

# Member Portal Site Guide

01/05/2024



# Member Portal

## Home Page Key Features

- Click on your name on left side of header to access Dependent view, Account Settings, or Log out
- Three bars to the left of your name provides access to all pages/key functions on Member Portal
- My Details Card
- My Bill Card (Subscriber only)
- My ID Card
- My Messages
- Track My Spending
- Helpful Links
- Language Information section
- Footer contains privacy document links, plan specific phone numbers, and a link to Contact Us page

The screenshot displays the Molina Member Portal interface. At the top, a notification banner states "Open Enrollment has begun" with links to "Click here to Renew today!" and "Learn More". The header includes the Molina logo, the user's name "My Molina", and a language selector "ENG". A navigation menu below the header lists: "My Bill", "My Coverage", "My ID Card", "My Doctor", "My Health Record", "My Plan Resources", and "My Wellness". The main content area features a "My Membership Status" indicator showing "Covered".

Three primary cards are visible:

- My Details:** Shows "Coverage End Date" and "Plan Name" (blurred), "Member ID", and "My Doctor". It includes links for "GET ID CARD" and "CHANGE DOCTOR".
- My Bill:** Includes a "Please click on Manage Payment link below to" section with options: "View Bill", "Schedule Payments", "Manage AutoPay", and "Manage Wallet". A "MANAGE PAYMENT" link is at the bottom.
- My Messages:** Lists three messages with dates (Oct 15, Jan 15, Nov 1) and "Learn More" links. A "VIEW ALL" link is at the bottom.

A "Track My Spending" section follows, showing progress bars for "Annual Medical Deductible" (\$6300), "Annual Pharmacy Deductible" (\$500), and "Annual Out of Pocket Maximum" (\$8200). A video player with a play button and the text "Learn more about benefit breakdown" is also present. A disclaimer note states: "The amounts reflected are based on claims received and processed as of 01/20/2022. This information is subject to change based on any subsequently received claims."

Below this is a "Helpful Links" section with buttons for "Member Handbook", "Find A Doctor", "Claims", and "Appeals".

The "Language Information" section provides assistance: "If you, or someone you're helping, has questions about Molina Marketplace, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1 (855) 866-3376." It includes links for "Notice of Nondiscrimination" and "Multi-Language Interpreter Service".

The footer contains contact information for "My Molina" (links to HSA Privacy Notice and Terms of Use and Website Privacy), "Member Services" ((888) 858-2150, Monday-Friday, 8:00 AM - 6:00 PM Local Time), "Member Billing and Payment info" ((800) 772-5327, Monday-Friday, 8:00 AM - 6:00 PM Local Time), "Nurse Advice Line" ((888) 275-8750 (English), (866) 648-3537 (Spanish), TTY 711, Monday-Sunday, 24 Hours a day), and a "Send a Message" link. A vertical "Take a Survey" button is on the right edge.

## My Bill Key Features

- Click on My Bill in the Top Navigation Bar or Manage Payment in the My Bill card

The screenshot displays the My Molina Member Portal interface. At the top, there is a navigation bar with the following elements: a hamburger menu icon, a welcome message "Welcome [redacted] My ID: [redacted]", the MOLINA HEALTHCARE logo, the text "My Molina", a globe icon with "ENG", and a notification bell icon. Below the navigation bar, a secondary bar contains links for "My Bill", "My Coverage", "My ID Card", "My Doctor", "My Health Record", "My Plan Resources", and "My Wellness". The main content area features a status indicator: "My Membership Status is **Covered** Learn More >". Below this, there are three primary cards: 1. "My Details" card containing fields for "Coverage End Date", "Plan Name", "Member ID", and "My Doctor", with buttons for "GET ID CARD >" and "CHANGE DOCTOR >". 2. "My Bill" card with the text "Please click on Manage Payment link below to" and a list of options: "- View Bill", "- Schedule Payments", "- Manage AutoPay", and "- Manage Wallet", with a "MANAGE PAYMENT >" button at the bottom. 3. "My Messages" card with a red notification badge showing "6" and a list of messages: "Open Enrollment..." (Oct 15), "1095 Tax Form..." (Jan 15), and "2021 Open..." (Nov 1), each with a "Learn More >" link, and a "VIEW ALL >" button at the bottom.

## Policy Dashboard

On the Policy Dashboard, you can view your payment history, what you owe, current enrollment status, and other plan details.

**MOLINA HEALTHCARE** Language **English** Limited English Proficiency Nondiscrimination Notice  
Contact Us FAQ Glossary &, Acronyms

**Home Coverage Billing E-Delivery Resource Center Logout**

Home Welcome Today is

### Policy Dashboard for [redacted]

The policy dashboard provides a snapshot of case information. The features include demographics, coverages, the latest billing information, recent documents and agent information.

#### Case Information

Name: [redacted] Policy Status: **ISSUED** Type: Individual List Bill Member ID: [redacted]  
Address: [redacted] SSN: [redacted] Plan Effective Date: [redacted]  
Date of Birth: [redacted]

**BILLING** APTC **VIEW BILLING HISTORY**

Last Payment Received [redacted] [more](#)  
Current Due Amount [redacted] **PAY NOW**  
Due Date [redacted] (Bill due in 10 days)  
Current Billing Period [redacted]  
Paid Thru Date [redacted]  
Pay Calendar MONTHLY  
Final Bill Run Date N/A

#### Coverages (1) Expand All - Collapse All - Jump To

**VIEW COVERAGE DETAILS**

**HEALTH - Details** **ISSUED - FTD**

#### Agent

**VIEW AGENT DETAILS**

Company: N/A  
Type: Primary

## My Bill Autopay

Select the AutoPay tab on the left side of page to manage autopay.

The screenshot displays the Molina Healthcare Member Portal interface. At the top left is the Molina Healthcare logo. The main header area is titled "AutoPay" and includes a "Subscriber ID" field with a masked value and a refresh icon. A green success message states: "You successfully enrolled this account in AutoPay." Below this is a table with the following columns: Start, End, Payment Method, Email Address, and Actions. The table contains one row with masked values for Start, End, and Payment Method, and a "Cancel" link in the Actions column. The left sidebar contains three tabs: "Make Payment", "Scheduled Payments", and "AutoPay", with "AutoPay" being the active tab. At the bottom, a security notice reads "The information you submit is secure." and there are links for "Privacy" and "Terms & Conditions". The Molina Healthcare logo is also present in the bottom right corner.

Start	End	Payment Method	Email Address	Actions
[Masked]	[Masked]	[Masked]	[Masked]	Cancel

## My Bill Make a Payment

On the Make Payment screen, you can make a one-time payment.

**MOLINA**  
HEALTHCARE

**Make Payment**

Subscriber ID  Current Amount Due  Previous Due  Amount Due  Subscriber First Name

1 **Payment** — 2 Review — 3 Confirmation

**Enter Payment Information**

Pay (\$)  On  Using

Total: \$0.00

[Continue](#)

Payments entered after 4:00 PM CT, Monday – Friday, or on a Saturday or Sunday, will be applied to your account either the next business day or the payment date you selected.

The information you submit is secure. [Privacy](#) [Terms & Conditions](#)

## My Coverage Page Key Features

- Eligibility Information
  - Plan Name
  - Coverage Effective Date
  - Coverage Termination Date (if applicable)
- Track My Spending
  - Accumulators
  - Cost Estimator Tool
- Helpful Links

The screenshot displays the 'My Coverage' page within the Member Portal. At the top, there is a navigation bar with the Molina Healthcare logo and 'My Molina' text. Below this, a secondary navigation bar includes links for 'My Bill', 'My Coverage' (which is highlighted), 'My ID Card', 'My Doctor', 'My Health Record', 'My Plan Resources', and 'My Wellness'. The main content area starts with a 'Home' link and a 'My Coverage' heading, followed by a 'Plan year' dropdown menu set to '2022'. A section titled 'Eligibility | Important Plan Documents >' contains three columns: 'Plan Name', 'Coverage Effective Date', and 'Coverage Terminate Date'. Below this is a 'Track My Spending' section with two columns: 'Track My Spending' and 'My Family Annual Spending'. Each column has two rows for 'Annual Medical Deductible' and 'Annual Out of Pocket Maximum'. A note below these sections states: 'The amounts reflected are based on claims received and processed as of 01/21/2022. This information is subject to change based on any subsequently received claims.' A 'Procedure Cost Estimator' section follows, with a disclaimer and an 'OPEN ESTIMATOR' button. At the bottom, a 'Helpful Links' section features four buttons: 'Summary of Benefits', 'Agreement', 'Schedule of Benefits', and 'Member Handbook'. A 'Take a Survey' button is visible on the right edge.

## My ID Card Page Key Features

- View digital copy of your ID Card
  - ID Card Image may differ based on your state/plan
- Print a digital copy of your ID Card
- Request a new hard copy ID Card to be sent to address Molina has on file.

< Home

My ID Card Plan Year: 2022

PRINT REQUEST NEW ID CARD

FRONT BACK

**MOLINA HEALTHCARE** Marketplace

Subscriber: [REDACTED] Member: [REDACTED]  
Subscriber ID: [REDACTED] Member ID: [REDACTED]  
Plan: Confident Effective Date: [REDACTED]

**Cost Share**  
PCP: [REDACTED]  
Specialist: [REDACTED]  
Urgent Care: [REDACTED]  
ER Visit: [REDACTED]  
Tier-1 Rx: [REDACTED]  
Tier-2 Rx: [REDACTED]

**Deductibles**  
Medical Indv Deductible: [REDACTED]  
RX Indv Deductible: [REDACTED]  
Annual Out of Pocket Maximum (OOPM): [REDACTED]  
Indv OOPM: [REDACTED]

RxBin: [REDACTED] RxPCN: [REDACTED] RxGRP: [REDACTED]  
HMO Molina Healthcare of [REDACTED] Inc.

**Member Numbers**  
Member Services: (888) 560-4087  
TTY/TTD: 711  
24/7 Nurse Advice: (888) 275-8750  
24/7 Línea de Consejos de Enfermeras: (866) 648-3537  
Billing and Payments: (800) 503-6593

**Provider Numbers**  
CVS Caremark Help Desk: (888) 407-6425  
Prior Authorization/Notification of Hospital Admission: (855) 322-4077  
Medical Claims: Molina Healthcare P.O. Box 22668 Long Beach, CA 90801  
Inpatient Admissions: Provider to notify plan within 24 hours of admission.

Cost Shares are a summary only. Visit MyMolina.com for plan details.  
Notice: Covered Services must be received from Participating Providers. Refer to your Agreement for exceptions.

CVS caremark



## My Doctor Page Key Features

- My Doctor provides the following information:
  - Doctor Name
  - Specialty
  - Effective Date
  - Primary Staff Language
  - Office Hours
  - Phone Number
  - Fax Number
  - Doctor Address
  - Instructions on how to change your doctor
- Change My Doctor link will redirect to our Provider Online Directory

The screenshot shows the 'My Doctor' page in the Member Portal. The page is titled 'My Doctor' and features a 'Doctor Information' section. This section includes fields for Name, Provider Speciality, Effective Date, Staff Language, Office Hours, Phone, and Fax. A 'CHANGE MY DOCTOR' button is located in the top right corner of the Doctor Information section. Below the Doctor Information section, there is a 'How to Change Your Doctor' section with a list of five steps: 1. Click on Change my Doctor. 2. Select 'Primary Care' under Common Searches, then select 'Primary Care Provider (PCP)'. 3. Scroll down to find a Doctor that has the PCP indicator next to their name, and then click on purple colored button [+Select]. 4. New PCP effective date will be displayed upon successful completion of the PCP reassignment notification. 5. My Doctor page will be updated to show your new PCP selection and effective date under the 'New Doctor' section. The footer of the page includes links for 'My Molina', 'Member Services', 'Nurse Advice Line', and 'Send a Message', along with a copyright notice for Molina Healthcare, Inc. in 2023.

## My Health Record Page Key Features

View the following:

- Claims History
- Service Authorizations
- Allergies (if received on claims or added by case manager)
- Medications
- Admissions and ER visits
- Care Plan (only visible if you have case manager assigned)

The screenshot shows the 'My Health Record' page in the 'My Passport Health Plan' member portal. The page features a navigation bar with links for 'My Coverage', 'My ID Card', 'My Doctor', 'My Health Record' (highlighted), 'My Plan Resources', and 'My Wellness'. Below the navigation bar, there are tabs for 'Claims History', 'Service Authorizations', 'Allergies', 'Medications', and 'Admissions and ER Visits'. A search section allows filtering by 'Service Start Date', 'Service End Date', and 'Provider'. Below the search section, there are 7 results displayed in a table format. Each result row includes a 'Paid' status indicator, 'Claim Date', 'Service Date', 'Paid on', and 'Description' columns. At the bottom of the page, there is a disclaimer: 'This information is based on the claims and encounters data; if you know of any discrepancies, please contact your Molina Case Manager or Member Services. Contact Us >'.

## My Plan Resources Page Key Features

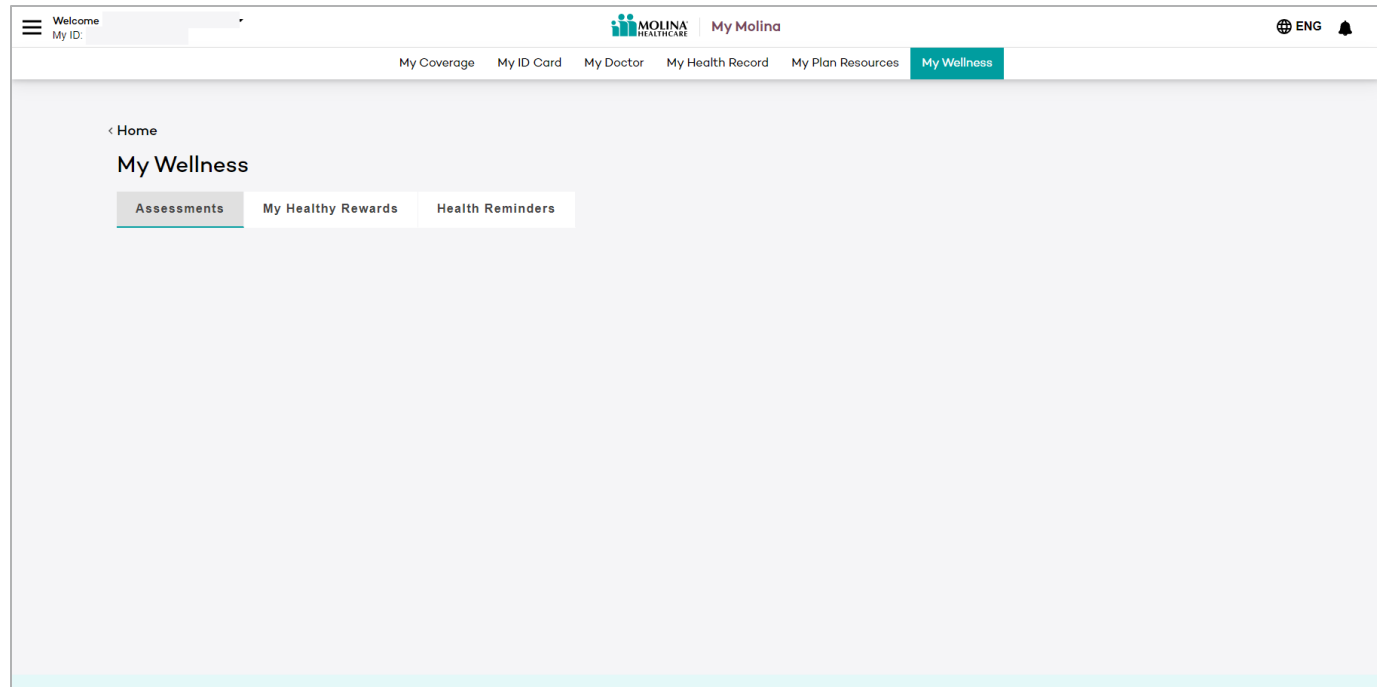
- Forms and Documents specific to your State and Plan
- Helpful Links specific to your state and plan
- FAQs
- Videos

The screenshot displays the 'My Plan Resources' page within a member portal. The page features a navigation bar with links for 'My Coverage', 'My ID Card', 'My Doctor', 'My Health Record', 'My Plan Resources' (highlighted), and 'My Wellness'. Below the navigation bar, there is a breadcrumb trail '< Home' and the title 'My Plan Resources'. A tabbed interface is present with four tabs: 'Forms & Documents' (selected), 'Helpful Links', 'FAQs', and 'Videos'. Under the 'Forms & Documents' tab, there is a section titled 'Forms' containing three items:

- Appointment of Representative Form (CMS-1696)**: An appointed representative is a relative, friend, advocate, doctor or other person authorized to act on your behalf in obtaining a grievance, coverage determination or appeal. If you would like to appoint a representative, you and your appointed representative must complete this form and mail it to  
Address:
- Coverage Determination Request Form**: Use this form to request coverage for a drug that is not on the formulary (a formulary exception), an exception to a quantity limit, a lower copayment for a drug on the formulary (a tiering exception) or reimbursement for a covered drug that you purchased at an out-of-network pharmacy. Complete this form and mail or fax to  
Address: Fax:
- How to Request a Redetermination**: Please read this document to understand what you need to do to request an appeal.

## My Wellness Page Key Features

- Assessments – Any assessments available for you to view or take
- My Healthy Rewards – Reward submission forms and history
- Health Reminders – Important reminders specific to you



# Member Portal

## My Account Page Key Features

- My Profile – update address
- Account Access for Others – Give a covered family member access to view billing information, make payments, print and order ID cards
- Communication Preferences – Set up text/email consent
- Manage Data Sharing Applications – Share your information with your favorite health apps that partners with Molina
- Send my Health Information – Use this if you need Molina to share your health data
- Manage Login Options

The screenshot shows the 'My Account' page in the Molina Healthcare Member Portal. The page has a navigation bar at the top with the Molina Healthcare logo and 'My Molina' text. Below the navigation bar are links for 'My Bill', 'My Coverage', 'My ID Card', 'My Doctor', 'My Health Record', 'My Plan Resources', 'My Wellness', and 'My Rx Savings Solutions'. The main content area is titled 'My Account' and includes a sub-navigation menu with 'My Profile', 'Account Access for Others', 'Communication Preferences', 'Manage Data Sharing Applications', 'Forward My Health Information', and 'Manage Login Options'. The 'My Profile' section is active and displays 'My Personal Details' with an 'UPDATE' button. The form fields are as follows:

Last Name	First Name	Date of Birth	Member ID	Sex Assigned At Birth
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mailing Address	Apt / Suite / Other	City	State	ZIP
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

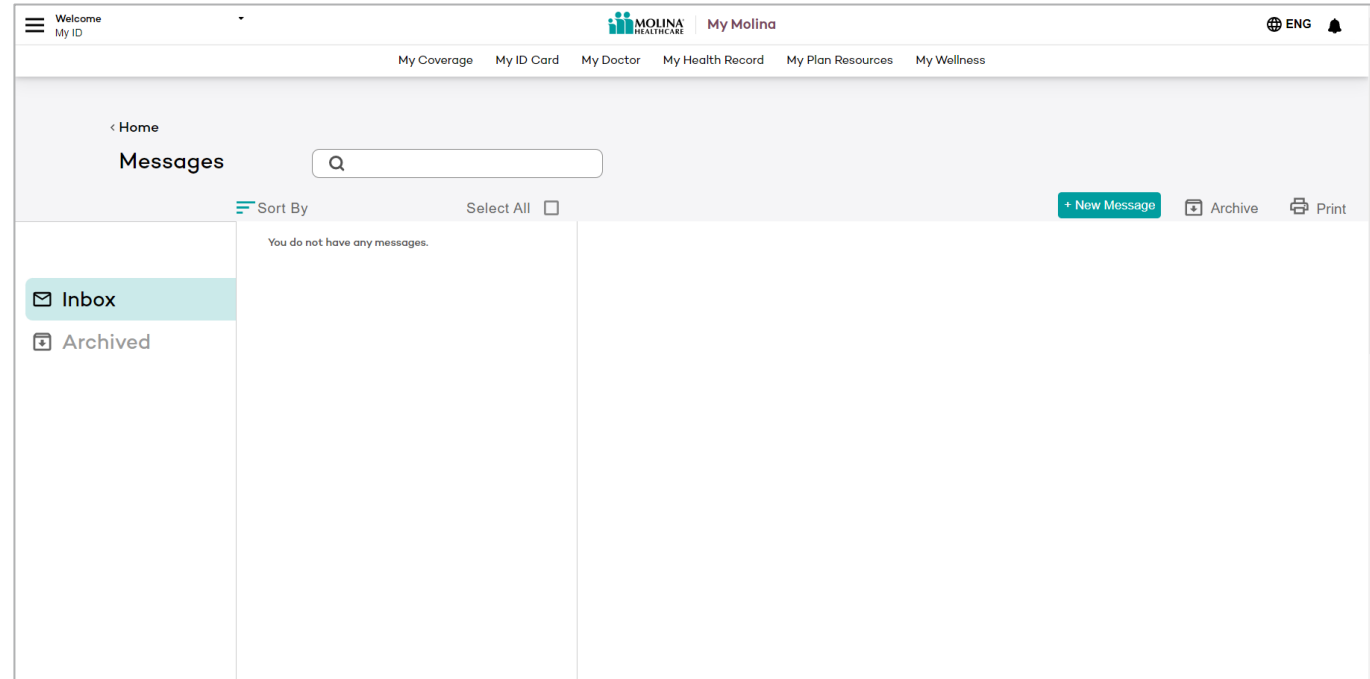
## Contact Us Page Key Features

- Molina Contact information
- Send a Message
  - Select Category
  - Brief Subject
  - Ask your question
  - Add attachments (if applicable)
  - How do you want to be notified when Molina responds?

The screenshot shows the 'Contact Us' page in the Molina Member Portal. The page has a header with 'Welcome' and 'My ID' on the left, and 'MOLINA HEALTHCARE My Molina' on the right. Below the header is a navigation bar with links: 'My Coverage', 'My ID Card', 'My Doctor', 'My Health Record', 'My Plan Resources', and 'My Wellness'. The main content area is titled 'Contact Us' and features a section 'Do you have questions?' with the text 'Don't worry, we've got answers! Give us a call and we'll help you out.' Below this are four service options: 'Member Services', 'Pharmacy Call Center Support', 'Nurse Advice Line', and 'Molina Healthcare'. Each option has a phone icon and a placeholder box. Below these options is a 'Send a Message' form. The form includes a 'Category' dropdown menu, a 'Subject' text field, and a 'Description' text area. Below the description is an 'Attachments' section with a 'Choose Files' button and the text 'Up to three attachments, 5 MB each'. At the bottom of the form are two radio buttons for notification preferences: 'Send me a text message (message and data rates may apply)' and 'Send me an email'. The form ends with 'Cancel' and 'Send' buttons.

## My Messages Page Key Features

- Initiate a New Message to Molina (see [Contact Us Page Key Features](#) for context)
- View responses to your questions
- View Important Messages from Molina



**Thank you for being a  
Molina Member**

