

Molina's myhealthmylife

A newsletter just for Molina Healthcare of Florida members

Spring 2026

Tips to manage seasonal allergies

Allergies can make you feel stuffy, itchy or tired. You can feel better by knowing what triggers your symptoms. Check pollen levels, keep windows closed and shower after being outside. Keep your home clean and use an air purifier if you have one. Allergy medicine can help—just follow the directions. If symptoms don't get better, talk to a doctor.

Your ID card is now digital!

You can now get your member ID card on your phone through the My Molina® app or MyMolina.com. It's fast, safe and always with you. You can save it to your digital wallet, too. You will still get a paper card in the mail, but the digital card is the quickest way to get it when you need it.

Stay safe in the sun this spring

The warm sun feels good, but too much sun can hurt your skin. Use sunscreen with SPF 30 or higher and reapply every 2 hours. Wear a hat, sunglasses and light layers. Check your skin for new or changing spots and talk to your doctor if something doesn't look right.

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 (888) 298-4781 (TTY: 711).
- 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**.

A photograph of a man with a beard and mustache, wearing a red and white checkered shirt, looking slightly to the right. A doctor's hand is visible, holding a stethoscope against the man's chest. The background is a light, neutral color.

Get well, stay healthy

Did you know one of the best ways to stay well is to get annual checkups and regular screenings? These help your doctor catch problems early when you have the best chance for treatment.

Visit your doctor for well checkups to stay healthy!

Adult and child well visits may include a health exam, vision, dental and hearing exams. You may also get shots or any lab tests needed. Checkups are important to make sure your child is growing and getting the health care they need. Your child may look and feel well but still have a health issue. Your doctor can find health issues before they become a problem.

For information about shots and screenings for adults and children, go to [CDC.gov/vaccines](https://www.cdc.gov/vaccines).

Getting a well-visit is easy. Call your child's primary care provider (PCP) to schedule an appointment. If you have questions or need help, call **Member Services** at **(866) 472-4585 (TTY: 711)**.

Let's talk about mental health

Molina Healthcare believes in providing whole-person care to our members. Mental health is just as important as physical health and can have big effects on both the length and quality of our lives. Mental health can also directly impact our physical health, especially for people who suffer from heart disease, diabetes and/or other chronic conditions. Sometimes, however, people are not comfortable sharing their feelings and are worried about being judged for admitting that they struggle with anxiety, depression or other mental health concerns. Stigmas (negative ideas or beliefs) around mental health can stop people from asking for help.

We can change this by learning more about mental health, being kind and compassionate when others share that they need help. We can also set a good example by sharing our own mental health experiences. When we understand that mental health problems are common and treatable, it's easier to talk about them.

The Centers for Disease Control and Prevention (CDC) says mental health is a big part of staying healthy. Many people deal with things like anxiety or depression, and there are many treatments that can help. However, stigma can prevent people from sharing their concerns and finding the help they need. Molina offers members a broad range of therapists, counselors and doctors that provide high-quality care for your mental health. Visit MolinaProviderDirectory.com/FL to find a provider near you.

If you or someone you know is having a hard time, remember it's okay—and a great idea—to ask for help. Listening and being kind to others can help break the stigma. Together, we can make it easier to seek care for mental health.

Pregnant? Molina Healthcare can help!

Molina's Care Management program is here to support you throughout your pregnancy. You can even earn rewards for completing important visits, including:

- A prenatal visit during your first trimester
- Prenatal dental visit
- A postpartum visit within 84 days after delivery

Molina also offers doula services for both prenatal and postpartum care and covers breast pumps to support your breastfeeding journey.

To learn more, please call Member Services at **(866) 472-4585 (TTY: 711)** to speak with Care Management.



I'm sick, where should I go?

Knowing where to go can be a hard decision when you or your loved one is hurt or feels ill. Use the guide below to help you decide the best way to seek care.

Primary Care Physician (PCP)

Call your PCP when you have a minor issue that needs medical care:

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

Urgent Care or Virtual Health

Urgent care centers and Teladoc are great options if you need care after hours. When it's not an emergency but you need care right away:

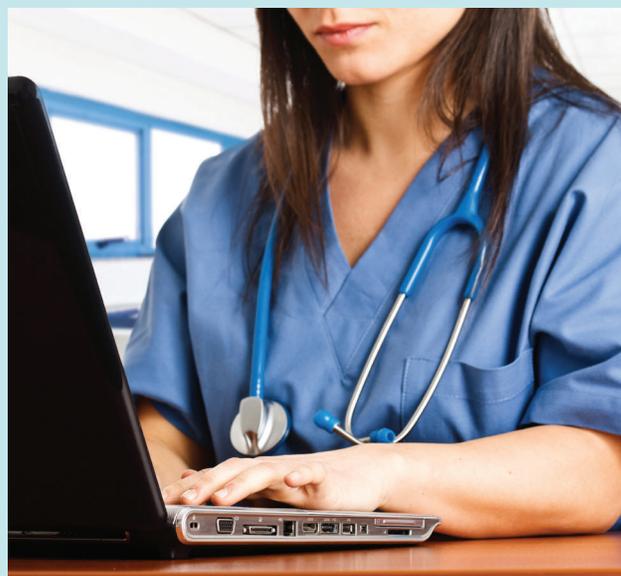
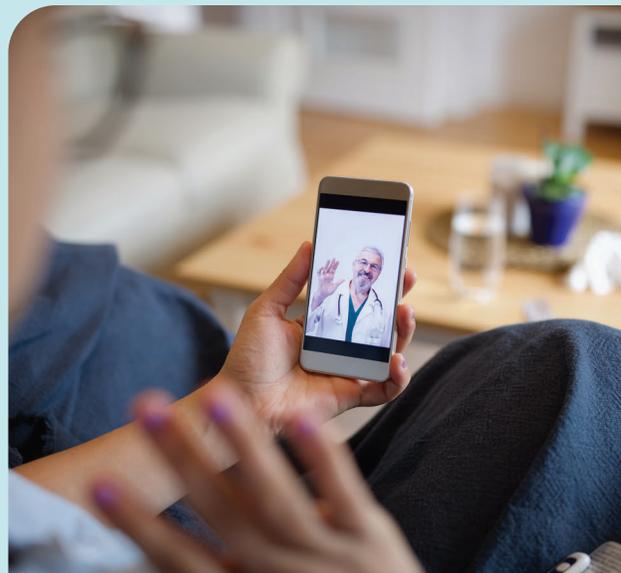
- Severe cold or flu symptoms
- Ear pain
- Sore throat
- Stomach flu or virus
- Wound that needs stitches
- Sprain, strain or deep bruise

Emergency Room (ER)

Call 911 or go to the nearest ER when you think your life or health is in danger:

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

To find an Urgent Care or Emergency Room closest to you, please visit MolinaProviderDirectory.com/FL.



Telehealth

Is your Primary Care Physician unavailable for a visit?



You've got Teladoc Health.

Talk to a doctor anytime, anywhere by phone or video.

- Use your phone, the app, or the website to create an account and complete your medical history
- Request a time and a Teladoc Health provider will contact you
- The provider will diagnose symptoms and send a prescription if necessary

Get care now!

Download the app teladochealth.com/molina 1-800-TELADOC (835-2362)



Keep your contact info 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. You can also call DCF at **(850) 300-4323 (TTY: 800-955-8771)**.

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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Molina Healthcare of Florida is a Managed Care Plan with a Florida Medicaid Contract. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the Managed Care Plan. Limitations and/or restrictions may apply. Benefits may change. Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Medicaid Service Area Region I Counties: Miami-Dade, Monroe. For Enrollment, call Choice Counseling at (877) 711-3662 / TDD: (866) 467-4970 Monday – Thursday, 8:00 a.m. – 8:00 p.m., Friday 8:00 a.m. – 7:00 p.m. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-472-4585 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-472-4585 (TTY: 711). ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-472-4585 (TTY: 711).

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 with our 24-hour Nurse Advice Line
- See your digital member ID card



Download the app or go to [MyMolina.com](https://www.mymolina.com) to MyMolina.com to get started!

