

# 2025 Member Annual Notice



## Dear Member,

Thank you for being part of the Molina Healthcare family. We believe that everyone deserves to feel their best, and that getting quality care should be easy.

This Annual Notice will help you learn about your Molina Behavioral Health Services Only (BHSO) plan benefits.

We want to make sure you get the care you need and are happy to provide you with high-quality behavioral health (mental health and substance use disorder) treatment services through Apple Health (Medicaid).

As a Molina member, you are part of one of the top-rated Apple Health plans in the state, #1 in Client Choice<sup>1</sup> for Apple Health enrollees and #1 in Quality Performance on the Apple Health Report Card.<sup>2</sup>

<sup>1</sup> The majority of members who choose their health plan each month, choose Molina.

<sup>2</sup> Based on the annual Washington Apple Health Plan Report Card.

# Molina provides compassionate behavioral health care

All Apple Health BHSO members in Washington have access to these services:

**Expert Care** from caring providers in person or via telehealth (over your phone or computer). Molina covers telehealth appointments when offered by your provider.

**Crisis Services** are available to help someone whose behavior can put themselves or others in danger.

- [Regional Crisis Contacts](#)
- [Washington Recovery Help Line](#)
- [988 Suicide & Crisis Line](#)

For emergencies, call 911.

**Behavioral Health Advocate Services** (previously called Ombuds) offers free and confidential help with resolving concerns if you have a behavioral health grievance, appeal or fair hearing.

**Translation and Interpreter Services** are available if you speak a language other than English.

**Mental Health Services** for anxiety, depression and your overall emotional well-being.

**Substance Use Disorder Treatment Services** to support your recovery journey. Services include inpatient and outpatient care, withdrawal management (detoxification), and peer recovery support.

**Care Management** support for members who need extra help, including accessing resources and coordinating provider appointments. This also includes behavioral health-related transitions of care from one setting to another, as well as transition out of incarceration.

**24-hour Nurse Advice Line** connects you with a qualified nurse, open 7 days a week. (888) 275-8750 (TTY: 711) English and other languages.

**Transportation** to behavioral health appointments. Rides are covered through Washington Apple Health and your ProviderOne Services Card.



# FREE virtual recovery and mental health support only for Molina BHSO members!

As a Molina member you get these exclusive services at no cost\* to you:

## **Pyx Health app (help with loneliness and anxiety)**

- Feeling alone or overwhelmed? The Pyx Health app offers daily encouragement and coping tips. Feel better each day with companionship and humor through the support of technology and a compassionate staff.

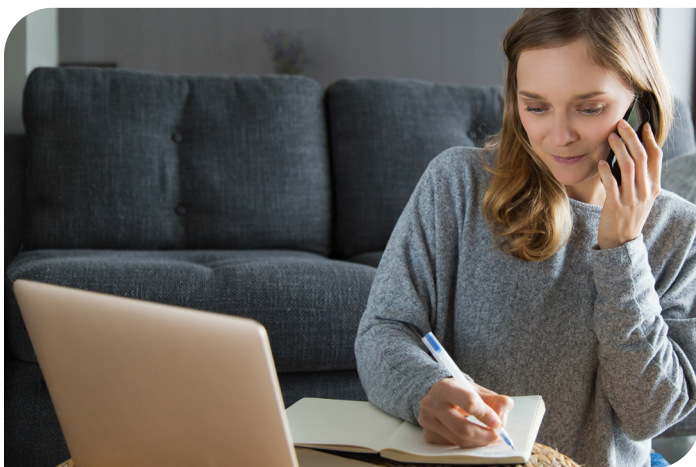
Download "Pyx Health" in the Apple App Store or Google Play. Learn more at [MolinaHealthcare.com/MemberWA](https://MolinaHealthcare.com/MemberWA).

**My Molina mobile app** - Download our member app for quick access to your health information. The app makes it easy to:

- View your member ID card
- Find doctors and clinics
- And more!



**Prefer using a computer? Go to [MyMolina.com](https://MyMolina.com).**



## **BeMe app (help navigating emotions)**

- BeMe is designed for teens (ages 13-19). It helps youth manage stress, build confidence, improve relationships, and navigate challenges like bullying and anxiety. Live coaching and crisis support are also available.

Download "BeMe" in the Apple App Store or Google Play Store.

## **Smartphone Assistance Program\*\***

- Qualifying members can get Molina's exclusive service plan that includes:

- **FREE** Unlimited Talk
- **FREE** Unlimited Text
- **FREE** International Calling\*\*\*

Visit [truconnect.com/Molina](https://truconnect.com/Molina) or call (844) 700-0795.

*Molina proudly partners with TruConnect.*

**Molina Help Finder** - This tool connects you to free or low-cost services in your community, like:

- Housing
- Job training
- Education
- Food support
- And more

Visit [MolinaHelpFinder.com](https://MolinaHelpFinder.com) to get started.

\* Data use fees may apply.

\*\* This benefit is for members eligible for the FCC's Lifeline and Affordable Connectivity Program (ACP) benefits

\*\*\*Select countries include Mexico, Canada, China, South Korea and Vietnam.



## Let's stay connected!

As an Apple Health member, one of the most important things you can do is keep your contact information up to date. This helps ensure you're able to get the care you need, when you need it. It also allows you to receive important updates and reminders from us.

Your contact information includes your:

- Phone number
- Email address
- Mailing address

Update your contact information with two important health organizations that may need to reach you:

### 1. Molina Healthcare

- Call Member Services (800) 869-7165 (TTY: 711) to update all of your contact information including your mailing address, or visit [MyMolina.com](https://www.molinahealthcare.com)
- You can also update your phone number and email address on the My Molina mobile app

### 2. Washington Healthplanfinder

- Call (855) 923-4633 (TTY: 855-627-9602) or visit [wahealthplanfinder.org](https://www.wahealthplanfinder.org) to update all of your contact information



## Quality Improvement (QI) Program

Molina's QI Program actively ensures that our members and providers have the resources, tools and information needed to support improved member health outcomes.

The QI Program:

- Makes sure you have access to a qualified health team
- Reviews and takes action if there is an issue with the quality of care that has been provided to you
- Responds to and addresses the culturally and linguistically diverse needs of our members
- Promotes safety in health care for our members and providers
- Evaluates quality of health care through [HEDIS®](#) measurements
- Monitors member satisfaction through [CAHPS®](#) surveys
- Provides health education and resources to members such as:
  - [Guide to Getting Quality Health Care](#). Shows members how to access benefits, programs and services.
  - [Grow and Stay Healthy Guide](#). Explains what services are needed and when they should be completed.
  - [Member Health and Wellness Newsletter](#). Provides information on healthy living.



If you would like to learn about Molina's QI Program, visit [MolinaHealthcare.com/WAQIProgram](https://www.molinahealthcare.com/WAQIProgram).

### Questions?

Visit [MolinaHealthcare.com](https://www.molinahealthcare.com) or call Member Services at (800) 869-7165 (TTY: 711).

To help you communicate with us, Molina provides interpreter services, including large print, written material translated into your language; or converted to other formats such as audio, accessible electronic formats, and Braille.



## How to care for your behavioral health needs:

- **Call your behavioral health provider**

Your behavioral health provider will take care of your mental health and/or substance use disorder treatment needs. You can ask providers if they offer telehealth (over-the-phone care). Molina covers telehealth services.

To view Molina's network of behavioral health providers, go to: [MolinaProviderDirectory.com/WA](https://MolinaProviderDirectory.com/WA).

If you are experiencing a mental health crisis, there are trained people who can help:

- [Regional Crisis Contacts](#)
- [Washington Recovery Help Line](#)
- [988 Suicide & Crisis Lifeline](#), call or text 988, or chat [988lifeline.org](https://988lifeline.org)

For emergencies, call 911.

- **Talk to a Molina representative**

Our Member Services representatives can answer questions about your plan, help you find a provider, and more.

Member Services: (800) 869-7165 (TTY: 711), Monday through Friday from 7:30 a.m. to 6:30 p.m. (PT).

Learn more about your benefits at [MolinaHealthcare.com](https://MolinaHealthcare.com).

- **Read important documents**

Read the [Notice of Privacy Practices](#) to understand how Molina protects your privacy. Read your Member Handbook at [MolinaHealthcare.com/BHSOHandbook](https://MolinaHealthcare.com/BHSOHandbook) to understand your benefits and how to get the care you need.

To request these documents or any Molina member information in another language, in a different format, or to get more information about your benefits call Member Services (800) 869-7165 (TTY: 711).



## Your Member Handbook tells you about:

- Covered and non-covered benefits
- How to get mental health services
- How to get substance use disorder treatment services
- What to do if you get a bill
- How to get help if you speak a language other than English or if you need to receive communication in a different format such as audio, accessible electronic formats or Braille
- How to get facts on providers who contract with Molina
- How to get specialty, mental health and hospital care
- How to voice a complaint
- How Molina reviews new technology
- Molina's Quality Improvement Program
- Out-of-area benefits and how to get care
- How to view the directory for behavioral health providers
- How to get emergency care
- How to appeal a decision about your benefits
- How and when to access case management services
- How to report health care fraud, waste or abuse
- Your Member Rights and Responsibilities
- How Molina pays providers
- Advance directives for care, which put your mental and physical health care choices into writing for your provider and family

For more information on your benefits and the resources Molina offers, please visit [MolinaHealthcare.com](https://MolinaHealthcare.com).

Thank you for being a Molina member. We look forward to serving you.

In Good Health,

Molina Healthcare

Non-Discrimination Language



