

Molina's myhealthmylife

A newsletter just for Molina Healthcare of Florida members

Spring 2025

We want to hear from you!

At Molina Healthcare of Florida, we want to offer you quality service and care. If you receive a survey in the mail, you can help us by filling it out and returning it. The survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). It asks about your experience with us and our network of providers.

Here's what we've worked on as a result of past responses:

- We've worked hard to expand our network of doctors and clinics. As a Molina member, you have more options for providers and facilities than most Medicaid plans.
- We've added extra customer service staff to help you. We've focused on improving your experience with us.
- We've partnered with providers to offer telehealth services so you get the care you need –when and where you need them.
- We've added more options for getting your prescriptions. Most prescriptions are now available through mail order, saving you a trip to the pharmacy.



There are many ways to get information on your benefits, eligibility and recommended services, such as:

- Email
- Text
- The My Molina® member portal and mobile app

We're committed to your satisfaction. If you get a survey in the mail, please complete and return it. Your feedback will help us improve and provide you with quality care and service.

Care management is here for you!

We have a voluntary care management program for members with ongoing health problems and resources to help caregivers. This includes help with rides, setting up appointments and connecting you to resources to help you live healthier.

For more information, please call our Healthcare Services department at (866) 472-4585 (TTY: 711).

Be ready before the storm

Hurricane season is June 1 to November 30 — are you ready? One way to be ready is to build a kit with basic items your household may need in an emergency.

To prepare your kit, store items in airtight plastic bags and put your disaster kit in one or two plastic bins or a large bag.

ready.gov suggests you have the following items in a basic emergency supply kit:

- Water (for drinking and personal needs)
- Food (at least a several-day supply of non-perishable food)
- Battery-powered radio and a NOAA weather radio with tone alert
- Flashlight
- First aid kit
- Batteries
- Whistle (to signal for help)
- Dust mask (to help filter air)
- Plastic sheeting and duct tape (to shelter in place)
- Moist towelettes, trash bags and plastic ties (for hygiene)
- Tools to turn off utilities
- Manual can opener (for food)
- Maps

Visit **ready.gov/kit** for more tips, to view the full list, and to make sure you don't forget anything important.



Get reproductive healthcare from home

Molina Healthcare of Florida has partnered with Twentyeight Health to make sexual and reproductive healthcare more accessible for our members. You can connect with healthcare experts online, get prescriptions delivered to your door, and receive ongoing support — all at no cost with your insurance.

Services include family planning care, birth control prescriptions, prenatal/postpartum care, STI treatment, and sexual health support. You'll also have access to unlimited messaging with your provider team who can answer questions about your medications or health concerns. Plus, Twentyeight Health offers educational resources to help you make informed decisions about your reproductive health.

Getting started is simple: complete a quick online health survey, connect with a doctor who will review your needs, and receive your medications delivered free to your door. Ready to take control of your reproductive health? Visit twentyeighthhealth.com/partnership/molina-florida to enroll.

Take care of your mental health

Life can be stressful, but learning to cope in a healthy way can help you stay strong. The Centers for Disease Control and Prevention (CDC) has some helpful tips to help lower your stress. Some tips include spending time outside, keeping a journal, and connecting with others. Visit the CDC website to view the full list of tips.

Molina Help Finder

As a member, you can access support at no cost! Molina Help Finder can help you find community resources when you need them. When you use the Molina Help Finder online tool, you can search for local programs and resources to meet your basic needs like:



Food



Emergency shelter



Education



Job training



Work



Child care



Mental health support



Transportation



And more...

We want you to get the information you need in your language. That's why Molina Help Finder is available in more than 120 languages.

Call us at (866) 472-4585 (TTY: 711). If you have any questions — we're here to help!

Molina Healthcare of Florida is a Managed Care Plan with a Florida Medicaid Contract. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the Managed Care Plan. Limitations and/or restrictions may apply. Benefits may change. Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Medicaid Service Area Region I Counties: Miami-Dade, Monroe. For Enrollment, call Choice Counseling at (877) 711-3662 / TDD: (866) 467-4970 Monday – Thursday, 8:00 a.m. – 8:00 p.m., Friday 8:00 a.m. – 7:00 p.m.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (866) 472-4585 (TTY: 711). **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (866) 472-4585 (TTY: 711). **ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (866) 472-4585 (TTY: 711).

The My Molina[®] member portal and mobile app

Download the My Molina mobile app or access your member portal online. The My Molina mobile app and member portal can help you:

- Find or change a doctor
- Find a pharmacy
- Talk to a nurse through our 24-hour Nurse Advice Line



Download the no-cost app or go to [MyMolina.com](https://www.mymolina.com) to get started!

