

## Molina Healthcare of Florida | **From the Start** Maternity Campaign

### Frequently Asked Questions

#### **What is From the Start?**

Molina Healthcare of Florida is proud to support the Agency for Healthcare Administration's **From the Start** maternity campaign. **From the Start** is a Florida program to help moms get the care they need — from pregnancy through the first year after your baby is born. Check back to learn more about upcoming Molina services and resources to support maternal health.

#### **I'm pregnant. What should I do first?**

Call Member Services at (866) 472-4585 (TTY: 711) as soon as you know you are pregnant. We can connect you with resources or a Care Manager who can help you every step of the way.

#### **Can I earn rewards for going to my appointments?**

Yes! Molina rewards you for taking care of yourself and your baby:

- Tell us you're pregnant within 30 days → \$25
- Complete a Health Risk Assessment → \$25
- First prenatal visit in the first 12 weeks → \$50
- Each additional prenatal visit (up to 4) → \$25 each
- Postpartum visit after delivery → \$50
- Baby's first well-child visit within 30 days → \$25
- Complete a dental visit → \$10

Log in to your My Molina portal to claim your rewards.

#### **How do I get a ride to my appointments?**

You get free, unlimited rides to your prenatal and postpartum visits. Call (888) 298-4781 (TTY: 711) at least 48 hours before your appointment to schedule.

#### **What is a doula and does Molina cover it?**

A doula is a trained support person who helps you before, during, and after birth. Molina covers unlimited doula visits for eligible members. Your doula can help with emotional support, breastfeeding, and newborn care. Molina works with Mae to match you with a doula.

### **What if my pregnancy is high-risk?**

If your pregnancy is high-risk, Molina provides extra support. A Care Manager will help you schedule appointments, understand your benefits, and connect you with services for housing, food, transportation, and mental health. Call (866) 472-4585 (TTY: 711) for help connecting with a Care Manager.

### **Does Molina help with breastfeeding?**

Yes. Molina covers breast pumps and lactation support. You can get help with breastfeeding before and after your baby arrives — in person or by phone. Molina also works with WIC, Healthy Start, and Mae for extra breastfeeding support.

### **Can I see my doctor from home?**

Yes. Contact your provider to see if they offer virtual visits.

### **What other programs can help me?**

Molina connects you with:

- WIC — free healthy foods and nutrition advice during and after pregnancy
- Healthy Start — home visits, prenatal education, and parenting support
- Twentyeight Health — virtual care for birth control, prenatal vitamins, and online visits

### **Where can I learn more?**

Call Molina Member Services at (866) 472-4585 (TTY: 711). We are here to help you. You can also visit our website for additional information on maternity services, including our Guide to a Healthy Pregnancy.