

# Molina is Here For You!

## COVID-19 Coverage and Care

As the Coronavirus (COVID-19) pandemic continues, you can lean on Molina to get care when you need it and to stay informed. Molina has been trusted to care for kids, seniors and families for 20 years.

### Here are resources and actions we're taking to help keep you healthy:

**COVID-19 testing and treatment:** Molina has waived all member COVID-19-related testing and treatment costs including antibody testing. Call your doctor if you have symptoms like a cough and fever or if you have been exposed to COVID-19.

**Molina Coronavirus Chatbot:** Click on the robot icon at the upper right-hand corner of our [MolinaHealthcare.com](https://MolinaHealthcare.com) website to check symptoms and find answers about COVID-19.

**Covered telehealth visits:** Molina covers telehealth visits with your doctors, even well-child checkups! Call your doctor to ask about telehealth visits.

**Virtual Urgent Care:** Available for all Molina members 24/7 from your phone, smartphone, computer or tablet - at no cost to you.

- **Apple Health (Medicaid) Members:**  
Call (844) 870-6821,  
visit [wavirtualcare.molinahealthcare.com](https://wavirtualcare.molinahealthcare.com) or  
download the Teladoc mobile app
- **Marketplace Members:**  
Call 800 TELADOC (800-835-2362),  
visit [Teladoc.com/MolinaMarketplace](https://Teladoc.com/MolinaMarketplace), or  
download the Teladoc mobile app
- **Deaf and Hearing Impaired :** call TTY 711

**Prescriptions:** You can receive up to a 90-day supply for refills or new medications. CVS mail order pharmacy offers free delivery at [www.caremark.com](https://www.caremark.com) or (800) 875-0867. Note: certain controlled medications require prior authorization prior to refill.

### Extra time to get approved procedures or services done:

If you are approved for a procedure or service and worried about getting it done before the approval runs out, please call us or your doctor. Molina has extended prior authorizations through September 1, 2020.

[MolinaHealthcare.com](https://MolinaHealthcare.com)



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**Smartphone Assistance Program:** There is a federal program that provides Apple Health members with a smartphone, minutes, texting and data - at no cost to you! Go to [SafeLink.com](https://www.safe-link.com) or call (877) 631-2550, TTY 711.

**Amazon Prime:** Molina Apple Health members can get Amazon Prime for 3 months at no cost, courtesy of Molina. Visit [MolinaHealthcare.com/Amazon](https://www.MolinaHealthcare.com/Amazon) for more information.

**Added bonus:** Amazon now accepts your SNAP EBT cards in Washington State! Combine these two benefits to have groceries delivered to your home at no cost.

**Molina Mobile App:** to manage your health care anytime, anywhere from your phone.



## Have Questions?

Call Member Services

Apple Health (800) 869-7165, TTY 711

Marketplace (888) 858-3492, TTY 711

or visit [MolinaHealthcare.com/members-wacovid19](https://www.MolinaHealthcare.com/members-wacovid19)



## Nurse Advice Line, Open 24/7

(888) 275-8750 - English and other Languages

(866) 648-3537 - Spanish

TTY 711 - Deaf and Hard of Hearing



[MolinaHealthcare.com](https://www.MolinaHealthcare.com)



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Molina Healthcare of Washington (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-869-7165 (TTY: 711).

Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-869-7165 (TTY: 711).

Chinese 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-869-7165 (TTY: 711)。

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