

MyChoice and Healthy You Infographic FAQs | *Effective October 2023 | For agents' use only*

What is this material for?

This material is intended to teach members about how to use their MyChoice card and the benefits that a MyChoice card offers. *It is not a member-facing material and should not be distributed or left behind in a sales presentation.*

Are all the benefits available to all members?

The availability of these benefits is subject to the member's specific plan. Some plans cover all the benefits listed, others only some. MyChoice cards (debit cards for members) vary significantly from plan to plan in terms of availability, what they can pay for, and how much they pay. A member's Summary of Benefits will provide the most information on what is covered.

How do members receive this material?

Members can receive this material during a sales presentation and/or at the beginning of the plan year. Depending on other information in their profile, they will receive this via print mail or email. The Molina store will have an infographic version for emailing and print available for members.

How do members activate the MyChoice card?

Give members the following information:

- **New Members:** Activate your new card by calling (866) 898-9795. **Returning Members:** No action needed.
- Visit [[Flex.MolinaHealthcare.com](https://flex.molinahealthcare.com)] or call (800) 665-0898 (TTY: 711), 7 days a week from 8 a.m. to 8 p.m. local time to track your balance.
- Your location matters when using MyChoice card in any store. Use [Flex.MolinaHealthcare.com](https://flex.molinahealthcare.com) to check for stores near you.

What kind of dental benefits are available?

Dental benefits are different based on the member's specific plan. A member may have a dental network such as DentaQuest, SKYGEN or Delta Dental that can be used in addition to the MyChoice card.

Other members may have to use their MyChoice card only if they do not have a network. It is important to have the member reference their summary of benefits for specifics on the dental benefit.

What kind of over-the-counter benefits are available?

Qualifying items can be bought at a store that accepts the MyChoice card or online at Molina.NationsOTC.com. Shipping is at no cost. Be sure to tell the member to check their summary of benefits.

What kind of vision benefits are available with the MyChoice card?

Vision benefits are no longer available through MyChoice. Inform members that if they have vision it will be through their network.

What kind of transportation costs does the MyChoice card cover?

The MyChoice card can cover ride share services (Uber, Lyft), taxis, or public transportation. Covering transportation costs makes it easier for members to get to doctor's appointments or pharmacy visits. Not all plans are the same, so be sure to check the member's Summary of Benefits to see if the member has the transportation benefit. There are also infographic materials available for MyChoice benefits. Check the Molina Store for these documents.

How do members access the Special Supplemental Benefit for the Chronically Ill (SSBCI) benefits?

The MyChoice card may be used for special services if a member qualifies for SSBCI benefits and has certain chronic conditions. Their Case Manager can help, or they can call Molina using the number on their member ID card.

SSBCI consists of benefits like Food and Produce. Members should check online for a list of qualifying healthy foods and for participating stores and purchasing online. There are other SSBCI benefits available, but they may not be available to all members.

Member should check their benefits to see what benefits are available to them.

Member incentives rewards in the chart below:

Some members may qualify for rewards and should check their summary of benefits.

Member Incentives

Program Impact:
Quality
Risk
Satisfaction

Member Incentives

All Medicare and MMP member incentive programs will be run nationally by the MEI team and funded by the Medicare Stars Team. Health plans should not execute separate contracts or run separate programs.

Program Overview

Quality and Risk Adjustment AWW programs will be combined for a seamless member experience.

Vendor Selection: Liberty

Measures: ADV, BCS, COL, CBP, KED, HBD, EED, OMW, AWW

Timeline: Early April Launch

Medicare

All Medicare contracts


Medicare Measures	Incentive Amount
Breast Cancer Screen	\$35
Colon Cancer Screen	\$50
Controlling Blood Pressure	\$35
Diabetes Blood Test (A1c)	\$35
Diabetes Eye Exam	\$35
Diabetes Kidney Exam	\$35
Osteoporosis Management	\$50
Annual Wellness Visit	\$35

MMP

All MMP contracts

MMP Measures	MMP Plan	Incentive Amount
Colon Cancer Screen	MI, SC*	MI = \$35 SC = \$10
Controlling Blood Pressure	All	\$35 SC = \$10
Diabetes Blood Test (A1c)	OH, SC	\$35 SC = \$10
Diabetes Eye Exam	SC	\$10
Diabetes Kidney Exam	SC	\$10
Breast Cancer Screening	SC*, OH*	OH = \$35 SC = \$10
Annual Dental Visit	MI*	\$35
Annual Wellness Visit	All	\$35 SC = \$15

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Are there any additional resources for member?

Members can watch a video on the MyChoice card at [MolinaFlexCard.com].

Healthy You

What is this material for?

This material is intended to teach members about how to use their Healthy You card and the benefits that Healthy You offers.

Are all the benefits available to all members?

The availability of these benefits is subject to the member’s specific plan. Some plans cover all the benefits listed, others only some. Healthy You cards (debit cards for members) vary significantly from plan to plan in terms of availability, what they can pay for, and how much they pay. A member’s summary of benefits will provide the most information on what is covered.

How do members receive this material?

Members can receive this material at the beginning of the plan year. Depending on other information in their profile, they will receive this via print mail or email. The Molina store will have an infographic version for emailing and print available for members.

How do members activate the Healthy You card?

Give members the following information:

- No activation needed, your card arrives active and ready to use.
- Visit the new portal for 2024, [mybenefitscenter.com] to check your balance.
- Call member services at (888) 794-7268 (TTY: 711), Monday-Friday from 8 a.m. to 8 p.m. for any questions or issues.

What kind of dental benefits are available?

DentaQuest is the only network available to Senior Whole Health members for preventative care. However, if the member needs any other services, you can stay with your network or choose any dentist you want.

What kind of over-the-counter benefits are available?

Qualifying items can be bought at a store that accepts the Healthy You card or online at athome.medline.com/card. Shipping is at no cost. Be sure to tell the member to check their summary of benefits.

What kind of vision benefits are available with the Healthy You card?

Vision benefits are no longer available through Healthy You. Inform members that if they have vision it will be through their network.

What kind of transportation costs does the MyChoice card cover?

The Healthy You card can cover ride share services (Uber, Lyft), taxis, or public transportation. Covering transportation costs makes it easier for members to get to doctor's appointments or pharmacy visits. Not all plans are the same, so be sure to check the member's summary of benefits to see if the member has the transportation benefit. There are also infographic materials available for Healthy You benefits. Check the Molina Store for these documents.

How do members access the Special Supplemental Benefit for the Chronically Ill (SSBCI) benefits?

The Healthy You card may be used for special services if a member qualifies for SSBCI benefits and have certain chronic conditions. Their Case Manager can help, or they can call Molina using the number on their member ID card.

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Diabetes Eye Exam	SC	\$10
Diabetes Kidney Exam	SC	\$10
Breast Cancer Screening	<u>SC</u> *, <u>OH</u> *	OH = \$35 SC = \$10
Annual Dental Visit	<u>MI</u> *	\$35
Annual Wellness Visit	All	\$35 SC = \$15

Are there any additional resources for member?

Members can watch a video on the MyChoice card at [SWHFlexCard.com](https://www.swhflexcard.com).