

# Molina's myhealthmylife

A newsletter just for Molina Healthcare of Florida members

Fall 2025

## We can help you fill out your Health Risk Assessment (HRA)

Completing an HRA is very important. It helps us understand your current needs and how we can help you. You are eligible for an annual reward just for completing your HRA! It only takes a few minutes. We can:

- Help you complete your HRA over the phone or email an HRA to you.
- Help you find a doctor, if needed.
- Schedule your appointments.
- Help you find a ride to your appointments.

If you need help with anything else, call Member Services at **(866) 472-4585 (TTY: 711)**. Our team will help you find resources in your area.



## Need a ride? We cover transportation.

We can help if you need a ride to your doctor's appointment or the pharmacy. We cover non-emergency rides for you. If you need special help, there are wheelchair and stretcher vans available.

### How to schedule a ride

- Call at least **three days** before you need a ride. The minimum notice is 24 hours before your trip.
- Call at **(844) 239-5974**.
- Be ready at least **60 minutes** before your pick-up time.

You can schedule your ride with a preferred provider. To ask for a ride with Lyft through MTM Health, you must have a cell phone to receive text messages. Lyft riders must also be able to enter and exit the vehicle without help or have another rider who can help.

For a return trip, "**will call**" may be used if you're unsure how long the appointment will take. When this happens, you can call the phone number provided at drop-off to let the driver know you're ready for pick-up. Drivers have up to **one hour** from the time of the call to complete the pick-up.

If you travel alone, you must be **at least 16 years old**. Members **under 16** must be with an adult **at least 18 years old**.

# Common Flu Questions and Answers

There are a lot of myths about flu vaccines. These may keep people from getting the shot. Here are some common Questions and Answers.

**Q: Will the flu shot give me the flu?**

A: No, you cannot get the flu from the flu shot.

**Q: Should children get flu shots?**

A: Yes, children can get the flu shot too. Any child six months or older should get a flu shot. Ask your doctor about the best timing for this shot.

**Q: Who should not get a flu shot?**

A: You should always talk to your doctor before getting a shot or vaccine. This is even more important if:

- You had a bad reaction (allergy) to shots in the past
- You feel sick and have a fever.
- You have an allergy to eggs.

Some shots may still be safe for you – always check with your doctor first. Call (866) 472-4585 (TTY: 711) for more information.



## Keep your contact information up-to-date!

One of the most important things you can do is to keep your contact information up-to-date. This makes sure you can keep your coverage and get the care you need. It also helps you get key updates and reminders from us.

Your contact information includes your:

- Phone number
- Email address
- Mailing address

To change your information, visit the Florida Department of Children and Families (DCF) website by clicking on this [link](#). You can also call DCF at **(850) 300-4323 (TTY: 800-955-8771)**.



## Healthy Rewards

One of the best ways to stay healthy is by going to the doctor once a year. This visit helps your doctor know how you are doing and gives you the care you need, even if you feel fine. The good news is that this visit is covered with Molina.

By visiting your doctor, you may be eligible for rewards like:

- Annual adult wellness, once per calendar year
- Well care child/adolescent visit
- Prenatal/postpartum visits
- Weight loss program completion
- and more!

Please log into your MyMolina Member Portal to see a list of available rewards.

## Molina Help Finder

As a member, you can access support at no cost! Molina Help Finder can help you find community resources when you need them. When you use the Molina Help Finder online tool, you can search for local programs and resources to meet your basic needs like:



**Food**



**Emergency shelter**



**Education**



**Job training**



**Work**



**Child care**



**Mental health support**



**Transportation**



**And more...**

We want you to get the information you need in your language. That's why Molina Help Finder is available in more than 120 languages.

Call us at (866) 472-4585 (TTY: 711). If you have any questions — we're here to help!





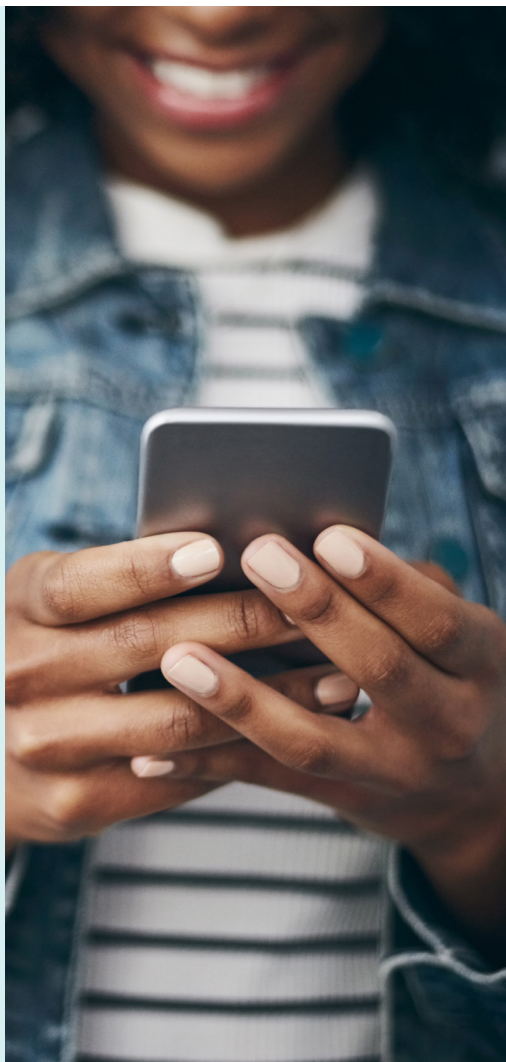
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## The My Molina® member portal and mobile app

Download the My Molina mobile app or access your member portal online. The My Molina mobile app and member portal can help you:

- Find or change a doctor
- Find a pharmacy
- Talk to a nurse through our 24-hour Nurse Advice Line
- See your digital member ID card



**Download the no-cost app or go to [MyMolina.com](https://www.mymolina.com) to get started!**

