

# Your Member Concierge Team: A personal touch

Health care should help you live your best life. At Molina Healthcare, we make that happen through personalized support tailored just for you.

Our Concierge Team knows your Molina Medicare Advantage Dual Special Needs Plan (DSNP). We start with a personal call before your benefits begin. We ensure you understand your plan and help you make the most of all your benefits. Before your effective date, a member of our concierge team will call you to discuss:



## Plan and Coverage

- Understand your plan and coverage and learn about available benefits.
- One Medicare Advantage plan that combines your Medicare and Medicaid coverage to simplify all your care.



## Doctor

- Confirm or find you a primary care physician. And assist in scheduling your wellness appointment.



## Prescriptions

- Verify your prescription coverage.



## Healthy Rewards

- Learn how to earn rewards for completing healthy behaviors.



## Care Connections

- Connect with our clinical team for additional support.



## Additional Benefits

Share information on included benefits you may receive, including:

- Over the counter
- Vision
- Hearing
- Fitness
- Dental
- Personal Emergency Response Systems

## What should you expect after you enroll?

Our Concierge Team will call you to go over your plan. We will review with you in detail and answer any questions you may have about your plan. Molina Healthcare's Dual Special Needs Plan (DSNP) combines Medicaid and Medicare into one Medicare Advantage plan.

**Call today to enroll in a Molina Medicare Advantage plan.**

**[Agent\_Name] [Agent Phone Number]**  
**[Monday to Saturday] [8 a.m. to 5 p.m.]**



Molina Healthcare is a C-SNP, D-SNP and HMO plan with a Medicare contract. D-SNP plans have a contract with the state Medicaid program. Enrollment depends on contract renewal.

Molina Healthcare is a D-SNP with a Medicare contract. D-SNP plans have a contract with the Virginia Department of Medical Assistance Services' Cardinal Care Medicaid program. Enrollment depends on contract renewal.

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