



Welcome to Molina Healthcare!

Your HealthChoice Illinois
Quick Start Guide



At Molina Healthcare, you are important to us!

Welcome! You're receiving this guide because Molina works with Illinois Medicaid to provide your health benefits. We are here to help you feel your best!

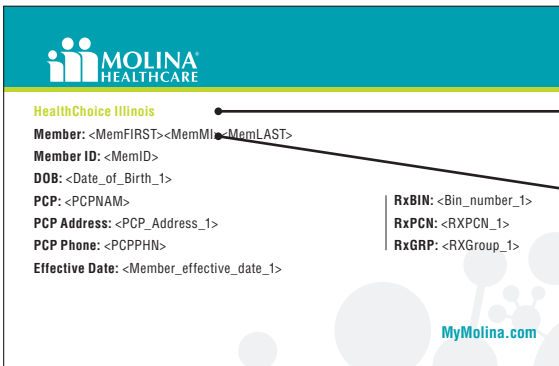


Please look for your Molina Member ID card enclosed in this envelope.

Your Molina Member ID Card

IMPORTANT:

- Please make sure your information is correct.
- Always bring this card with you.



Your name

Your member identification number (ID #)

Your card shows the name and contact details for your doctor, also called Primary Care Provider (PCP). If it is not your correct doctor, you can change it the following ways:

- Use the Molina Mobile App
- Go to [MyMolina.com](https://www.mymolina.com)
- Call Member Services: (855) 687-7861 (TTY: 711)

Access us anytime. Download the Molina Mobile app.

Now you can get the care you need, close to home. Plus, value-added health programs—at no cost!

As a member of Molina Healthcare, you qualify for programs that can help you live your healthiest.



Case Management for children and adults to help you make the most of your coverage



Health maintenance programs like Weight Management and Stop Smoking education



Disease management for chronic health issues, including Diabetes, Asthma, Congestive Heart Failure and Depression



Pregnancy education to help you have a healthy pregnancy and baby—and you get rewards for seeing your doctor regularly

For more information about your benefits:

- Visit www.MolinaHealthcare.com/IL/HCI/CoverageInfo
- Review the Certificate and Description of Coverage in this package



Make the most of your health plan.

- Learn all the benefits we cover at no cost to you:
 - Go to www.MolinaHealthcare.com/IL/HCI/MemberHandbook to read your Molina Member Handbook
 - Visit MyMolina.com
 - Use the Molina Mobile app from Google Play or the Apple App Store
- **Provider Directory**—Our doctors are board-certified. They are subject to review before they can join our network. The Provider Directory:
 - Is available 24 hours a day
 - Lists the names, phone numbers and addresses of our primary care providers, specialists, urgent care centers and hospitals
 - Offers a way to find a dentist, pharmacy or vision care provider

To find a doctor near you:

- Go to www.MolinaHealthcare.com/IL/Medicaid/ProviderDirectory
- Call to request a printed copy of the provider directory: (855) 687-7861 (TTY: 711), Monday to Friday, 8 a.m. to 5 p.m.
- **Pharmacy Benefits**—See the list of covered medications at www.MolinaHealthcare.com
- For more details:
 - Visit www.MolinaHealthcare.com
 - Call Member Services at **(855) 687-7861 (TTY: 711)**



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What does Molina do for you?

With Molina, you get care when you need it, including benefits like:

- No-cost doctor and specialist visits
- Hospital and urgent care
- Prescriptions and some over-the-counter drugs

Plus, advantages like:



Vision care—You can get \$40 per year to use for eyeglasses if you choose frames outside of the approved options.



Dental—Extra dental care for adults



Free rides to your doctor, pharmacy, medical equipment and Women, Infants and Children (WIC) food assistance sites



You may qualify for gift cards or other rewards for doctor visits. Learn more on page 9.



Tools to control your health care: Molina Mobile and MyMolina.com.

Whether you prefer an app or desktop portal, we've got you covered. 24/7.



Download Molina Mobile.

- View, download and share your ID with your provider
- Change providers
- Update contact info
- And more!

Scan this QR code to download Molina Mobile:



**CHECK OUT OUR
NEW APP!**



Prefer a desktop portal?
Visit [MyMolina.com](https://www.mymolina.com).

To sign up, just follow the instructions.

Questions?

Call Member Services:
(855) 687-7861 (TTY: 711)

Access us anytime. Download the Molina Mobile app.

Getting care.

Your doctor—also called your Primary Care Provider (PCP)—will give you most of your care. Make sure to go to regular checkups. **Call your doctor now to make an appointment.**

Visit your doctor when you are healthy. Your provider will get to know you and prescribe medicine as needed. Your doctor is here to help you stay ahead of any health issues.

As a Molina member, you also have access to:

- 24-hour Nurse Advice line—For answers to your medical questions day and night
- Virtual Care—Visit a board-certified doctor online or over your phone from wherever you are; call your doctor to ask if this option is available
- Rides to medical, pharmacy, medical equipment or WIC appointments



Do you need urgent care or emergency care?

If you experience a life-threatening condition, seek emergency care:

- Call 911
- Visit an emergency room

If you need care after hours but aren't sure where to go, this chart can help.

URGENT CARE*

Visit a nearby urgent care center or call the 24-Hour Nurse Line at (888) 275-8750 (English) (866) 648-3537 (Spanish) TTY/Illinois Relay Service: 711 for conditions that are often non-life-threatening such as:

Cold or flu symptoms

Wounds that may require stitches

Sprains, strains or deep bruises

Sore throat

Ear pain

Stomach flu or virus

EMERGENCY CARE

Call 911 or visit an emergency room.

Severe bleeding

Chest pain or pressure

Severe abdominal pain

Head trauma or injury

Difficulty breathing

Sudden dizziness or trouble seeing

Behavioral health: When someone is at risk of hurting themselves or others



Find a doctor, hospital or urgent care near you on the Molina Mobile app.

*Urgent care examples often do not require Emergency Care. If you think you are having a life-threatening emergency, seek emergency care right away.

Access us anytime. Download the Molina Mobile app.

Our members rewards programs:

Stay healthy, get rewards!

“Love your Numbers” Diabetes Care

Members may be eligible to earn a \$100 gift card after completing all three of the following:

- HCA1C Testing
- Nephropathy Screening
- Retinal Eye Exam

Stork Bucks Pregnancy and Baby Rewards Program

Existing members:

- May earn a \$25 gift card when they complete their prenatal visit in the first trimester

Newly enrolled members:

- May earn a \$25 gift card if they complete their prenatal visit within 42 days of joining Molina.

Qualifying members:

- Can earn a \$50 gift card when they complete their postpartum appointment between 7 and 84 days after giving birth
- May earn a \$50 gift card for having their child complete six or more well-child visits by 15 months of age

“Say, Yes Mamm!” Breast Cancer Screening Rewards Program

Qualifying members between the ages of 50-74 who have completed a mammogram within two years may earn a \$50 gift card.

What happens when?

Welcome Phone Call. Shortly after you join Molina Healthcare HealthChoice Illinois, we will call you to welcome you to our family. We will answer any questions you may have and help you get access to the care you need.

Confirm your Primary Care Provider (PCP) is correct.

Check your ID card to make sure the PCP listed is correct. If it is not correct or you want a different PCP, you can change it.

- Visit www.MyMolina.com
- Call Member Services: (855) 687-7861 (TTY: 711)

Health Risk Screening Tool (HRS). Please take a moment to fill out the HRS, a short questionnaire that is included in this package and mail it back to Molina. You do not have to pay for postage. We have included an envelope with pre-paid postage. You can also contact us at (866) 408-9541 to have a Molina representative complete it with you.

See your Primary Care Provider (PCP). Your PCP is the doctor who will help you with most of your health needs. Your PCP will give you care, offer advice, and treat you when you are sick. Your PCP will also refer you to a specialist or admit you to the hospital if needed. Make sure to see your PCP for your annual check-up, or well exam. Remember, we cover all doctor visits at no cost to you. This means \$0 co-pays. You should be able to see your PCP within five weeks from the date you call.

Access us anytime. Download the Molina Mobile app.

Transition of Care. Before you became a HealthChoice Illinois Member, you may have arranged extra care with your doctor. You must call us if you:

- Received prior approval for services or prescription drugs
- Scheduled appointments with a doctor that is not in our network

You must call us so we can help transition your care. Call us before you go to these appointments or get your drugs refilled. If you do not call us, you may not be able to get what you need or may have to pay for it.

Call Member Services at (855) 687-7861 (TTY: 711)

Language Help. We offer the following at no cost to you:

- Interpretive services
- Translation services
- Language help

Call Member Services for help: (855) 687-7861

For persons who are hearing impaired, call the Illinois Relay Service for help: 711

We will help connect you to someone who speaks in your language or in a way you understand. If you need this, or any of our materials in another language or format, call Member Services. Tell us what you need, and we will help you.

Health Plan Choices. You can change health plans. This can be done once during your first 90 days of enrollment. After that, you can change plans once a year. Annual changes will be possible during Open Enrollment at the end of a 12-month lock-in period. Illinois Client Enrollment Services will send you information about your health plan choices when it is time for you to make a health plan choice and during your Open Enrollment period.

Redetermination is once a year. It tells you if you can keep your health benefits. The following departments use their Integrated Eligibility System (IES) to determine if you qualify:

- The Illinois Department of Healthcare and Family Services (HFS)
- The Illinois Department of Human Services (DHS)

In some cases, IES can verify your income electronically. If you still qualify, you will get a letter that tells you this. If IES can't confirm your income, you will get a letter that asks for your information. You have 30 days to respond. If you don't, your health benefits will end.

Manage My Case (MMC)

You can respond by mail, fax or online. Reply through Manage My Case (MMC). It's in The State of Illinois' Application for Benefits Eligibility (ABE). The letter you get from the state will tell you more.

What if I do not respond within 30 days?

Your benefits will end.

What if I do respond within 30 days?

You will keep your benefits until the next review. A notice will be sent to you that tells you if you qualify for 12 more months.

Questions? Call Molina 9 a.m. to 7 p.m., Monday to Friday at (855) 895-9985 (TTY: 711)

For the care you need, close to home, lean on Molina.

Molina Healthcare was created in 1980. We aim to bring high quality care to all who need it. We put you, our member, at the center of all we do. We strive to keep our communities healthy, too.

Thank you for being our member. We want to earn the trust you put in us.





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

Member Services
(855) 687-7861 (TTY: 711)

24-Hour Nurse Advice Line
English: (888) 275-8750
Español: (866) 648-3537
TTY/Illinois Relay Service: 711

Transportation
(844) 644-6354 for reservations
TTY: 711