

Molina Health Care of Iowa – Member Information

Go Live Date: July 1, 2023 (Saturday)

A Plan Built for Iowa, by Iowans



Member Services Toll Free Number
(844) 236-0894

Hours for launch will include weekend hours to help members transition to our new health plan.

Date	Day(s)	Hours of Operation
July 1 – July 2	Saturday/Sunday	8:00 AM – 4:00 PM
July 3	Monday	7:30 AM – 6:00 PM (Normal Business Hours)
July 4	Tuesday	Closed for Holiday
July 5 – July 7	Wednesday – Friday	7:30 AM – 6:00 PM (Normal Business Hours)
July 8 – July 9	Saturday/Sunday	8:00 AM – 4:00 PM
July 10 +	Monday – Friday	7:30 AM – 6:00 PM (Normal Business Hours)



Molina’s 24/7 Support Options

- Member Portal: [MyMolina.com](https://www.mymolina.com) or My Molina App
- Nurse Advice Line: (844) 236-2096



Access2Care ^{Live July 1st!}
(866) 849-2062



Watch Your Mail!
Welcome postcards and welcome kits will be in the mail in June.

Continuity of Care

During the first 90-day transition period to ensure you receive the appropriate care, you can still see your doctor and Molina will cover the cost.



Molina Health Care of Iowa – Provider Information

Go Live Date: July 1, 2023 (Saturday)

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Provider Services Toll Free Number

Live June 1st!
(844) 236-1464



Provider Services Email

IAProviderRelations@MolinaHealthcare.com



Provider Contracting Email:

IAProviderContracts@MolinaHealthcare.com



Provider Orientations / Educations being conducted from May 2nd to June 22nd.

Statistics to date:

- The provider services team has educated about 2,000 Iowa providers to date! We have completed **14** orientations thus far, including specialty sessions for Behavioral Health, LTSS, and IHH providers scheduled.
- We have answered over **400** provider questions from our live Q&A sessions, and are conducting a global FAQ to share once state approved after we complete all trainings.



Our Provider Portal - **Availity** - will go live July 1st, 2023!

Availity will be hosting live webinars to walk through this provider portal. Their next sessions are:

- Wednesday, June 7 @ 11:00 a.m. - 12:15 p.m. CST
- Friday, June 23 @ 9:00 a.m. - 10:15 a.m. CST



For more information - go to availability.com/molinahealthcare