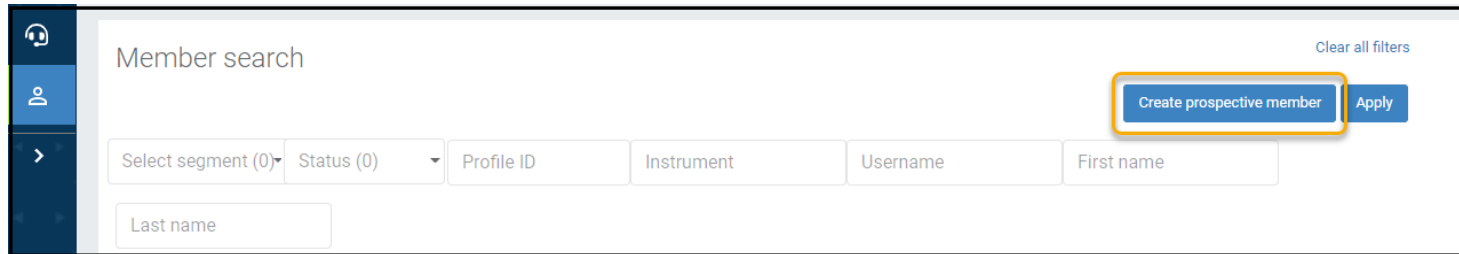


The screenshot shows a login interface for iCario Connect. At the top, it says "Welcome to Icario Connect". Below this, there is a text input field labeled "Username". Underneath the username field is a password input field with a blue background and a series of dots representing the password. Below the password field is a blue button labeled "Login". At the bottom of the form, there is a link that says "Forgot password?".

2. Once logged in, click on the **Members** icon from the menu bar located on the left-hand side.



3. This option will open the Member Search window which allows you to search for existing records or create a new record.



4. To create a new record, click on “**Create Prospective Member**” option. This will open the Prospective Member dialog box to document prospect’s personal information. *All fields below need to be completed before proceeding.*

### Prospective member

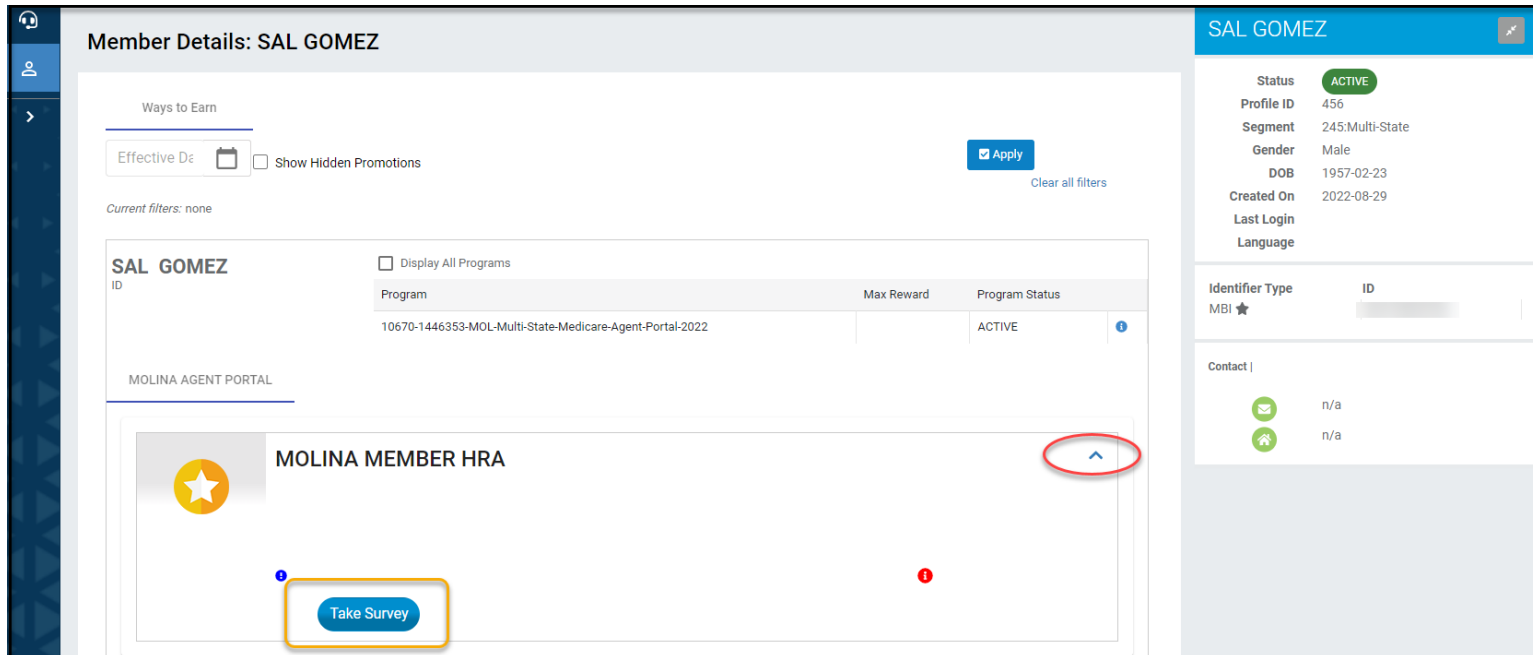
<b>First name *</b> (Required)	<b>Last name *</b> (Required)
<input type="text"/>	<input type="text"/>
<b>Middle initial</b>	<b>Gender *</b> (Required)
<input type="text"/>	<input type="text"/>
<b>DOB *</b> (Required)	<b>Segments</b>
<input type="text" value="yyyy-mm-dd"/> <input type="button" value="📅"/>	<input type="text" value="Select segment"/>
<b>Identifier type *</b>	<b>Identifier number *</b> <input type="text"/> <input type="button" value="+"/>
<input type="text"/>	<small style="color: red;">Input identifier</small>

CANCEL
SAVE
ADD ANOTHER
GO TO MEMBER

Prospective Member Fields	
<b>DOB</b>	Notice required format is YYY-MM-DD
<b>Segments</b>	<b>245: MULTI-STATE</b> <i>Field is not identified as required but record will not save unless this field is documented</i>
<b>Identifier type</b>	Select MBI
<b>Identifier number</b>	Enter prospect’s MBI

Next Step Options	
<b>SAVE</b>	Selection will take you back to Member search window
<b>ADD ANOTHER</b>	Selection will Save record and open another blank Prospective member dialog box automatically
<b>GO TO MEMBER</b>	Opens Member Details window

5. The Member Details window will show saved information from Prospective Member entry.
6. Click on drop-down arrow in **MOLINA MEMBER HRA** section to display “Take Survey” option.



The screenshot displays the 'Member Details: SAL GOMEZ' interface. The main content area is titled 'Ways to Earn' and includes a filter for 'Effective Date' and a 'Show Hidden Promotions' checkbox. Below this, a table lists programs for 'SAL GOMEZ'. The table has columns for 'Program', 'Max Reward', and 'Program Status'. One program is listed: '10670-1446353-MOL-Multi-State-Medicare-Agent-Portal-2022' with a status of 'ACTIVE'. Below the table, there is a section for 'MOLINA MEMBER HRA' which contains a 'Take Survey' button. A red circle highlights a drop-down arrow in the top right corner of the 'MOLINA MEMBER HRA' section. A yellow box highlights the 'Take Survey' button. The right sidebar shows member information: Status (ACTIVE), Profile ID (456), Segment (245:Multi-State), Gender (Male), DOB (1957-02-23), Created On (2022-08-29), Last Login, and Language. It also shows 'Identifier Type' (MBI) and 'Contact' information (n/a).

Program	Max Reward	Program Status
10670-1446353-MOL-Multi-State-Medicare-Agent-Portal-2022		ACTIVE



## iCario Connect User Training

7. Take Survey will open a new window to start HRA. In this window you can change the language from **English** to **Spanish** to adjust the language of the questions. Click on the **language** icon located on the top right-hand side to change language.

**Please Note:** Please do not share screen as you navigate through platform to ensure sensitive information is protected at all times.

 **Language**


During the HRA Completion Process, Molina is requesting brokers/agents do not share their screen as they navigate through the Icaro Platform. Brokers/Agents during this time are dealing with very sensitive information that we keep safe and secure during this process.

8. Complete the HRA. The HRA will take you through **22 questions** varying between free-form and picklist form. **Do not skip over any questions – be sure to answer each question before proceeding.**

1. Relationship to Member
2. State
3. Member's Home Phone
4. Member's Cell Phone
5. Phone for Person Completing the Survey
6. Proposed Effective Date
7. Do you have a language need other than English?
8. Do you have any special preferences we should be aware of?
9. What is your main health concern right now?
10. Do you have any of these conditions?
11. How would you compare your health status compared to others your age?
12. Do you worry about your memory or have you been told by friends or family that they are worried about your memory?
13. Have you visited the Emergency Room (ER) in the past 6 months?
  - a. If Yes, how many visits?
    - i. If Yes, please describe the reason for the visit(s)
14. Have you stayed overnight in the hospital in the past 6 months?
  - a. If Yes, how many visits?
15. Do you understand what your medication(s) are for and why you are taking them?
16. What is your current living situation?
17. Do you need assistance with any of the following and is your need not being met today?
18. Do you have someone helping you now?
19. Do you have a living will in place?
  - a. What is the date of your living will? **\*This field is mandatory. If a living will has not been created/completed, all agents must enter the date of when the HRA was completed.**
20. Do you have an advanced directive in place?
  - a. What is the date of your advanced directive? **\*This field is mandatory. If an advanced directive has not been created/completed, all agents must enter the date of when the HRA was completed.**
  - b. If no, would you like to receive more information?
21. Over the last 2 weeks, how often have you had little interest or pleasure in doing things?
22. Please let us know of any other health concerns you have.



## iCario Connect User Training

9. Once **all** questions are answered (be sure to check that **all** questions are complete), you will click **Submit** and **Confirm** to successfully submit.

**You have completed all the questions!**

Click "submit" to complete the survey

**Submit**

Are you sure you want to submit the survey?

**Cancel** **Confirm**




10. Refresh the iCario portal page to display the Successfully Submitted message in the Prospect's Profile.

**SAL GOMEZ**  
ID

Display All Programs

Program	Max Reward	Program Status
10670-1446353-MOL-Multi-State-Medicare-Agent-Portal-2022		ACTIVE

MOLINA AGENT PORTAL

**Member HRA Successfully Submitted**  

## Search Existing Records

1. To search for existing records, populate the fields located at the top of screen with available information. A simple First and Last Name search is sufficient. When appropriate record is located, click on the entry to open preview on the right-hand side. Click on **View** icon to open record.

### Member search

[Clear all filters](#)

Create prospective member

Apply

Select segment (0) ▾
Status (0) ▾
Profile ID
Instrument

Username
First name
Last name

^ Advanced search

\*Some filters not applied

ID	Status	First name	Last name	DOB	Identifier number	Inst. type	Email
454	ACTIVE	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MBI	

MEMBER SEARCH

👁 View

**Status** ACTIVE

**Profile ID** 454

**Segment** 245:Multi-State

**Gender** Male

**DOB** 1957-08-15

**Created On** 2022-08-29

Last Login

Language

**Identifier Type** ID

MBI ★ [REDACTED]