

Your Quick Start Guide



Last updated: April 2025

MolinaHealthcare.com/WI



Welcome to Molina Healthcare!

As a new member, it's time to start getting the most from your health plan coverage!
Be sure to take these simple steps right away:

1

Look for your member ID card inside this packet

- Make sure your information on the card is correct.
- Always keep your ID card with you. Show it or your ForwardHealth ID card every time you get medical care or visit the pharmacy.

2

Download the My Molina® mobile app

- Our My Molina mobile app lets you view, print and send your member ID card. You can search for doctors, change your PCP and much more. Anytime, anywhere!
- Download the My Molina app today from the Apple App Store® or Google Play®.
- To learn how-to-use the My Molina mobile app and member portal, go to:
 - [MyMolina.com/GettingStartedVideos](https://www.mymolina.com/GettingStartedVideos)
English
 - [MiMolina.com/VideosDeAyuda](https://www.MiMolina.com/VideosDeAyuda)
Spanish



Thank you for choosing Molina as your trusted health plan. We're happy to have you as a member of our family.

3

Schedule a visit with your primary care provider (PCP)

- Your PCP is the main doctor who gives you most of your care.
- Visit your PCP to get set up as a new patient, even if you're not sick. Once you're set up, you'll want to see your PCP for regular checkups.
- Want to have a good doctor visit? Download our helpful checklist at MolinaHealthcare.com/WI/DoctorChecklist.

4

Fill out the Health Survey form

- Get started on your path to better health! Our care team can help you get set up with doctors, find transportation, or even set up a personalized care plan.
- To help us meet your needs, we need you to answer a few questions. You can do this by:
 - Calling us at (888) 999-2404 (TTY: 711), or
 - Going to mymolina.com or the My Molina® mobile app.

Learn more about your health plan

Want to see a full list of your covered benefits and more details about your plan?

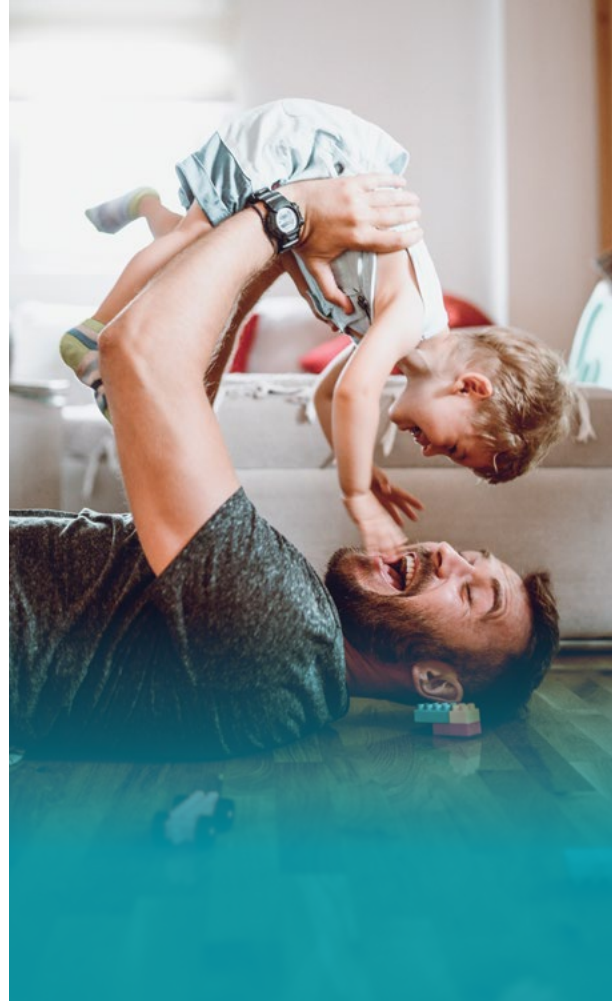
- Go to MolinaHandbook.com/WI to read your Member Handbook.

Want to find a doctor near you?

- Go to MolinaProviderDirectory.com/WI to search our Provider Online Directory.
- All of our doctors are board-certified and reviewed for quality before they can join our network.

Want to see if your medicine is covered?

- Medicines are covered by the state. Call Wisconsin Medicaid Customer Service at (800) 362-3002 to see which drugs are preferred and covered for you.





Stay connected

Get on-the-go reminders and important info about your health - wherever life takes you! Text JOIN to 94870 or go to [MyMolina.com](https://www.molina.com) to sign up for emails or texts.

Also, if your mail, email address, or phone number changes, make sure to update the state by calling (800) 362-3002 or visiting [Access.WI.gov](https://www.access.wi.gov).

Don't lose your health plan coverage!

You must renew your coverage every year.

You can log in to your account at [Access.WI.gov](https://www.access.wi.gov).

Or call Covering Wisconsin at 2-1-1.



If you need help, please call us at (877) 373-8966 (TTY: 711)
or email us at HealthPlanRenewals@MolinaHealthcare.com.

Information to keep handy

Member Services	Call Member Services when you have questions about your health plan, benefits or how to get services. (888) 999-2404 (TTY: 711) Monday-Friday, 8 a.m. - 5 p.m. CST
24-Hour Nurse Advice Line (24/7)	Are you sick or hurt? A registered nurse can help you feel better. (888) 275-8750 English (866) 648-3537 Español
Molina Member Advocate	Know your health care rights and get help. The Member Advocate is your trusted partner. Go to MWIAdvocate@MolinaHealthcare.com or call (888) 999-2404 and ask for the Member Advocate.
Pharmacy	Medicines are covered by the state. Call (800) 362-3002.
Dental care	For Milwaukee, Waukesha, Racine, Kenosha, Washington and Ozaukee counties, call (888) 999-2404. For all other counties covered by the state, call (800) 362-3002.
Vision care	For Milwaukee county, call (414) 760-7400. Outside Milwaukee county, call (800) 822-7228.

Substance use disorder	Call (888) 999-2404 (TTY: 711) if you want help with drug or alcohol use.
Member Handbook	Get the details of how your plan works in your Member Handbook. Go to MolinaHandbook.com/WI .
Health & wellness information	Get information about health and wellness topics in your preferred language at MolinaHealthcare.com/WI-HealthEd .
Provider Online Directory	See a list of our network providers at MolinaProviderDirectory.com/WI .
Rides to and from medical visits	Call (866) 907-1493 (TTY: 711) at least two business days in advance for rides to non-emergency medical visits. The <i>Where's My Ride Line</i> is (866) 907-1493.

Earn rewards with Molina

Molina Healthcare of Wisconsin wants to help you get the most of your membership. Take a look at some of the great benefits and rewards you may receive. We cover them at no cost to you!



Up to \$100 in well-child rewards for checkups, immunizations and more



Up to \$50 in women's health rewards for completing breast and cervical cancer screenings



Up to \$50 in well-care rewards such as routine visits, screenings and more



Molina's Community Connectors help find resources for transportation, housing, job training, education and more

Rewards are subject to change. To learn more and find out how to earn these rewards, go to [MyMolina.com](https://www.mymolina.com) or call (833) 982-1452 (TTY: 711).

Pregnant or plan to be?

Join Molina's Healthy Starts Program and receive a **FREE** convertible car seat or Graco Pack 'n Play® On the Go™ Playard with Bassinet.

Here's how:

1. While you are pregnant and before you deliver your baby, call Molina at (833) 700-0920 or email MEIRewards@MolinaHealthcare.com to enroll.
2. Go to at least six prenatal visits. It's important to start prenatal visits in the first trimester.
3. Select a doctor for your baby before you deliver.
4. When you're done with steps #2 and #3 above, call us back at (833) 700-0920 or email MEIRewards@MolinaHealthcare.com.

You must be a Wisconsin Medicaid Molina member to participate.



What to do when you're sick

Are you feeling sick and not sure what to do?
Don't worry, we're here to help you!



What are my options?



PCP

Call your PCP day or night. After hours, on-call staff will return your call. You can also call our 24/7 nurse advice line.

When you have a minor issue that requires medical care:

- Colds or cough
- Flu
- Regular checkups
- Earache
- Sore throat
- Medicine or refills
- Diarrhea



Urgent care center

Urgent care centers are a great option if you need care after hours.

When it's not an emergency but you need care right away:

- Severe cold or flu symptoms
- Ear pain
- Sore throat
- Stomach flu or virus
- Wound that needs stitches
- Sprain, strain or deep bruise



Emergency room (ER)

Call 911 or go to the nearest ER.

When you think your life or health is in danger:

- Very bad bleeding
- Very bad stomach pain
- Chest pain or pressure
- Head injury or trauma
- Sudden dizziness or trouble seeing

Notice of Availability - Section 1557

Molina Healthcare - Medicaid

ENGLISH:	For free language assistance services, and auxiliary aids and services, call 1-888-999-2404 (TTY: 711).
SPANISH: Español	Para obtener servicios gratuitos de asistencia lingüística, así como ayudas y servicios auxiliares, llame al 1-888-999-2404 (TTY: 711).
HMONG: Hmoob	Rau cov kev pab cuam txhais lus dawb, thiab cov pab khoom siv thiab cov kev pab cuam, hu 1-888-999-2404 (TTY: 711).
MANDARIN CHINESE: 中文（简体）	如需免费的语言协助服务以及辅助工具和服务，请致电 1-888-999-2404 (TTY 用户请拨打 711)。
GERMAN: Deutsch	Kostenlose Sprachassistenzen, Hilfsmittel und Dienstleistungen erhalten Sie unter 1-888-999-2404 (TTY: 711).
ARABIC: العربية	اتصل على الرقم 1-888-999-2404 (الهاتف النصي 711) لتلقي خدمات المساعدة اللغوية المجانية والخدمات والمساعدات الإضافية.
RUSSIAN: Русский	Для получения бесплатных услуг языковой помощи, а также вспомогательных средств и услуг, позвоните: 1-888-999-2404 (телетайп: 711).
KOREAN: 한국인	무료 언어 지원 서비스와 보조 지원 및 서비스를 원하시면 1-888-999-2404 (TTY: 711)로 연락 주시기 바랍니다.
VIETNAMESE: Tiếng Việt	Để sử dụng dịch vụ hỗ trợ ngôn ngữ miễn phí cũng như các dịch vụ và tính năng hỗ trợ thêm, hãy gọi 1-888-999-2404 (TTY: 711).

**PENNSYLVANIAN
DUTCH:**

Pennsylvanisch
Deutsche

Fer koschdenlos Schprooch Hilfe, un annere Hilfe un Services, ruff
1-888-999-2404 (TTY: 711).

LAOTIAN:
ພາສາລາວ

ສໍາລັບການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ອຸປະກອນ ແລະ ການບໍລິການເສີມແບບບໍ່ເສຍຄ່າ, ໃຫ້ໂທ
1-888-999-2404 (TTY: 711).

FRENCH:
Français

Pour bénéficier de services d'assistance linguistique gratuits, ainsi que de
services et aides complémentaires, appelez le 1-888-999-2404 (ATS: 711).

POLISH:
Polski

Aby uzyskać bezpłatną pomoc językową oraz dodatkowe wsparcie i usługi,
należy zadzwonić pod numer 1-888-999-2404 (TTY: 711).

HINDI:
हिंदी

नःशुल्क भाषा सहायता सेवाओं और सहायक ऐड एवं सेवाओं के लिए 1-888-999-2404 (TTY:
711) पर कॉल करें।

ALBANIAN:
shqip

Për shërbime falas të asistencës gjuhësore në shqip, mbështetje dhe
shërbime shtesë, telefononi numrin 1-888-999-2404 (TTY: 711).

TAGALONG:

Para sa libreng serbisyo sa tulong sa wika, at mga auxiliary aid at serbisyo,
tumawag sa 1-888-999-2404 (TTY: 711).

BURMESE:
မြန်မာ

သတိပြုရန်: ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများ၊ အထောက်အကူပြု ပစ္စည်းများနှင့်
ဝန်ဆောင်မှုများကို အခမဲ့ ရရှိရန် 1-888-999-2404 (TTY: 711) ကို ခေါ်ဆိုပါ။

SOMALI:
Soomaali

Fiiro gaar ah: Adeegyada kaalmada luqadda, iyo qalabka kaalmada
naafada iyo adeegyada, soo wac 1-888-999-2404 (TTY: 711).

Non-Discrimination Notice

Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of age, color, disability, national origin (including limited English proficiency), race, or sex. Discrimination on the basis of sex includes sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes.

To help you effectively communicate with us, Molina Healthcare provides services free of charge and in a timely manner:

- Molina Healthcare provides reasonable modifications and appropriate aids and services to people with disabilities. This includes: (1) Qualified interpreters (including qualified sign language interpreters). (2) Written Information in other formats, such as large print, audio, accessible electronic formats, and Braille.
- Molina Healthcare provides language services to people who speak another language or have limited English skills. This includes: (1) Qualified oral interpreters. (2) Information translated in your language.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Molina Member Services at 1-888-999-2404 or TTY/TDD: 711, Monday to Friday, 8:00 a.m. to 5:00 p.m., local time.

If you believe we have discriminated on the basis of age, color, disability, national origin, race, or sex, you can file a grievance with our Civil Rights Coordinator. You can file a grievance by phone, mail, email, or online. If you need help writing your grievance, we will help you. You may obtain our

grievance procedure by visiting our website at:

<https://www.molinahealthcare.com/members/common/en-US/Notice-of-Nondiscrimination.aspx>

Call our Civil Rights Coordinator at 1-866-606-3889, TTY/TDD: 711 or submit your grievance to:

Civil Rights Unit
200 Oceangate
Long Beach, CA 90802

Email: Civil.Rights@MolinaHealthcare.com

Website: <https://MolinaHealthcare.Alertline.com>

You can also file a civil rights complaint (grievance) with the U.S. Department of Health and Human Services, Office for Civil Rights, online through the Office for Civil Rights Complaint Portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone: 1-800-368-1019
TTY/TDD: 800-537-7697

Complaint forms are available here: <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Molina Healthcare of Wisconsin (“**Molina**”, “we” or “**our**”) uses and shares protected health information about you to provide your health benefits. We use and share your information to carry out treatment, payment and health care operations. We also use and share your information for other reasons as allowed and required by law. We have the duty to keep your health information private and to follow the terms of this Notice. The effective date of this Notice is April 11, 2023.

PHI stands for these words, protected health information. PHI means health information that includes your name, Member number or other identifiers, and is used or shared by Molina.

Why does Molina use or share your PHI?

We use or share your PHI to provide you with health care benefits. Your PHI is used or shared for treatment, payment, and health care operations.

For Treatment

Molina may use or share your PHI to give you, or arrange for, your medical care. This treatment also includes referrals between your doctors or other health care providers. For example, we may share information about your health condition with a specialist. This helps the specialist talk about your treatment with your doctor.

For Payment

Molina may use or share PHI to make decisions on payment. This may include claims, approvals for treatment, and decisions about medical need. Your name, your condition, your treatment, and supplies given may be written on the bill. For example, we may let a doctor know that you have our benefits. We would also tell the doctor the amount of the bill that we would pay.

For Health Care Operations

Molina may use or share PHI about you to run our health plan. For example, we may use information from your claim to let you know about a health program that could help you. We may also use or share your PHI to solve Member concerns. Your PHI may also be used to see that claims are paid right.

Health care operations involve many daily business needs. It includes but is not limited to, the following:

- Improving quality;
- Actions in health programs to help Members with certain conditions (such as asthma);
- Conducting or arranging for medical review;
- Legal services, including fraud and abuse detection and prosecution programs;
- Actions to help us obey laws;
- Address Member needs, including solving complaints and grievances.

We will share your PHI with other companies (“**business associates**”) that perform different kinds of activities for our health plan. We may also use your PHI to give you reminders about your appointments. We may use your PHI to give you information about other treatment, or other health-related benefits and services.

When can Molina use or share your PHI without getting written authorization (approval) from you?

The law allows or requires Molina to use and share your PHI for several other purposes including the following:

Required by law - We will use or share information about you as required by law. We will share your PHI when required by the Secretary of the Department of Health and Human Services (HHS). This may be for a court case, other legal review, or when required for law enforcement purposes.

Public Health - Your PHI may be used or shared for public health activities. This may include helping public health agencies to prevent or control disease.

Health Care Oversight - Your PHI may be used or shared with government agencies. They may need your PHI for audits.

Research - Your PHI may be used or shared for research in certain cases.

Legal or Administrative Proceedings - Your PHI may be used or shared for legal proceedings, such as in response to a court order.

Law Enforcement - Your PHI may be used or shared with police to help find a suspect, witness or missing person.

Health and Safety - Your PHI may be shared to prevent a serious threat to public health or safety.

Government Functions - Your PHI may be shared with the government for special functions. An example would be to protect the President.

Victims of Abuse, Neglect or Domestic Violence - Your PHI may be shared with legal authorities if we believe that a person is a victim of abuse or neglect.

Workers Compensation – Your PHI may be used or shared to obey Workers Compensation laws.

Other Disclosures – Your PHI may be shared with funeral directors or coroners to help them do their jobs.

When does Molina need your written authorization (approval) to use or share your PHI?

Molina needs your written approval to use or share your PHI for a purpose other than those listed in this Notice. Molina needs your authorization before we disclose your PHI for the following:

(1) most uses and disclosures of psychotherapy notes; (2) uses and disclosures for marketing purposes; and (3) uses and disclosures that involve the sale of PHI. You may cancel a written approval that you have given us. Your cancellation will not apply to actions already taken by us because of the approval you already gave to us.

What are your health information rights?

You have the right to:

- **Request Restrictions on PHI Uses or Disclosures (Sharing of Your PHI)** – You may ask us not to share your PHI to carry out treatment, payment or health care operations. You may also ask us not to share your PHI with family, friends or other persons you name who are involved in your health care. However, we are not required to agree to your request. You will need to make your request in writing. You may use Molina's form to make your request.
- **Request Confidential Communications of PHI** – You may ask Molina to give you your PHI in a certain way or at a certain place to help keep your PHI private. We will follow reasonable requests, if you tell us how sharing all or a part of that PHI could put your life at risk. You will need to make your request in writing. You may use Molina's form to make your request.

- **Review and Copy Your PHI** – You have a right to review and get a copy of your PHI held by us. This may include records used in making coverage, claims and other decisions as a Molina Member. You will need to make your request in writing. You may use Molina's form to make your request. We may charge you a reasonable fee for copying and mailing the records. In certain cases, we may deny the request. *Important Note: We do not have complete copies of your medical records. If you want to look at, get a copy of, or change your medical records, please contact your doctor or clinic.*
- **Amend Your PHI** – You may ask that we amend (change) your PHI. This involves only those records kept by us about you as a Member. You will need to make your request in writing. You may use Molina's form to make your request. You may file a letter disagreeing with us if we deny the request.
- **Receive an Accounting of PHI Disclosures (Sharing of Your PHI)** – You may ask that we give you a list of certain parties that we shared your PHI with during the six years prior to the date of your request. The list will not include PHI shared as follows:
 - for treatment, payment or health care operations;
 - to persons about their own PHI;
 - sharing done with your authorization;
 - incident to a use or disclosure otherwise permitted or required under applicable law;
 - PHI released in the interest of national security or for intelligence purposes; or
 - as part of a limited data set in accordance with applicable law.
- **Receive an Accounting of PHI Disclosures (Sharing of Your PHI)** – We will charge a reasonable fee for each list if you ask for this list more than once in a 12- month period.

- **Get a Separate Copy of this Notice**

We will charge a reasonable fee for each list if you ask for this list more than once in a 12-month period. You will need to make your request in writing. You may use Molina's form to make your request. You may make any of the requests listed above or may get a paper copy of this Notice. Please call our Member Services at the toll-free number on your card.

What can you do if your rights have not been protected?

You may complain to Molina and to the Department of Health and Human Services if you believe your privacy rights have been violated. We will not do anything against you for filing a complaint. Your care and benefits will not change in any way.

You may file a complaint with us at:

Call our Member Services at the toll-free number on your ID card. Write to Member Services, 200 Oceangate, Suite 100, Long Beach, CA 90802. 7 days a week, 7:30 a.m. to 6:00 p.m., local time. TTY/TDD users, please call 711.

You may file a complaint with the Secretary of the U.S. Department of Health and Human Services at:

Office of the Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C. 20201
Phone: (800) 368-1019, TTY: (800) 537-7697, Fax: (202) 619-3818

What are the duties of Molina?

Molina is required to:

- Keep your PHI private;
- Give you written information such as this on our duties and privacy practices about your PHI;
- Provide you with a notice in the event of any breach of your unsecured PHI;
- Not use or disclose your genetic information for underwriting purposes;
- Follow the terms of this Notice.

This Notice is Subject to Change

Molina reserves the right to change its information practices and terms of this Notice at any time. If we do, the new terms and practices will then apply to all PHI we keep. If we make any material changes, Molina will post the revised Notice on our web site and send the revised Notice, or information about the material change and how to obtain the revised Notice, in our next annual mailing to our members then covered by Molina.

Contact Information

If you have any questions, please contact the following office:

Call our Member Services at (888) 999-2404 (TTY: 711) 8 a.m.– 5 p.m., Monday to Friday.

Write to Member Services, 10201 W. Innovation Dr. #100, Wauwatosa, WI 53226.

Sometimes you need a little extra help. We're here when you do.

Find services near you in 120 languages using Molina Help Finder. Molina Help Finder is your one-stop shop for finding low- and no-cost resources in your community when you need them. Find services near you using our online search tool at MolinaHelpFinder.com.

Molina Help Finder helps you find resources to meet your basic needs like

- Food
- Health
- Education
- Housing
- Job training
- Work
- Transportation
- Child care
- Legal

Molina Help Finder – the help you need, close to home

With Molina Help Finder, you can self-refer or apply for the services you need, right from your smartphone or computer. Your doctor might also refer you to resources and follow up to make sure you got the help you needed.





**Get started as a
new member and
watch our welcome
video!**



Scan me!

We make it
simple!

MolinaHealthcare.com/Welcome

