



Your Quick Guide

Molina Complete Care for MyCare Ohio
(HMO D-SNP)

MHO-MYOI-0001

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MolinaHealthcare.com/Duals



Department of
Medicaid
Next Generation MyCare



New member information

You're important to us!

You are now a member of a health care plan, also known as a MyCare Ohio Plan (MCOP). Molina Complete Care for MyCare Ohio provides health care services to Ohio residents who are eligible.

Use this guide to get to know how to use your health care. We are here to help you feel your best!

You can find the most recent copy of your Quick Guide online. Visit MolinaHealthcare.com/MyCareOhioHandbook to view this guide, your Member Handbook, and other important member materials.

Molina provides services to our members because of a contract that Molina Healthcare has with the Ohio Department of Medicaid (ODM). Visit medicaid.ohio.gov for more info. If you would like to contact ODM, call (800) 324-8680 or TTY (800) 292-3572.

How to get this information in other languages and formats

If you have any problem reading or understanding this information, call Member Services at (855) 665-4623 (TTY: 711) for help at no cost to you. Call Monday through Friday, 8 a.m.-8 p.m., local time. We can explain this information in English or your primary language.

You can also get this information in other formats, such as large print, braille or audio. These services are provided at no cost to you.

Molina Complete Care for MyCare Ohio (HMO D-SNP) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 665-4623, (TTY: 711), Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free.



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Welcome to Molina Complete Care for MyCare Ohio (HMO D-SNP Plan)!

It's time to start getting the most from your health care coverage!
Be sure to take these simple steps right away:

1

Look for your Molina member ID card(s) in this packet

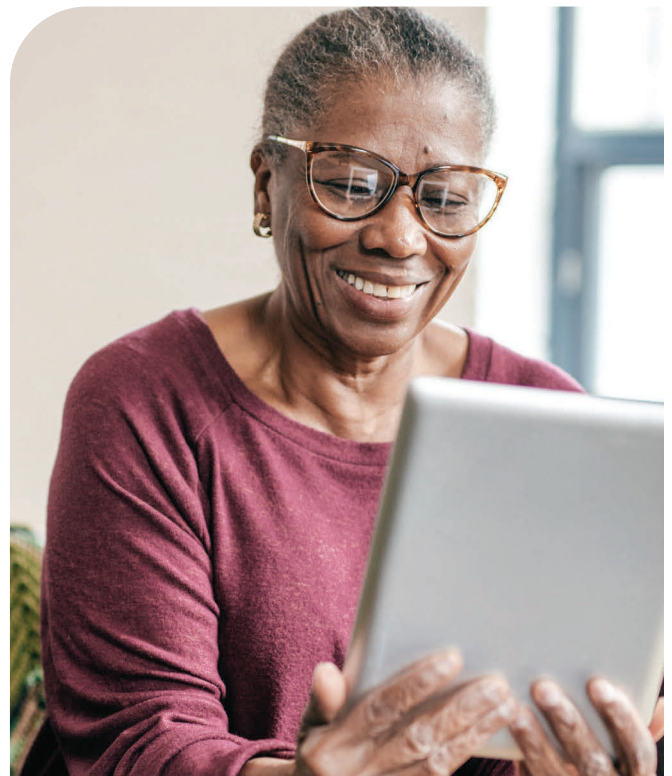
New Molina Complete Care for MyCare Ohio members will get their Molina member identification (ID) card in this packet with the Quick Guide. Each member of your family who has joined Molina Complete Care for MyCare Ohio will get their own card.

- Always keep your ID card with you.
- Make sure the information on your card is correct. If your information is not correct, call Member Services.
- If you did not get a member ID card in the mail, or if you lose your card, visit [MyMolina.com](https://www.mymolina.com) or call Member Services.

2

Download the My Molina® mobile app

- Our My Molina mobile app lets you view, print and send your member ID card. You can search for doctors, change your primary care provider (PCP) and much more. Anytime, anywhere!
- Download the My Molina app today from the Apple App® Store or Google Play®.
- To learn how to use the My Molina mobile app and member portal, go to [MyMolinaTraining.com](https://www.mymolina.com).



Thank you for choosing Molina Complete Care for MyCare Ohio as your trusted health plan. We're happy to have you as a member.



3

Your Welcome Call – available right now

This call will help you with many things as a new member:

- Make sure your primary doctor and other doctors are in your health plan and help you set up your first visit
- Help you understand how to use your health benefits, and which medicines are covered
- Show you how you can earn rewards by doing healthy activities.

Getting started

- Look out for a welcome call within weeks of your plan's start date, or
- Talk with your concierge immediately or schedule your welcome call by calling (855) 596-5682 (TTY: 711). Hours are Monday – Friday, 8 a.m. – 4 p.m. local time.

Find out more about what Concierge can do for you. Visit MolinaConcierge.com.

4

Watch for your supplemental benefits card from Nations.

- You will receive your pre-funded debit card in the mail.
- You can use this card for benefits such as over-the-counter (OTC) supplies, transportation, SSBCI benefits like healthy food and produce and to redeem your rewards.
- Visit Molina.NationsBenefits.com for more information about how to use your MyChoice pre-funded debit card, check your balance, or place an order.

Learn more about your health plan

Want to see a full list of your covered benefits and more details about your plan?

- Go to MolinaHealthcare.com/MyCareOhioHandbook to read your Member Handbook.

Want to find a doctor near you?

Go to MolinaProviderDirectory.com/OH to search our Provider Online Directory to find doctors, pharmacies, and other providers.

- This tool lets you look for providers by name, specialty, what languages they speak, or how close they are to you.
- All of our doctors are reviewed for quality before they can join our network.

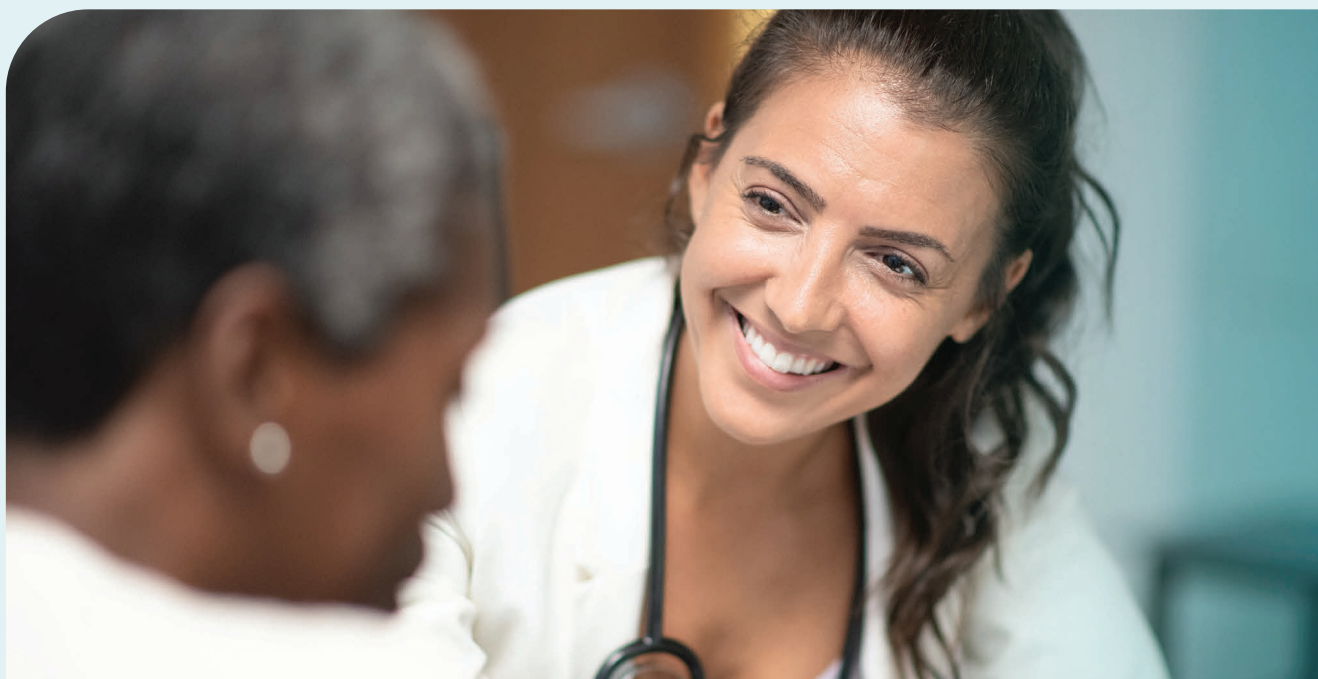
Want to see a list of covered medicines?

- Go to MolinaHealthcare.com/OHMyCareRx to find the list of covered drugs.
- Our list of covered drugs (Formulary) tells you which drugs your plan pays for along with any rules or special requirements.
- For more details on your pharmacy coverage, see page 13.



Your PCP

Your primary care provider (PCP) is the doctor who gives you most of your care. Make sure to see your PCP right away to get set up as a new patient. Your PCP should get to know you and your medical history. Think of your PCP as your medical home and the doctor who knows you the best! Once you're set up as a new member, see your PCP for regular checkups.



About Molina Member Services

Member Services is here to answer questions you have about your membership with Molina. The Member Services phone number is (855) 665-4623 (TTY: 711). Call Monday through Friday, 8 a.m. to 8 p.m. local time.

Member Services representatives can help you:

- Understand your covered benefits.
- Request a new ID card.
- Schedule transportation.
- Pick or change your primary care provider (PCP).
- Check if prior approval is needed for a service.
- Get prenatal care if you are pregnant.
- Make an appointment with your PCP, OB/GYN or other providers.
- File a complaint about your plan, provider or discrimination.

Call Member Services right away to tell us if:

- You are pregnant.
- There is a change to your demographic information.
- You move or your mailing address changes.
- Your phone number changes.

If you have health services already approved or scheduled

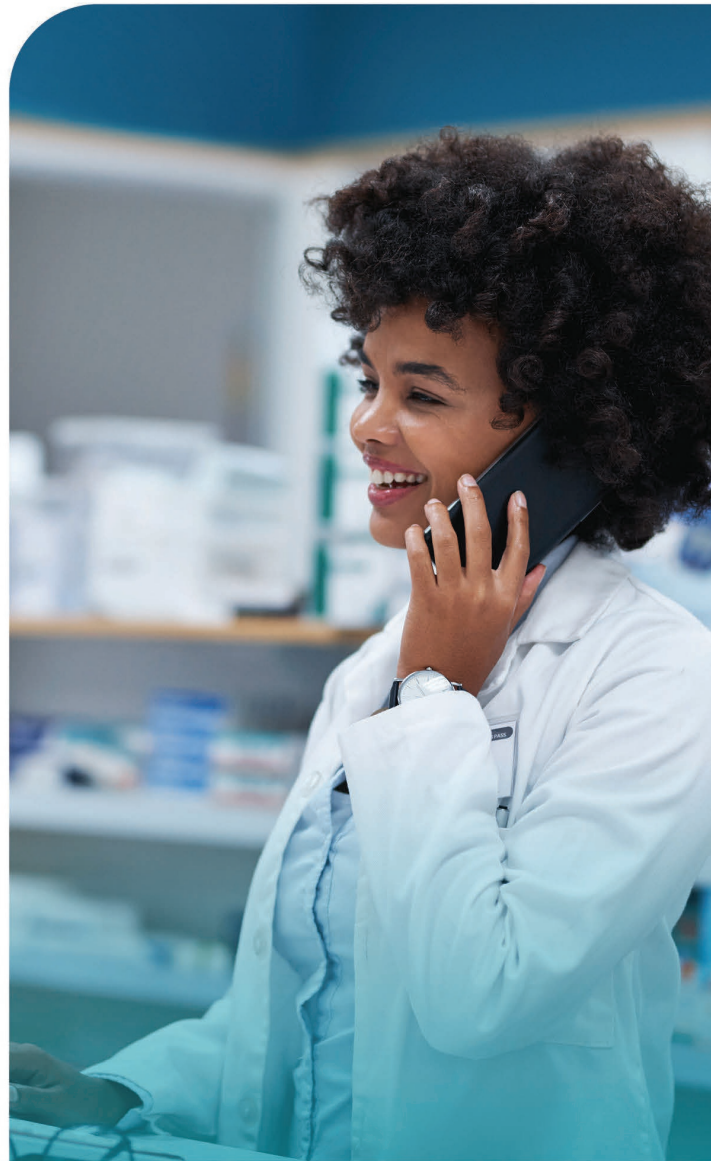
If you have health care services already approved or scheduled, call Member Services before you receive the services. In certain situations, and for a certain time period after you enroll, you may be allowed to get care from a provider that is not a Molina network provider.

You must call Molina Complete Care for MyCare Ohio before you receive the care. If you do not, you may not be able to receive the care, and the claim may not be paid.

Getting medication refills!

- **Use network pharmacies for the best cost:** If you need to refill medications, be sure you are using one of our network pharmacies by visiting the My Molina portal.
- **Plan ahead:** If your medication is currently with a different pharmacy, talk to your pharmacist or PCP about transferring your medication. Make sure to allow time for the transfer so you don't run out of your medication.
- **Take fewer trips to the pharmacy:** Many medications are eligible for 100-day refills at the same copay as 90-day refills at all in-network pharmacies or through mail order. Talk to your PCP about if this is an option for you.
- **Complete the mail order enrollment form in this packet.**

On the My Molina portal, you will also find a direct link to [CVS.com](https://www.cvs.com) to see your medications. Using this link, [CVS.com](https://www.cvs.com) will recognize your sign-in information.



Don't lose your Medicaid coverage!

You must renew your coverage every year.

You can log in to your account at Benefits.Ohio.gov.

Or call the Medicaid Consumer Hotline at (800) 324-8680, option 8 (TTY: 800-292-3572). Call from Monday - Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 5 p.m., Eastern Time (ET).



 If you need help, please call us at (877) 373-8972 (TTY: 711), Monday–Friday, 10 a.m.–8 p.m. ET. Or email us at HealthPlanRenewals@MolinaHealthcare.com.

Information phone numbers and resources

Member Services Prior Authorization, Coverage Determinations, and Appeals Call Center.	(855) 665-4623 (TTY: 711) Monday - Friday, 8 a.m. - 8 p.m. local time	Call when you have questions about your health plan, benefits, covered services, or how to get services. See page 7 of this Quick Guide for more information about Member Services.
My Molina member portal	MyMolina.com	Use our member portal to view, print, and download your member ID card. Search for doctors, change your PCP and much more!
My Molina mobile app	Download on your phone. Search “My Molina” on the Apple App store or Google Play.	Use our mobile app to manage your health care on your phone or tablet, anytime or anywhere!
24-hour Nurse Advice Line and Care Coordination after-hours line	English (855) 895-9986 (TTY: 711) Call any time.	Call if you need advice about health problems, where to go for care, your prescribed drugs and more.
24-hour Behavioral Health Crisis Line	(888) 275-8750 (TTY: 711) Call any time.	Call if you're thinking about suicide or have a behavioral health emergency and don't know what to do.
Member Handbook	MolinaHealthcare.com/ MyCareOhioHandbook	Get details on how your plan works and full benefit information in your Member Handbook.
Provider Online Directory	MolinaProviderDirectory.com/OH	Find providers in our network.
Transportation services	(844) 491-4761 (TTY: 711) Call any time.	Call if you need to schedule, cancel or manage a ride. You can also use the Access2Care phone app to schedule and manage trips.
Pharmacy Help Desk	(866) 693-4620 (TTY: 711) Call any time.	Call if you have questions about your pharmacy benefits or prescription drug coverage.
Care Coordination	(855) 665-4623, Monday – Friday, 8 a.m. – 5 p.m. local time	Coordination line if you have questions or want to enroll in Care Coordination.

Meet the teams here for you

It is important to start your health journey off on the right foot. At Molina Complete Care for MyCare Ohio, you have a team of health care professionals who can help you get the care you need.

- **Molina Care Connections**

Care Connections is a team of advanced nurse practitioners that help manage your health by meeting you where you are. We offer both in-person appointments and telehealth video calls, as well as annual wellness visits and medication reviews.

- **Concierge**

Our friendly and knowledgeable Medicare Concierge is here to help you start using your benefits and answer questions about your new Molina plan.

- **Care Coordination**

We provide a Care Coordination (CC) program to help navigate your health journey and arrange for specialized services to meet your health care needs.



What to do when you're sick

Are you feeling sick and not sure what to do?
Don't worry, we're here to help you!



What are my options?



Primary care provider (PCP)

Call your PCP day or night. If it's after hours, leave a message. Someone should return your call.

When you have a minor issue that requires medical care, such as:

- Colds or cough
- Sore throat
- Flu
- Medicine or refills
- Earache
- Diarrhea

You can also call our 24-hour Nurse Advice Line if you are not sure where to go for care. Call (855) 895-9986 (TTY: 711) Call any time, day or night.



Urgent care center

Urgent care centers are great options if you need care after hours.

When it's not an emergency but you need care right away, such as:

- Severe cold or flu symptoms
- Ear pain
- Sore throat
- Stomach flu or virus
- Cut that needs stitches
- Sprain, strain or deep bruise



Emergency room (ER)

Call 911 or go to the nearest ER. Seek emergency care right away. You can get care 24 hours a day, 7 days a week.

When you think your life or health is in danger, such as:

- Very bad bleeding
- Very bad stomach pain
- Chest pain or pressure
- Head injury or trauma
- Sudden dizziness or trouble seeing
- Overdose or poisoning
- Broken bones

Emergency services do not require prior approval from Molina. We cover care for emergencies both in and out of the county where you live.



24-Hour Nurse Advice Line

Need help deciding where to go for medical care? Our 24-Hour Nurse Advice Line is here for you!

Our nurses can:

- Answer questions to help you handle routine health problems at home
- Set up a telehealth appointment with our Care Connections advanced nurse practitioners
- Find the nearest urgent care center or recommend further treatment

Call our 24-Hour Nurse Advice Line at (855) 895-9986, (TTY: 711), 24 hours a day, 7 days a week

Your rewards are waiting for you!

Molina Complete Care for MyCare Ohio wants to reward you for taking care of your health.

We know how important your health is to you. Whether you need help taking care of an existing condition or want to stay healthy, we are here to support you. To earn your rewards, see your doctor and complete your healthy actions.

What are healthy actions?

Healthy actions are routine health screenings you should complete with your doctor. Your doctor will create a care plan for you based on your needs. They will answer any questions you may have. These screenings are important because they can help you and your doctor find health conditions early, when they are usually easiest to treat.

You may be eligible for rewards when you get screenings or exams like:

- Yearly well visits with your PCP
- Colon cancer screenings
- Breast cancer screenings
- Diabetes screenings
- Flu shots

To learn more, visit MolinaHealthcare.com/Medicare, call (855) 483-8740, (TTY: 711) or log into your portal at MyMolina.com to view which healthy actions can earn rewards under your plan.



Our Provider Network

Remember, you must get covered, medically necessary services from facilities and providers in Molina Complete Care for MyCare Ohio's network. Providers in our network agree to work with us to give you needed care.

You can use providers that are not in Molina's network only for:

- Emergency services
- Federally Qualified Health Centers (FQHC)
- Rural Health Clinics (RHC)
- Qualified family planning providers
- An out-of-network provider that Molina has approved you to see

Provider Directory: How to Find Network Providers

The Molina Complete Care for MyCare Ohio Provider Directory lists all our network providers and non-network providers you can use to receive services.

There are three ways you can view the Provider Directory:

1. Log on to [MyMolina.com](https://www.mylmolina.com) to search our online Provider Directory. If you don't have a username, you must register first.
2. Visit [MolinaProviderDirectory.com/OH](https://www.molinaproviderdirectory.com/OH) to search the online Provider Directory.
3. Request a printed copy. Fill out the postcard you received with your new member materials and mail it back to us. You can also request a printed copy by calling Member Services.

Prescription drugs

Molina Complete Care for MyCare Ohio uses a list of covered drugs, also called a Formulary. Your health plan will generally cover any prescription drug listed in our Formulary as long as:

- The drug is medically necessary.
- The prescription is filled at a Molina Complete Care for MyCare Ohio network pharmacy and other plan rules are followed.

With a prescription, you can get certain durable medical equipment items under \$30 at retail pharmacies in the Molina Complete Care for MyCare Ohio network at no cost.

You pay \$0 for all generic drugs.

To view the Formulary or search for covered drugs, visit [MolinaHealthcare.com/OHMyCareRx](https://www.molinahealthcare.com/OHMyCareRx). You can also ask for a printed copy of our drug list by calling Member Services at (855) 665-4623, (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m. local time. We can give you a copy of the drug list in an alternate format or language.

If you have questions about your prescription drugs, you can also call our 24-Hour Nurse Advice Line. Call (855) 895-9986, (TTY: 711) at any time for help from a nurse.

Services covered by Molina Complete Care for MyCare Ohio

Molina complete Care for MyCare Ohio covers your medically necessary Medicaid-covered services at no cost to you. Medically necessary means you need the services to prevent, diagnose or treat a medical condition.

Prior Approval (PA)

Your provider must ask Molina complete Care for MyCare Ohio to approve some treatments and services before you can get them. This is called a prior approval (PA) or prior authorization.

Most services are available to you without PA. However, some services do require it.

This guide has information on which services do or do not require PA. A more detailed copy of this list can be found in your Member Handbook or online at MolinaHealthcare.com/MyCareOhioHandbook.

Covered services at a glance

Below is a list of services and supplies covered by Molina complete Care for MyCare Ohio. The services and supplies are listed alphabetically (from A to Z).

Key

You can use these symbols to tell if a service may need prior approval, or if there may be limitations to the service.

* - Prior approval (PA) may be required.

¥ - The service may be limited to a certain number of visits or to certain members.

Acupuncture – to treat certain conditions * ¥

Ambulance and wheelchair van transportation *

Ambulatory surgical center (ASC) services *

Assisted living services * ¥

Behavioral health services (including mental health, psychiatric, and substance use disorder treatment) *

Cardiac rehabilitation services *

Certified nurse midwife services

Certified nurse practitioner services

Chiropractic services * ¥

Dental services *
Diabetes self-management training
Diabetic supplies and therapeutic shoes *
Diagnostic services (x-ray, lab, blood) *
Dialysis services and kidney disease education services
Digital rectal exams (colonoscopy)
Doula ¥
Durable medical equipment and supplies * ¥
EKG following welcome visit
Emergency services
Family connect ¥
Family planning services
Federally Qualified Health Center or Rural Health Clinic services *
Free-standing birth center services at a freestanding birth center
Glaucoma screening
Home- and community-based waiver services * ¥
Home health services and private duty nursing services *
Hospice care *
Inpatient hospital services (acute and psychiatric) *
Intensive outpatient program services *
Medical supplies * ¥
Nursing facility services *
Observation services *
Obstetrical (maternity care – prenatal and postpartum, including at-risk pregnancy services) and gynecological services
Outpatient hospital services *
Partial hospitalization *
Pediatric recovery centers * ¥
Physical and occupational therapy * ¥
Physical exam required for employment or for participation in job training programs if the exam is not provided free of charge by another source

Podiatry (foot) services *
Prescription drugs *
Preventive mammogram (breast) and cervical cancer (pap smear) exams ¥
Primary care provider services
Prosthetic devices *
Renal dialysis (kidney disease)
Respite services * ¥
Screening and counseling for obesity ¥
Services for children with medical handicaps (Title V)
SET for PAD services
Shots (immunizations)
Skilled nursing facilities *
Specialist services
Speech and hearing services, including hearing aids * ¥
Telehealth services ¥
Urgent care services
Urgently needed services
Vision care (optical) services, including eyeglasses
Yearly well-adult exams when Medicare does not cover these

List of covered services

The full list of covered services can be found in your Member Handbook or online at MolinaHealthcare.com/MyCareOhioHandbook. The list of covered services explains PA requirements and limitations in more detail.

Appeals and Grievances

An appeal is a formal way of asking us to review our coverage decision and change it if you think we made a mistake. If you, your authorized representative, or your doctor or other provider disagree with our decision, you can appeal. You can also appeal our failure to make a coverage decision within the timeframes we should have. We will send you a notice in writing whenever we take an action or fail to take an action that you can appeal. To start your appeal, you, your authorized representative, or your doctor or other provider must contact us. You can call us at (855) 665-4623 (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m. local time.

Your extra benefits

You get extra benefits as a Molina Complete Care for MyCare Ohio member. Check out your extra benefits and get the most out of your health plan.

You can find more details on extra benefits in this packet online at MolinaHealthcare.com/MyCareOhioHandbook. We will also mail you more info on extra benefits.

Dental care

- Additional preventive dental care and a maximum allowance of \$5,000 each calendar year for select comprehensive dental services.

Eye care

- Yearly \$300 eyewear allowance for lenses, frames, contact lenses, and tinting or polarization of lenses.

Hearing services

- \$0 for hearing screenings, and hearing aid coverage every 2 years after coverage

Molina Complete Care for MyCare Ohio Card

- \$230 per month on your Molina Complete Care for MyCare Ohio Card, a convenient prepaid debit card for everyday needs such as transportation, over-the-counter health items, utilities, and groceries.

Extra trips on us

- 104 one-way trips per year for rides to the doctor, pharmacy, WIC¹, CDJFS², SSI, and food resources like food pantries or employment offices, plus flexible options like bus passes, rideshares, and mileage reimbursement.
- Unlimited transportation if you use a wheelchair or must see a provider 30+ miles away.

Extras for Caregivers

- 40 additional hours of respite care from a network provider each year.
- 8 one-way trips per year for visiting a member in the hospital or nursing facility.
- Care Coaches who provide individual support, including resources to prevent caregiver burnout.
- On-demand access to caregiver online platform for expert advice and support resources.
- Access to caregiver peer support groups led by clinically trained experts.
- Alzheimer's safety kit with door and window alarm sensors.

Your extra benefits (continued)

Member Care Grants

- Member Care Grants for real-time support for real life needs such as emergency housing, utility assistance, laundry services, and groceries.

Strength, Stability, and Falls Prevention Program

- Fall prevention programs that provide personal care plans and up to \$1,500 per year in financial support for home modification to promote independence and improve personal safety.

Molina Social Connections Program

- 24/7/365 access to talk or chat with a member of our compassionate call center.
- Phone app to request a call when you are feeling lonely or need to find local resources.
- Members who qualify can also get a smartphone and phone plan to access services and maintain social connection.

Extra Financial Support

- Financial support with moving into a community setting like your home or with a family member.
- Up to \$500 for legal services for guardianship and financial planning help.

Go Mobile with Molina

- My Molina phone app to find a doctor, view your ID card, or call the 24-hour Nurse Advice Line.
- MyMolina.com, your 24/7 online connection to health care.
- Provider search tool online or in the app

More Support to Fit Your Needs:

- Technology Coaches to help you access services by computer or mobile phone.
- Handheld language translator if you live in a nursing facility or assisted living and need help communicating.
- \$0 palliative care services for members with serious illnesses, including advance care planning, symptom management, and care coordination.

Extra benefits are subject to change. Eligibility and limitations may apply.

¹ WIC: The Special Supplemental Nutrition Program for Women, Infants, and Children.

² CDJFS: Your local County Department of Job and Family Services office.

Nondiscrimination Notice

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin (including limited English proficiency), race, or sex (consistent with the scope of sex discrimination described at § 92.101(a)).

To help you effectively communicate with us, Molina Healthcare provides services free of charge and in a timely manner:

- Molina Healthcare provides reasonable modifications and appropriate aids and services to people with disabilities. This includes: (1) Qualified interpreters. (2) Information in other formats, such as large print, audio, accessible electronic formats, Braille.
- Molina Healthcare provides language services to people who speak another language or have limited English skills. This includes: (1) Qualified oral interpreters. (2) Information translated in your language.

If you need these services, contact Molina Member Services at 1-800-665-3086 or TTY/TDD: 711, Monday to Friday, 8 a.m. to 8 p.m., local time.

If you believe we have discriminated on the basis of age, color, disability, national origin, race, or sex, you can file a grievance. You can file a grievance by phone, mail, email, or online. If you need help writing your grievance, we will help you. You may obtain our grievance procedure by visiting our website at MolinaHealthcare.com/Members/Common/en-US/Notice-of-Nondiscrimination.aspx

Call our Civil Rights Coordinator at 1-866-606-3889, TTY/TDD: 711 or submit your grievance to:

Civil Rights Unit
200 Oceangate
Long Beach, CA 90802

Email: Civil.Rights@MolinaHealthcare.com

Website: MolinaHealthcare.Alertline.com

You can also file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, online through the Office for Civil Rights Complaint Portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone: 1-800-368-1019

TTY/TDD: 800-537-7697

Complaint forms are available here:

HHS.gov/sites/default/files/ocr-cr-complaint-form-package.pdf

We have free interpreter services to answer any questions that you may have about our health or drug plan. To get an interpreter, just call us at (855) 665-4623, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m. local time. Someone who speaks English can help you. This is a free service.

SPANISH

Contamos con servicios de intérprete gratuitos para responder cualquier pregunta que pueda tener acerca de nuestro plan de salud o medicamentos. Para obtener ayuda de un intérprete, llámenos al (855) 665-4623, TTY: 711, de lunes a viernes, de 8 a. m. a 8 p. m., hora local. Una persona que hable español podrá ayudarlo. Este es un servicio gratuito.

TRADITIONAL CHINESE

我們有免費的口譯員服務，可回答您對於我們健康或藥物計劃的任何問題。若需要口譯員，請撥打 (855) 665-4623 聯絡，TTY: 711，服務時間為當地時間的週一到週五的上午 8 點至晚上 8 點。能說中文的人士會為您提供協助。這是免費的服務。

SIMPLIFIED CHINESE

如果您对我们的健康计划或药品计划有任何疑问，我们可以提供免费的口译服务解答您的疑问。若要获得口译服务，请致电我们，电话：(855) 665-4623，TTY: 711，周一至周五提供服务，服务时间为当地时间上午 8 点至晚上 8 点。说中文的人士会帮助您。这是免费服务。

TAGALOG

Mayroon kaming libreng serbisyo ng tagapagsalin para sagutin ang anumang katanungan na maaaring mayroon ka tungkol sa aming health o drug plan. Para makakuha ng tagapagsalin, tawagan lang kami sa numerong (855) 665-4623, TTY: 711, Lunes – Biyernes, 8 a.m. hanggang 8 p.m. lokal na oras. Makatutulong sa iyo ang taong nagsasalita ng Tagalog. Isa itong libreng serbisyo.

FRENCH

Nous assurons gracieusement des services d'interprétariat afin de répondre à tout question que vous pourriez avoir sur votre santé ou plan de traitement. Pour obtenir l'assistance d'un interprète, il suffit de nous appeler au (855) 665-4623, TTY : 711, du lundi au vendredi de 8 h à 20 h (heure locale). Une personne parlant français pourra vous assister. Ce service est proposé sans frais.

VIETNAMESE

Chúng tôi có các dịch vụ phiên dịch miễn phí để trả lời bất kỳ câu hỏi nào của quý vị về chương trình chăm sóc sức khỏe hoặc chương trình thuốc của chúng tôi. Để có phiên dịch viên, chỉ cần gọi cho chúng tôi theo số (855) 665-4623, TTY: 711, Thứ Hai – Thứ

Sáu, 8 giờ sáng đến 8 giờ tối, giờ địa phương. Ai đó nói tiếng Việt có thể trợ giúp bạn. Đây là dịch vụ miễn phí.

GERMAN

Wir bieten Ihnen kostenlose Dolmetscherdienste, um Ihre Fragen, die Sie möglicherweise zu unseren Gesundheits- oder Arzneimittelleistungen haben, zu beantworten. Wenn Sie mit einem Dolmetscher sprechen möchten, rufen Sie uns einfach an unter (855) 665-4623, TTY: 711, Montag – Freitag, 8:00 Uhr bis 20:00 Uhr (Ortszeit). Jemand, der Deutsch spricht, hilft Ihnen gerne weiter. Dies ist ein kostenloser Dienst.

KOREAN

당사는 무료 통역 서비스를 통해 건강 또는 처방약 플랜에 대한 귀하의 질문에 답변해 드립니다. 통역 서비스를 이용하시려면 (855) 665-4623, TTY: 711번으로 월요일~금요일 오전 8시~오후 8시(현지 시간)에 문의하시기 바랍니다. 한국어 통역사가 도움을 드릴 수 있습니다. 무료 서비스입니다.

RUSSIAN

Если у вас возникли какие-либо вопросы о вашем плане медицинского обслуживания или плане покрытия лекарственных препаратов, для вас предусмотрены бесплатные услуги переводчика. Чтобы воспользоваться услугами переводчика, просто позвоните нам по номеру (855) 655-4623, телетайп: 711 с понедельника по пятницу с 8:00 до 20:00 по местному времени. Вам поможет специалист, говорящий на русском языке. Эта услуга предоставляется бесплатно.

ARABIC

نوفر خدمات الترجمة الفورية المجانية لإجابة عن أي أسئلة قد تراودك حول الخطة الصحية أو خطة الأدوية لدينا. للحصول على مترجم فوري، كل ما عليك هو الاتصال بنا على الرقم (855) 4623-665، وبالنسبة إلى مستخدمي أجهزة الهواتف النصية (TTY)، يرجى الاتصال على: 711، من الاثنين إلى الجمعة، من الساعة 8 صباحاً حتى الساعة 8 مساءً، بالتوقيت المحلي. ويمكن لشخص يتحدث اللغة العربية مساعدتك. تقدم هذه الخدمة مجاناً.

ITALIAN

Offriamo un servizio di interpretariato gratuito per rispondere a qualsiasi domanda sul nostro piano sanitario o farmaceutico. Per ottenere un interprete, basta chiamarci al numero (855) 665-4623, TTY: 711, dal lunedì al venerdì, dalle 8.00 alle 20.00 ora locale. Una persona che parla italiano potrà aiutarti. Si tratta di un servizio gratuito.

PORTUGUESE

Dispomos de serviços de interpretação gratuitos para responder a possíveis dúvidas que possa ter sobre o nosso plano de saúde ou plano para medicamentos. Para falar com um intérprete, ligue (855) 665-4623, TTY: 711, segunda – sexta, 8 a.m. até 8 p.m. horário local. Alguém que fala português pode ajudá-lo. Este é um serviço gratuito.

FRENCH CREOLE

Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou ka genyen sou plan sante oswa plan medikaman nou an. Pou jwenn yon entèprèt, jis rele nou nan (855) 665-4623, TTY: 711, Lendi – Vandredi, 8 a.m. rive 8 p.m. lè lokal. Yon moun ki pale kreyòl ayisyen ka ede w. Sa a se yon sèvis gratis.

POLISH

Oferujemy bezpłatne usługi tłumacza, który pomoże uzyskać odpowiedzi na wszelkie pytania dotyczące naszego planu opieki zdrowotnej lub dawkowania leków. Aby uzyskać pomoc tłumacza, wystarczy zadzwonić do nas pod numer (855) 665-4623, TTY: 711. Jest on dostępny od poniedziałku do piątku w godzinach od 8:00 do 20:00 czasu lokalnego. Pomocy udzieli osoba mówiąca po polski. Ta usługa jest bezpłatna.

HINDI

हम आपके स्वास्थ्य या ड्रग प्लान से जुड़े किसी भी प्रश्न के लिए आपकी सहायता करने के लिए निःशुल्क दुभाषिया सेवाएं प्रदान करते हैं। दुभाषिया को प्राप्त करने के लिए, बस हमें (855) 665-4623, TTY: 711, सोमवार से शुक्रवार, सुबह 8 बजे से रात 8 बजे स्थानीय समय पर कॉल करें। हिंदी बोलने वाला कोई व्यक्ति आपकी सहायता कर सकता/सकती है। यह एक निःशुल्क सेवा है।

JAPANESE

弊社の医療保険プランや処方薬プランについてお問い合わせいただく際に無料の通訳サービスをご利用いただけます。通訳をご希望の場合は、（855）665-4623（TTY：711）までお電話にてご連絡ください（営業時間：月～金、午前8時～午後8時）。日本語を話せるスタッフがお手伝いいたします。このサービスは無料でご利用いただけます。



Get started with your Welcome Kit!

We make it *simple!*

MolinaHealthcare.com/MedicareWelcome

Molina Member Services:

(855) 665-4623 (TTY: 711)

Monday through Friday

8 a.m. to 8 p.m. local time

Find us on Facebook: MolinaHealthcare.com/OHFacebook



MHO-MCD-0002
0824



Department of
Medicaid
Next Generation MyCare



Better together: A caregiver's role in the health care journey



What is a caregiver?

A caregiver is someone who helps you stay safe and healthy at home. Everyone needs different kinds of help.

Who can be a caregiver?

A caregiver can be a family member, friend or neighbor who helps take care of someone else.

What do caregivers help with? Caregivers might help with:



Bathing or getting dressed



Cleaning the house



Grocery shopping



Cooking meals



Going to doctor's visits



Taking medicine the right way

When might you need a caregiver? You might need help:



After a planned event like surgery or treatment



After an unexpected event like an accident or injury



For long-term care like aging safely at home

Need more information? Go to MolinaCaregiving.com to find:



Local programs to help caregivers



Forms and checklists for caregivers



Caregiver support and benefits from Molina



A helpful video about caregiving

Can caregivers get paid?

Some Medicaid plans may pay caregivers who are family or friends (but not spouses) through Personal Care Services (PCS).

To learn more:

- Check your Summary of Benefits
- Talk to your case manager
- Or call the number on your member ID card

***Not available on all Molina health plans**

Important: Molina Healthcare can't talk to your caregiver about your health unless you give permission. You'll need to fill out a form (PHI form) at MolinaCaregiving.com.

Caregiver onboarding checklist

1. Learn about the members' health

- ☐ Write down any health problems or conditions
- ☐ Make a list of all medicines and how much is taken
- ☐ Note any allergies or health warnings
- ☐ Know if they need special food or help moving around

2. Gather important papers

- ☐ Get the Summary of Benefits
- ☐ Find their Medicare and Medicaid cards
- ☐ Turn in forms like Power of Attorney or Advance Directives
- ☐ Make a list of doctors, specialists and pharmacy
- ☐ Write down emergency contacts and legal helpers

3. Use your health plan

- ☐ Sign up for the My Molina online account
- ☐ Choose a primary care provider (PCP)
- ☐ Complete a Welcome Call
- ☐ Schedule a Welcome Visit (video or at home)
- ☐ Set up rides to appointments if needed
- ☐ Learn how to get help after hours or in an emergency

4. Know what your plan covers

- ☐ Learn what is covered (doctor visits, hospital, medicine)
- ☐ Check if extras like vision, dental or hearing are included
- ☐ Make sure your pharmacy is in-network
- ☐ Find important phone numbers (nurse line, care team, etc.)

5. Manage medicines and care

- ☐ Use a pill box or reminders for taking medicine
- ☐ Arrange for refills or home delivery of medicine
- ☐ Work with case managers or home care helpers
- ☐ Keep track of doctor visits and follow-ups

6. Be ready for emergencies

- ☐ Keep a list of emergency contacts
- ☐ Know where the nearest ER and urgent care are
- ☐ Pack a "go-bag" with meds and important papers
- ☐ Talk about and write down care wishes

7. Use support & wellness services

- ☐ Join caregiver support groups if needed
- ☐ Try wellness programs like fitness or healthy eating
- ☐ Use free checkups and other preventive care
- ☐ Plan regular check-ins with the care team

8. Stay organized

- ☐ Use a calendar or notebook to track care
- ☐ Keep important papers in one place (binder or folder)
- ☐ Update the care plan when things change



**Department of
Medicaid**

Next Generation MyCare



Dear Member,

We want to share some important information with you about medical bills and when you may need to pay for care.

In most cases, you should not be charged for services that are covered by your health plan. The doctors and providers who work with your plan agree to accept payment from the health plan as full payment. This means you shouldn't have to pay anything extra.

Sometimes, providers may send a bill for charges like deductibles, coinsurance or copayments. This is called "balance billing." If the service is covered by your plan, balance billing is not allowed.

When might you have to pay?

There are a few times when you might need to pay:

- **Prescription drugs:** You may have a small cost when picking up medicine your doctor prescribed, as long as it's covered.
- **Non-covered services:** If you get care that is not covered by your health plan, you may have to pay. We'll send you a letter if this happens.
- **Nursing facility care:** If you live in a nursing home or similar care setting, you may have to pay part of the cost. This is called your patient pay amount, and it depends on your income.

What should you do if you get a bill?

If you get a bill and you're not sure if you should pay it, please call Member Services at the number on your health plan card. Have the bill nearby when you call so we can help quickly.

We're here for you and happy to help!

Sincerely,

Your Member Services Team

What Are LTSS?

LTSS stands for **Long-Term Services and Supports**.

These are services that help people with everyday tasks for a long time, especially those who have disabilities or long-term health problems.

Examples of LTSS:

- Help with bathing, getting dressed, and eating
- Help with taking medicine
- Care from a nurse or home health aide
- Rides to doctor's appointments
- Help for family members who give care

Where can you get LTSS?

- At home
- In the community
- In a care facility like a nursing home

What are Behavioral Health benefits?

Behavioral health benefits help with mental health care and substance use disorder.

Medicaid Behavioral Health services can include:

- Talking to a counselor or therapist
- Seeing a doctor for mental health medicine
- Getting help to stop using drugs or alcohol
- Help during a mental health crisis
- Support from people who have been through similar problems

These services help people feel better emotionally and heal from mental health or substance use problems.

Review your summary of benefits and coverage to find out what benefits might be available under your plan.

How to Get Important Plan Documents



You are important to us! We make it easy for you to get the information you need. Go online to view important plan documents and find a network provider or pharmacy. You can also look up your prescription drugs, anytime, anywhere, from any device. Your 2026 plan documents, like your Evidence of Coverage, Formulary, and Provider/Pharmacy Directory will be available online by October 15, 2025.

Get to know your plan documents

- **Evidence of Coverage (EOC):** A guide to what's covered under your plan. It has details about your plan benefits and coverage, member rights, and more.
- **Formulary (Drug List):** A list of covered drugs under your plan.
- **Provider/Pharmacy Directory:** A list of network doctors, specialists, and pharmacies with phone numbers and addresses. You can find a network provider or pharmacy using our online directory at MolinaProviderDirectory.com/OH.
- **Notice of Privacy Practice:** This notice describes how medical information about you may be used and disclosed and how you can get access to this information. This is located on our website at MolinaHealthcare.com/Members/OH/en-us/mem/hipaa/home.aspx.

How to view or request a copy of a plan document



Online at MolinaHealthcare.com/Duals

View or download a copy of your plan documents online anytime, anywhere. Use any device, like your computer, tablet, or mobile phone. Your 2026 plan documents will be available online by October 15, 2025.



Online at MyMolina.com.

Visit our self-service member portal to view your plan documents online 24/7, or to find a network provider or pharmacy. Sign in to your My Molina Member Portal or set up an account at MyMolina.com. Click "Create an Account" and follow the step-by-step instructions to sign up.



Call toll-free

Let us know if you don't have computer access or if you prefer to have a printed copy of an EOC, Formulary, or Provider/Pharmacy Directory mailed to you. To request a printed copy of a plan document, call Member Services toll-free at **the number located on the back of your ID card, Monday - Friday, 8 a.m. to 8 p.m., local time.**

We're here to help

If you have questions about your benefits or need help finding a network provider or pharmacy, call Member Services toll-free at **the number located on the back of your ID card.**



**Department of
Medicaid**

Next Generation MyCare

Have Medicaid and Medicare?

Molina Complete Care for MyCare Ohio (HMO D-SNP) is for you. It's for members who qualify for both Medicaid and Medicare.

Extra benefits you can expect with Molina, beyond your Medicaid coverage:

Extra trips on us: Up to 104 one-way rides each year to places like the doctor, pharmacy or food pantries. Includes bus passes, Uber/Lyft or mileage reimbursement.

Social Connections Program: Talk or chat with someone in our Compassionate Call Center any time if you feel lonely. You can also get a \$0 smartphone and phone plan to stay connected.

Technology coaches: Help for members to access services by computer or mobile phone.

Caregiver support: Assistance for those who help provide care, including paid trips to the hospital, support groups, Care Coaches and 40 hours of extra respite care for caregivers.

Extra support: Up to \$500 paid help for those moving into a home or with family, plus up to \$500 for legal help with things like guardianship or financial planning.

Handheld language translator: A no-cost device that helps translate language when you need help talking to others when in a long-term care facility.

Extra benefits are subject to change. Eligibility and limitations may apply.

Questions? Call to learn more!

(833) 507-0732 (TTY: 711)

Monday to Sunday 8 a.m. to 5 p.m. EST

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 Complete Care for MyCare Ohio (MHO D-SNP) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille or audio. Call **(855) 665-4623**, TTY: **711**, Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free.

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 health care, claims experience, medical history, genetic information evidence of insurability or geographic location. We have free interpreter services to answer any questions that you may have about our health or drug plan. To get an interpreter, just call us at **(855) 665-4623**, TTY: **711**, Monday - Friday, 8 a.m. to 8 p.m. local time. Someone who speaks English can help you. This is a free service.

Spanish

Contamos con servicios de intérprete gratuitos para responder cualquier pregunta que pueda tener acerca de nuestro plan de salud o medicamentos. Para obtener ayuda de un intérprete, llámenos al **(855) 665-4623**, TTY: **711**, de lunes a viernes, de 8 a. m. a 8 p. m., hora local. Una persona que hable español podrá ayudarle. Este es un servicio gratuito.

Traditional Chinese

我們有免費的口譯員服務，可回答您對於我們健康或藥物計劃的任何問題。若需要口譯員，請撥打 (855) 665-4623 聯絡，TTY: 711，服務時間為當地時間的週一到週五的上午 8 點 至晚上 8 點。能說中文的人士會為您提供協助。這是免費的服務。

Non-Discrimination Notice

Section 1557

Molina Healthcare - Medicare



Department of
Medicaid
Next Generation MyCare



Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin (including limited English proficiency), race, or sex (consistent with the scope of sex discrimination described at § 92.101(a)).

To help you effectively communicate with us, Molina Healthcare provides services free of charge and in a timely manner:

- Molina Healthcare provides reasonable modifications and appropriate aids and services to people with disabilities. This includes: (1) Qualified interpreters. (2) Information in other formats, such as large print, audio, accessible electronic formats, Braille.
- Molina Healthcare provides language services to people who speak another language or have limited English skills. This includes: (1) Qualified oral interpreters. (2) Information translated in your language.

If you need these services, contact Molina Member Services at 1-855-665-4623, TTY: 711, Hours are October 1 – March 31, 8 a.m. to 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. to 8 p.m. local time.

If you believe we have discriminated on the basis of age, color, disability, national origin, race, or sex, you can file a grievance. You can file a grievance by phone, mail, email, or online. If you need help writing your grievance, we will help you. You may obtain our grievance procedure by visiting our website at MolinaHealthcare.com/Members/Common/en-US/Notice-of-Nondiscrimination.aspx

Call our Civil Rights Coordinator at 1-866-606-3889, TTY/TDD: 711 or submit your grievance to:

Civil Rights Unit
200 Oceangate
Long Beach, CA 90802

Email: Civil.Rights@MolinaHealthcare.com

Website: MolinaHealthcare.Alertline.com

You can also file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, online through the Office for Civil Rights Complaint Portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone: 1-800-368-1019

TTY/TDD: 800-537-7697

Complaint forms are available here:

HHS.gov/sites/default/files/ocr-cr-complaint-form-package.pdf

NOTICE OF PRIVACY PRACTICES MOLINA HEALTHCARE OF OHIO



THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Molina Healthcare of Ohio, Inc., (“Molina Healthcare”, “Molina”, “we” or “our”) uses and shares protected health information about you to provide your health benefits. We use and share your information to carry out treatment, payment and health care operations. We also use and share your information for other reasons as allowed and required by law. We have the duty to keep your health information private and to follow the terms of this Notice. The effective date of this Notice is January 1, 2026.

PHI means protected health information. PHI is health information that includes your name, Member number or other identifiers, and is used or shared by Molina. PHI includes health information about substance use disorders and biometric information (like a voiceprint).

Why does Molina use or share your PHI?

We use or share your PHI to provide you with health care benefits. Your PHI is used or shared for treatment, payment, and health care operations.

For Treatment

Molina may use or share your PHI to give you, or arrange for, your medical care. This treatment also includes referrals between your doctors or other health care providers. For example, we may share information about your health condition with a specialist. This helps the specialist talk about your treatment with your doctor.

For Payment

Molina may use or share PHI to make decisions on payment. This may include claims, approvals for treatment, and decisions about medical need. Your name, your condition, your treatment, and supplies given may be written on the bill. For example, we may let a doctor know that you have our benefits. We would also tell the doctor the amount of the bill that we would pay.

For Health Care Operations

Molina may use or share PHI about you to run our health plan(s). For example, we may use information from your claim to let you know about a health program that could help you. We may also use or share your PHI to solve member concerns. Your PHI may also be used to see that claims are paid right.

Health care operations involve many daily business needs. It includes but is not limited to, the following:

- Improving quality;
- Actions in health programs to help members with certain conditions (such as asthma);
- Conducting or arranging for medical review;
- Legal services, including fraud and abuse detection and prosecution programs;
- Actions to help us obey laws;
- Addressing member needs, including solving complaints and grievances.

Effective as of January 1, 2026

MHO-MYOI-0004
0725

We will share your PHI with other companies (“business associates”) that perform different kinds of activities for our health plan(s). We may also use your PHI to give you reminders about your appointments. We may use your PHI to give you information about other treatment(s), or other health-related benefits and services.

When can we use or share your PHI without getting written authorization (approval) from you?

In addition to treatment, payment and health care operations, the law allows or requires Molina to use and share your PHI for several other purposes including the following:

Required by law

We will use or share information about you as required by law. We will share your PHI when required by the Secretary of the Department of Health and Human Services (HHS). This may be for a court case, other legal review, or when required for law enforcement purposes.

Public Health

Your PHI may be used or shared for public health activities. This may include helping public health agencies to prevent or control disease.

Health Care Oversight

Your PHI may be used or shared with government agencies. They may need your PHI for audits.

Research

Your PHI may be used or shared for research in certain cases, such as when approved by a privacy or institutional review board.

Legal or Administrative Proceedings

Your PHI may be used or shared for legal proceedings, such as in response to a court order.

Law Enforcement

Your PHI may be used or shared with police for law enforcement purposes, such as to help find a suspect, witness or missing person.

Health and Safety

Your PHI may be shared to prevent a serious threat to public health or safety.

Government Functions

Your PHI may be shared with the government for special functions.

Victims of Abuse, Neglect or Domestic Violence

Your PHI may be shared with legal authorities if we believe that a person is a victim of abuse or neglect.

Workers’ Compensation

Your PHI may be used or shared to obey Workers’ Compensation laws.

Other Disclosures

Your PHI may be shared with funeral directors or coroners to help them do their jobs.

Effective as of January 1, 2026

MHO-MYOI-0004

0725

Additional Restrictions on Use and Disclosure.

Some federal and state laws may require special privacy protections that restrict the use and disclosure of certain types of health information. Such laws may protect the following types of information: alcohol and substance use disorders, biometric information, child or adult abuse or neglect including sexual assault, communicable diseases, genetic information, HIV/AIDS, mental health, minors' information, prescriptions, reproductive health, and sexually transmitted diseases. We will follow the more stringent law, where it applies to us.

Substance Use Disorder (SUD) Information.

Although Molina Healthcare is not a substance use disorder treatment program under federal law (a "SUD Program"), we may receive information from a SUD Program about you. We may not disclose SUD information for use in a civil, criminal, administrative, or legislative proceeding against you unless we have (i) your written consent, or (ii) a court order accompanied by a subpoena or other legal requirement compelling disclosure issued after we and you were given notice and an opportunity to be heard.

When does Molina need your written authorization (approval) to use or share your PHI?

Molina needs your written approval to use or share your PHI for a purpose other than those listed in this Notice. Molina needs your authorization before we disclose your PHI for the following: (1) most uses and disclosures of psychotherapy notes; (2) uses and disclosures for marketing purposes; and (3) uses and disclosures that involve the sale of PHI. You may cancel a written approval that you have given us. Your cancellation will not apply to actions already taken by us because of the approval you already gave to us.

What are your health information rights?

You have the right to:

- **Request Restrictions on PHI Uses or Disclosures (Sharing of Your PHI)**

You may ask us not to share your PHI to carry out treatment, payment or health care operations. You may also ask us not to share your PHI with family, friends or other persons you name who are involved in your health care. However, we are not required to agree to your request. You will need to make your request in writing. You may use Molina's form to make your request.

- **Request Confidential Communications of PHI**

You may ask Molina to give you your PHI in a certain way or at a certain place to help keep your PHI private. We will follow reasonable requests, if you tell us how sharing all or a part of that PHI could put your life at risk. You will need to make your request in writing. You may use Molina's form to make your request.

- **Review and Copy Your PHI**

You have a right to review and get a copy of your PHI held by us. This may include records used in making coverage, claims and other decisions as a Molina Member. You will need to make your request in writing. You may use Molina's form to make your request. We may charge you a reasonable fee for copying and mailing the records. In certain cases we may deny the request. *Important Note: We do not have complete copies of your medical records. If you want to look at, get a copy of, or change your medical records, please contact your doctor or clinic.*

Effective as of January 1, 2026

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- **Amend Your PHI**

You may ask that we amend (change) your PHI. This involves only those records kept by us about you as a Member. You will need to make your request in writing. You may use Molina's form to make your request. You may file a letter disagreeing with us if we deny the request.

- **Receive an Accounting of PHI Disclosures (Sharing of Your PHI)**

You may ask that we give you a list of certain parties that we shared your PHI with during the six years prior to the date of your request. The list will not include PHI shared as follows::

- for treatment, payment or health care operations;
- to persons about their own PHI;
- sharing done with your authorization;
- incident to a use or disclosure otherwise permitted or required under applicable law;
- PHI released in the interest of national security or for intelligence purposes; or
- as part of a limited data set in accordance with applicable law.

We will charge a reasonable fee for each list if you ask for this list more than once in a 12- month period. You will need to make your request in writing. You may use Molina's form to make your request.

You may make any of the requests listed above or may get a paper copy of this Notice. Please call Molina Member Services at (855) 665-4623, Monday-Friday, 8 a.m. to 8 p.m. local time. TTY/TDD users, please call 711.

What can you do if your rights have not been protected?

You may complain to Molina and to the Department of Health and Human Services if you believe your privacy rights have been violated. We will not do anything against you for filing a complaint. Your care and benefits will not change in any way.

You may file a complaint with us at:

Molina Healthcare of Ohio
Director of Member Services
3000 Corporate Exchange Drive
Columbus, OH 43231

Phone: (855) 665-4623, Monday-Friday, 8 a.m. to 8 p.m. local time. TTY/TDD users, call 711

You may file a complaint with the Secretary of the U.S. Department of Health and Human Services at:

U.S. Department of Health and Human Services
Office for Civil Rights – Centralized Case Management Operations 200 Independence Ave., S.W.
Suite 515F, HHH Building Dallas, TX 75202
(800)368-1019; (800) 537-7697 (TDD); (202) 619-3818 (FAX)

Effective as of January 1, 2026

MHO-MYOI-0004

0725

What are the duties of Molina?

Molina is required to:

- Keep your PHI private;
- Give you written information such as this on our duties and privacy practices about your PHI;
- Provide you with a notice in the event of any breach of your unsecured PHI;
- Not use or disclose your genetic information for underwriting purposes;
- Follow the terms of this Notice.

This Notice is Subject to Change

Molina reserves the right to change its information practices and terms of this Notice at any time. If we do, the new terms and practices will then apply to all PHI we keep. If we make any material changes, Molina will post the revised Notice on our web site and send the revised Notice, or information about the material change and how to obtain the revised Notice, in our next annual mailing to our members then covered by Molina.

Contact Information

If you have any questions, please contact the following office:

Molina Healthcare of Ohio
Director of Member Services
3000 Corporate Exchange Drive Columbus, OH 43231
Phone: (855) 665-4623, Monday-Friday, 8 a.m. to 8 p.m. local time. TTY/TDD users, call 711.

You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 665- 4623, TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.



**Department of
Medicaid**

Next Generation MyCare



Notice of Availability

We offer free interpreter and translation services to help you understand your health or drug plan. This includes help from someone who speaks your language.

We also provide free aids and services—such as sign language interpreters and written materials in alternative formats—to ensure everyone can access the information they need. To request these services, please call Member Services at (855) 665-4623 (TTY 711) Monday through Friday, 8 a.m. to 8 p.m., local time.

English

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-665-4623 (TTY 711) or speak to your provider.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos para asistirle en su idioma. También dispone de ayudas y servicios auxiliares gratuitos para proporcionar información en formatos accesibles. Llame al 1-855-665-4623 o hable con su proveedor.

Russian

ВНИМАНИЕ! Если вы говорите на русском, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также бесплатны. Позвоните по номеру 1-855-665-4623 (TTY: 711) или обратитесь к своему поставщику услуг.



Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nimewo 1-855-665-4623 (TTY 711) oswa pale ak pwofesyonèl swen sante ou a.

Arabic

تنبيه: إذا كنت تتحدث العربية، فسوف تكون خدمات المساعدة اللغوية متاحة لك مجانًا. كما تتوفر أدوات مساعدة وخدمات إضافية مناسبة لتوفير المعلومات بصيغ يمكن الوصول إليها من دون أية تكلفة. اتصل بـ 1-855-665-4623 (TTY 711) أو تحدث إلى مقدم الخدمات.

French

ATTENTION : Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés sont également mis à votre disposition gratuitement pour vous fournir les informations dans des formats accessibles. Appelez le 1-855-665-4623 (TTY : 711) ou adressez-vous à votre prestataire.

Vietnamese

LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Ngoài ra, chúng tôi còn có các dịch vụ và phương tiện hỗ trợ khác phù hợp, hoàn toàn miễn phí để cung cấp thông tin theo các định dạng dễ sử dụng. Vui lòng gọi đến số 1-855-665-4623 (TTY 711) hoặc trao đổi với nhà cung cấp dịch vụ của quý vị.

Somali

Haddii aad ku hadasho Soomaali, adeegyada caawimaada luuqada oo bilaash ah ayaad heli kartaa. Agabka kaalmaatiga oo sax ah iyo adeegyada xogta ku bixiya qaab la heli karo ayaa sidoo kale lagu heli karaa lacag la'aan. Wac 1-855-665-4623 (TTY 711) ama la hadal dhakhtarkaaga.

Ukrainian

УВАГА! Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби й послуги з надання інформації в доступних форматах також пропонуються безкоштовно. Зателефонуйте на номер 1-855-665-4623 (TTY: 711) або зверніться до свого постачальника послуг.



Swahili

KUMBUKA: Ikiwa wewe huzungumza Kiswahili, msaada na huduma za lugha bila malipo unapatikana kwako. Vifaa vya usaidizi vinavyofaa na huduma bila malipo ili kutoa taarifa katika mifumo inayofikiwa zinapatikana pia bila malipo. Piga simu ukitumia 1-855-665-4623 (TTY 711) au zungumza na mtoa huduma wako.

Dari

توجه: اگر شما به زبان دری صحبت می‌کنید، خدمات کمک زبانی رایگان در دسترس شما قرار دارد. کمک ها و خدمات کمکی مناسب برای فراهم ساختن معلومات در فارمت های قابل دسترس همچنان بصورت رایگان موجود است. با 1-855-665-4623 (TTY 711) تماس بگیرید یا با فراهم کننده خود صحبت کنید.

Pashto

پاملرنه: که تاسو په پښتو ژبه باندې خبرې کوئ، نو د ژبې وړیا مرستې خدمات ستاسو لپاره شتون لري. مناسب مرستندویه مرستې او خدمات چې د لاسرسي وړ ښو کی معلومات چمتو کوي هم وړیا شتون لري. 1-855-665-4623 (TTY 711) ته زنگ ووهئ یا له خپل چمتو کونکي سره خبرې وکړئ.

Kinyarwanda

ICYOTONDERWA: Niba uvuga Ikinyarwanda, serivisi z'ubufasha mu ndimi wazihabwa. Serivisi n'inyunganirakumva zitangwa mu buryo bwose zitangwa ku buntu. Hamaraga 1-855-665-4623 (TTY 711) cyangwa uvugane n'uguha serivisi.

Tigrinya

ኢቻልቤ፡ ትግርኛ ትዛረቡ እንተኾይኩም፡ ኖይ ቋንቋ ሓገዝ ኣገልግሎት ብናጻ ይርከብ። ብተበጻሒ ቅርጺ ሓበሬታ ንምቕራብ ዘድሊ ሓገዝቲ ሓገዛትን ኣገልግሎታትን እውን ብናጻ ይርከብ። ናብ 1-855-665-4623 (TTY 711) ደውሉ ወይ ምስ ወሃቢ ኣገልግሎትኩም ተዘራረቡ።

Uzbek

DIQQAT: Agar o'zbek tilida gaplashsangiz, sizga bepul til yordami xizmatlari taqdim etiladi. Ma'lumotlarni qulay formatlarda taqdim etish uchun kerakli yordamchi vositalar va xizmatlar ham bepul taqdim etiladi. 1-855-665-4623 (TTY 711) raqamiga qo'ng'iroq qiling yoki o'z davolovchi shifokoringizga murojaat eting.

Nepali

सावधान: तपाईं अङ्ग्रेजी बोल्नुहुन्छ भने, निःशुल्क भाषा सहायता सेवाहरू तपाईंका लागि उपलब्ध छन्। उपयुक्त सहायक उपकरण र सेवाहरू पनि जानकारी प्रदान गर्न पहुँचयोग्य ढाँचामा निःशुल्क उपलब्ध छन्। 1-855-665-4623 (TTY 711) मा कल गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

CVS/Caremark Mail Service Pharmacy Program: Mail-Order Prescription Service

Get your long-term medicine delivered to your home – for free!

Did you know you can have the medicine you take every day sent right to your home? It's fast, easy and free.

Here's how to sign up for mail-order delivery with CVS/Caremark:

1

Ask your doctor for a 100-day prescription

This means you'll get up to 3 months of medicine at once. That's fewer trips to the pharmacy! Tip: If you need your medicine right away, ask your doctor for a 30-day supply, too.

2

Choose how to sign up

Pick one of these simple options:



Online: Visit [Caremark.com](https://www.caremark.com). Click "Register now" or scan the QR code.



Phone: Call CVS/Caremark at (877) 581-7142 (TTY: 711). They're open 24/7!



Mail: Fill out the mail-order form and send it with your prescription.



Ask your doctor: Your doctor's office can send the prescription for you.

When signing up, please provide your Member ID number, date of birth and full mailing address.



SCAN ME

3

Step 3: Get your medicine

Once CVS/Caremark gets your prescription, your medicine will be mailed to your home in about 10 days.

Need a refill? CVS/Caremark will remind you when it's time. You can refill online, by mail or by phone.

Have questions? Call the Members Services phone number on the back of your ID card.

Hours: October–March: 7 days a week, 8 a.m. – 8 p.m. local time
April–September: Monday to Friday, 8 a.m. – 8 p.m. local time

We're happy to help!

Molina Dual Options MyCare Ohio Medicare–Medicaid Plan is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 665-4623, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.

Contact us



Visit our website

MolinaHealthcare.com



Call toll-free:

(855) 665 4623 (TTY: 711)



Hours of operation:

8 a.m. – 8 p.m. local time

7 days a week (October 1 – March 31)

Monday – Friday (April 1 – September 30)

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.



**Department of
Medicaid**

Next Generation MyCare