

Molina Marketing Store YGS Medicare

User Guide

User Guide Instructions


- This guide contains step-by-step instructions on how to order materials.
- To get started, use the **Table of Contents** found on the following slide to navigate to each section you wish to review.
- Please use the **home icon**  located in the **bottom left corner of each slide** to navigate back to the **Table of Contents slide**.



Table of Contents

1 [Getting Started](#)

.....

2 [Available Materials](#)

.....

3 [Material Customization](#)

.....

4 [Checkout Process](#)

5 [Orders](#)

.....

6 [Help Center](#)

.....



Getting Started

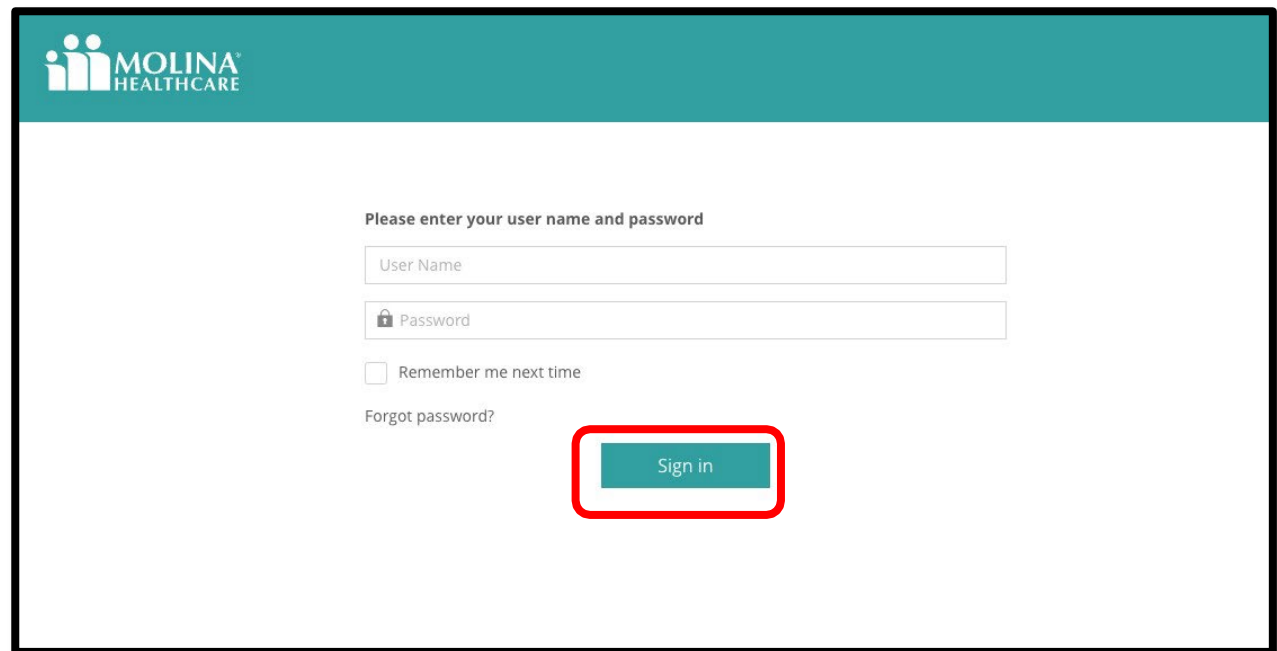
Login, Homepage Navigation, and
Profile Settings



Getting Started

Login

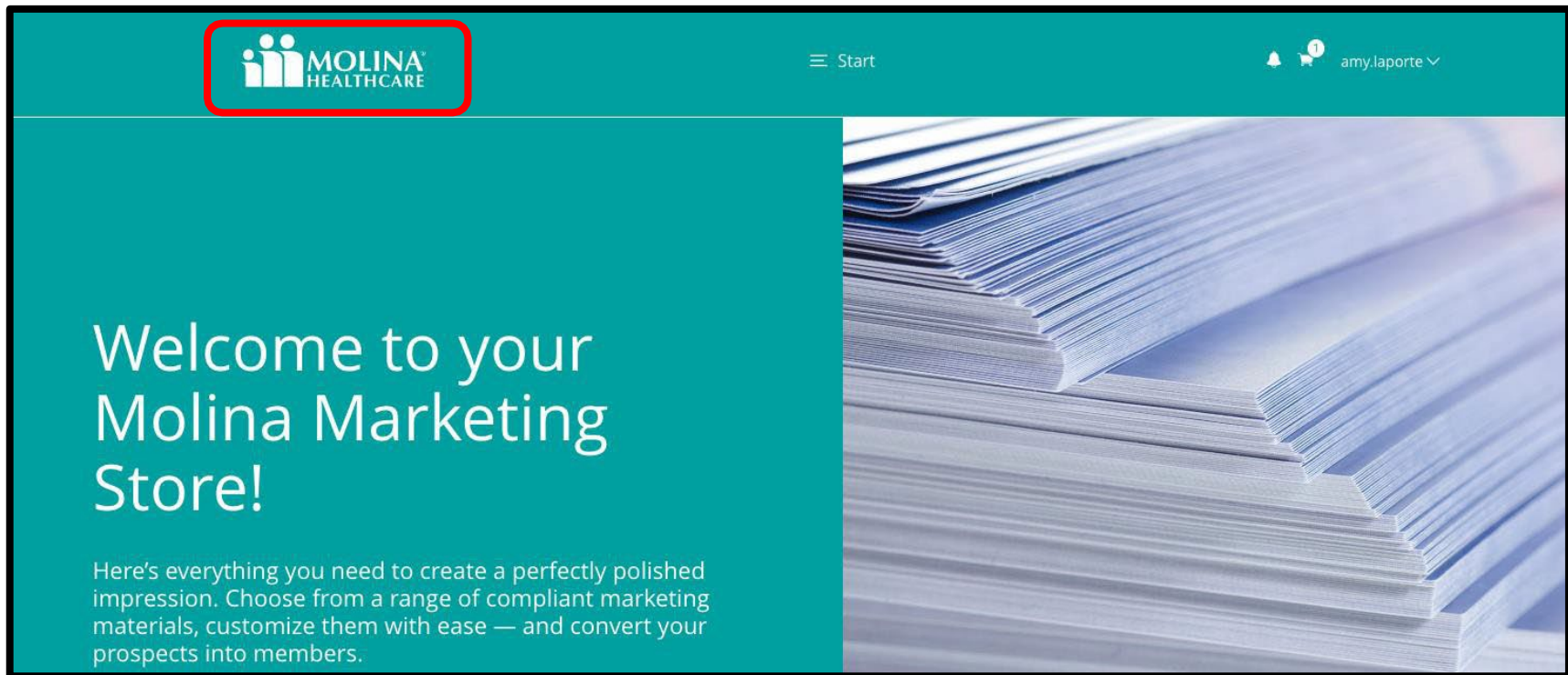
- 1) All agents who are deemed **Ready to Sell**, will receive an email from noreply@theygsgroup.com which will contain a link to the **Molina Marketing Store** and login credentials.
- 2) Upon clicking the link, enter in your **NPN** and the **password** that was emailed to you.
- 3) Click **Sign in**

A screenshot of the Molina Healthcare login page. The page has a teal header with the Molina Healthcare logo. Below the header, the text "Please enter your user name and password" is displayed. There are two input fields: "User Name" and "Password". Below the "Password" field is a checkbox labeled "Remember me next time" and a link "Forgot password?". A teal "Sign in" button is located at the bottom right of the form, highlighted with a red rectangle.

Getting Started (cont.)

Homepage Navigation

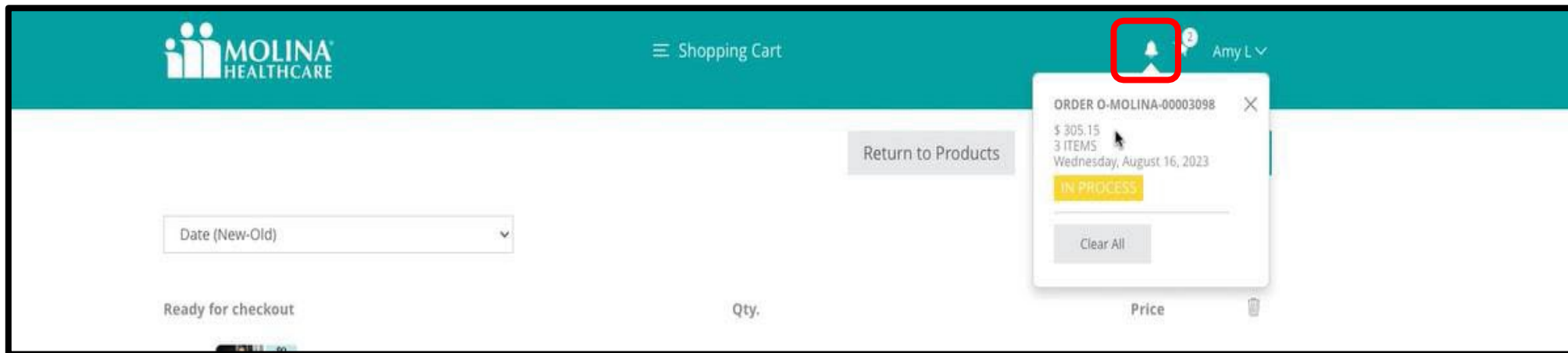
- Upon logging in, the **homepage** will display.
- At anytime you wish to return to the homepage, click the **Molina Healthcare logo** located in the top left corner of the screen.



Getting Started (cont.)

Notifications

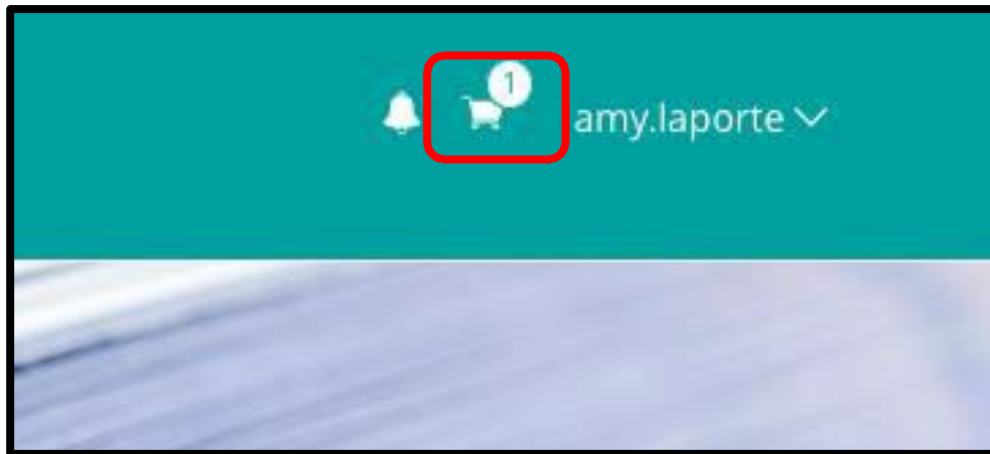
- If there are any notifications for you to view, you will click the white bell located in the top right corner of your screen. This will open any pending notifications (i.e., a place order in process)



Getting Started (cont.)

Shopping Cart

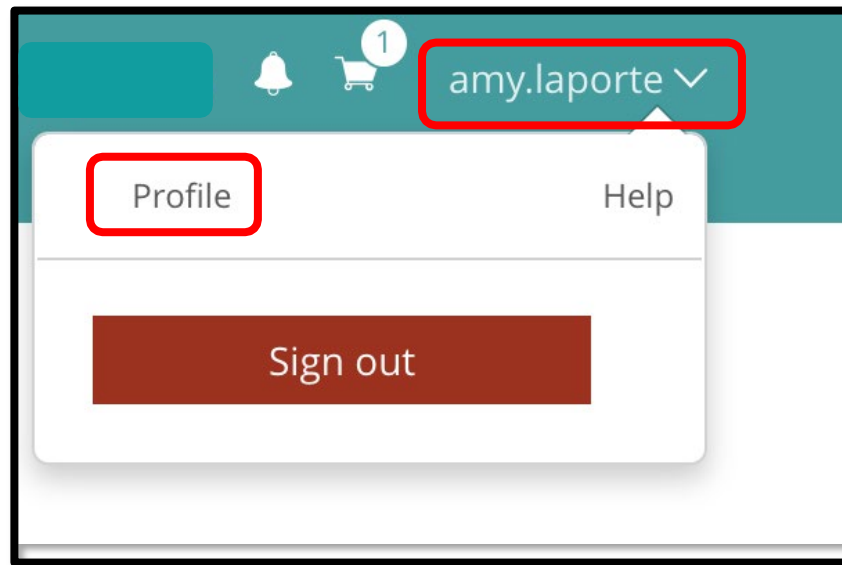
- The shopping cart icon will display the number of items in your cart.
- Items will remain in the cart until they are removed, saved for later or checked out.



Getting Started (cont.)

Profile

- To access your profile settings, click your **username** located in the top right corner of the screen and then click **Profile**.
- Please be sure to update your profile **before** you begin ordering materials.



Getting Started (cont.)

Profile

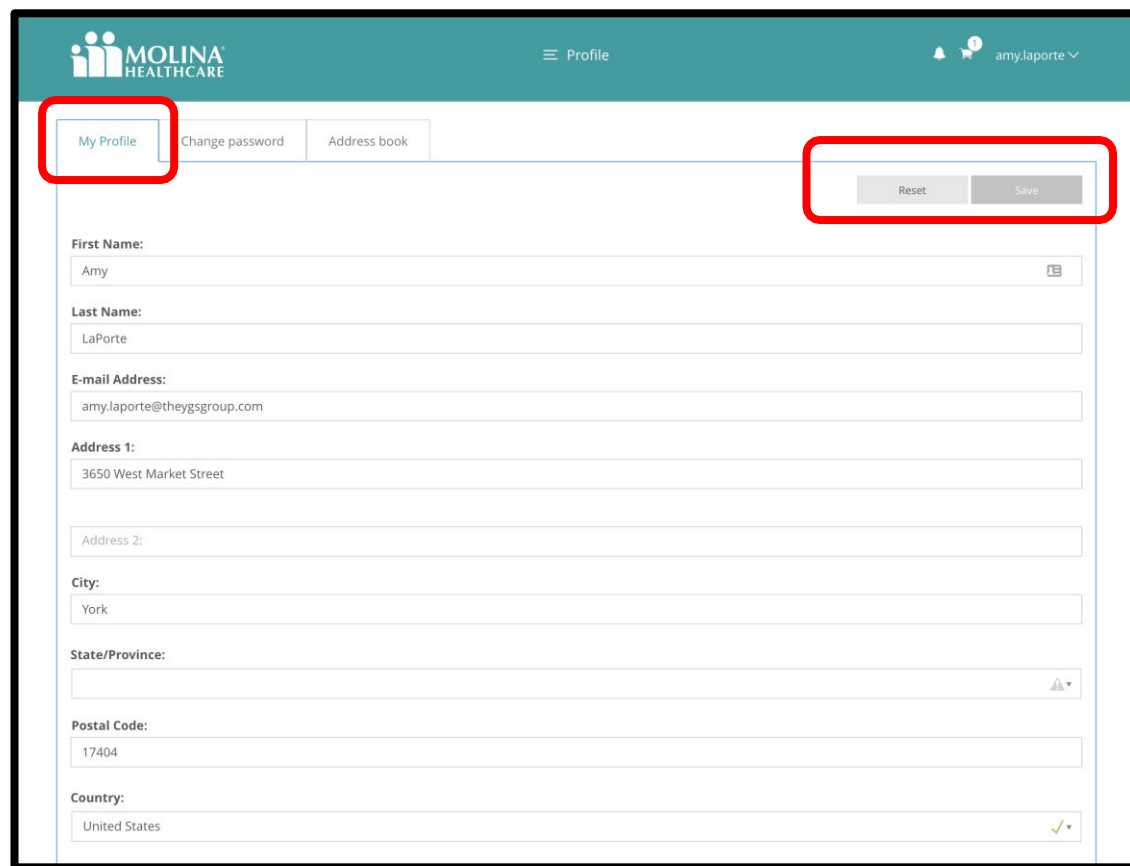
- On the **My Profile** tab, you will complete/update your contact information.
- Agents using Connecture can add their **PURLS** in the designated field to have their **QR code** added to their materials.

- **License information** can also be entered into your profile and added on materials.

**License Number is Required on all marketing material for CA Sales Agents **

- Click **Save** to capture any changes made.

- Click **Reset** to undo any changes made.



The screenshot shows the 'My Profile' page in the MOLINA HEALTHCARE system. The 'My Profile' tab is selected and highlighted with a red box. The 'Reset' and 'Save' buttons are also highlighted with a red box. The form contains the following fields:

- First Name: Amy
- Last Name: LaPorte
- E-mail Address: amy.laporte@theygsgroup.com
- Address 1: 3650 West Market Street
- Address 2: (empty)
- City: York
- State/Province: (dropdown menu)
- Postal Code: 17404
- Country: United States (dropdown menu with a green checkmark)

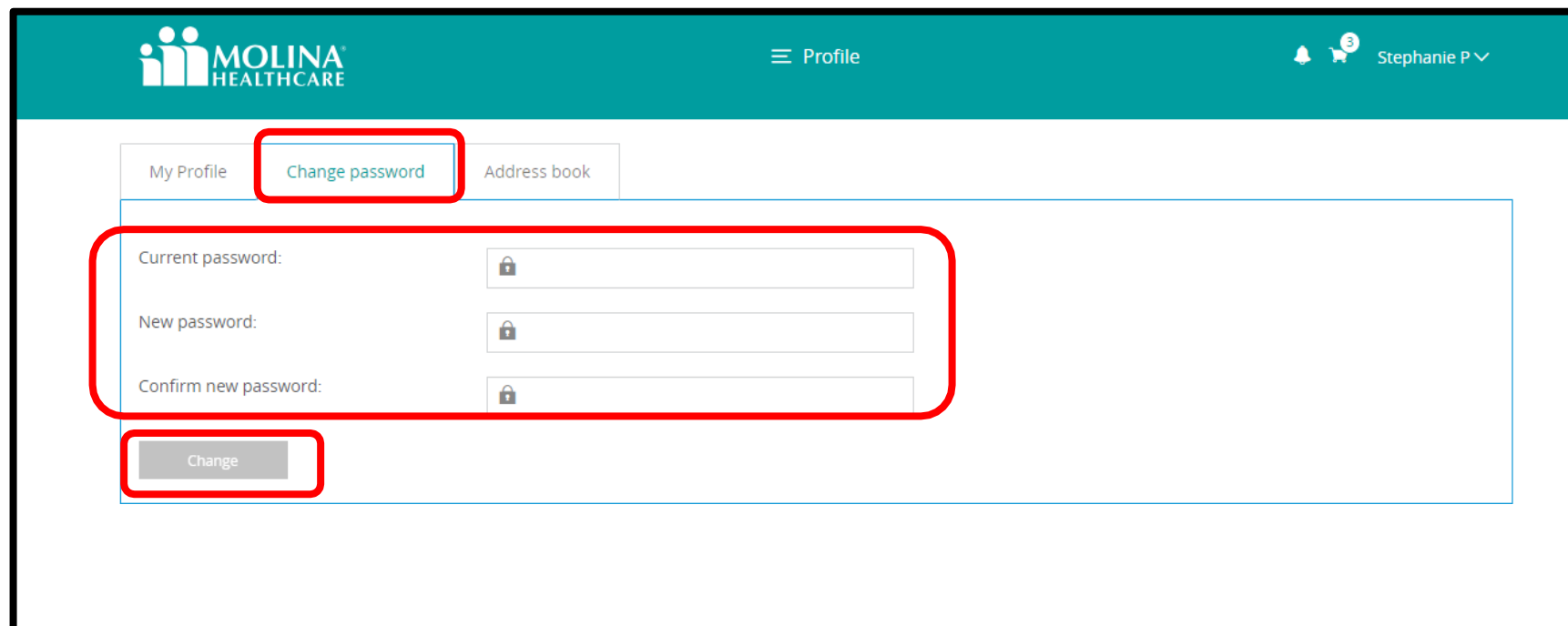


Getting Started (cont.)

Change Password

Logging in for the first time?

- Please click the **Change Password** tab, complete the fields below and then click **Change** to update your password.



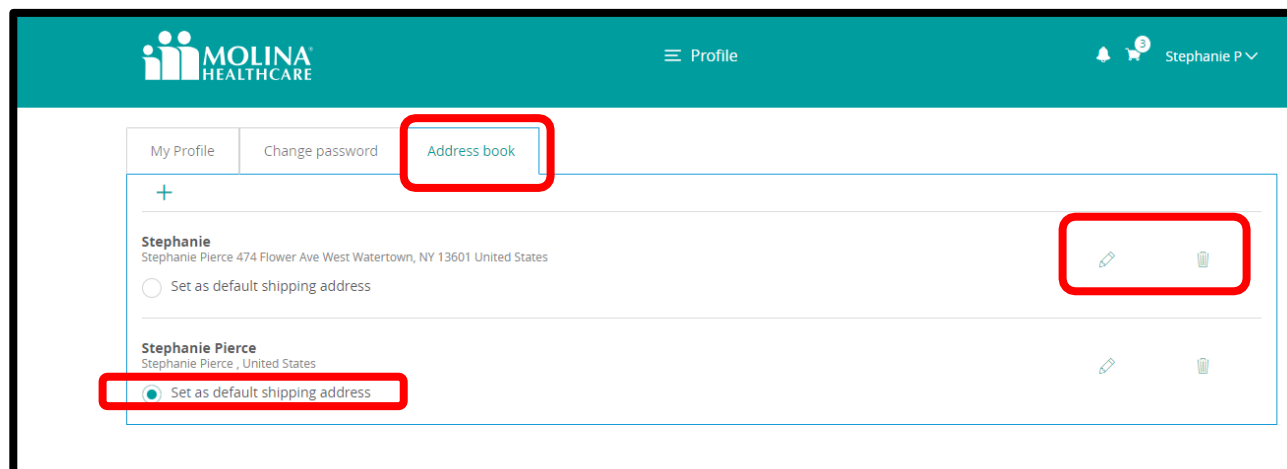
The screenshot displays the Molina Healthcare user interface. At the top, the header bar is teal with the Molina Healthcare logo on the left, a 'Profile' menu icon in the center, and a user profile section on the right showing a shopping cart icon with a '3' badge and the name 'Stephanie P' with a dropdown arrow. Below the header, there are three tabs: 'My Profile', 'Change password' (which is highlighted with a red box), and 'Address book'. The 'Change password' section contains three input fields: 'Current password:', 'New password:', and 'Confirm new password:'. Each field has a password icon (a lock) to its right. These three fields are grouped together within a red rounded rectangle. Below this group is a 'Change' button, also highlighted with a red box.



Getting Started (cont.)

Address Book

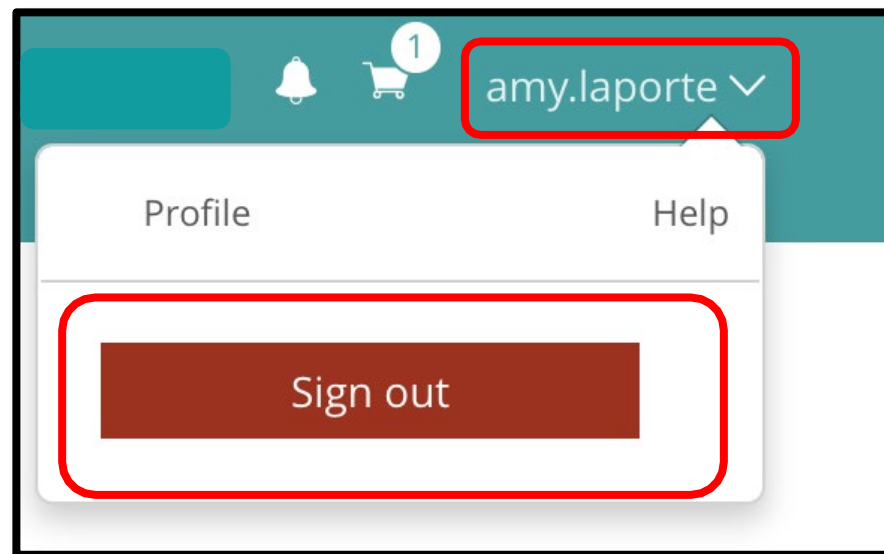
- Click the **Address Book tab** to **add a new address** by clicking the **+** sign and fill in the required form fields.
- **Make changes** to any addresses within the address book by clicking the **pencil icon** to the right of each address.
 - **To set a default shipping address**, click ‘Set as default shipping address’ under the appropriate address.
- **Delete** any address within the address book by clicking the **trash can icon** to the right of each address.



Getting Started (cont.)

Sign out/Exit

- To **sign out** and **exit** at anytime, please click your **username** located in the top right corner of the screen and click **Sign out**.



Available Materials

Material Categories



Available Materials

2024 Enrollment Guides (English & Spanish)

- Available to order at no cost

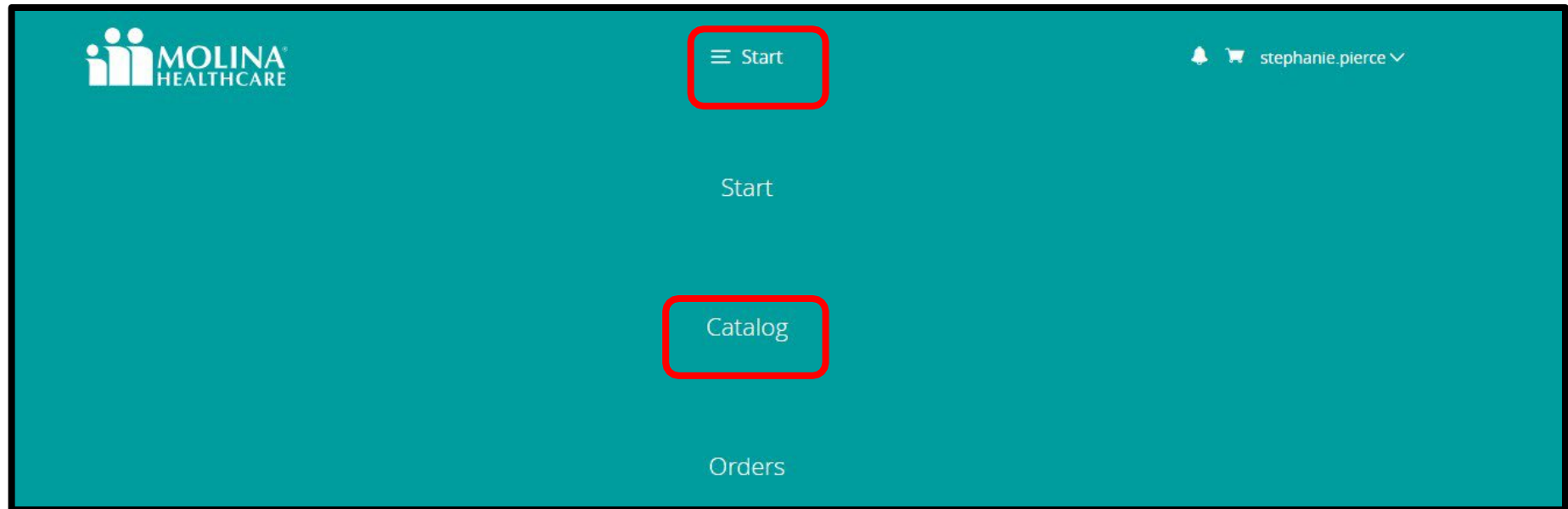
Additional items that are available (English & Spanish):

- Benefits-at-a-Glance (BAAG)*
- Educational Flyer
- Events Flyer
- Events Postcard
- Lead Card *(we encourage you order in sets of 5, each set contains 50 cards)*
- Sales Presentation *(English Only)*
- Top Benefits Flyer & Poster*
- Tri-fold Brochures*

**Available for purchase utilizing credit cards/co-op funding.*

Available Materials (cont.)

- Before you begin ordering, please complete your **Profile** and change your **password** as noted in the [previous section](#)
- Click **Start** located at the top of your screen then click **Catalog**.



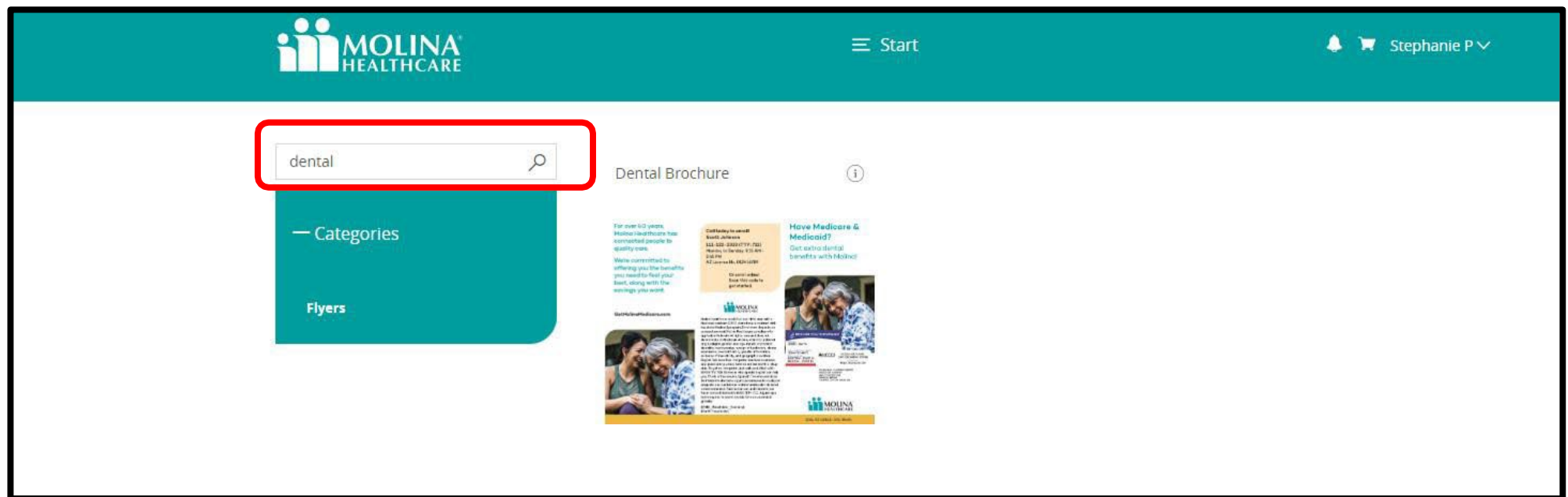
Available Materials (cont.)

- The following screen will display with **all available materials** with the ability to *customize* specific items such as flyers and Benefits-at-a-Glance.

The screenshot displays the Molina Healthcare Catalog website. The header features the Molina Healthcare logo, a 'Catalog' button, and a search bar. A left sidebar contains a 'Categories' dropdown menu with options: 'Medicare', 'Enrollment Guide', 'BAAG', 'Top Benefits Flyer & Poster', and 'Brochures (Tri-folds)'. The main content area is a grid of material thumbnails. The first row includes 'Benefits at a Glance (BAAG)', 'Top Benefits Flyer', and 'Top Benefits Brochure'. The second row includes 'Enrollment Guide', 'Top Benefits Flyer Spanish', and 'Top Benefits Brochure Spani...'. The third row includes 'Benefits at a Glance (BAAG) ...', 'Debit Card Brochure English', and 'Debit Card Brochure Spanish'. Each thumbnail shows a preview of the material, often featuring a person and text about Medicare and Molina Healthcare benefits. A home icon is visible in the bottom left corner of the page.

Available Materials (cont.)

- Users can also use the **search bar** to type in keywords such as **Dental** and then click the **magnifying glass** (or **Enter** on your keyboard) to see all available materials for Dental.



Available Materials (cont.)

- Users can also click the **+ sign** to the left of **Categories** to expand the menu.
- Categories will be displayed based on the available materials.

The screenshot displays the Molina Healthcare website's 'Catalog' page. At the top, the Molina Healthcare logo is on the left, and a 'Catalog' menu icon is in the center. On the right, there are notification icons for 2 and 3 items, and a user profile icon. Below the header is a search bar labeled 'Search products'. On the left side, there is a 'Categories' sidebar with a dropdown arrow. The sidebar lists 'Medicare' and 'Enrollment Guide' (highlighted with an orange box), and 'BAAG' (highlighted with an orange box). Below these are 'Top Benefits Flyer & Poster' and 'Brochures (Tri-folds)'. The main content area shows three identical 'Benefits at a Glance (BAAG)' cards. Each card features the Molina Healthcare logo, a table of benefits, and a call to action to 'Get \$2,105 every year!'. The table lists various services and their associated costs or benefits, such as 'Monthly premium', 'Medical copay', 'Dental', 'Vision', 'HSA', 'Prescription', 'Transportation', 'Overseas', and 'HSA'. The cards are titled 'Benefits at a Glance (BAAG) ...' and include an information icon.



Looking for something different?

- The following items are **not** currently available in the Storefront:
 - CBO Brochures
 - Birthday and Thank You Cards
 - A-Frame/Sandwich Board
 - Banners
 - Yard Signs
- To purchase the items above, please use the [2024 Materials Order form](#) located on the [Molina Agent Center](#)



Material Customization


Customize marketing materials based
on state, plan, and language



Material Customization

Benefits at a Glance (BAAG) Customization

- In this first example, I have chosen the **Benefits at a Glance (BAAG)**. The following screen will display:



Customize

Stephanie P

Benefits at a Glance (BAAG)

100%

Customize

Customize

Encourage prospects to get more options and savings with Molina. This piece highlights the top preferred benefits, along with our popular pre-funded debit card. You can choose which debit card benefits you want to feature.

Select a Language

English

Select a State

Arizona

Select a Plan

H8845-001 Molina Medicare Complete Care (H...

Select Debits

over-the-counter items

Advertise that you speak another language

Select

Options

Return to Products

Add to Cart \$ 1.00


1 2

Get more benefits and savings. Choose Molina.

For over 40 years, Molina Healthcare has connected people to quality care. Take a look at our new Medicare plan highlights for 2024.

Benefits - At-A-Glance	Molina Medicare Complete Care (HMO DSNP)
Arizona	H8845-001
Premium	\$0 monthly plan premium
Part B Premium Give Back	N/A
Medical Copays	\$0 copay for primary care \$0 copay for specialist care
Dental	\$0 copays for preventive dental care + \$550 / year for comprehensive dental care
Vision	\$500 / year for eyewear + an eye exam
OTC	\$150 every 3 months for over-the-counter items
Fitness	N/A
Hearing	No-cost hearing exams + \$3,500 for hearing aids every year
N/A	N/A
Groceries*	\$110 / month for groceries*
Meals	N/A

Continued on other side



HYPOCRITE CARD

4000 1234 5678 9010

MEMBER NAME

DEBIT

Get \$XXXX every year!

Use your pre-funded debit card to pay for covered benefits like:

over-the-counter items

It's easy to enroll. Call today!

Stephanie Pierce

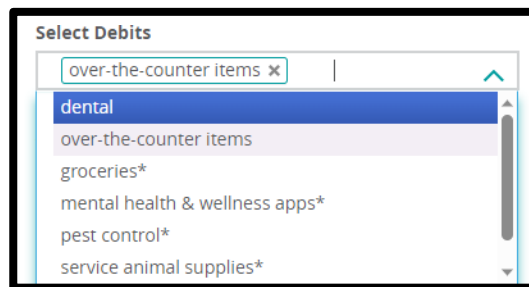
*These benefits are part of a special supplemental program for the chronically ill. Not all members qualify.



Material Customization (cont.)

Benefits at a Glance (BAAG)

- Under the **Customize** section, use the **drop-down arrows** to select the appropriate **Language***, **State**, **Plan**, **Debits**, and if you speak another language and wish to have that advertised on the BAAG.
- For the **Debits** field, you can choose **more than one item** by clicking each one you wish to add.



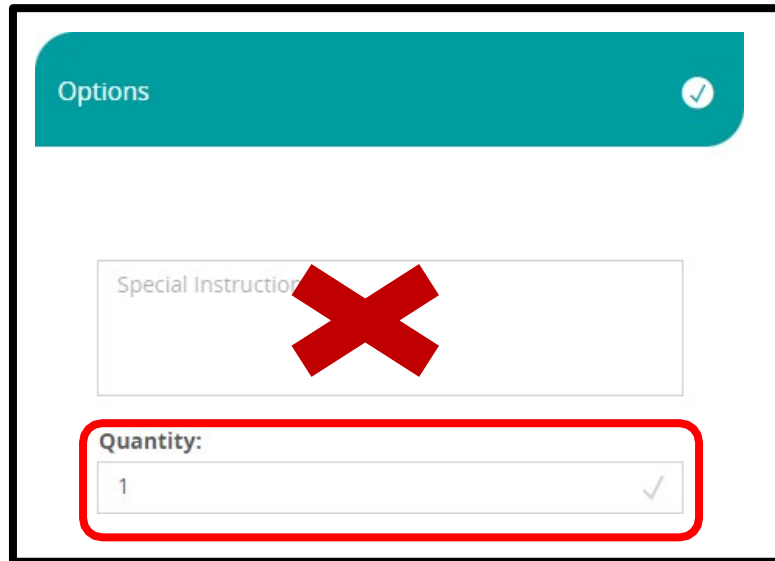
**English & Spanish are currently available; stay tuned for additional languages to be added.*

A screenshot of the "Benefits at a Glance (BAAG)" customization interface. At the top, there is a teal bar with "100%" and a "Customize" dropdown menu. Below this is a large teal button labeled "Customize" with a white checkmark. A paragraph of text follows: "Encourage prospects to get more options and savings with Molina. This piece highlights the top preferred benefits, along with our popular pre-funded debit card. You can choose which debit card benefits you want to feature." Below the text is a red rounded rectangle containing several selection fields: "Select a Language" (English), "Select a State" (Arizona), "Select a Plan" (H8845-001 Molina Medicare Complete Care (H...)), "Select Debits" (over-the-counter items), and "Advertise that you speak another language" (- Select -). Each field has a dropdown arrow on the right.

Material Customization (cont.)

Benefits at a Glance (BAAG)

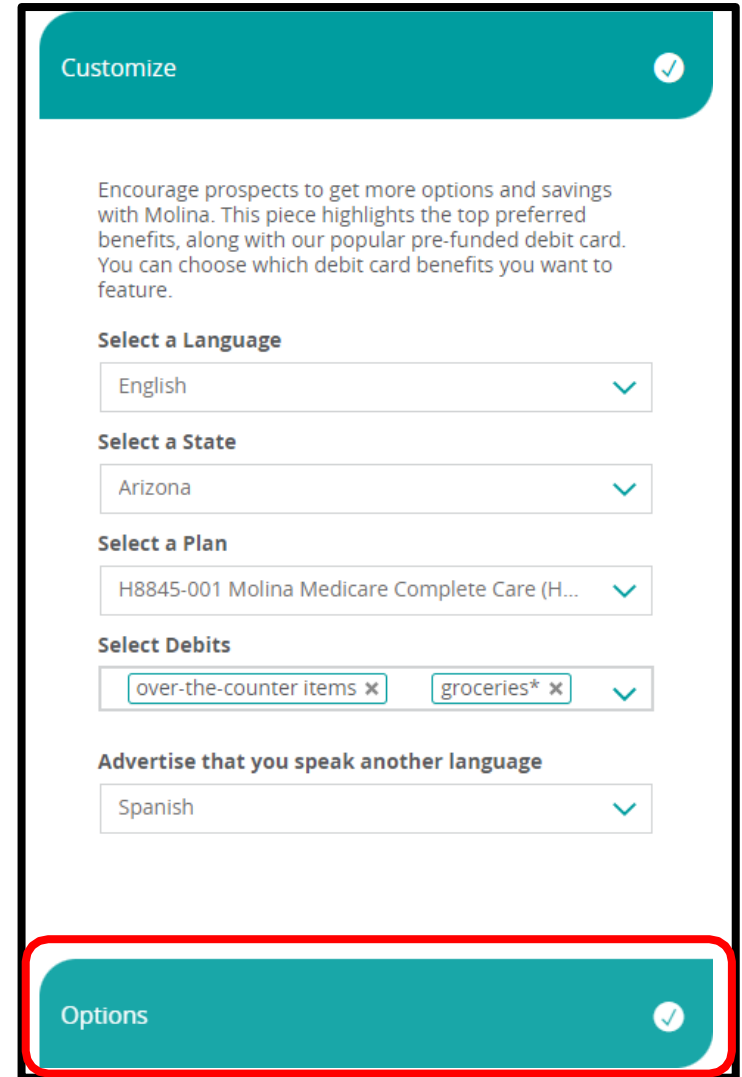
- Click **Options**. *You do not need to add any special instructions in the field below.*
- Enter the **quantity** needed in the **Quantity** field.
 - The quantity can be updated at checkout as well.



Options

Special Instruction

Quantity: 1



Customize

Encourage prospects to get more options and savings with Molina. This piece highlights the top preferred benefits, along with our popular pre-funded debit card. You can choose which debit card benefits you want to feature.

Select a Language

English

Select a State

Arizona

Select a Plan

H8845-001 Molina Medicare Complete Care (H...

Select Debits

over-the-counter items x groceries* x

Advertise that you speak another language

Spanish

Options



Material Customization (cont.)

Benefits at a Glance (BAAG)

- Once you have made your selections, use the page navigation arrows above the preview to view your customized BAAG.

Get more benefits and savings. Choose Molina.

For over 40 years, Molina Healthcare has connected people to quality care. Take a look at our new Medicare plan highlights for 2024.

Benefits-At-A-Glance Arizona	Molina Medicare Complete Care (HMO DSNP) H8845-001
Premium	\$0 monthly plan premium
Part B Premium Give Back	N/A
Medical Copays	\$0 copay for primary care \$0 copay for specialist care
Dental	\$0 copays for preventive dental care + \$550 / year for comprehensive dental care
Vision	\$500 / year for eyewear + an eye exam
OTC	\$150 every 3 months for over-the-counter items
Fitness	N/A
Hearing	No-cost hearing exam + \$3,500 for hearing aids every year

MYMOLINA CARD
4000 1234 5678 9010
MEMBER NAME
VALID ONLY IN THE UNITED STATES
DEBIT VISA

Get [XXXXX] every year!
Use your pre-funded debit card to pay for covered benefits like:
✓ over-the-counter items
✓ groceries*

It's easy to enroll. Call today!
Stephanie Pierce
Yo hablo español

Members qualify.

More benefits. More savings. More options.

We're committed to offering you the benefits you need to feel your best, along with the savings you want. Choose the Medicare plan that's right for you!

Benefits-At-A-Glance Arizona	Molina Medicare Complete Care (HMO DSNP) H8845-001
Prescription Deductible	\$0 prescription deductible
Prescription Copays	Depending on income or institutional status
Generic Drugs	[\$X] [\$X] or [\$X]

Continued on other side

MEDICARE HEALTH INSURANCE
JOHN L. SMITH
MEDICARE HEALTH INSURANCE
TEGA-TEG-MKTZ
HOSPITAL (PART A)
MEDICAL (PART B)
AHCCCS ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM
MEMBER IDENTIFICATION CARD
Member Name: SUSANNE BROWN
AFFILIATE OR ADDRESS
HEALTH CENTER NAME
PROVIDER SPECIAL
CLAIMS ID: 001-000-000-000

We're here to make enrolling easy. Call now! Stephanie Pierce
(TTY: 711)
Yo hablo español

Or you can enroll online! Scan this code to get started

GetMolinaMedicare.com

Molina Healthcare is a DSNP and HMO plan with a Medicare contract. DSNP plans have a contract with the state Medicaid program. Enrollment depends on contract renewal. Molina Healthcare complies with applicable federal and state laws and does not discriminate on the basis of race, ethnicity, national origin, sex, age, gender, sexual orientation, physical disability, health status, receipt of health care, birth date, race, ethnicity, medical history, genetic information, or source of a disability, and genetic information. English: We have free interpreter services to answer your questions; you may have a hard time understanding this. To get a telephone, just call us at (866) 402-8299 (TTY: 711). Si necesitas un intérprete en español, llámanos. Este es un servicio de Molina Healthcare. Para hablar con un intérprete, por favor llámanos al (866) 402-8299 (TTY: 711). Ayúdame que hablo español le puedo ayudar. Este es un servicio gratuito.
(SNID_Please refer to BAAG)

© MOLINA 6-0-000 1170

Benefits at a Glance (BAAG)

- To open a PDF version of the customized BAAG, click the **Preview icon** above the BAAG preview. Another screen will open with the PDF version.

[illegible]

Material Customization (cont.)

Benefits at a Glance (BAAG)

- If you make any updates to your customized fields, simply click the Update icon located above the BAAG preview. Use the navigation arrows to ensure all changes have been captured.

Benefits at a Glance (BAAG)

100%

Customize

Customize

Encourage prospects to get more options and savings with Molina. This piece highlights the top preferred benefits, along with our popular pre-funded debit card. You can choose which debit card benefits you want to feature.

Select a Language

English

Select a State

Arizona

Select a Plan

H8845-001 Molina Medicare Complete Care (H...

Select Debits

over-the-counter items x groceries* x

Advertise that you speak another language

Spanish

Update

Get more benefits and savings. Choose Molina.
For over 40 years, Molina Healthcare has connected people to quality care. Take a look at our new Medicare plan highlights for 2024.

Benefits-At-A-Glance Arizona	Molina Medicare Complete Care (HMO DSNP)
Premium	\$0 monthly plan premium
Part B Premium Give Back	N/A
Medical Copays	\$0 copay for primary care \$0 copay for specialist care
Dental	\$0 copays for preventive dental care + \$550 / year for comprehensive dental care
Vision	\$500 / year for eyewear + an eye exam
OTC	\$150 every 3 months for over-the-counter items
Fitness	N/A
Hearing	No-cost hearing exam + \$3,500 for hearing aids every year
N/A	N/A
Groceries*	\$110 / month for groceries*
Mobile	N/A

Continued on other side

*These benefits are part of a special supplemental program for the chronically ill. Not all members qualify.

Get [XXXXX] every year!
Use your pre-funded debit card to pay for covered benefits like:
✓ over-the-counter items
✓ groceries*

It's easy to enroll. Call today!
Stephanie Pierce
Yo hablo español

Material Customization (cont.)

Benefits at a Glance (BAAG)

- If you do not want to proceed with this customization, you can click **Return to Products** and choose a different item.
 - However, if you wish to save this item for later, click **Add to Cart**.

Benefits at a Glance (BAAG)

100%

Customize

Customize

Encourage prospects to get more options and savings with Molina. This piece highlights the top preferred benefits, along with our popular pre-funded debit card. You can choose which debit card benefits you want to feature.

Select a Language

English

Select a State

Arizona

Select a Plan

H8845-001 Molina Medicare Complete Care (H...

Select Debits

over-the-counter items

Advertise that you speak another language

Select

Return to Products

Add to Cart \$ 1.00

Get more benefits and savings. Choose Molina.

For over 40 years, Molina Healthcare has connected people to quality care. Take a look at our new Medicare plan highlights for 2024.

Benefits at a Glance	Molina Medicare Complete Care (HMO DSNP)
Arizona	H8845-001
Premium	\$0 monthly plan premium
Part B Premium Give Back	N/A
Medical Copays	\$0 copay for primary care \$0 copay for specialist care
Dental	\$0 copays for preventive dental care + \$550 / year for comprehensive dental care
Vision	\$500 / year for eyewear + an eye exam
OTC	\$150 every 3 months for over-the-counter items
Fitness	N/A
Hearing	No-cost hearing exam + \$3,500 for hearing aids every year
N/A	N/A
Groceries*	\$110 / month for groceries*
Meals	N/A

MOLINA HEALTHCARE

MYCHOICE CARD

4000 1234 5678 9010

MEMBER NAME

VALID ONLY IN THE UNITED STATES

DEBIT VISA

Get [\$XXXX] every year!
Use your pre-funded debit card to pay for covered benefits like:
✓ over-the-counter items

It's easy to enroll. Call today!
Stephanie Pierce

*These benefits are part of a special supplemental program for the chronically ill. Not all members qualify.



Material Customization (cont.)

Benefits at a Glance (BAAG)

- If you do not want to proceed with this customization, you can click **Return to Products** and choose a different item.
 - However, if you wish to save this item for later, click **Add to Cart**.

Benefits at a Glance (BAAG)

100%

Customize

Customize

Encourage prospects to get more options and savings with Molina. This piece highlights the top preferred benefits, along with our popular pre-funded debit card. You can choose which debit card benefits you want to feature.

Select a Language

English

Select a State

Arizona

Select a Plan

H8845-001 Molina Medicare Complete Care (H...

Select Debits

over-the-counter items

Advertise that you speak another language

Select

Get more benefits and savings. Choose Molina.

For over 40 years, Molina Healthcare has connected people to quality care. Take a look at our new Medicare plan highlights for 2024.

MOLINA HEALTHCARE

Benefits - At-A-Glance	Molina Medicare Complete Care (HMO DSNP)
Arizona	H8845-001
Premium	\$0 monthly plan premium
Part B Premium Give Back	N/A
Medical Copays	\$0 copay for primary care \$0 copay for specialist care
Dental	\$0 copays for preventive dental care + \$550 / year for comprehensive dental care
Vision	\$500 / year for eyewear + an eye exam
OTC	\$150 every 3 months for over-the-counter items
Fitness	N/A
Hearing	No-cost hearing exam + \$3,500 for hearing aids every year
N/A	N/A
Groceries*	\$110 / month for groceries*
Meals	N/A

Continued on other side

Get [XXXXX] every year!
Use your pre-funded debit card to pay for covered benefits like:
✓ over-the-counter items

It's easy to enroll. Call today!
Stephanie Pierce

Return to Products

Add to Cart \$ 1.00

< 1 2 >

*These benefits are part of a special supplemental program for the chronically ill. Not all members qualify.

Material Customization

Flyer

- In this second example, let's look at the options available to customize a **Top Benefits Flyer**.

The screenshot displays the Molina Healthcare 'Top Benefits Flyer' customization tool. The interface is divided into a left sidebar for configuration and a main preview area on the right.

Left Sidebar (Configuration):

- Top Benefits Flyer**: Shows a progress bar at 100% and a 'Customize' dropdown menu.
- Customize**: A teal button with a checkmark.
- You know which benefits people are looking for in your market. Now you can customize them right into this flyer. Select the top benefits you want to feature in this hand-out. It makes a great leave-behind for community organizations and events.**
- Select a State**: A dropdown menu showing 'Arizona'.
- Select a Plan**: A dropdown menu showing 'H8845-001 Molina Medicare Complete Care (H...'.
- Select bullets**: A dropdown menu showing 'Select Some Options'.
- Select Debit Benefits (Max: 4)**: A dropdown menu showing 'over-the-counter items x'.
- Select an Image**: A dropdown menu showing 'Click to expand'.
- Advertise that you speak another language**: A dropdown menu showing '- Select -'.
- ☐ Show LicenseNo

Right Preview Area:

- Return to Products** and **Add to Cart \$ 1.00** buttons.
- Navigation arrows and page numbers (1, 2).
- \$0 Copays**: A section with the text 'Get copays as low as \$0 on these benefits and more:'.
- Have Medicare & Medicaid?**: A section with the text 'Molina Medicare Advantage plans give you the benefits of both, plus the extra coverage you want. Join the plan that's right for you and your budget!'.
- Get \$3,070 every year!**: A section with the text 'Use your pre-funded debit card to pay for covered benefits like over-the-counter items:'.
- Call today to enroll! (TTY: 711)**: A section with a call to action.
- MOLINA HEALTHCARE** logo.
- 2024 AZ H8845-001 (HMO D SNP)**: Footer text.

Material Customization (cont.)

Flyer

- Under the **Customize** section, use the **drop-down arrows** to select the appropriate **Language***, **State**, **Plan**, **Bullets**, **Debits**, **Image**, and if you speak another language and wish to have that advertised on the flyer.
- Click **ShowLicenseNo** if you wish to have it displayed on the flyer as well.
- For the **Bullets and Debits** field, you can choose **more than one item** by clicking each one you wish to add.

Top Benefits Flyer

100%

Customize

You know which benefits people are looking for in your market. Now you can customize them right into this flyer. Select the top benefits you want to feature in this hand-out. It makes a great leave-behind for community organizations and events.

Select a State

Arizona

Select a Plan

H8845-001 Molina Medicare Complete Care (H...

Select bullets

Select Some Options

Select Debit Benefits (Max: 4)

over-the-counter items


Select an Image

Click to collapse

Advertise that you speak another language

- Select -

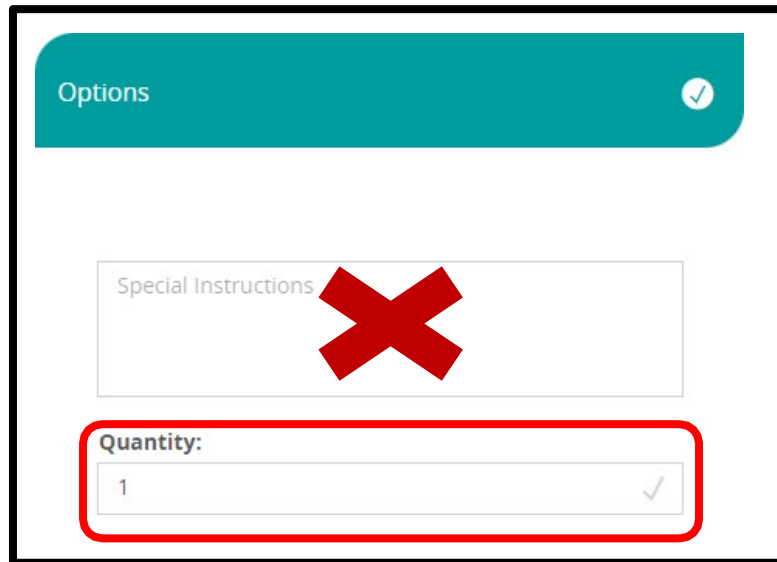
☐ Show LicenseNo

 **English & Spanish are currently available; stay tuned for additional languages to be added.*

Material Customization (cont.)

Flyer

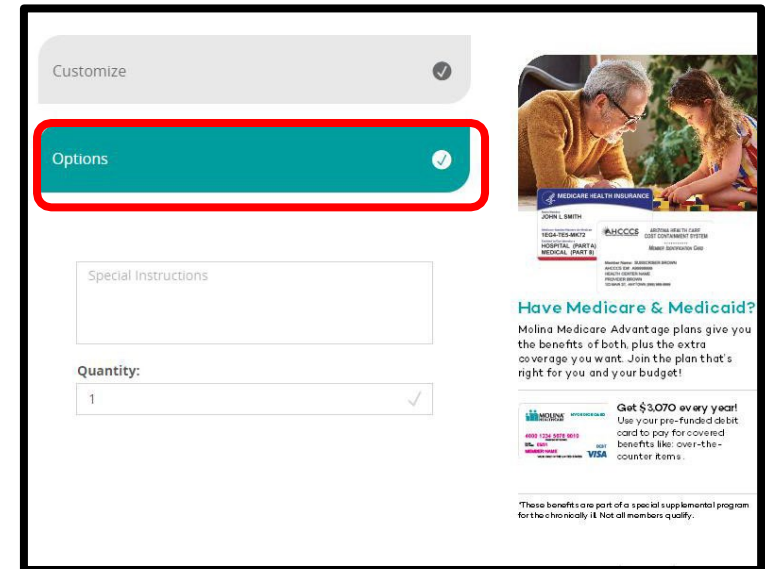
- Click **Options**. *You do not need to add any special instructions in the field below.*
- Enter the **quantity** needed in the **Quantity** field.
 - The quantity can be updated at checkout as well.



Options ✓

Special Instructions

Quantity: 1 ✓



Customize ✓

Options ✓

Special Instructions

Quantity: 1 ✓

Have Medicare & Medicaid?

Molina Medicare Advantage plans give you the benefits of both, plus the extra coverage you want. Join the plan that's right for you and your budget!

Get \$3,070 every year! Use your pre-funded debit card to pay for covered benefits like over-the-counter items.

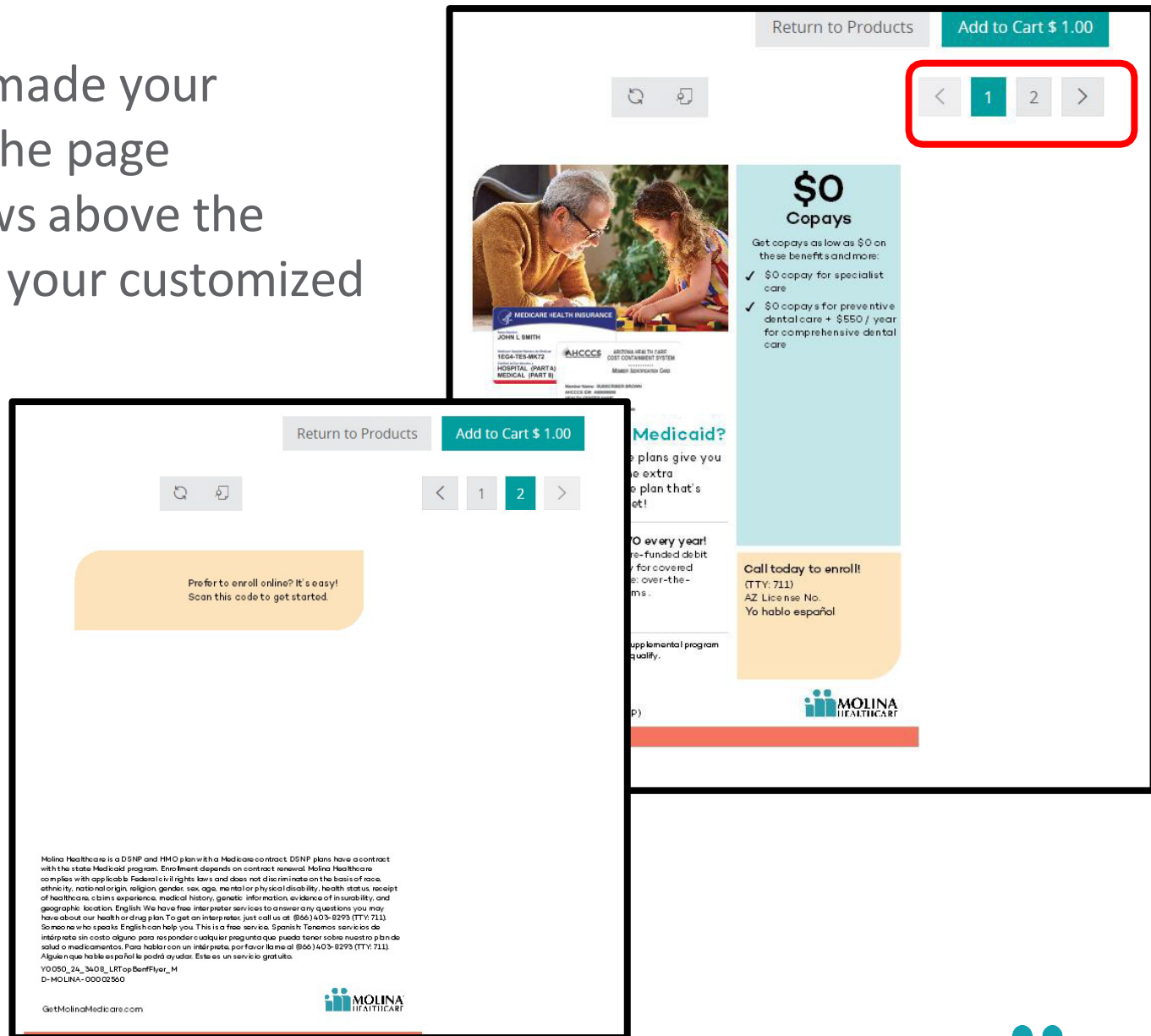
These benefits are part of a special supplemental program for the chronically ill. Not all members qualify.



Material Customization (cont.)

Flyer

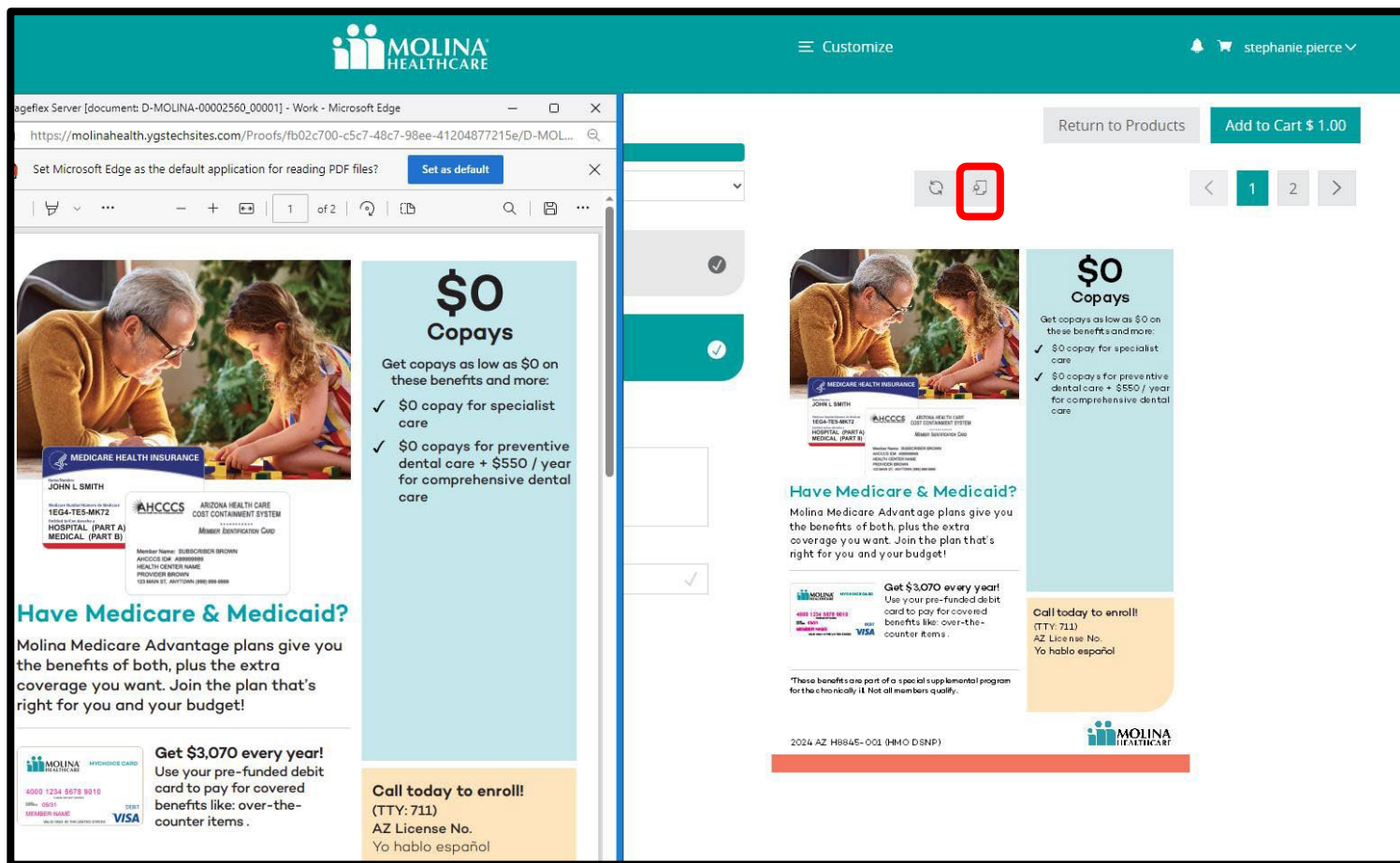
- Once you have made your selections, use the page navigation arrows above the preview to view your customized Flyer.



Material Customization (cont.)

Flyer

- To open a PDF version of the customized Flyer, click the **Preview** icon above the BAAG preview. Another screen will open with the PDF version.



Material Customization (cont.)

Flyer

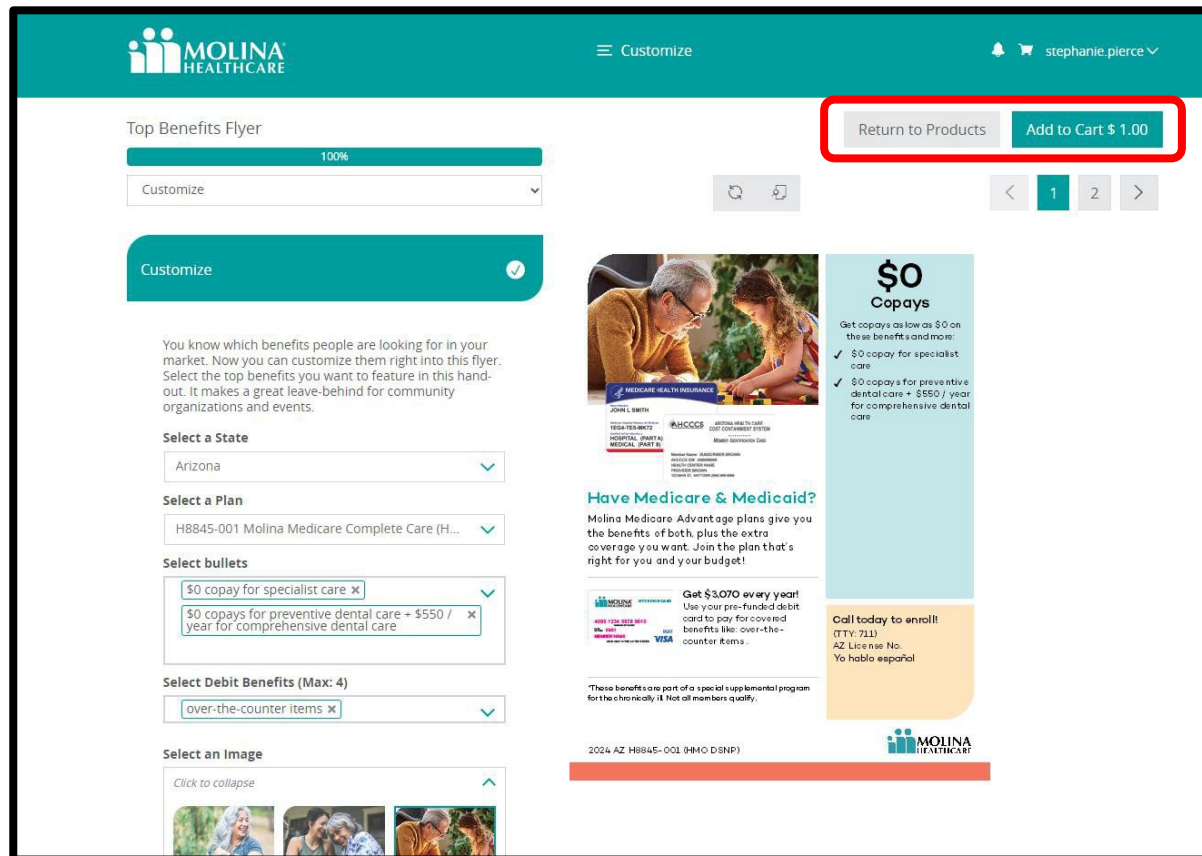
- If you make any updates to your customized fields, simply click the **Update icon** located above the **Flyer preview**. Use the **navigation arrows** to ensure all changes have been captured.

The screenshot displays the Molina Healthcare flyer customization tool. The interface is divided into a left sidebar for configuration and a main preview area. The sidebar includes a 'Top Benefits Flyer' section with a '100%' progress indicator and a 'Customize' button. Below this, a 'Customize' section with a checkmark icon contains instructions: 'You know which benefits people are looking for in your market. Now you can customize them right into this flyer. Select the top benefits you want to feature in this hand-out. It makes a great leave-behind for community organizations and events.' The configuration options include: 'Select a State' (Arizona), 'Select a Plan' (H8845-001 Molina Medicare Complete Care (H...)), 'Select bullets' (two bullet points: '\$0 copay for specialist care' and '\$0 copays for preventive dental care + \$550 / year for comprehensive dental care'), 'Select Debit Benefits (Max: 4)' (over-the-counter items), and 'Select an Image' (with a 'Click to collapse' link and three image thumbnails). The main preview area shows a flyer titled 'Top Benefits Flyer' with a '100%' progress indicator. It features a 'Return to Products' button, an 'Add to Cart \$ 1.00' button, and a 'Customize' button. The flyer content includes a photo of an elderly couple, a 'Have Medicare & Medicaid?' section, a '\$0 Copays' section with two bullet points, and a 'Call today to enroll!' section with contact information. Navigation arrows (left, 1, 2, right) are located at the top right of the preview area. A red box highlights the 'Update icon' (a circular arrow) located above the flyer preview. Another red box highlights the navigation arrows.

Material Customization (cont.)

Flyer

- If you do not want to proceed with this customization, you can click **Return to Products** and choose a different item.
 - However, if you wish to save this item for later, click **Add to Cart**.



Material Customization

Events Postcard

- In this example, let's look at the options available to customize an Events Postcard.

The screenshot shows the 'Events Postcard English' customization page. At the top, there's a teal header with the Molina Healthcare logo, a 'Customize' link, and a user profile icon. Below the header, the page title 'Events Postcard English' is followed by 'Return to Products' and 'Add to Cart \$ 0.00' buttons. A progress bar shows '100%' completion. A 'Customize' dropdown menu is visible. The main content area is divided into two columns. The left column contains a 'Customize' button with a checkmark, followed by instructions: 'Promote your events with this customizable postcard. Your contact information will automatically populate from your user profile. Use the fields below to customize the material with your event details. Then upload your mail list.' Below this are form fields: 'Select a State' (dropdown with 'Washington' selected), 'Show LicenseNo' (checkbox), 'Select the Number of Events' (dropdown with '1 Event' selected), 'Event #1: Date (Monday, October 9, 2023)' (calendar icon), 'Event #1: Time (12:00 PM)' (clock icon), and 'Event #1: Location Name' (text input). The right column features a teal box with the text 'Get more than Original Medicare with Medicare Advantage from !' and '\$0' in large font, followed by 'Premiums and copays as low as \$0 for prescriptions, doctor visits, dental, vision, hearing and more.*'. Below this is a yellow box with the text 'Join us for this special event to learn about the extra benefits and savings our plans offer!'. At the bottom of the right column, there's a call to action: 'Call me, your local Medicare Advisor, to RSVP and for more information. RSVPs are welcome, but not required to attend.' followed by a phone icon, a redacted phone number, '(TTY: 711)', and 'Monday to Friday, 8:00 AM - 5:00 PM'. The Molina Healthcare logo is at the bottom right of the page.

MOLINA[®] HEALTHCARE

Customize

Events Postcard English

Return to Products

Add to Cart \$ 0.00

100%

Customize

Customize

Promote your events with this customizable postcard. Your contact information will automatically populate from your user profile. Use the fields below to customize the material with your event details. Then upload your mail list.

Select a State

Washington

Show LicenseNo

Select the Number of Events

1 Event

Event #1: Date (Monday, October 9, 2023)

Event #1: Time (12:00 PM)

Event #1: Location Name

Get more than Original Medicare with Medicare Advantage from !

\$0

Premiums and copays as low as \$0 for prescriptions, doctor visits, dental, vision, hearing and more.*

Join us for this special event to learn about the extra benefits and savings our plans offer!

Call me, your local Medicare Advisor, to RSVP and for more information. RSVPs are welcome, but not required to attend.

(TTY: 711)

Monday to Friday, 8:00 AM - 5:00 PM

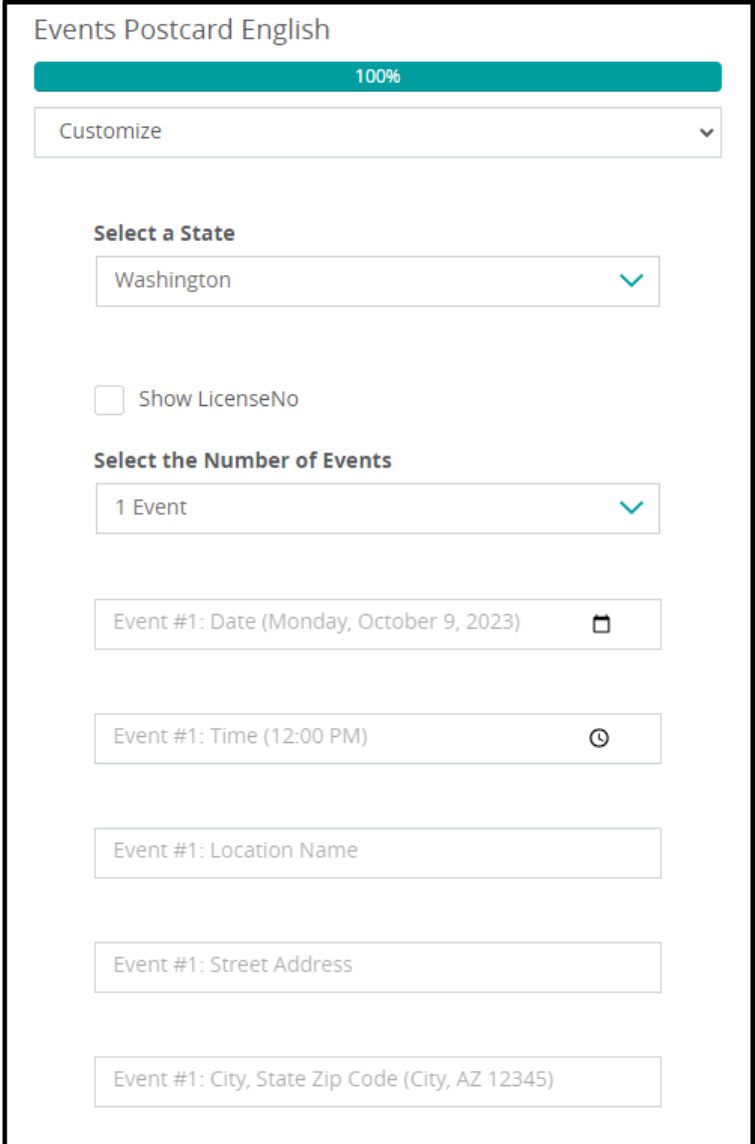
MOLINA[®] HEALTHCARE

Material Customization (cont.)

Events Postcard

Under the **Customize** section, use the **drop-down arrows** to select the appropriate

- **State**
- Click **Show LicenseNo** if you wish to have it displayed on the postcard.
- **Select the Number of Events** You can list up to two different event details in the same postcard
- **Event Details** Date, Time and Location details are required



The screenshot shows the 'Events Postcard English' customization interface. At the top, there is a teal progress bar labeled '100%'. Below it is a 'Customize' dropdown menu. The main section contains several form fields: a 'Select a State' dropdown with 'Washington' selected; a 'Show LicenseNo' checkbox; a 'Select the Number of Events' dropdown with '1 Event' selected; and six text input fields for event details: 'Event #1: Date (Monday, October 9, 2023)', 'Event #1: Time (12:00 PM)', 'Event #1: Location Name', 'Event #1: Street Address', and 'Event #1: City, State Zip Code (City, AZ 12345)'. Each of these fields has a small icon (calendar, clock, location pin, etc.) to its right.



Material Customization (cont.)

Events Postcard

Under the **Options** section, use the **drop-down arrows** to select the appropriate

- **Output Type**

Direct Mail: mailing list via Post Office
(Merge Data is required)

Ship product directly to me: materials will be shipped to you for distribution

- **Mailing Type** select First Class or Standard based on need

Events Postcard English

100%

Options

Options

Options

Output Type:

Direct Mail

Select Mailing Type

First class presort: 2-5 business days delivery

Choose **Direct Mail** if you want to send a mailing to be sent via the Post Office to individuals.

Choose **Ship product directly to me** if you want to have a box of the materials shipped to you to distribute on your own.



Material Customization (cont.)

Events Postcard

Under the **Merge Data** section, you will upload the mailing list if Direct Mail was selected as Output Type in the Options section.

- **Download sample schema** Download the sample template for the mailing list that you will need to complete, save and upload for the Direct Mail fulfillment.
Do not alter the template format
- **Select Data List...** Once you have the mailing list completed and saved to your desktop upload it here for the Direct Mail fulfillment.

The screenshot displays the 'Events Postcard English' interface. At the top, a teal progress bar indicates '100%'. Below this is a dropdown menu labeled 'Merge Data'. A grey bar with a checkmark icon is labeled 'Options'. The 'Merge Data' section is highlighted in teal and contains a warning icon. Below this, the text 'Data List to Merge: No data list selected' is displayed. Two teal buttons are at the bottom: 'Select Data List...' and 'Download sample schema'.



Material Customization

Sales Presentation

- In this example, let's look at the options available to customize a Sales Presentation.

The screenshot shows the Molina Healthcare Sales Presentation customization interface. The top header is teal with the Molina Healthcare logo on the left, a 'Customize' button in the center, and notification icons on the right. The main content area is white. On the left, there's a sidebar with a 'Sales Presentation - English' section showing a 100% progress bar and a 'Customize' dropdown menu. Below this is a teal 'Customize' button with a checkmark. The main area contains a description of the enrollment book, followed by 'State:' and 'Product Type:' dropdown menus, both set to 'Arizona' and 'HMO' respectively. To the right of these is the title '2024 Molina Healthcare, Benefit Presentation' and the product name 'Molina Medicare Choice Care (HMO) H8845-002'. At the bottom right, there are fields for 'Date:', 'Presented by:', 'Phone Number:', and 'Email:'. A teal footer bar at the bottom right contains the Molina Healthcare logo.

MOLINA HEALTHCARE

Customize

Sales Presentation - English

100%

Customize

Customize

Everything you need to complete a compliant enrollment is included in this all-in-one bound book. Use the drop down menu to select the plans you sell.

State:

Arizona

Product Type:

HMO

2024 Molina Healthcare, Benefit Presentation

Molina Medicare Choice Care (HMO) H8845-002

Date:

Presented by:

Phone Number:

Email:

MOLINA HEALTHCARE

Material Customization (cont.)

Sales Presentation

Under the **Customize** section, use the **drop-down arrows** to select the appropriate

- **State**
- **Product Type**
 - HMO:** MAPD Options
 - HMO D-SNP:** DSNP Options

Sales Presentation - English

100%

Customize

Customize

Everything you need to complete a compliant enrollment is included in this all-in-one bound book. Use the drop down menu to select the plans you sell.

State:

Arizona

Product Type:

HMO



Material Customization

Sales Presentation

Once the correct State and Product Type is selected, you'll notice your preview will be updated to reflect that information. You should then select **Get It Now** to download the document.

Sales Presentation - English

Return to Products

Get It Now

100%

Customize

Customize

Everything you need to complete a compliant enrollment is included in this all-in-one bound book. Use the drop down menu to select the plans you sell.

State:

Michigan

Product Type:


HMO

2024 Molina Healthcare, Benefits Presentation

Molina Medicare Choice Care (HMO) H5926-006

Molina Medicare Choice Care Select (HMO) H5926-007

Date:
Presented by:
Phone Number:
Email:





Material Customization

Sales Presentation

Once the correct State and Product Type is selected, you'll notice your preview will be updated to reflect that information. You should then select **Get It Now** to then **Download** the document.

Sales Presentation - English

100%

Return to Products

Get It Now

Customize

Customize

Everything you need to complete a compliant enrollment is included in this all-in-one bound book. Use the drop down menu to select the plans you sell.

State:
Michigan

Product Type:
HMO

2024 Molina Healthcare,
Benefits Presentation

Molina Medicare Choice Care (HMO) H5926-006
Molina Medicare Choice Care Select (HMO) H5926-007

Date:
Presented by:
Phone Number:
Email:

Get It Now

Download

Back to Products

Close and Stay on this Page



Material Customization

Sales Presentation

Upon downloading you will have access to the PowerPoint version of the document. You are only allowed to edit the cover page of the document with the **Date**, **Presented by**, **Phone Number**, and **Email** information.

Since these specific presentations have been CMS Approved, you are NOT allowed to change or modify anything else within the presentation slides.

2024 Molina Healthcare, Benefits Presentation

Molina Medicare Choice Care (HMO) H5926-006

Molina Medicare Choice Care Select (HMO) H5926-007

Date:
Presented by:
Phone Number:
Email:



Checkout Process

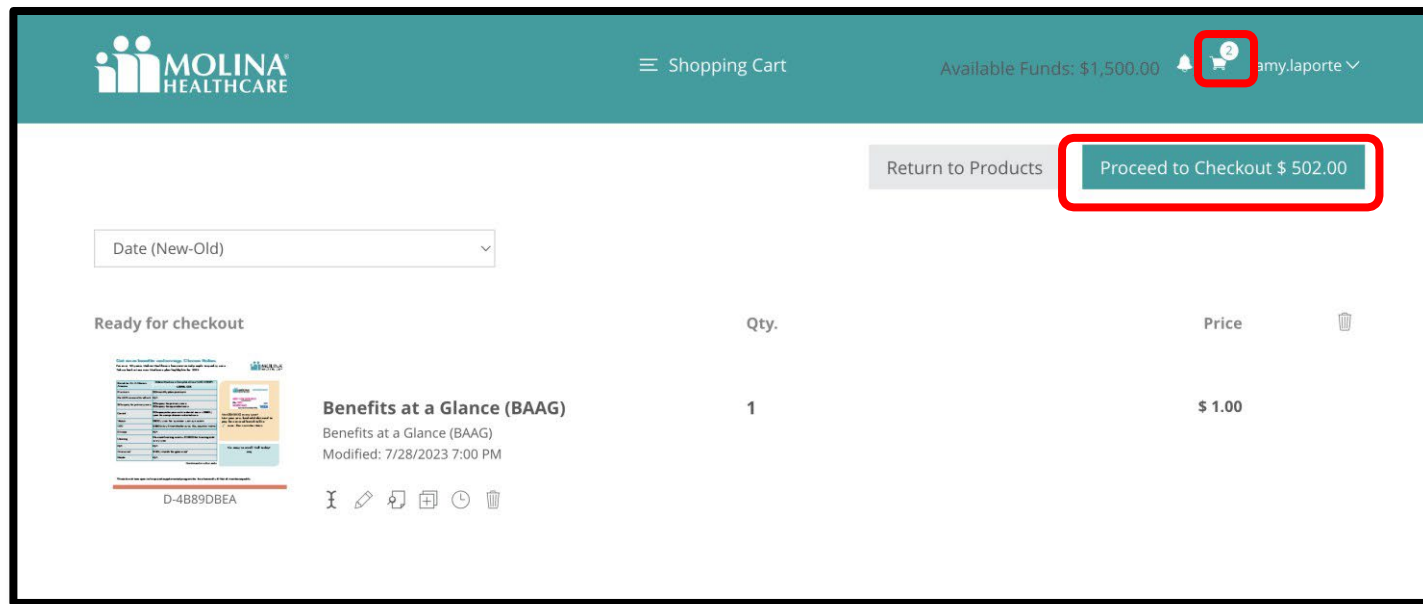
Item Details and Options, Shipping,
and Payment Details



Checkout Process

Ready to checkout?

- If you had added items into your cart the last time you logged in, you will be able to access those items in your cart by clicking the **Shopping Cart icon** located in the top right corner of the screen.
- If you are in the process of adding items to your cart, once you add your final item, you will be able to click the **Proceed to Checkout** button.



Checkout Process (cont.)

Item Options and Details

- Any item that has been added to your cart will display on this page.
- Hover over each of the icons below and click the appropriate one(s) to make the following edits to the item:
 - Rename** the item so you can easily locate it in your orders if you wish to re-order later.
 - Edit** the item to make changes to the quantity/customized fields.
 - Preview** the item as a PDF.
 - Duplicate** will make a duplicate of the item to be added to the cart.
 - Save for later** if you wish to order the item another time.
 - Delete** the item.

The screenshot displays a checkout page for a 'Benefits at a Glance (BAAG)' item. On the left, there is a table with columns for 'Item Name', 'Description', and 'Quantity'. The table lists several items, including 'BAAG', 'BAAG', 'BAAG', 'BAAG', 'BAAG', 'BAAG', 'BAAG', 'BAAG', 'BAAG', and 'BAAG'. To the right of the table, there is a preview of the BAAG document. Below the table, the item ID 'D-MOLINA-00001974' is displayed. A red box highlights a set of action icons: a vertical text icon, a pencil icon, a document icon, a plus icon, a clock icon, and a trash icon.

Item Name	Description	Quantity
BAAG	Benefits at a Glance (BAAG)	1
BAAG	Benefits at a Glance (BAAG)	1
BAAG	Benefits at a Glance (BAAG)	1
BAAG	Benefits at a Glance (BAAG)	1
BAAG	Benefits at a Glance (BAAG)	1
BAAG	Benefits at a Glance (BAAG)	1
BAAG	Benefits at a Glance (BAAG)	1
BAAG	Benefits at a Glance (BAAG)	1
BAAG	Benefits at a Glance (BAAG)	1
BAAG	Benefits at a Glance (BAAG)	1

Benefits at a Glance (BAAG)
Modified: 8/8/2023 11:02 AM

D-MOLINA-00001974

Icons: Vertical text, Pencil, Document, Plus, Clock, Trash



Checkout Process (cont.)

Item Options and Details

- If you wish to **delete all items** that are ready to checkout, click the **trash can icon** located to the right of **Price**.
- To **sort the items** on this page, use the **drop-down arrow** to sort by **custom name, price or date**.
- When you're ready, click **Proceed to Checkout**.

The screenshot displays a checkout interface with a table of items and sorting options. At the top right, there are two buttons: "Return to Products" and "Proceed to Checkout \$ 201.00". On the left, a dropdown menu is open, showing sorting options: "Date (New-Old)", "Date (Old-New)", "Date (New-Old)", "Price (Low-High)", "Price (High-Low)", "Custom Name (A-Z)", and "Custom Name (Z-A)". The table has columns for "Qty." and "Price". A trash can icon is highlighted in a red box next to the "Price" column header. The table contains three rows of items, each labeled "Benefits at a Glance (BAAG)" with a modified date. The first row has a quantity of 100 and a price of \$ 100.00. The second row has a quantity of 100 and a price of \$ 100.00. The third row has a quantity of 1 and a price of \$ 1.00. Each row also includes a small thumbnail image and a unique identifier (D-MOLINA-00001974, D-MOLINA-00001972, and D-MOLINA-00001971 respectively).

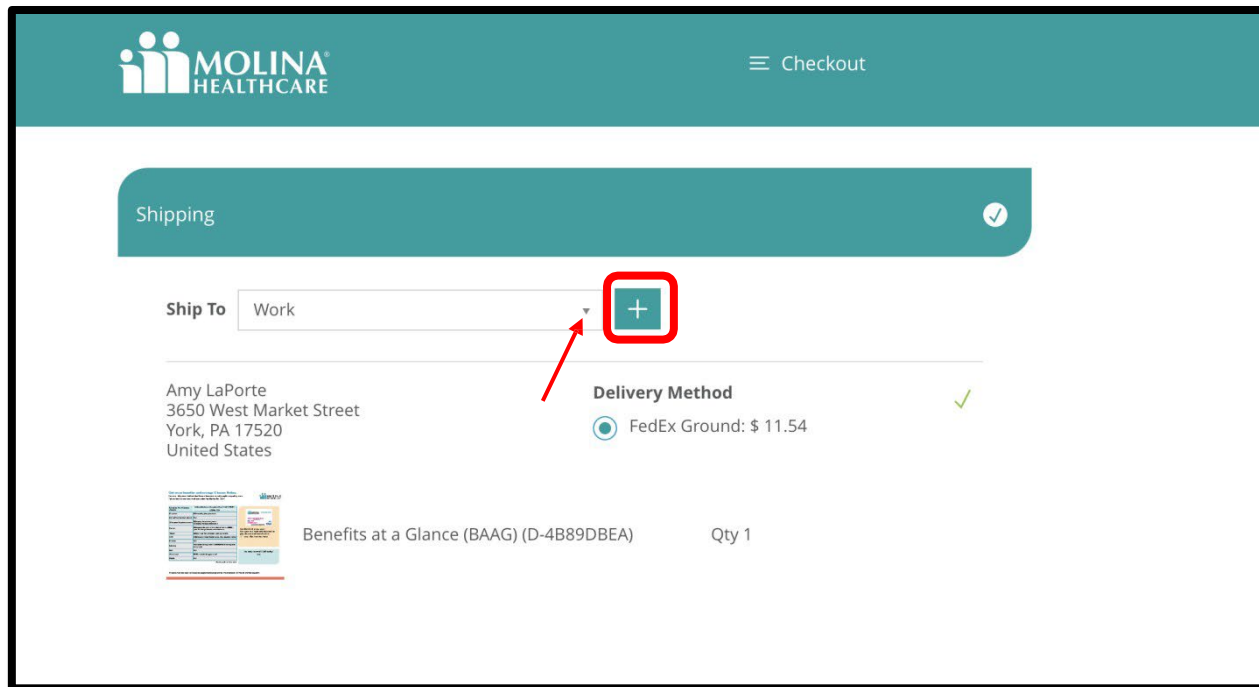
	Qty.	Price
Benefits at a Glance (BAAG) Modified: 8/8/2023 11:02 AM D-MOLINA-00001974	100	\$ 100.00
Benefits at a Glance (BAAG) Modified: 8/8/2023 10:50 AM D-MOLINA-00001972	100	\$ 100.00
Benefits at a Glance (BAAG) Modified: 8/8/2023 10:49 AM D-MOLINA-00001971	1	\$ 1.00



Checkout Process (cont.)

Shipping Address

- On this page you will have the ability to add a new address by clicking the + symbol.
- If you already have addresses added in your address book, you can click the drop-down arrow and select your desired address.
 - Please review the [Getting Started: Profile](#) section of this guide to learn how to add addresses to your address book.



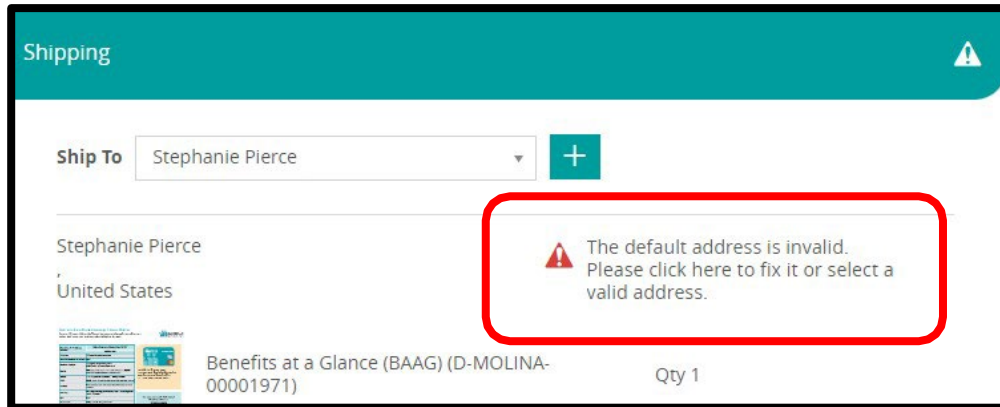
The screenshot shows the Molina Healthcare checkout interface. At the top, the Molina Healthcare logo is on the left and a 'Checkout' link is on the right. Below the header is a teal bar labeled 'Shipping' with a checkmark icon. Underneath, the 'Ship To' dropdown menu is set to 'Work'. A red box highlights a plus sign icon next to the dropdown arrow. Below the dropdown, the address is listed: 'Amy LaPorte, 3650 West Market Street, York, PA 17520, United States'. To the right, the 'Delivery Method' is 'FedEx Ground' for \$11.54, marked with a green checkmark. At the bottom, there is a thumbnail of a 'Benefits at a Glance (BAAG)' document, its title, and a quantity of 'Qty 1'.



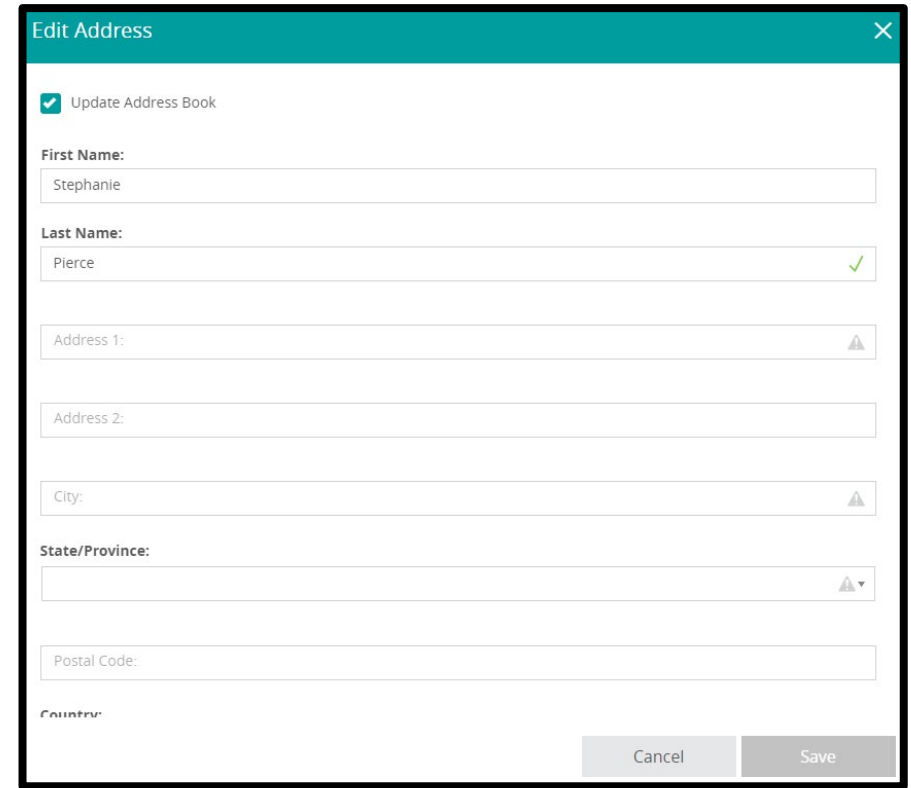
Checkout Process (cont.)

Shipping Address

- If the address selected is **invalid**, a **warning symbol** and **message** will display. Click the message and make the appropriate corrections to the address in order to proceed to the payment section.
 - This will update the **address book** as well for future orders.



The screenshot shows the 'Shipping' section of a checkout process. At the top, there's a teal header with the word 'Shipping' and a warning icon. Below it, a 'Ship To' dropdown menu is set to 'Stephanie Pierce'. To the right of the dropdown is a green square button with a white plus sign. Below the dropdown, the address 'Stephanie Pierce, United States' is displayed. At the bottom left, there's a small image of a 'Benefits at a Glance (BAAG)' document. To its right, the text 'Benefits at a Glance (BAAG) (D-MOLINA-00001971)' and 'Qty 1' are visible. A red rectangular box highlights a warning message that says: 'The default address is invalid. Please click here to fix it or select a valid address.' The message is preceded by a red warning triangle icon.



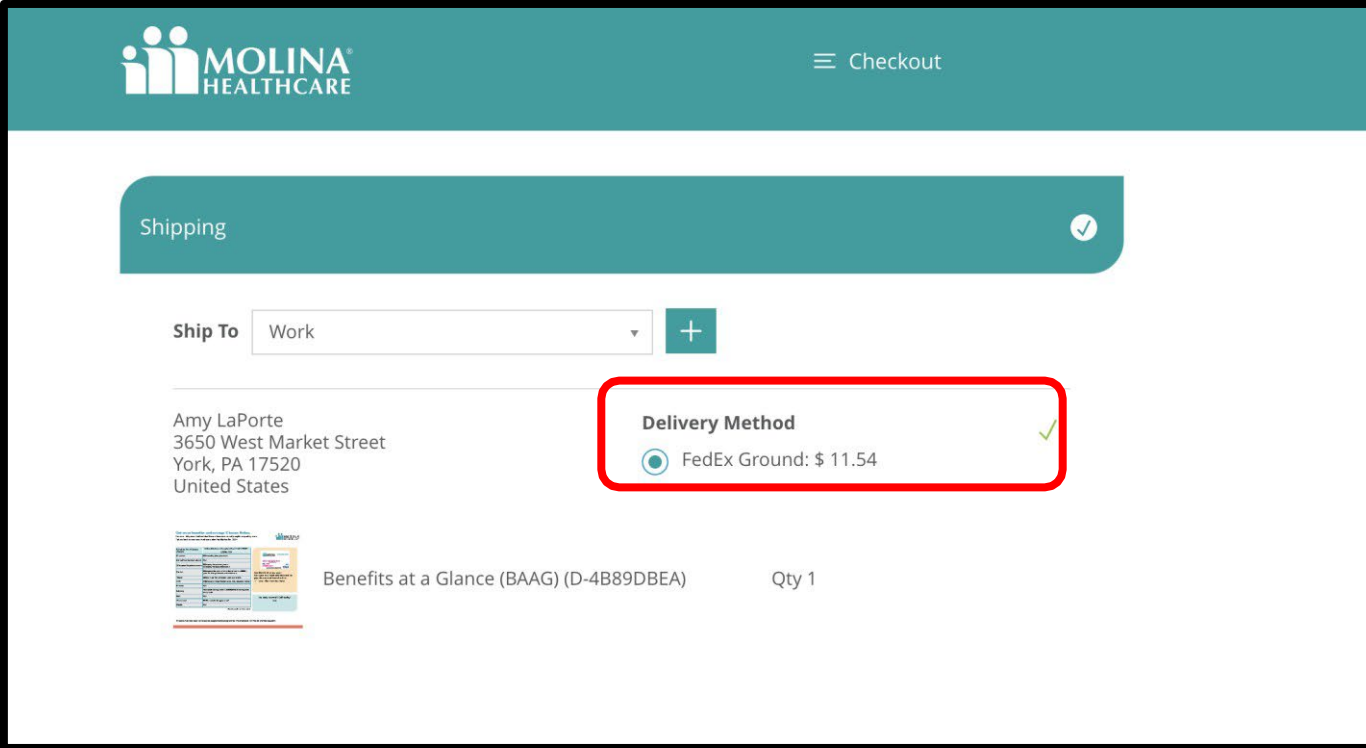
The screenshot shows the 'Edit Address' form. It has a teal header with the title 'Edit Address' and a close button (X). Below the header, there's a checkbox labeled 'Update Address Book' which is checked. The form contains several input fields: 'First Name:' with 'Stephanie', 'Last Name:' with 'Pierce' (which has a green checkmark to its right), 'Address 1:', 'Address 2:', 'City:', 'State/Province:', and 'Postal Code:'. Each of these fields has a warning triangle icon to its right. At the bottom, there's a 'Country:' label and a dropdown menu. At the bottom right, there are two buttons: 'Cancel' and 'Save'.



Checkout Process (cont.)

Delivery Method

- By default, orders will be delivered via **FedEx Ground**.
- The shipping price will be calculated based on the delivery address provided in the shipping section.
- Please allow for 5-7 business days for orders to be processed and shipped.



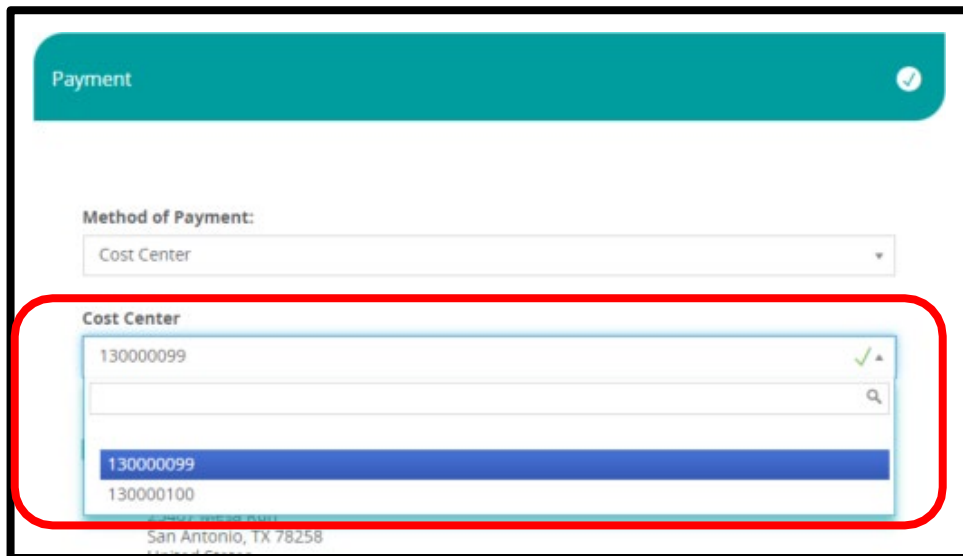
The screenshot displays the checkout interface for Molina Healthcare. At the top, the logo and a 'Checkout' link are visible. The 'Shipping' section is highlighted with a teal bar and a checkmark. Below this, the 'Ship To' dropdown is set to 'Work'. The address is listed as Amy LaPorte, 3650 West Market Street, York, PA 17520, United States. A red box highlights the 'Delivery Method' section, which shows 'FedEx Ground: \$ 11.54' as the selected option, marked with a green checkmark. Below the address, a product listing for 'Benefits at a Glance (BAAG) (D-4B89DBEA)' is shown with a quantity of 1.



Checkout Process (cont.)

Payment Details

- Click the **Payment** section. The total price of the order will be displayed in the upper right-hand corner of the screen.
 - Employed Molina Agents: Materials are at no cost.**
 - Please use the appropriate cost centers below.
 - If you are acting on behalf of a contracted agent, there will be a cost associated with the selected materials.
- Click the drop-down arrow in the **Method of Payment** field to choose the appropriate payment method.



Payment

Method of Payment:

Cost Center

Cost Center

130000099

130000099

130000100

San Antonio, TX 78258

Cost Center – Internal Employees Only

Broker Distribution 130000099

Field & Telesales 130000100



Checkout Process (cont.)

Payment Details

- If the billing address is the same as the shipping address, check the box.
- Click **Place Order** to submit or **Cancel Checkout** if you wish to complete the purchase later.

The screenshot shows the Molina Healthcare checkout interface. The top navigation bar is teal with the Molina Healthcare logo on the left, a 'Checkout' label in the center, and a user profile 'Stephanie P' with a notification bell on the right. The main content area has a light gray background. On the left, there are two stacked boxes: 'Shipping' (light gray) and 'Payment' (teal). The 'Payment' box is highlighted with a red border and contains a 'Method of Payment' dropdown menu and a checkbox labeled 'Billing address same as shipping?'. Below this, the 'Bill To:' section shows a dropdown menu with 'Stephanie' selected and a plus icon, followed by the address: 'Stephanie Pierce, 474 Flower Ave West, Watertown, NY 13601, United States'. On the right, a summary box with a red border shows: 'Subtotal \$ 201.00', 'Shipping \$ 12.09', and 'Total Price \$ 213.09'. At the bottom, a red-bordered box contains two buttons: 'Cancel Checkout' (light gray) and 'Place Order \$ 213.09' (teal). A home icon is visible in the bottom left corner of the page.

MOLINA HEALTHCARE

Checkout

Stephanie P

Shipping

Payment

Method of Payment:

☐ Billing address same as shipping?

Bill To: Stephanie

Stephanie Pierce
474 Flower Ave West
Watertown, NY 13601
United States

Subtotal \$ 201.00
Shipping \$ 12.09
Total Price \$ 213.09

Cancel Checkout Place Order \$ 213.09

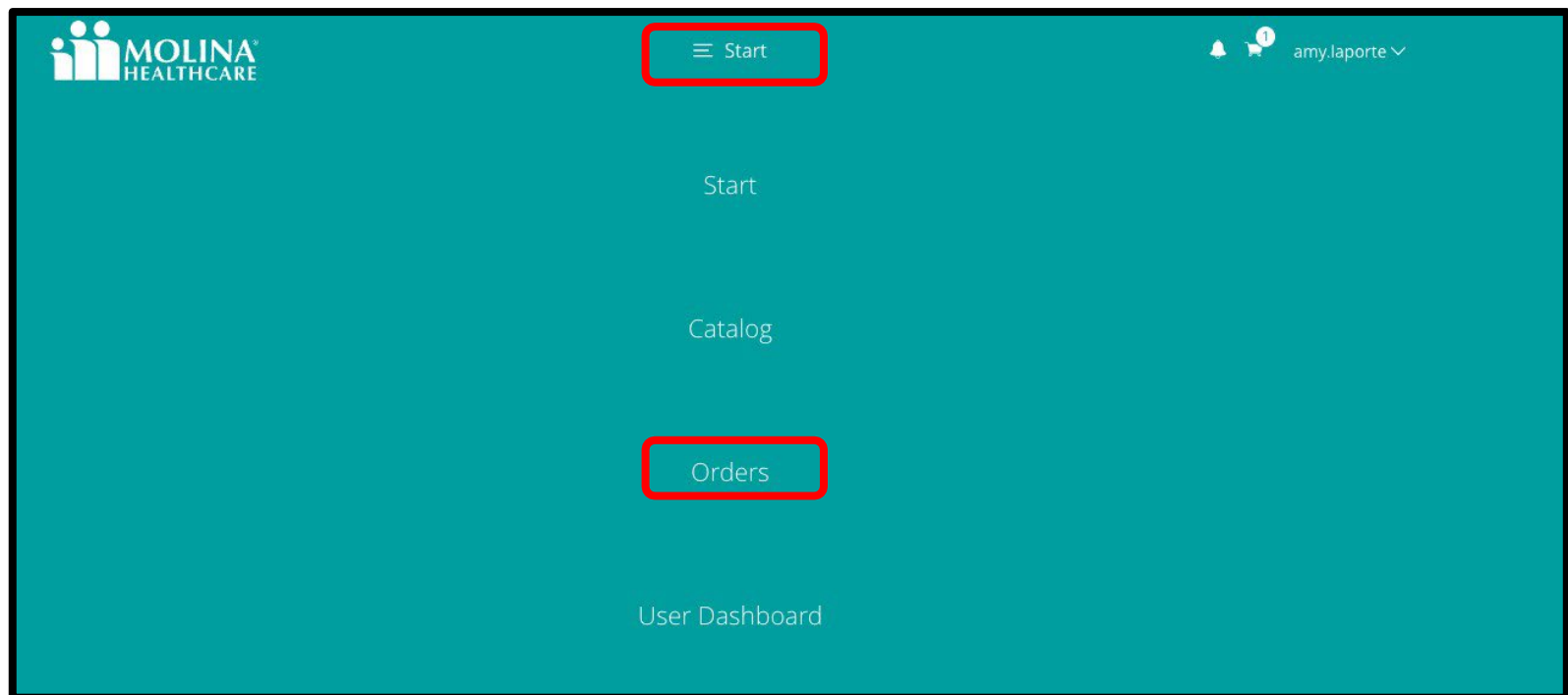
Orders

Accessing previous orders and order materials on behalf of an agent



Orders

- To access your previous orders, click **Start** on the **homepage** and then click **Orders**.



Orders

- The following screen will display.
 - Use the fields to search orders by typing in keywords and/or using the drop-down arrows to filter by date and orders. Locate the item and click **Reorder**.
 - This will allow users to re-order previous items without having to re-create materials.

MOLINA[®] HEALTHCARE

Orders

Amy L

Search order

Last 30 days

All orders

Date (descending)

August 16, 2023

11:49 AM

O-MOLINA-00003098

In Process

View details

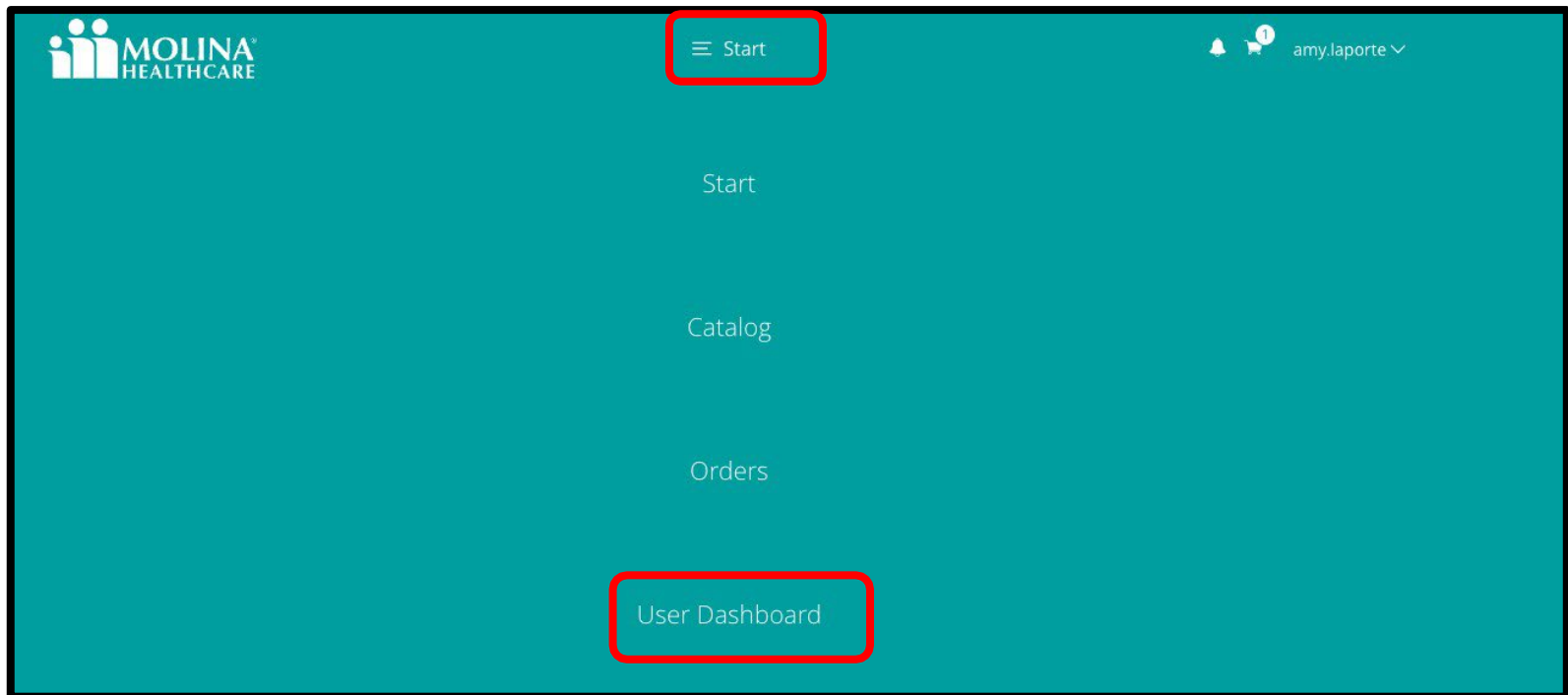
Reorder

Benefits at a Glance (BAAG)
Top Benefits Flyer
Enrollment Guide (MOLINA_IDH5628010EEN24...

\$ 305.15
Total Price

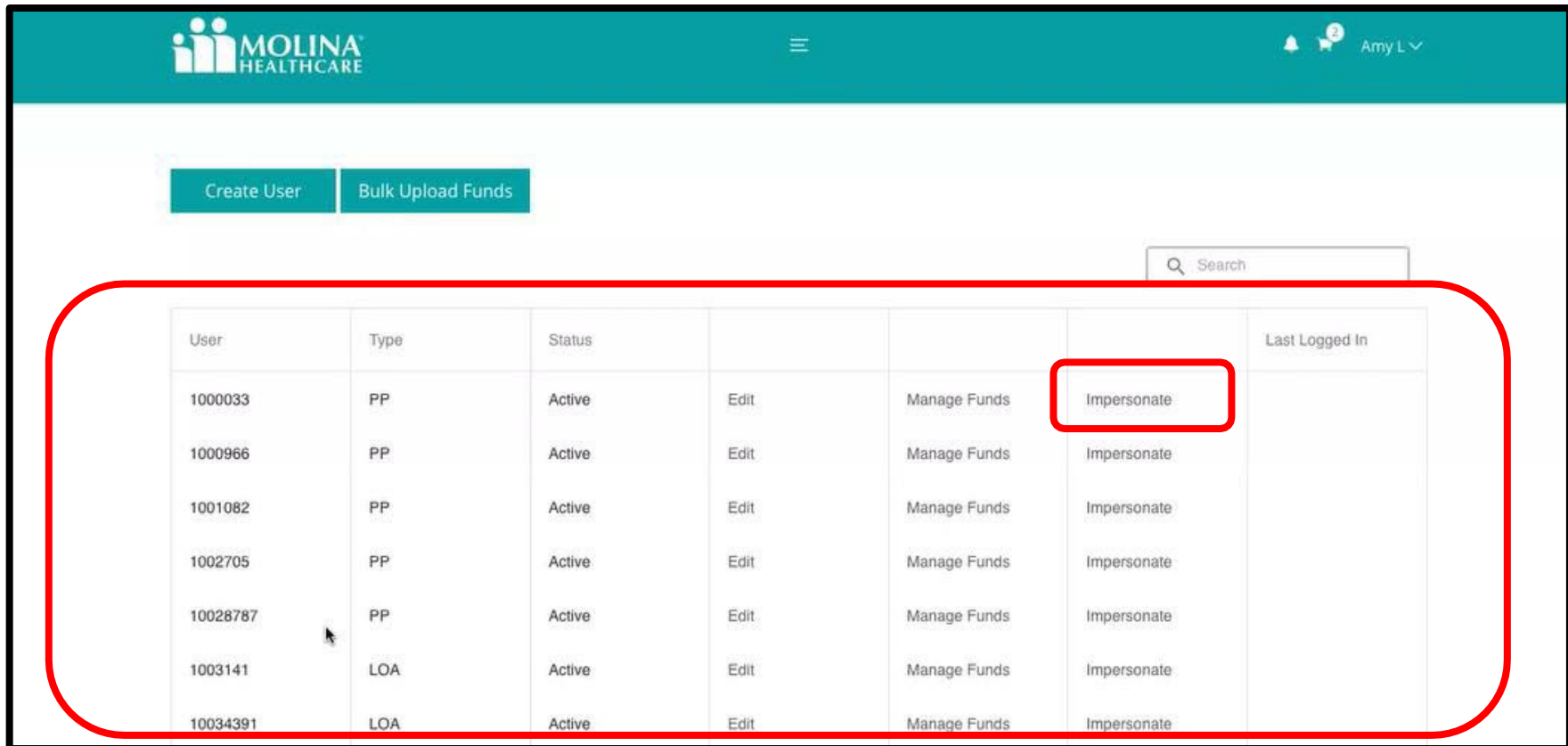
Ordering on behalf of an agent?

- Broker Channel Managers, Account Managers, and Field Managers can order materials on behalf of their agents.
- Navigate to the **homepage** by clicking the **Molina Healthcare logo** located in the upper left corner of the screen.
- Click **Start** and then click **User Dashboard**.



Ordering on behalf of an agent? (cont.)

- The following screen will appear with the manager's downline. Locate the desired agent and click **Impersonate**.



The screenshot displays the Molina Healthcare user management interface. At the top, there is a teal header with the Molina Healthcare logo, a menu icon, and a user profile for Amy L. Below the header, there are two buttons: "Create User" and "Bulk Upload Funds". A search bar is located on the right side of the interface. The main content area contains a table with the following columns: User, Type, Status, Edit, Manage Funds, and Impersonate. The table lists several users, with the first user (1000033) having the "Impersonate" button highlighted by a red box. A red rounded rectangle encloses the entire table area.

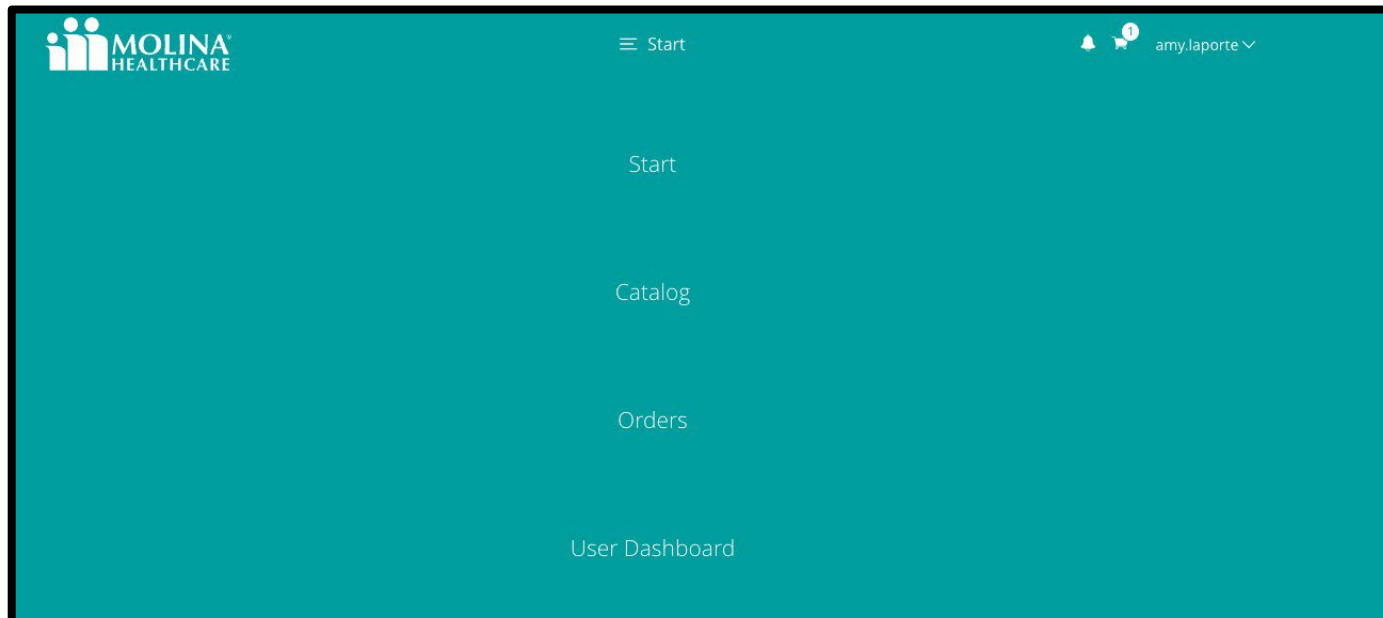
User	Type	Status	Edit	Manage Funds	Impersonate	Last Logged In
1000033	PP	Active	Edit	Manage Funds	Impersonate	
1000966	PP	Active	Edit	Manage Funds	Impersonate	
1001082	PP	Active	Edit	Manage Funds	Impersonate	
1002705	PP	Active	Edit	Manage Funds	Impersonate	
10028787	PP	Active	Edit	Manage Funds	Impersonate	
1003141	LOA	Active	Edit	Manage Funds	Impersonate	
10034391	LOA	Active	Edit	Manage Funds	Impersonate	

Ordering on behalf of an agent? (cont.)

- The following screen will appear. Managers will be redirected to the homepage to begin placing an order on behalf of their agent.

Impersonating user... Please wait.

This page will automatically redirect.



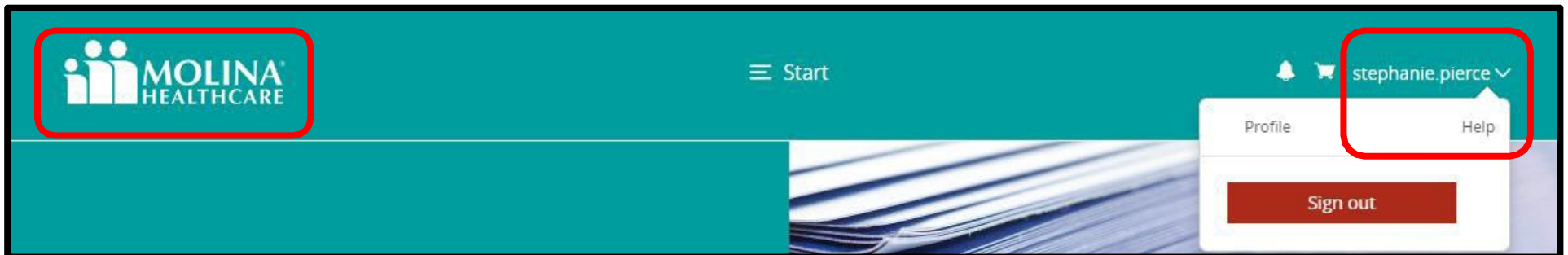
Help Center

Available Resources



Help Center

- To navigate to the **Help Center**, click the **Molina Healthcare logo** to return to the homepage.
- Click the down-arrow to the right of your name (located in the upper right-hand corner of the screen) and click **Help**.



Help Center

- Browse resources by entering a keyword in the **search bar** and click the **magnifying glass**.
- Users can also click **Knowledge base** to view How-to articles.
- If you have a general question or a question around orders/payments, click **Submit a Ticket** for assistance.

