

Iowa Member Town Hall Molina Healthcare of Iowa October 2023

Events of Impact



Mane & Maintain: A Gentleman's Grooming and Wellness Day

- 6/13



Future Fest Resource Fair

- 7/20



Gigi Fit 5K

- 8/12

May/June

July

August

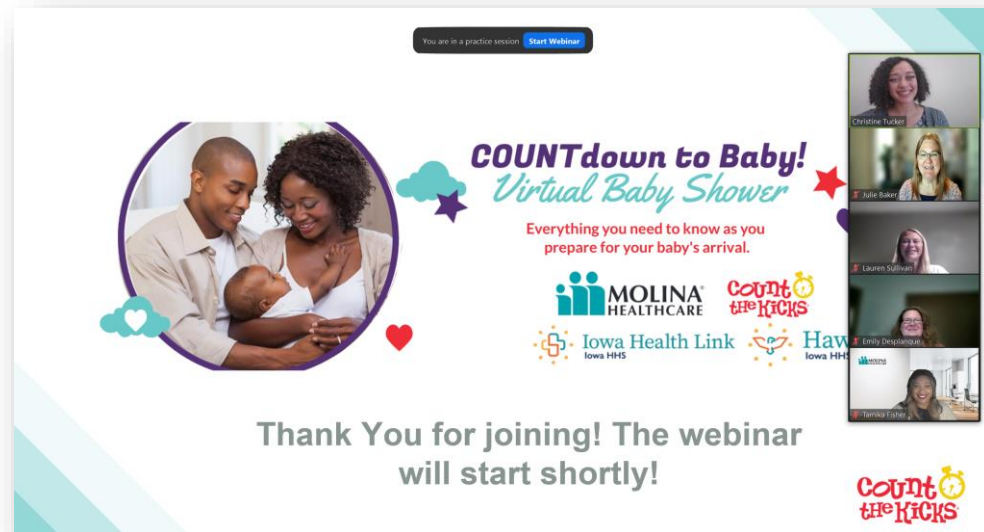
September

- Can Play Active Adults
- Special Olympics Summer Games
- Unity in the Community (Sioux City)
- My Waterloo Days

- Sioux City Powwow
- Des Moines County Fair
- Waterloo Latino Fiesta

- National Night Out-Cedar Rapids and Sioux City
- People's Clinic Big Tent –Waterloo
- IA DD Make your Mark Conference
- Cedar Valley Pride Fest

- ASAC Recovery Month Event
- Scott County Baby Shower
- NAMI Peer-to-Peer training, sponsored by Molina Healthcare of Iowa
- NAMI Walk



Virtual Baby Shower

- 9/14



NAMI Walk

- 9/29

Coming Up



Molina Town Hall & Dinner
Get to know Iowa's newest Medicaid option.

Join us for dinner and learn about our resources and member benefits.

Wednesday, October 25, 2023
5:30-7:15 p.m.
Dinner served from 5:30-6 p.m.
Town Hall starts at 6:00 p.m.

Location:
Corinthian Baptist Church
814 School Street
Des Moines, IA

You may also join us virtually. Scan the code to join the Zoom.



LTSS Stakeholder Advisory Board

November 8th, 5-6pm

Virtual Meeting

Are you a Molina member or caregiver?

Are you interested in joining and participating in our advisory board?

If yes, please email: iowamemberservices@Molinahealthcare.com

Member Communications

Get the most out of your healthca



Scan to download the My Molina App.

Or visit MyMolina.com

- Communicate with Your Care Team
- Check Your Health Records
- Check for Healthy Rewards
- Check for Health Education

The collage features three main communication types:

- Postcard:** Titled "Your medicaid, your choice!". It includes the Molina Healthcare logo and the slogan "Better together!". The text reads: "We're here to help you and your family get the care you need. Lean on Molina for great member benefits! Case managers partner with you, your caregivers, and your providers. Virtual care providers trained." It also features a photo of a man in a wheelchair.
- Email:** A welcome email titled "Welcome to Molina Healthcare! We are your new choice for Medicaid in Iowa!". It includes the Molina Healthcare logo and the slogan "Better together!". The text reads: "You should have received a notice from the state of Iowa that Molina Healthcare of Iowa. We are excited to welcome you to our health plan starting July 1st, 2023. Our plan is designed to make you feel your best! Molina gives you extra benefits. For extra peace of mind. Over \$200 in gift card rewards for completing who qualify. Maternity rewards including a no-cost car seat attending a Molina baby shower, and more! No-cost smart phone with unlimited talk and text." It also includes a link to "WecomeToMolina.com/ia" and a "Quick Start Guide".
- Text Messages:** Two text messages are shown. The first is a welcome message: "Welcome to the Molina family! Learn more about your health plan at molinahealthcare.com/ia or download the My Molina App. Txt msg not secure - see SMS Terms of Use. Msg & data rates may apply. Reply STOP to opt out of receiving text messages." The second is a response to a question: "This is your health plan. Staying healthy & maintaining healthcare coverage is important. Are you ok receiving text messages with important information and reminders about your plan, benefits and healthcare? Text messages are not encrypted and can be read by unauthorized persons. Reply Y to receive more messages from Molina. Std msg & data rates may apply msg." The response is "Yes".

Welcome Emails
Welcome Texts
Portal Messages
Value-Added Postcards

Opt-in by texting JOIN to 94870

Member Escalation Steps

Do you have a question? We can help!

- 1 Contact Molina Healthcare of Iowa Member Services**
Phone: (844) 236-0894
Hours: 7:30 am – 6:00 pm, Monday through Friday
Website: <https://molinahealthcare.com/ia>
Member Portal: MyMolina.com or My Molina App
Nurse Advice Line 24/7: (844) 236-2096
- 2** We have member advocates to help you navigate issues related to your healthcare.
Email: IowaMemberServices@molinahealthcare.com
- 3 Contact Health Plan Leadership Directly**
Email Jeremy Morgan: Jeremy.Morgan@molinahealthcare.com
Email Nafissa Egbuonye: Nafissa.Egbuonye@molinahealthcare.com