

Your Quick Start Guide



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MolinaHealthcare.com



Welcome to Molina Healthcare of Idaho!

As a new member, it's time to start getting the most from your Idaho Medicaid Plus coverage! Be sure to take these simple steps right away:

1

Look for your member ID card inside this packet

- Make sure your information on the card is correct.
- Always keep your ID card with you. Show it every time you get medical care or visit the pharmacy.

2

Get connected, stay connected with our My Molina® member portal

Download the My Molina Mobile App to get started today

- Our My Molina mobile app lets you view, print and send your member ID card. You can search for doctors, change your PCP and much more. Anytime, anywhere!
- To create an account: Scan the QR code with your phone to download the My Molina® mobile app. Open the app -> select your health plan -> enter your email address -> create a password.
- To learn how to use the My Molina mobile app and member portal, go to:
 - MyMolina.com/GettingStartedVideos *English*
 - MiMolina.com/VideosDeAyuda *Spanish*



SCAN ME

3

Schedule a visit with your primary care provider (PCP)

- Visit your PCP even if you're not sick to get set up as a new patient. Your PCP needs to get to know you and your health history. The more your PCP knows, the better they can help you.
- If you would like to update your PCP selection, visit MyMolina.com or call Member Services at (844) 809-8445 (TTY: 711).

4

Fill out the Idaho Wellness Assessment form online:

- Fill out the assessment form by visiting MyMolina.com. To request a printed form, please call Member Services (844) 809-8445, (TTY: 711).
- The answers you provide will help us to meet your needs.

Thank you for choosing Molina as your trusted health plan. We're happy to have you as a member of our health care family.

Learn more about your health plan

Want to see a full list of your covered benefits and more details about your plan?

- Go to MolinaHandbook.com/IMPlus to read your Member Handbook.

Want to find a doctor near you?

- Go to MolinaProviderDirectory.com/ID to search our Provider Online Directory.
- All of our doctors are board-certified and reviewed for quality before they can join our network.

Want to see a list of covered medicines?

- Go to MolinaDrugList.com/IMPlus to see which drugs are preferred and covered for you.
- For more details, please go to MolinaHealthcare.com or call (844) 809-8445 (TTY: 711).



Your PCP

Your PCP is the main doctor who gives you most of your care. Make sure to see your PCP right away to get set up as a new patient. Your PCP should get to know you and your medical history. Think of your PCP as your medical home and the doctor who knows you the best! Once you're set up as a new member, you'll want to see your PCP for regular checkups.

Don't lose your Molina coverage!

Don't lose your Medicaid benefits! We encourage you to fill out your renewal information for the Idaho Department of Health and Welfare.

How to renew:

You can log on to www.healthandwelfare.idaho.gov or call the Idaho Department of Health and Welfare at (877) 456-1233.



We can help!

Contact us at (844) 773-4469 or email HealthPlanRenewals@MolinaHealthcare.com.

Information to keep handy

Member Services	Call Member Services at (844) 809-8445 (TTY: 711) when you have questions about your health plan, benefits or how to get services.
Member portal	Use our member portal to view, print and send your member ID card. Search for doctors, change your PCP and much more at MyMolina.com .
My Molina mobile App	Use our mobile app to manage your health care on your phone or tablet, anytime or anywhere! Download on your phone. Go to the Apple App® store or Google Play®.
24-hour Nurse Advice Line	Get answers to your medical questions day and night. Call (888) 275-8750 (TTY: 711).
Crisis services	Call 988 if you're thinking about suicide or have a behavioral health emergency and don't know what to do.

Teladoc virtual care	Visit a board-certified doctor online or over your phone from wherever you are – Teladochealth.com/Molina .
Member Handbook	Get the details of how your plan works in your Member Handbook at MolinaHandbook.com/IMPlus .
Health & wellness information	Get information about health and wellness topics at MolinaHealthcare.com/StayingHealthy .
Provider Online Directory	See a list of our network providers at MolinaProviderDirectory.com/IMPlus .

Value-added benefits

We want to help you get the most of your membership. Take a look at some of the great benefits you have as a member. We cover them at no cost to you!



Expert care from home with Molina's 24-hour Nurse Advice Line



Molina's Community Connectors help find resources for transportation, housing, job training, education and more



Care management services



To learn more, please call the Wellness Rewards phone number (866) 577-2550 (TTY: 711).

My Molina Healthy Lifestyles program with case managers can help with:

- Weight management
- Stopping smoking
- Asthma education
- Nutrition
- Diabetes resources
- Living with depression
- Living with heart-related issues
- And much more!



What to do when you're sick

Are you feeling sick and not sure what to do?
Don't worry, we're here to help you!



What are my options?



PCP

Call your PCP day or night. After hours, on-call staff will return your call.

When you have a minor issue that requires medical care:

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



Virtual health visits or an urgent care center

Teladoc and urgent care centers are a great option 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
- Very bad stomach pain
- Chest pain or pressure
- Head injury or trauma
- Sudden dizziness or trouble seeing

Non-Discrimination Tag Line – Section 1557
Molina Healthcare of Idaho

English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (844) 809-8445 (TTY: 711).
Spanish	ATENCIÓN: Si usted habla español, tiene servicios de asistencia lingüística disponibles sin cargo alguno para usted. Llame al Departamento de Servicios para Miembros al (844) 809-8445 (TTY: 711).
Chinese	收件人：如果您講韓語，則免費提供語言協助服務。請致電會員服務部，電話：(844) 809-8445 (TTY: 711)。
Serbo-Croatian	PAŽNJA: ako govorite srpsko-hrvatski jezik, dostupne su vam besplatne usluge jezične pomoći. Nazovite usluge za članove na broj telefona 1-844-809-8445 (TTY: 711).
Korean	주의 : 한국어 를 말할 때 무료로 언어 지원 서비스를 이용할 수 있습니다. 현지 시간으로 월요일부터 금요일까지, 오전 8시부터 오후 8시까지 회원 서비스에 1-844-809-8445 (TTY: 711).
Nepali	सावधानी: यदतिपाई नेपाली बोल्नुहुन्छ भने, भाषा सहायता सेवाहरु सन्तुष्टिमा तपाईंलाई उपलब्ध छन्। 1-844-809-8445 (TTY: 711) मा सदस्य सेवाहरुको लागि कल गर्नुहोस्।
Vietnamese	LƯU Ý: Nếu quý vị nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ có sẵn cho quý vị miễn phí. Gọi cho Dịch Vụ Thành Viên theo số 1-844-809-8445 (TTY: 711).
Arabic	انتباه: إذا كنت من متحدثي اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية مجانًا. يمكن الاتصال بخدمات الأعضاء على الرقم (TTY: 711) 1-844-809-8445.

German	ACHTUNG: Für Deutsch sprechende Personen stehen kostenlose Sprachassistenzsysteme zur Verfügung. Rufen Sie hierzu die Mitgliederbetreuung unter der Rufnummer 1-844-809-8445 (TTY: 711) an.
Tagalog	PAUNAWA: Kung gumagamit ka ng wikang Tagalog, maaari kang humingi ng mga serbisyo ng tulong sa wika nang libre. Tawagan ang Member Services sa 1-844-809-8445 (TTY: 711).
Russian	ВНИМАНИЕ! Если вы говорите по-русски, вам будут предоставлены услуги переводчика бесплатно. Позвоните в отделение обслуживания клиентов по тел.: 1-844-809-8445 (телетайп: 711).
French	ATTENTION : Si vous parlez français, des services d'assistance linguistique sont gratuitement mis à votre disposition. Contactez les services aux membres au 1-844-809-8445 (TTY: 711).
Japanese	注：日本語をお話しになる場合は、無料の言語支援サービスをご利用いただけます。メンバーサービス1-844-809-8445 (TTY: 711)までお電話ください。
Romanian	ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, în mod gratuit. Apelați serviciile pentru membri la 1-844-809-8445 (TTY: 711).
Bantu	MENYA NEZA: Nimba ukoresha ururimi rw'ikibantu, ubwunganizi bw'urwo rurimi uburonswa ku buntu, . Akura abajewe ivyo bikorwa kuri 1-844-809-8445 (TTY: 711).
Farsi	اگر به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی، به صورت رایگان در دسترس شما قرار دارند. با خدمات اعضاء از طریق شماره تماس بگیریید.(TTY: 711) 1-844-809-8445

Non-discrimination notice

Molina Healthcare of Idaho (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy, and sex stereotyping.

Communicating with you is important to us. To help you talk with us, Molina provides the following services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina at our toll-free number (844) 809-8445 (TTY: 711).

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person by mail, or email. You can file a grievance with:

Civil Rights Coordinator
200 Oceangate, Suite 100
Long Beach, CA 90802
Toll Free: (866) 606-3889
TTY/TDD: 711
Online: MolinaHealthcare.AlertLine.com
Email: civil.rights@MolinaHealthcare.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at Ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Phone: (800) 368-1019, (800) 537-7697 (TDD)
Complaint forms are available at www.hhs.gov/ocr/index.html

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Molina Healthcare of Idaho, Inc. (“**Molina**”, “**we**” or “**our**”) uses and shares protected health information about you to provide your health benefits. We use and share your information to carry out treatment, payment and health care operations. We also use and share your information for other reasons as allowed and required by law. We have the duty to keep your health information private and to follow the terms of this Notice. The effective date of this Notice is April 11, 2023.

PHI stands for these words, protected health information. PHI means health information that includes your name, Member number or other identifiers, and is used or shared by Molina.

Why does Molina use or share your PHI?

We use or share your PHI to provide you with health care benefits. Your PHI is used or shared for treatment, payment, and health care operations.

For Treatment

Molina may use or share your PHI to give you, or arrange for, your medical care. This treatment also includes referrals between your doctors or other health care providers. For example, we may share information about your health condition with a specialist. This helps the specialist talk about your treatment with your doctor.

For Payment

Molina may use or share PHI to make decisions on payment. This may include claims, approvals for treatment, and decisions about medical need. Your name, your condition, your treatment, and supplies given may be written on the bill. For example, we may let a doctor know that you have our benefits. We would also tell the doctor the amount of the bill that we would pay.

For Health Care Operations

Molina may use or share PHI about you to run our health plan. For example, we may use information from your claim to let you know about a health program that could help you. We may also use or share your PHI to solve Member concerns. Your PHI may also be used to see that claims are paid right.

Health care operations involve many daily business needs. It includes but is not limited to, the following:

- Improving quality;
- Actions in health programs to help Members with certain conditions (such as asthma);
- Conducting or arranging for medical review;
- Legal services, including fraud and abuse detection and prosecution programs;
- Actions to help us obey laws;
- Address Member needs, including solving complaints and grievances.

We will share your PHI with other companies (“**business associates**”) that perform different kinds of activities for our health plan. We may also use your PHI to give you reminders about your

appointments. We may use your PHI to give you information about other treatment, or other health-related benefits and services.

When can Molina use or share your PHI without getting written authorization (approval) from you?

The law allows or requires Molina to use and share your PHI for several other purposes including the following:

Required by law – We will use or share information about you as required by law. We will share your PHI when required by the Secretary of the Department of Health and Human Services (HHS). This may be for a court case, other legal review, or when required for law enforcement purposes.

Public Health – Your PHI may be used or shared for public health activities. This may include helping public health agencies to prevent or control disease.

Health Care Oversight – Your PHI may be used or shared with government agencies. They may need your PHI for audits.

Research – Your PHI may be used or shared for research in certain cases.

Legal or Administrative Proceedings – Your PHI may be used or shared for legal proceedings, such as in response to a court order.

Law Enforcement – Your PHI may be used or shared with police to help find a suspect, witness or missing person.

Health and Safety – Your PHI may be shared to prevent a serious threat to public health or safety.

Government Functions – Your PHI may be shared with the government for special functions. An example would be to protect the President.

Victims of Abuse, Neglect or Domestic Violence – Your PHI may be shared with legal authorities if we believe that a person is a victim of abuse or neglect.

Workers Compensation – Your PHI may be used or shared to obey Workers Compensation laws.

Other Disclosures – Your PHI may be shared with funeral directors or coroners to help them do their jobs.

When does Molina need your written authorization (approval) to use or share your PHI?

Molina needs your written approval to use or share your PHI for a purpose other than those listed in this Notice. Molina needs your authorization before we disclose your PHI for the following: (1) most uses and disclosures of psychotherapy notes; (2) uses and disclosures for marketing purposes; and (3) uses and disclosures that involve the sale of PHI. You may cancel a written approval that you have given us. Your cancellation will not apply to actions already taken by us because of the approval you already gave to us.

What are your health information rights?

You have the right to:

- **Request Restrictions on PHI Uses or Disclosures (Sharing of Your PHI)** – You may ask us not to share your PHI to carry out treatment, payment or health care operations. You may also ask us not to share your PHI with family, friends or other persons you name who are involved in your health care. However, we are not required to agree to your request. You will need to make your request in writing. You may use Molina's form to make your request.

- **Request Confidential Communications of PHI** – You may ask Molina to give you your PHI in a certain way or at a certain place to help keep your PHI private. We will follow reasonable requests, if you tell us how sharing all or a part of that PHI could put your life at risk. You will need to make your request in writing. You may use Molina’s form to make your request.
- **Review and Copy Your PHI** – You have a right to review and get a copy of your PHI held by us. This may include records used in making coverage, claims and other decisions as a Molina Member. You will need to make your request in writing. You may use Molina’s form to make your request. We may charge you a reasonable fee for copying and mailing the records. In certain cases, we may deny the request. *Important Note: We do not have complete copies of your medical records. If you want to look at, get a copy of, or change your medical records, please contact your doctor or clinic.*
- **Amend Your PHI** – You may ask that we amend (change) your PHI. This involves only those records kept by us about you as a Member. You will need to make your request in writing. You may use Molina’s form to make your request. You may file a letter disagreeing with us if we deny the request.
- **Receive an Accounting of PHI Disclosures (Sharing of Your PHI)** – You may ask that we give you a list of certain parties that we shared your PHI with during the six years prior to the date of your request. The list will not include PHI shared as follows:
 - for treatment, payment or health care operations;
 - to persons about their own PHI;
 - sharing done with your authorization;

- incident to a use or disclosure otherwise permitted or required under applicable law;
- PHI released in the interest of national security or for intelligence purposes; or
- as part of a limited data set in accordance with applicable law.
- **Receive an Accounting of PHI Disclosures (Sharing of Your PHI)** – We will charge a reasonable fee for each list if you ask for this list more than once in a 12- month period.
- **Get a Separate Copy of this Notice**
We will charge a reasonable fee for each list if you ask for this list more than once in a 12- month period. You will need to make your request in writing. You may use Molina’s form to make your request. You may make any of the requests listed above or may get a paper copy of this Notice. Please call our Member Services at the toll-free number on your card.

What can you do if your rights have not been protected?

You may complain to Molina and to the Department of Health and Human Services if you believe your privacy rights have been violated. We will not do anything against you for filing a complaint. Your care and benefits will not change in any way.

You may file a complaint with us at:

Call Molina Healthcare Member Services at (844) 809-8445 (TTY: 711). We will try to solve any complaint (grievance) over the phone. Write a letter and mail it to:

Molina Healthcare of Idaho, ATTN: Appeals and Grievances, PO Box 182273, Chattanooga, TN 37422.

You may file a complaint with the Secretary of the U.S. Department of Health and Human Services at:

Office of the Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C. 20201
Phone: (800) 368-1019, TTY: (800) 537-7697, Fax: (202) 619-3818

What are the duties of Molina?

Molina is required to:

- Keep your PHI private;
- Give you written information such as this on our duties and privacy practices about your PHI;
- Provide you with a notice in the event of any breach of your unsecured PHI;
- Not use or disclose your genetic information for underwriting purposes;
- Follow the terms of this Notice.

This Notice is Subject to Change

Molina reserves the right to change its information practices and terms of this Notice at any time. If we do, the new terms and practices will then apply to all PHI we keep. If we make any material changes, Molina will post the revised Notice on our web site and send the revised Notice, or information about the material change and how to obtain the revised Notice, in our next annual mailing to our members then covered by Molina.

Contact Information

If you have any questions, please contact the following office:

Call our Member Services at (844) 809-8445 (TTY: 711), 8:00 a.m. - 6:00 p.m. MT, Monday through Friday. Write to Member Services, 7050 South Union Park Center, Suite 600, Midvale, UT 84047.



Get started as a new member and watch our welcome video!



We make it
simple!

MolinaHealthcare.com/Welcome

