



# Welcome!

We are pleased to welcome you to Molina Healthcare!

Molina Healthcare will provide your health benefits on behalf of the Ohio Department of Medicaid (ODM).

As your managed care organization (MCO), Molina Healthcare will work with Gainwell – ODM’s Single Pharmacy Benefit Manager (SPBM) – to provide your pharmacy benefits. If you or a child in your care is part of OhioRISE, Ohio’s first-ever highly specialized behavioral health program for children and youth with the most complex behavioral health needs who are served by Medicaid, Molina Healthcare will coordinate your care with Aetna Better Health of Ohio (the OhioRISE plan).

Included with this letter is your new Molina Healthcare member identification card. You can start using it for all your healthcare and pharmacy services. We encourage you to carry it with you always.

In addition to your new ID card, you will find included:

- A postcard providing information on how to request mailed and/or online copies of all member materials, including your member handbook and a provider directory.
- A quick guide with information about your benefits.

If you did not receive these materials, please call Molina Member Services at (800) 642-4168 (TTY 711) from 7 a.m. to 8 p.m., Monday through Friday. You can also find your member materials online at [MolinaHealthcare.com/OHMedicaidHandbook](https://MolinaHealthcare.com/OHMedicaidHandbook).

## Member Benefits

- You can access transportation services through Molina Healthcare as part of your health benefit by calling (866) 642-9279 to schedule a ride. Call at least two (2) business days before your appointment. Your transportation benefits are listed in the Your Extra Benefits section of your new member materials.

- Your ID card lists the name and phone number of your primary care provider (PCP). If you didn't select or you wish to change your primary care provider (PCP), please call Member Services at (800) 642-4168 (TTY 711) from 7 a.m. to 8 p.m., Monday through Friday.
- If you have a health condition that may require more assistance such as pregnancy, serious injury or recurring medical challenges, please contact Molina Healthcare as soon as possible so we can support the management of your care.
- Visit [MolinaHealthcare.com/OHMedicaidHandbook](https://MolinaHealthcare.com/OHMedicaidHandbook) to view your Member Handbook online. The Member Handbook includes a lot of important information about your health plan like covered services and membership rights and responsibilities.
- Visit [MolinaProviderDirectory.com/OH](https://MolinaProviderDirectory.com/OH) to view our searchable online provider directory. It lists all the providers and specialists in our network.
- If you would like a paper copy of the Member Handbook and Provider Directory, at no cost to you, you can request one by calling Member Services at (800) 642-4168 (TTY 711) or following the directions on the postcard in this packet.

## Contact Information

- Contact Molina Member Services if you need help or have questions by calling (800) 642-4168 (TTY 711). We can help you get a replacement ID card, change your PCP, make appointments with providers or schedule transportation. Materials like the Member Handbook and Provider Directory are available in alternative languages and formats, including large print and Braille.
- Contact Gainwell about your pharmacy services or benefits, including medications. You can contact Gainwell by calling toll-free at (833) 491-0344 (TTY (833) 655-2437) or visit Gainwell's website at <https://spbm.medicaid.ohio.gov> to find additional resources or ask questions.
- If you or a child in your care is part of OhioRISE you can contact Aetna Better Health of Ohio (the OhioRISE plan) by phone at (833) 711-0773 (TTY: 711).

## Who is NOT required to select MCO membership?

If you believe that you or a child in your care meet any of the below criteria and should not be a member of a managed care plan, you must call the Medicaid Hotline at (800) 324-8680 (TTY (800) 292-3572).

The following individuals *may* join Medicaid Managed Care, but are not required to:

- Individuals who receive home and community-based waiver services (HCBS) through the Ohio Department of Developmental Disabilities.
- Members of a federally recognized Indian tribe, regardless of age.

The following individuals are not permitted to join Medicaid Managed Care:

- Dual eligible members (members who are eligible for both Medicaid and Medicare). However, dual eligible members living in counties that have the MyCare program may be eligible to participate in the MyCare Ohio managed care program.
- Certain individuals living in an institutional setting (e.g., nursing facilities, intermediate care facilities for individuals with developmental disabilities).
- Certain individuals receiving Medicaid-administered home and community-based waiver services.
- Individuals enrolled in the program for all-inclusive care for the elderly (PACE).

English	You may obtain this information in different languages, free of charge. Free aids and services, such as sign language interpreters and written information in alternative formats, are available to you. Call (800) 642-4168 (TTY: 711).
English (Large Font)	<b>ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-642-4168 (TTY: 711).</b>
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-642-4168 (TTY: 711).
Cantonese (Chinese)	注意：如果您說國語，您可以獲得免費的語言協助服務。請撥打 1-800-642-4168（電傳打字機 (TTY)：711）。
Kiswahili Swahili	KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-800-642-4168 (TTY: 711).
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-642-4168 (رقم هاتف الصم والبكم: 711).
Kinyarwanda Burundi	BYITONDERE: Niba uvuga i Kinyarwanda, serivisi y'ubufasha mu ndimi, ku buntu, urayihabwa. Hamagara 1-800-642-4168 (TTY: 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-642-4168 (телетайп: 711).
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-642-4168 (TTY : 711).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-642-4168 (TTY: 711).
Mandarin (Simplified)	温馨提示：如果您使用中文，可以免费获得语言支持服务。请致电 1-800-642-4168（TTY 用户请拨打：711）。
Dari	توجه: اگر به زبان دری صحبت می کنید، برای شما خدمات کمک لسان طور رایگان موجود است. به 1-800-642-4168 (TTY: 711) زنگ بزنید.
አማርኛ Amharic	ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-642-4168 (መስማት ለተሳናቸው: 711)።
ગુજરાતી Gujarati	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-642-4168 (TTY: 711).
Ukrainian	УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-642-4168 (телетайп: 711).
Somali	FIIRO GAAR AH: Hadii aad ku hadasho Ingiriisiga, adeega kaalmada luuqada, oo bilaa lacag ah, ayaa kuu diyaar ah. 1-800-642-4168 (TTY: 711).
Nepali	ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-642-4168 (टिटिवाइ: 711) ।