

WHY MOLINA HEALTHCARE? YOU'RE IMPORTANT TO US.



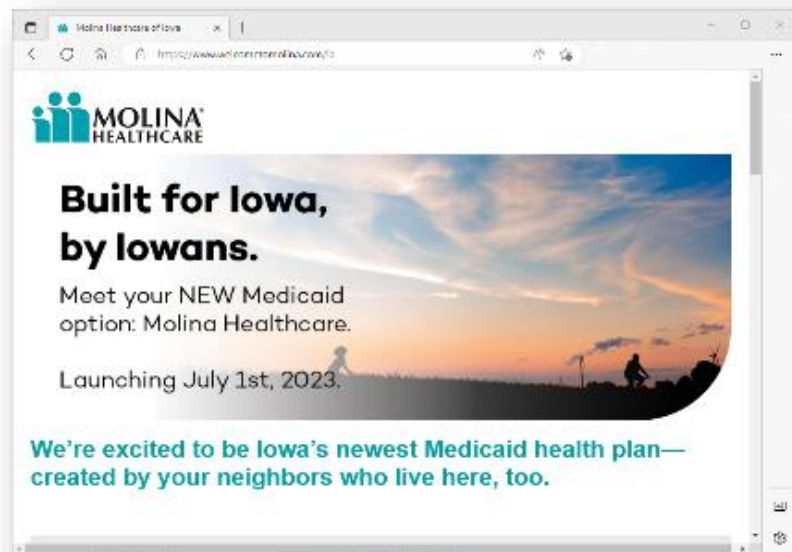
2023 Benefits and Service

Who is Molina Healthcare?

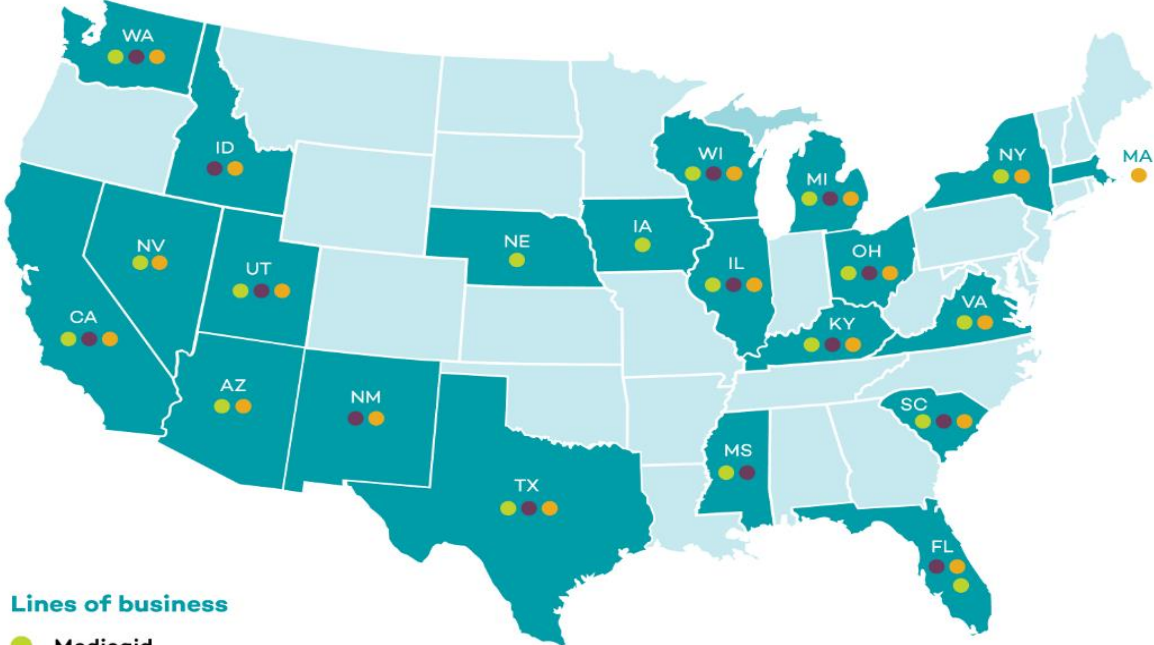
Your new choice for Medicaid in Iowa!

We're committed to giving you more options, more coverage and all the benefits you need to stay healthy.

Visit [WelcometoMolina.com/IA](https://welcometomolina.com/IA)



Molina National Footprint



Lines of business

- Medicaid
- Marketplace
- Medicare

Why Molina is the Right Choice

Molina's innovative tools and solutions were developed to support Medicaid members first and foremost.

- Medicaid is our core business, and government healthcare is our only business.
- We are one of the most experienced government-sponsored MCOs in the nation.

For more than 40 years, we have concentrated on the specific needs of every individual, with Medicaid programs that include:

- Temporary assistance for families in need
- Children's Health Insurance Program (CHIP)
- Services for the aged, blind, and disabled
- Managed long-term services and supports
- Foster care
- Services for the intellectually and developmentally disabled
- Services for those with mental illness
- Continued expansion in markets that need our services

Provider Initiatives

Provider Claims Testing and Support

- Conducting three months of claims testing with all provider types, with a focus on HCBS, IHHs, BH, and NFs, to ensure a smooth implementation; started February 2023
- We heard about the myriad of current challenges during our listening sessions with providers; we will develop and invest in many initiatives to support a smooth implementation and alleviate provider burden
- Assigned dedicated Iowa-based, specialized Provider Relations Representatives to support providers and answer questions during the readiness claims testing process, implementation, and after go-live for issue resolution Services for the aged, blind, and disabled
- Creating Quick Reference Guides for providers regarding operational efficiencies
- Ensuring medical necessity criteria and supporting documentation are transparent and consistently applied
- Reducing the need for multiple contracts by allowing multiple services in the same contract in our Provider Services Agreements

Care Management

High-Touch, Team-Oriented Approach



RIGHT CARE TO
KNOW WHEN
TO USE THE ER



HELPING MEMBERS
EASE THE CHANGE
BETWEEN CARE SETTINGS



HIGH-QUALITY
OB CARE
ACCESSIBILITY

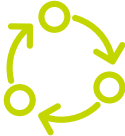


VISITING MEMBERS
FACE-TO-FACE
IN THEIR HOMES

Care Management Roles



CASE MANAGEMENT:
MEMBER-CENTERED
PROBLEM-SOLVERS



INTERDISCIPLINARY CARE TEAM:
COLLABORATIVE
EFFORTS FOR BEST OUTCOMES



TRANSITIONS OF CARE:
HIGH-TOUCH
CARE FOLLOWING DISCHARGE

Community Connectors

The Community Connector Program is a program designed to improve the access of care through the involvement of a Molina Community Connector.

Our Community Connectors can help members find:

- Housing resources
- A medical home
- Food bank locations
- Support group information
- Utility bill assistance
- Transportation options

Community Connectors can assist members with:

- Food stamp applications
- Health and social services applications
- Meals on Wheels set-up
- Health goals
- Determining Medicaid eligibility
- Primary Care Provider discussions



Long-Term Services and Supports (LTSS)

What is LTSS?

LTSS include nursing facility care, adult daycare programs, home health aide services, personal care services, transportation, and supported employment as well as assistance provided by a family caregiver.

Who receives LTSS?

Molina coverage provides services and supports to meet the behavioral, social, environmental and functional needs of our members who are:

- Part of an HCBS program, like a waiver or Habilitation
- Nursing facility residents
- Skilled nursing facility (SNF) residents
- Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/ID) residents
- Residents in a nursing facility for the mentally ill (NF/MI)



Covered Drugs

Molina covers medically necessary medications. There is no cost to get these drugs.

Molina Healthcare uses the Iowa Medicaid PDL (Preferred Drug List):

- These are the drugs we prefer a doctor prescribes
- Most generic drugs are included on the list
- There are some drugs that are not covered. For example, drugs for erectile dysfunction, weight loss, cosmetic purposes and infertility are not covered



Rides to your doctor

Molina provides **FREE** non-emergency **transportation** so our members can get to their scheduled visits.



Unlimited round-trip or one-way trips for covered, medically necessary services each calendar year.



Rides to and from appointments.

Call Access2Care at
(866) 849-2062
to schedule a ride.

It is important to call **2 business days** in advance of an appointment to schedule a free ride.



Value Added Benefits

Molina gives you extra benefits. For extra peace of mind.



FREE smart device with FREE minutes, data, text and no-cost telehealth for qualifying members.



FREE over-the-counter pharmacy products (\$30 worth of items).



Youth Club Membership, vouchers for GED Tests (\$134 value) and \$25 gift card for passing.



Healthy Foods Program offering boxes of healthy food for members with a high-risk health condition and experiencing food insecurity.



Caregiver transportation to visit a member residing at a Long-Term Care facility.

Visit [WelcomeToMolina.com/IA](https://www.welcometomolina.com/IA)

How to find/choose a doctor

Molina allows members to choose a doctor that is right for them!

If a member does not choose a doctor, Molina will select one for them. Molina will choose a doctor in their area, that speaks their language. A member can change their PCP at any time.

Ways to find a Provider:



Visit MolinaProviderDirectory.com/IA



Download [Molina Mobile App](#)

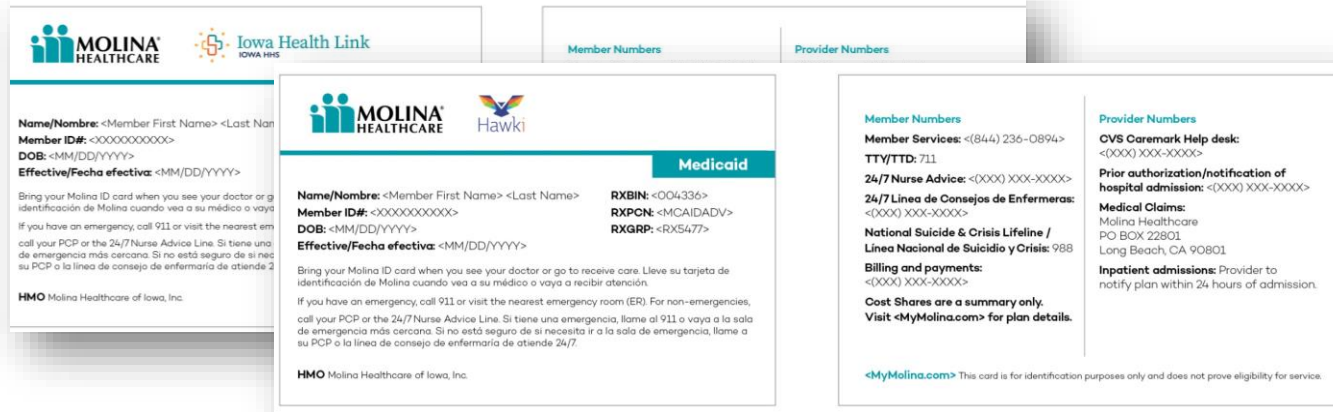


Call Member Services [\(844\) 236-0894](tel:844-236-0894), TTY 711,
Monday-Friday 7:30 a.m. – 6:00 p.m.



Molina Member ID Card

All Molina Members will receive a Molina Member ID card. There is one ID card for each member, so if there are multiple Molina Members in a house-hold they will each receive their own ID card.



Members must have their ID card in order to:

- See a doctor, specialist or other provider
- Go to a hospital
- Go to an Emergency room
- Get medical supplies and/or prescriptions
- Go to urgent care
- Have medical tests

Renew You!

The redetermination process is important for our members in order to keep their Medicaid (Iowa Health Link and IHAWKI) Plan Benefits

Molina will help members during the redetermination process

1. We will **conduct outreach calls or send letters** to members reminding them to renew their eligibility.
2. We will help **members to understand** the redetermination process.
3. We will help **members obtain and complete** redetermination paperwork for processing.



Your Community Partner

