



# Gear Up for 2021! Molina OEP Training

Presented by: Kahassai Tafese (KT), MI, WI & OH Marketplace Sales Manager



# Next Open Enrollment Period

## Federally Facilitated Marketplace OEP

✓ November 1 – December 15, 2020



## Join Camp Molina!

- Make sure you're **ready to sell** in all your Molina markets
- Earn badges by attending trainings and earning bonuses!



Ready to sell badge



Attended State Training



Attended Multiple State Trainings



# Your Molina Broker Rep

**Kahassai Tafese**

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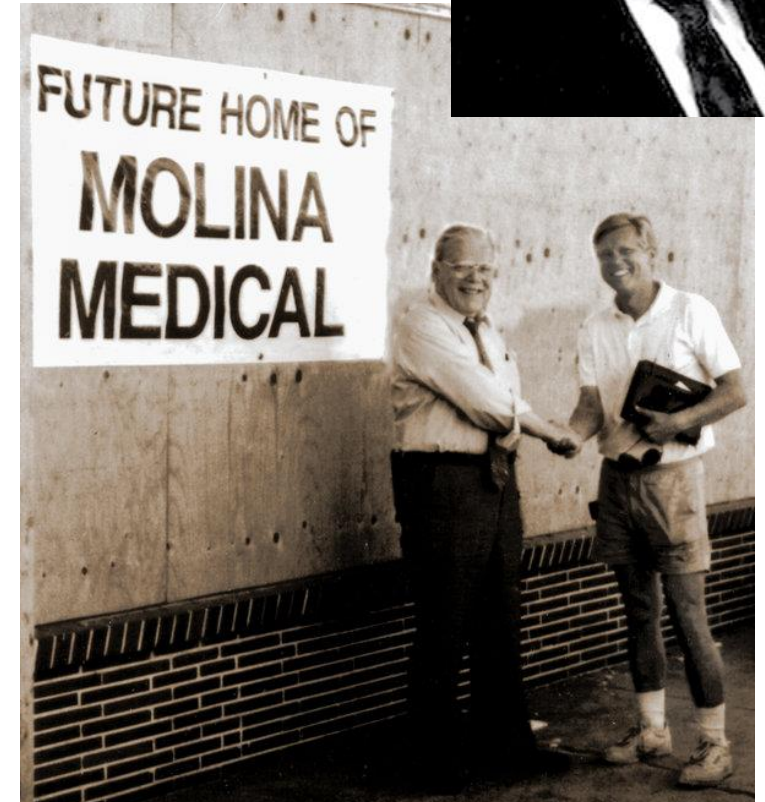
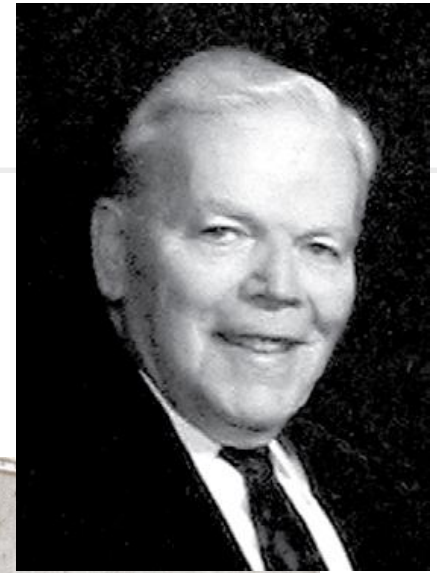
# The Molina Story

While working as an emergency room physician, Dr. C. David Molina saw a need to change how the health care system cared for people on a budget.

In 1980, he opened a community clinic where caring for people was more important than their ability to pay.

Today, the legacy of Dr. Molina lives on through Molina Healthcare, a company that cares for more than 3.5 million members in 15 states. Serving people with Medicare, Medicaid, and Marketplace, Molina Healthcare remains true to Dr. Molina's convictions:

*-“treating each person like a member of the family.”*



# Molina Healthcare Mission

We will distinguish ourselves as the low cost, most effective and reliable health plan delivering government-sponsored care.

**FORTUNE**  
**500**



**193**  
Ranking

**\$16.8B**  
Revenue

**3.5M**  
Members  
1Q20

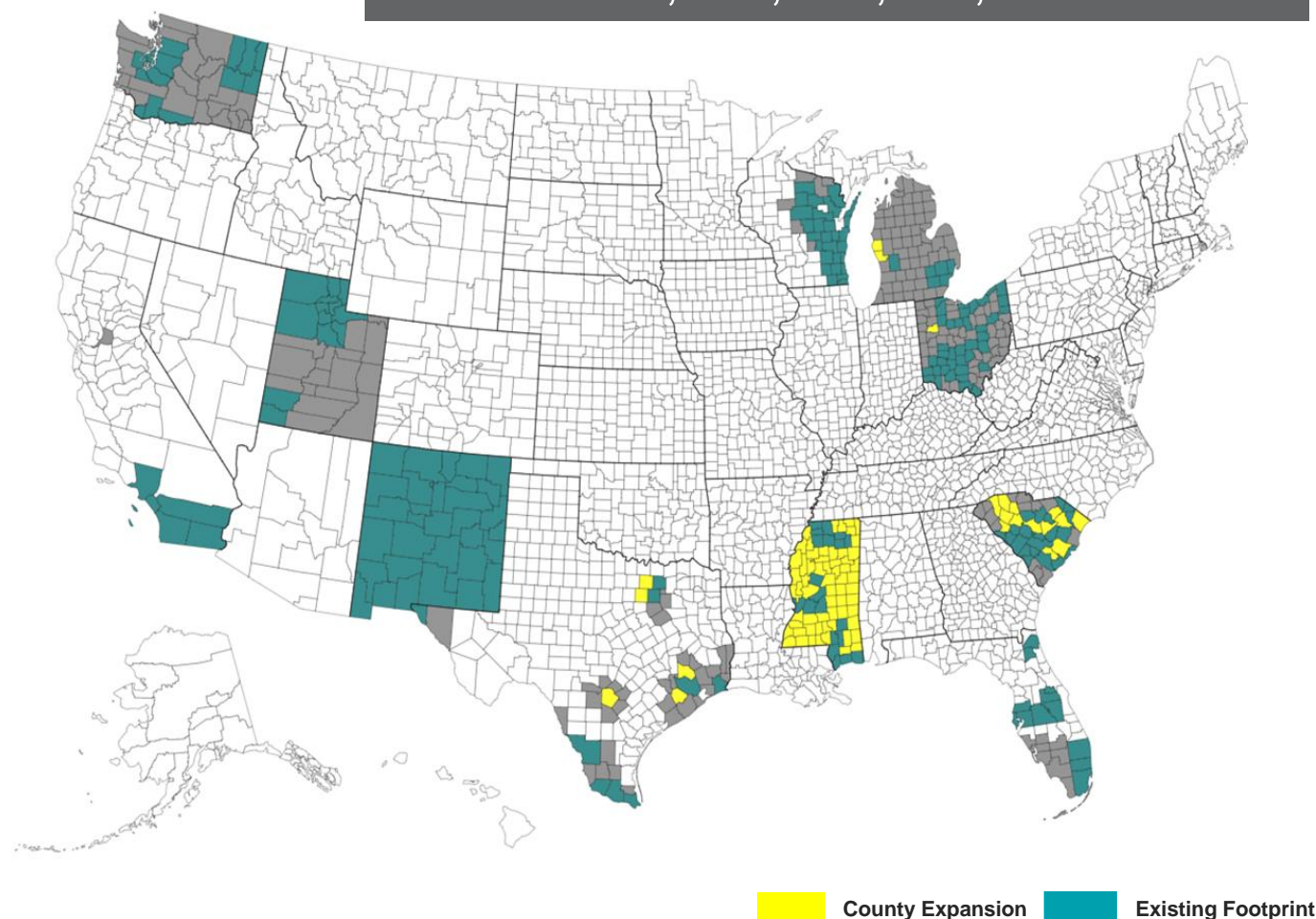
**15**  
Markets



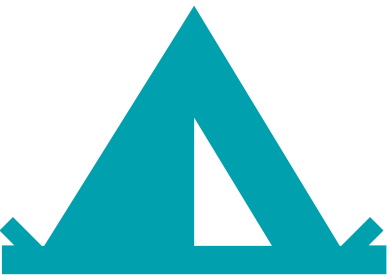
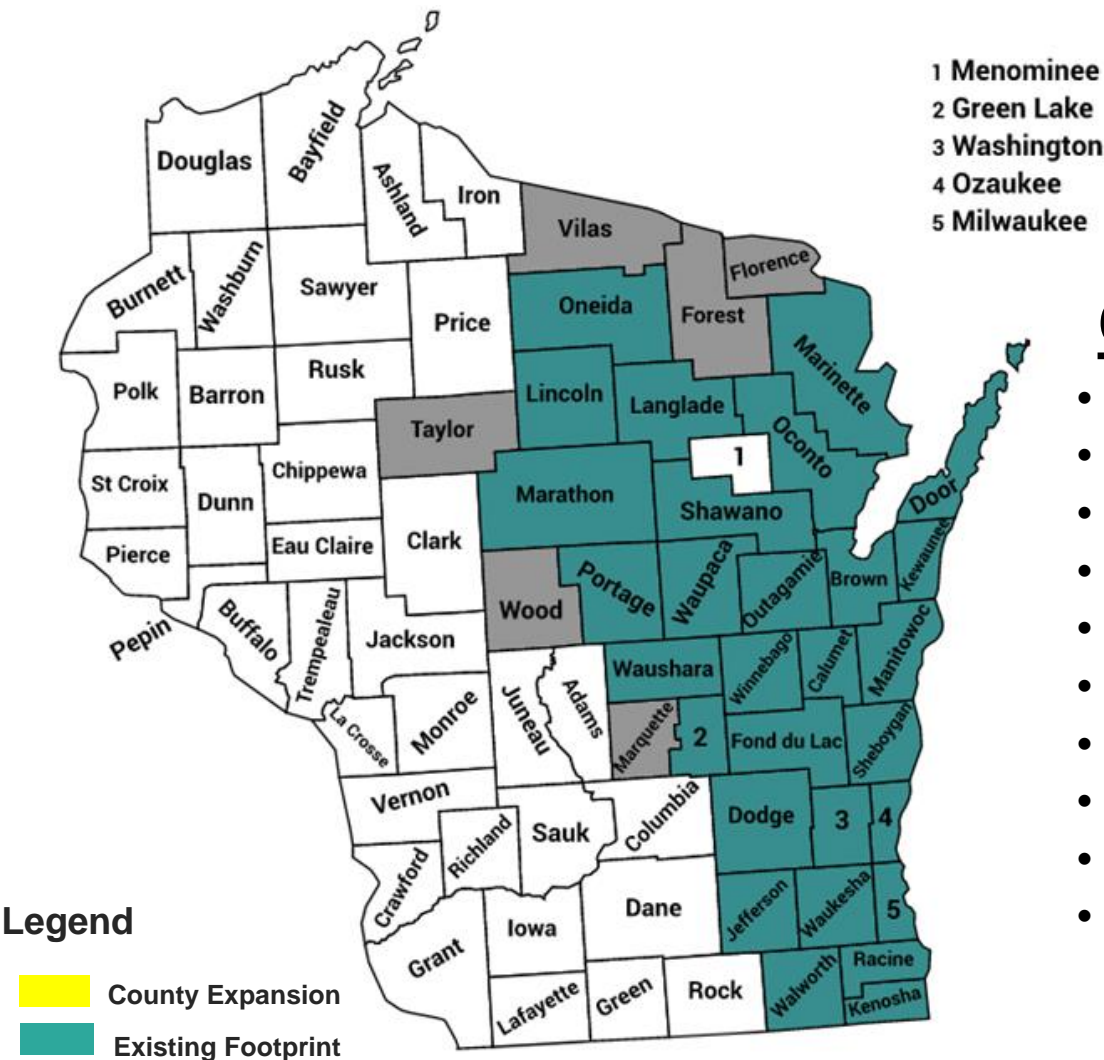
# 2021 Marketplace Service Area Expansion

Expanding Service Areas in 2021:  
MI, MS, OH, SC, TX

State	2020 Counties	2021 SAE	2021 Total
CA	6	0	6
FL	12	0	12
MI	6	2	8
MS	19	63	82
NM	33	0	33
OH	39	1	40
SC	20	13	33
TX	9	5	14
UT	13	0	13
WA	14	0	14
WI	29	0	29
<b>Total</b>	<b>200</b>	<b>84</b>	<b>284</b>



# Market Highlights: Wisconsin



## Current Counties:

- Brown
- Calumet
- Dodge
- Door
- Fond du Lac
- Green Lake
- Kenosha
- Milwaukee
- Jefferson
- Kewaunee
- Langlade
- Lincoln
- Manitowoc
- Marathon
- Marinette
- Oconto
- Oneida
- Outagamie
- Ozaukee
- Portage
- Racine
- Shawano
- Sheboyga
- Walworth
- Washington
- Waukesha
- Waupaca
- Waushara
- Winnebago



# Wisconsin Marketplace: Hospitals

## **Brown County:**

- Aurora Bay Care Medical Center in Green Bay (Green Bay)
- HSHS St. Mary's Hospital medical Center (Green Bay)
- HSHS St. Vincent Hospital (Green Bay)

## **Calumet County:**

- Ascension Calumet Hospital, Inc. (Chilton)

## **Door County:**

- Door County Medical Center (Sturgeon Bay)

## **Jefferson County:**

- Fort HealthCare (Fort Atkinson)

## **Kenosha County:**

- Aurora Medical Center in Kenosha (Kenosha)

## **Lincoln County:**

- Ascension Good Samaritan Hospital, Inc. (Merrill)

## **Manitowoc County:**

- Aurora Medical Center-Manitowoc County (Two Rivers)
- Holy Family Memorial, Inc. (Manitowoc)

## **Marinette County:**

- Aurora Medical Center-Bay Area (Marinette)

## **Oconto County:**

- HSHS St. Clare Memorial Hospital (Oconto Falls)

## **Oneida County:**

- Ascension St. Mary's Hospital (Rhinelanders)

## **Milwaukee County:**

- Ascension SE Hospital-Franklin Campus (Franklin)
- Ascension Columbia St. Mary's Hospital (Milwaukee)
- Ascension SE Wisconsin Hospital-St. Joseph Campus (Milwaukee)
- Aurora Sinai Medical Center (Milwaukee)
- Aurora St. Luke's Medical Center (Milwaukee)
- Children's Hospital of Wisconsin (Milwaukee)
- Ascension St. Francis Hospital (Milwaukee)
- Aurora West Allis Medical Center (West Allis)
- Midwest Orthopedic Specialty Hospital (Franklin)
- Orthopaedic Hospital of Wisconsin (Glendale)
- Columbia St. Mary's, Inc., Sacred Heart Rehabilitation Institute
- Select Specialty Hospital-Milwaukee-St. Francis (Milwaukee)
- Select Specialty Hospital-Milwaukee-West Allis (West Allis)

## **Outagamie County:**

- Ascension NE Wisconsin-St. Elizabeth Campus (Appleton)

## **Ozaukee County:**

- Ascension Columbia St. Mary's Hospital Ozaukee (Mequon)
- Aurora Medical Center in Grafton (Grafton)

## **Portage County:**

- Ascension St. Michael's Hospital, Inc. (Stevens Point)

## **Racine County:**

- Aurora Medical Center Burlington (Burlington)
- Ascension All Saints Hospital (Racine)

## **Sheboygan County:**

- Aurora Sheboygan Memorial Medical Center (Sheboygan)
- HSHS St. Nicholas Hospital (Sheboygan)

## **Winnebago County:**

- Children's Hospital of Wisconsin-Fox Valley (Neenah)
- Howard Young Medical Center, Inc. (Woodruff)
- Ascension Sacred Heart Hospital (Tomahawk)
- Ascension NE Wisconsin-Mercy Campus (Oshkosh)
- Aurora Medical Center in Oshkosh (Oshkosh)

## **Walworth County:**

- Aurora Lakeland Medical Center in Elkhorn (Elkhorn)

## **Washington County:**

- Aurora Medical Center in Washington County (Hartford)

## **Waukesha County:**

- Ascension SE Wisconsin Hospital-Elmbrook Campus (Brookfield)



# 2021 State Rate Changes

State	2021 Rate Change
CA	-3.89%
FL	-3.77%
MI	0.37%
MS	-2.67%
NM	-0.18%
OH	-0.85%
SC	-3.64%
TX	5.30%
UT	-1.64%
WA	-2.16%
WI	-3.50%

**National  
Average  
-1.51%**



# Investing in our benefits



## Core Care Bronze Plans

- \$0 Deductibles
- **Free Teladoc Virtual Care Services**
- Low Copays for Primary and Specialty Care services
- Free Preventive Care, including:
  - Annual Wellness Exams
  - Preventive Prescriptions



## Constant Care Silver Plans

- Free Preventive Care for Adults & Children
- **Free Teladoc Virtual Care Services**
- Plans with Copays for Primary & Specialty Care, Mental Health, Lab and Radiology services
- Plans with Low or No Deductibles



## Confident Care Gold

- Comprehensive healthcare coverage for Individuals with higher incomes
- **Free Teladoc Virtual Care Services**
- Choice of Coverage with or without Adult Vision benefits
- No cost Preventive Care, and access to Primary Care without a deductible
- No Cost Virtual Care Services through Teladoc!
- Avoid higher emergency room costs with Primary Care, Urgent Care at PCP Copay



# New Bronze and Silver Plan Designs

Bronze Plans	2020 Plans		2021 Plans	
	Core Care Bronze 1		Core Care Bronze 1	(renewal)
	Core Care Bronze 1 + Vision		Core Care Bronze 1 + Vision	(renewal)
	Core Care Bronze 2		Core Care Bronze 2	(renewal)
	n/a		Core Care Bronze 4	(new)
	n/a		Core Care Bronze 5	(new)
Silver Plans	2020 Plans		2021 Plans	
	Constant Care Silver 1		Constant Care Silver 1	(renewal)
	Constant Care Silver 1 + Vision		Constant Care Silver 1 + Vision	(renewal)
	Constant Care Silver 2		Constant Care Silver 2	(renewal)
	n/a		Constant Care Silver 4	(new)
Gold Plans	2020 Plans		2021 Plans	
	Confident Care Gold 1		Confident Care Gold 1	(renewal)
	Confident Care Gold 1 + Vision		Confident Care Gold 1 + Vision	(renewal)

# Plan Highlights: Bronze

Plan Name	Core Care Bronze 4	Core Care Bronze 5
Deductible	\$0	\$0
Max OOP	\$8,550	\$8,550
PCP Copay	\$30	\$60
Specialist Copay	\$90	\$150
Urgent Copay	\$30	\$60
Teladoc Virtual Care	\$0	\$0
Inpatient Copay	\$1,500 / day 2 copay max	\$1,500 / day 2 copay max
Prescription Drug Deductible	\$3,000	\$3,000
Rx Tier 1	\$28	\$27
Rx Tier 2	\$125	\$130
Rx Tier 3	50% after deductible	50% after deductible
Rx Tier 4	50% after deductible	50% after deductible
Adult Vision Option	No	No



# Plan Highlights: Silver

Plan Name	Constant Care Silver 1 (100)	Constant Care Silver 1 (250)
Deductible	\$0	\$0
Max OOP	\$1,200	\$8,500
PCP Copay	\$0	\$30
Specialist Copay	\$10	\$60
Urgent Copay	\$0	\$30
Teladoc Virtual Care	\$0	\$0
Inpatient Copay	\$600/day 2 copay max	\$1,200 / day 2 copay max
Prescription Drug Deductible	\$0	\$800
Rx Tier 1	\$0	\$29
Rx Tier 2	\$10	\$60
Rx Tier 3	10% after deductible	40% after deductible
Rx Tier 4	10% after deductible	40% after deductible
Adult Vision Option	Yes	Yes





# Plan Highlights: Silver

Plan Name	Constant Care Silver 4 (100)	Constant Care Silver 4 (250)
Deductible	\$725	\$7,450
Max OOP	\$725	\$7,450
PCP Copay	\$0	\$30
Specialist Copay	\$10	\$65
Urgent Copay	\$0	\$30
Teladoc Virtual Care	\$0	\$0
Inpatient Copay	\$100 / day 2 copay max	\$1,500 / day 2 copay max
Prescription Drug Deductible	included in medical deductible	included in medical deductible
Rx Tier 1	\$0	\$25
Rx Tier 2	\$20	\$75
Rx Tier 3	0% after deductible	0% after deductible
Rx Tier 4	0% after deductible	0% after deductible
Adult Vision Option	No	No



# Plan Highlights: Gold

Plan Name	Confident Care Gold 1
Deductible	\$2,925
Max OOP	\$6,500
PCP Copay	\$10
Specialist Copay	\$50
Urgent Copay	\$10
Teladoc Virtual Care	\$0
Inpatient Copay	20% after deductible
Prescription Drug Deductible	Included in medical deductible
Rx Tier 1	\$10
Rx Tier 2	\$50
Rx Tier 3	30% after deductible
Rx Tier 4	30% after deductible
Adult Vision Option	Yes



# 2021 Plan Design – Standard Metal Plans

Services	Core Care Bronze				Constant Care Silver			Confident Care Gold
	Renewal Plans For 2021		New Plans For 2021		Renewal For 2021		New For 2021	Renewal For 2021
	Bronze Plan 1	Bronze Plan 2	Bronze Plan 4	Bronze Plan 5	Silver Plan 1 / 250	Silver Plan 2 / 250	Silver Plan 4 / 250	Gold Plan 1
<b>Value Basics</b>								
Teladoc Virtual Care Visits 24/7/365	Free	Free	Free	Free	Free	Free	Free	Free
Annual Wellness Visit - Adults	Free	Free	Free	Free	Free	Free	Free	Free
Routine Preventive Screenings - Children & Adults	Free	Free	Free	Free	Free	Free	Free	Free
Routine Vision Exams, and Eye Ware Children (Ages 0-18) -	Free	Free	Free	Free	Free	Free	Free	Free
Preventive Prescription Drugs	Free	Free	Free	Free	Free	Free	Free	Free
Urgent Care At Same Cost As Primary Physician Visit	✓	✓	✓	✓	✓	✓	✓	✓
24 Hour Nurse Line	✓	✓	✓	✓	✓	✓	✓	✓
Plan Options with Adult Vision Services	✓	Not Available	Not Available	Not Available	✓	Not Available	Not Available	✓
<b>Benefit and Cost Share Highlights</b>								
Deductible (Ind/Fam)	\$6,100 / \$13,600	\$8,000 / \$16,000	\$0 / \$0	\$0 / \$0	\$0 / \$0	\$5,200 / \$10,400	\$7,450 / \$14,900	\$2,925 / \$5,850
Out of Pocket Max (Ind/Fam)	\$8,550 / \$17,100	\$8,550 / \$17,100	\$8,550 / \$17,100	\$8,550 / \$17,100	\$8,500 / \$17,000	\$8,150 / \$6,300	\$7,450 / \$14,900	\$6,500 / \$13,000
Drug Deductible (Ind/Fam)	Combined Med/Rx Rx Tiers 2-4	Combined Med/Rx All Rx Tiers	\$3,000 / \$6,000 Rx Tiers 3&4 Only	\$3,000 / \$6,000 Rx Tiers 3&4 Only	\$800 / \$1,600 Rx Tiers 3&4 Only	Combined Med/Rx Rx Tiers 3&4 Only	Combined Med/Rx All Rx Tiers	Combined Med/Rx Rx Tiers 3&4 Only
Emergency Room Services	50% after ded	50% after ded	\$1,600	\$1,850	\$750	40% after ded	0% after ded	20% after ded
<b>Hospital / Facility Services</b>								
Hospital & Skilled Nursing Facility Services	50% after ded	50% after ded	\$1,500/day (max 2 copays)	\$1,500/day (max 2 copays)	\$1200/day (max 2 copays)	\$1350/day (max 2 copays)	\$1,500/day (max 2 copays)	20% after ded
Hospital Physician Services	50% after ded	50% after ded	\$90	\$150	\$60	\$65	\$65	\$50
Outpatient Facility / Surgery Services	50% after ded	50% after ded	\$140	\$130	\$500	40% after ded	0% after ded	20% after ded
Outpatient Facility / Physician Services	50% after ded	50% after ded	\$100	\$100	\$75	40% after ded	0% after ded	20% after ded
<b>Outpatient Services</b>								
Primary & Urgent Care Services	\$35 after ded	50% after ded	\$30	\$60	\$30	\$30	\$30	\$10
Specialist Services	\$75 after ded	50% after ded	\$90	\$150	\$60	\$65	\$65	\$50
Mental/Behavioral Health Services	\$35 after ded	50% after ded	\$30	\$60	\$30	\$30	\$30	\$10
Imaging & Specialized Rdiology	50% after ded	50% after ded	\$1,000	\$1,000	\$700	40% after ded	0% after ded	20% after ded
Rehabilitative Services -ST, OT, PT	50% after ded	50% after ded	\$90	\$80	\$60	40% after ded	0% after ded	\$50
Routine Laboratory Services	50% after ded	50% after ded	\$60	\$60	\$45	\$40	0% after ded	\$15
Routine X-Ray & Diagnostic Services	50% after ded	50% after ded	\$140	\$140	\$80	40% after ded	0% after ded	20% after ded
Tier 1 - Generic Drugs	\$27	50% after ded	\$28	\$27	\$29	\$25	\$25	\$10
Tier 2 - Preferred Brand & Generics Drugs	50% after ded	50% after ded	\$125	\$130	\$60	\$65	\$75	\$50
Tier 3 - Non-Pref Brand & Generic Drugs	50% after ded	50% after ded	50% after ded	50% after ded	40% after ded	40% after ded	0% after ded	20% after ded
Tier 4 - Specialty Drugs	50% after ded	50% after ded	50% after ded	50% after ded	40% after ded	40% after ded	0% after ded	20% after ded

Services Without Any Deductible

# 2021 Plan Design – Silver Cost Sharing Reduction (CSR) Plans

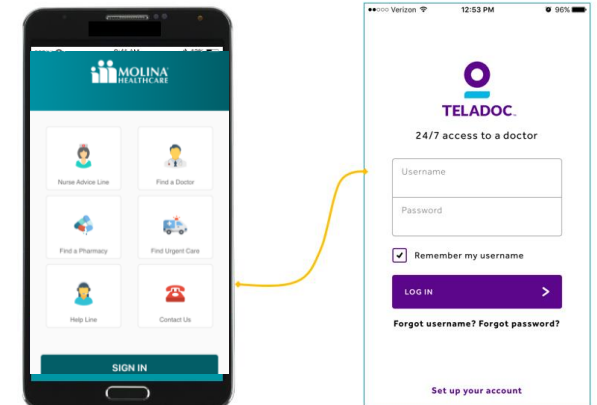
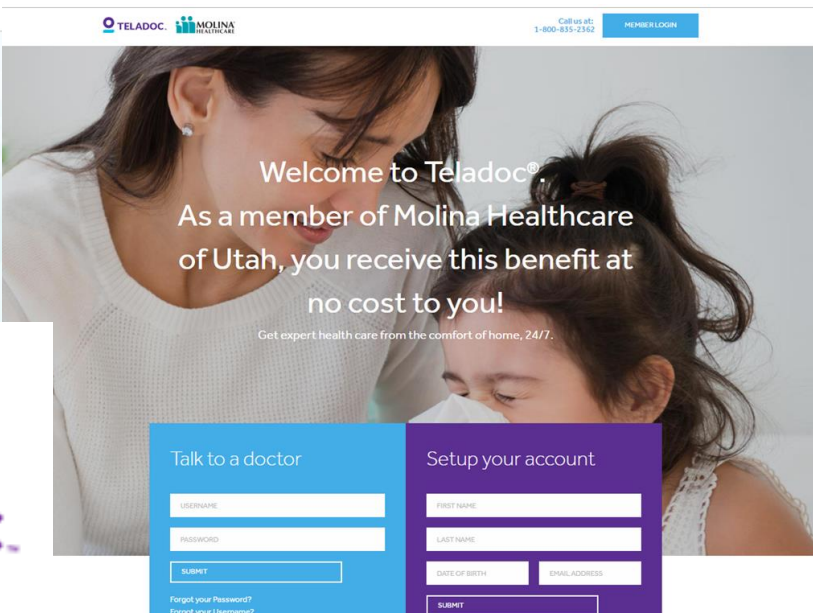
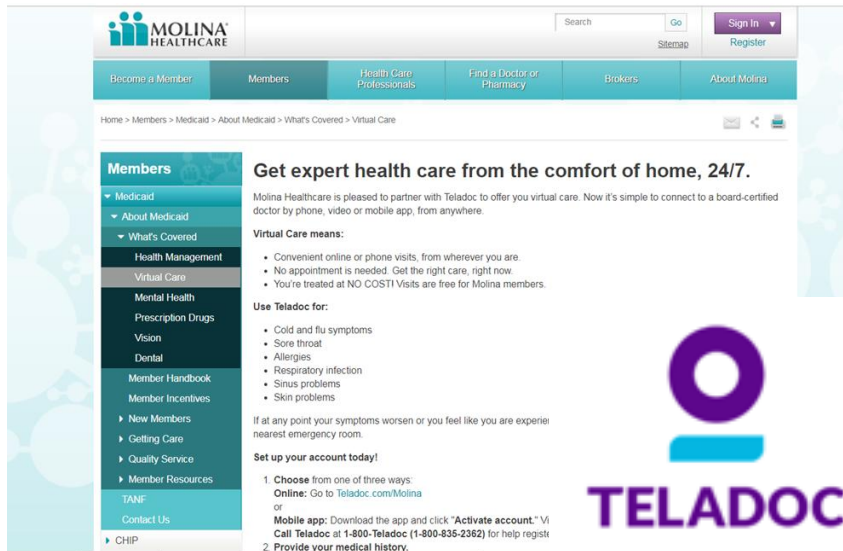
Services	Constant Care Silver - Cost Sharing Reduction Plans (CSR)								
	Renewal Plans For 2021						New Plans For 2021		
	Silver Plan 1			Silver Plan 2			Silver Plan 4		
	CSR 100	CSR 150	CSR 200	CSR 100	CSR 150	CSR 200	CSR 100	CSR 150	CSR 200
Value Basics									
Teladoc Virtual Care Visits 24/7/365	Free	Free	Free	Free	Free	Free	Free	Free	Free
Annual Wellness Visit - Adults	Free	Free	Free	Free	Free	Free	Free	Free	Free
Routine Preventive Screenings Children & Adults	Free	Free	Free	Free	Free	Free	Free	Free	Free
Routine Vision Exams, and Eye Ware Children (Ages 0-18)	Free	Free	Free	Free	Free	Free	Free	Free	Free
Preventive Prescription Drugs	Free	Free	Free	Free	Free	Free	Free	Free	Free
Urgent Care At Same Cost As Primary Physician Visit	✓	✓	✓	✓	✓	✓	✓	✓	✓
24 Hour Nurse Line	✓	✓	✓	✓	✓	✓	✓	✓	✓
Plan Options with Adult Vision Services	✓	✓	✓	Not Available			Not Available		
Benefit and Cost Share Highlights									
Deductible (Ind/Fam)	\$0 / \$0	\$0 / \$0	\$0 / \$0	\$0 / \$0	\$0 / \$0	\$3,450 /\$6,900	\$725 / \$1,450	\$2,150 / \$4,300	\$5,975 / \$11,950
Out of Pocket Max (Ind/Fam)	\$1,200 / \$2,400	\$2,800 / \$5,600	\$6,700 / \$13,400	1200 / \$2,400	\$2,850 / \$5,700	6700 / \$13,400	\$725 / \$1,450	\$2,150 / \$4,300	\$5,975 / \$11,950
Drug Deductible (Ind/Fam)	\$0 / \$0	\$150 / \$300 Rx Tiers 3&4 Only	\$350 / \$700 Rx Tiers 3&4 Only	\$0 / \$0	\$0 / \$0	Combined Med/Rx Rx Tiers 3&4 Only	Combined Med/Rx Rx Tiers 3&4 Only	Combined Med/Rx Rx Tiers 3&4 Only	Combined Med/Rx Rx Tiers 3&4 Only
Emergency Room Services	\$250	\$400	\$750	25%	40%	40% after ded	0% after ded	0% after ded	0% after ded
Hospital / Facility Services									
Hospital & Skilled Nursing Faciliy Services	\$600/day (max 2 copays)	\$750/day (max 2 copays)	\$1200/day (max 2 copays)	\$300/day (max 2 copays)	\$575/day (max 2 copays)	\$900/day (max 2 copays)	\$100/day (max 2 copays)	\$400/day (max 2 copays)	\$1,200/day (max 2 copays)
Hospital Physician Services	\$10	\$30	\$60	\$10	\$30	\$40	\$10	\$30	\$60
Outpatient Facility / Surgery Services	\$100	\$350	\$500	25%	40%	40% after ded	0% after ded	0% after ded	0% after ded
Outpatient Facility / Physician Services	\$10	\$50	\$75	25%	40%	40% after ded	0% after ded	0% after ded	0% after ded
Outpatient Services									
Primary & Urgent Care Services	\$0	\$6	\$30	\$0	\$10	\$20	\$0	\$7	\$20
Specialist Services	\$10	\$30	\$60	\$10	\$30	\$40	\$10	\$30	\$60
Mental/Behavioral Health Services	\$0	\$6	\$30	\$0	\$10	\$20	\$0	\$7	\$20
Imaging & Specialized Rdiology	\$50	\$400	\$700	25%	40%	40% after ded	0% after ded	0% after ded	0% after ded
Rehabilitative Services -ST, OT, PT	\$10	\$30	\$60	25%	40%	40% after ded	0% after ded	0% after ded	0% after ded
Routine Laboratory Services	\$5	\$20	\$45	\$0	\$30	\$30	0% after ded	0% after ded	0% after ded
Routine X-Ray & Diagnostic Services	\$15	\$50	\$80	25%	40%	40% after ded	0% after ded	0% after ded	0% after ded
Tier 1 - Generic Drugs	\$0	\$5	\$20	\$0	\$10	\$20	\$0	\$6	\$12
Tier 2 - Preferred Brand & Generic Drugs	\$10	\$25	\$60	\$15	\$40	\$60	\$20	\$50	\$70
Tier 3 - Non-Pref Brand & Generic Drugs	10%	40% after ded	40% after ded	25%	40%	40% after ded	0% after ded	0% after ded	0% after ded
Tier 4 - Specialty Drugs	10%	40% after ded	40% after ded	25%	40%	40% after ded	0% after ded	0% after ded	0% after ded

Services Without Any Deductible

# \$0 Telehealth Benefit for 2021

## Virtual medical visits via Teladoc

- Easy access – Register once, three ways to engage
- Convenient – 24/7/365 – visit with doctors in 45 secs
- Affordable – Co-pays waived for Molina members





# COVID-19 Resources for Molina Marketplace Members

- **Waiving ALL out-of-pocket expenses related to the treatment** of COVID-19 for all Marketplace, Medicare, and Medicaid members through December 31, 2020
- **Waiving ALL cost-shares** associated with COVID-19 testing in 2020
- **Waiving ALL Teladoc service cost-sharing fees**
- Free access to a 24-hour Nurse Advice Line:
  - English: (888) 275-8750
  - Spanish: (866) 648-3537
- Free home Rx delivery through CVS Pharmacy

**You may qualify for financial assistance to help pay for your health insurance...**

**IF** You've been laid off • Your wages have been reduced • You've had other financial challenges due to COVID-19.

To find out if you qualify for help paying for your health insurance and report a change of circumstance,  
• Contact your Insurance Broker or  
• Visit [CoveredCA.com](https://CoveredCA.com) or call: 1(888) 309-1506 TTY: 1(888) 889-4500,  
Monday - Friday, 8 a.m. - 5 p.m. PT

**Did you know?**  
Molina covers all out-of-pocket costs related to COVID-19 for members and provides virtual doctor visits via phone or video through our trusted partner, Teladoc, at no cost.

Besides access to benefits like telemedicine, preventive care, prescription drugs and mental health services, Molina also covers:

- PCP visits with low co-pays and no deductible to take care of your health — for less
- Urgent care at the same low cost as a PCP visit
- Wellness and other preventive services at no extra charge, to help you stop problems before they start
- 24-Hour Nurse Advice Line for peace of mind, anytime — at no extra charge

Contact Member Services Monday – Friday 8:00 a.m. – 6:00 p.m. PT at (888) 858-2150 for questions about your benefits.

**NOW AND ALWAYS, LEAN ON MOLINA.**



# Premium Payment Methods

## MolinaPayment.com

- One time payment option via Pay Now

English Español

### Pay Your Bill Online

\* Required Fields

Exchange Subscriber ID \*

☐ Check if you do not have your Subscriber ID

Subscriber's First Name \*

Subscriber's Last Name \*

State \* CA ▼

Zip Code \*

A premium payment will be considered as having been received by Molina Healthcare, Inc. upon actual receipt of the payment from your designated bank or from your payment card.

The statement from your bank or payment card that payment was made to Molina Healthcare, Inc. is your receipt that Molina Healthcare, Inc. received the payment.

If your authorization is rejected, dishonored, returned, reversed or adjusted by your bank or payment card for any reason, you will be responsible for any charges imposed by your bank or the payment card if we submit the payment authorization a second time.

### Register for Autopay

The easy, worry-free way to pay your bill.  
Sign in or register to get started.

Sign In/Register

### Pay Online Anytime

Fast and secure one-time payment

Pay Now

### Other Payment Options



#### Pay by Phone

Call (888) 858-2150  
Monday – Friday 8:00 am – 6:00 pm, PT



#### Pay by Mail

Mail your check and the payment form that came with your invoice.

[Click here for mailing information.](#)



#### Pay by MoneyGram

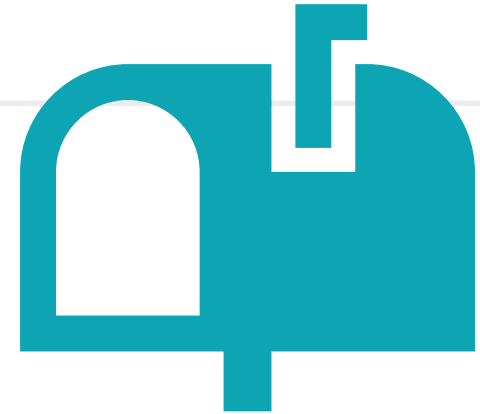
Bring this info to MoneyGram:  
**Billor Name: Molina Healthcare of CA**  
**Receive Code: 14352**  
To find a MoneyGram near you,  
[Click here.](#)



#### Pay by Bill Pay

Login to your bank's website and pay Molina Healthcare through the "Bill Pay" option. Use your subscriber ID as the account number.

# Premium Billing



## 1. Notice of Enrollment Separation (Binder Cancellation Notice)

- Cancellation occurs one month after the coverage effective date
- Notice is triggered once cancellation is processed

## 2. AutoPay Notices

- **AutoPay Confirmation** – upon registration
- **AutoPay Cancellation Letter**
  - Upon member request to disable Autopay via [MyMolina.com](https://www.mylolina.com)
  - Can be disabled up until the morning of the 23<sup>rd</sup> of the month to be effective the next coverage month
  - Also triggered by Enrollment termination or upon notification by Chase that the member's bank account is no longer active
- **AutoPay Non-Sufficient Funds** – as result of Autopay run on the 23<sup>rd</sup> of the month
- **AutoPay Disabled** – triggered the day before the Autopay run (22<sup>nd</sup> of the month)
  - ✓ Initiated by Molina
  - ✓ Notice sent when AutoPay has been disabled when there is complete loss of APTC and an increase in the member responsibility amount of \$100 or greater


## 3. Grace Period Notices

- Past Due – sent with the monthly invoice when the member has an outstanding balance
- Termination for Non-Payment
  - Sent after grace period has expired
  - Three months grace period for APTC Members
  - One month grace period for Non-APTC Members, except 10 days in Florida, Ohio and Wisconsin, and 15 days in UT

## 4. Refund Notices (Full, Partial, Denied)

# Member ID Cards

- **Hard Plastic ID cards sent to all members**
  - PCP name will not be on the physical card
  - Electronic version of ID Card on My Molina portal and Molina Mobile app will continue to show PCP name
  - ID cards will now be color coded for line of business



**Marketplace**

<b>Subscriber Name:</b> <RemitInfo1>	<b>ID #:</b> <Member_ID_1>
<b>Subscriber ID:</b> <PIC_1>	<b>Member:</b> <Member_Name_1>
<b>DOB:</b> <DOB>	<b>Plan:</b> <Program_Name_1>
	<b>Effective Date:</b> <Member_Effective_Date_1>
<b>Medical Cost Share</b>	<b>Prescription Drugs</b>
<b>Primary Care:</b> <PCP_Visit_fee_1>	<b>Tier-1:</b> <Financial_Class_1>
<b>Specialist Visits:</b> <Professional_services_1>	<b>Tier-2:</b> <Rx_Formulary_fee_1>
<b>Urgent Care:</b> <Urgent_Care_fee_1>	<b>Tier-3:</b> <Rx_Non_Formulary_fee_1>
<b>ER Visit:</b> <Hospital_ER_fee_1>	<b>Tier-4:</b> <Long_Term_1>

Cost Shares are a summary only. Visit MyMolina.com for plan details.  
Molina Healthcare of Michigan, Inc. Rx Bin: Bin\_number\_1 Rx PCN: RxPCN\_1 Rx Group: RxGroup\_1

[MyMolina.com](http://MyMolina.com)

## Timing

- New Members - Sent once full binder payment is received and processed
- Active Renewals – Sent as members actively renew during Open Enrollment
- Passive Renewals – Sent in early January



# Online Provider Search


<https://providersearch.molinahealthcare.com/>

Showing Information For California

California

English

Type Size: - +

MOLINA  
HEALTHCARE

Search

Go

Sign In

Register

Sitemap

Become a Member

Members

Health Care Professionals

Find a Doctor or Pharmacy


Brokers

About Molina

Marketplace members:  
Pay your premium  
Online, 24/7.

Click here

How can we help you?

MOLINA  
HEALTHCARE

Your Extended Family.

Help | FAQ

English

Type Size: - +

Home

Find A Pharmacy

Find A Provider

Find A Hospital/Facility

Find A Provider

Sep 23 2020 9:27:52 AM

\*Required

Quick Name Search

State\* Select

Last Name\*

Near Zip Code\*

Coverage\* Select

Search

Enter Your Location

☐ Search by City or Zip

☐ Search By County

☒ Search Near Street Address

State\* Select

Address\*

(Please enter your full address, including city)

Distance Within \* 5 (miles)

Select a Coverage & Provider Type





# Advanced Online Provider Search

## Search by Specialty, Name, Language, Hospital and IPA affiliations



**More Search Options**

☐ Program/Plan Name

☐ Specialty

Select ▼

☐ Name, Language, Gender, Accept New Patients

Last Name:

First Name:

Gender: 

No Preference ▼

Language : 

Select ▼

Accepting New Patients?: ☒ No Preference ☐ Yes

☐ By Hospital/Facility

☐ By Medical Group/IPA: Please enter the Medical Group/IPA name to see an alphabetical list.

[Hide All Options](#)

Search

Clear

Cancel



# Pharmacy Services and Prescriptions

**Molina contracts our pharmacies through CVS/Caremark**  
**You can find a list of our contracted pharmacies in your area here:**

**[http://www2.caremark.com/micro/asset/mp\\_ca\\_pharmloc.htm](http://www2.caremark.com/micro/asset/mp_ca_pharmloc.htm)**

## Pharmacy Locator

Your health plan has chosen a network of pharmacies to serve you. The pharmacy locator includes all the retail pharmacies in your plan. To find one near you, please enter your ZIP code or city and state. You can filter results by distance and services offered.



**Enter Zip Code OR City and State**

san diego,ca

**Distance**

10 miles

▼

**Search**

**Filter Results by:**

☐ 24-hour service

☐ Drive-thru service

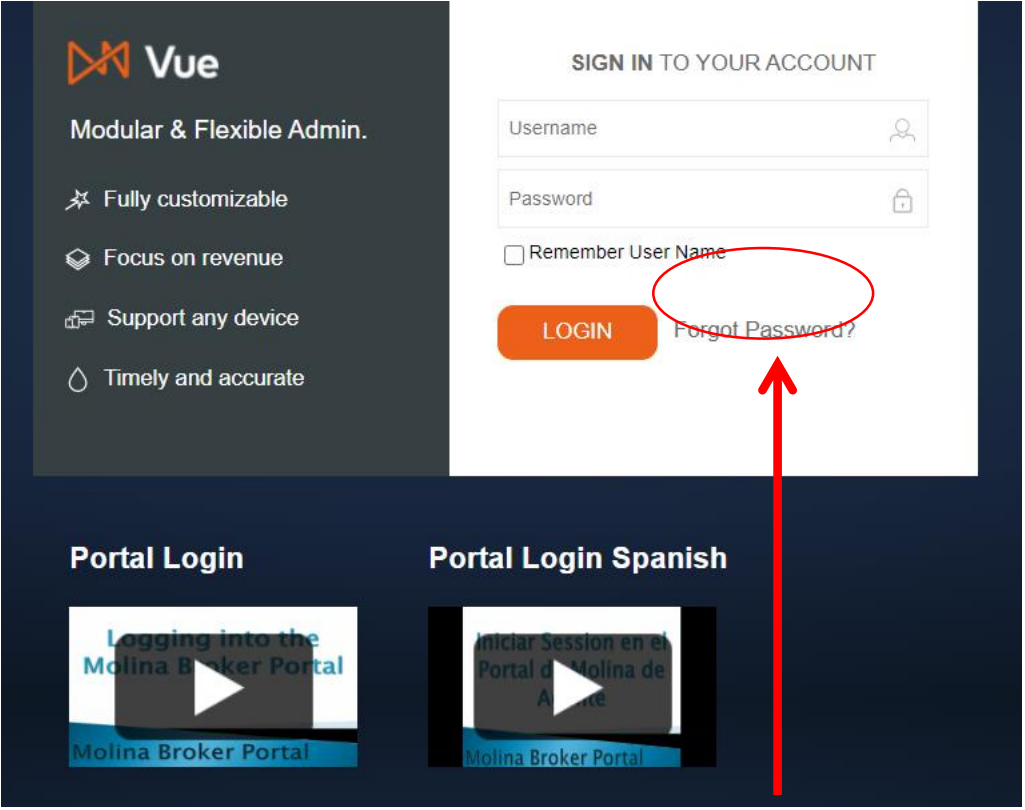
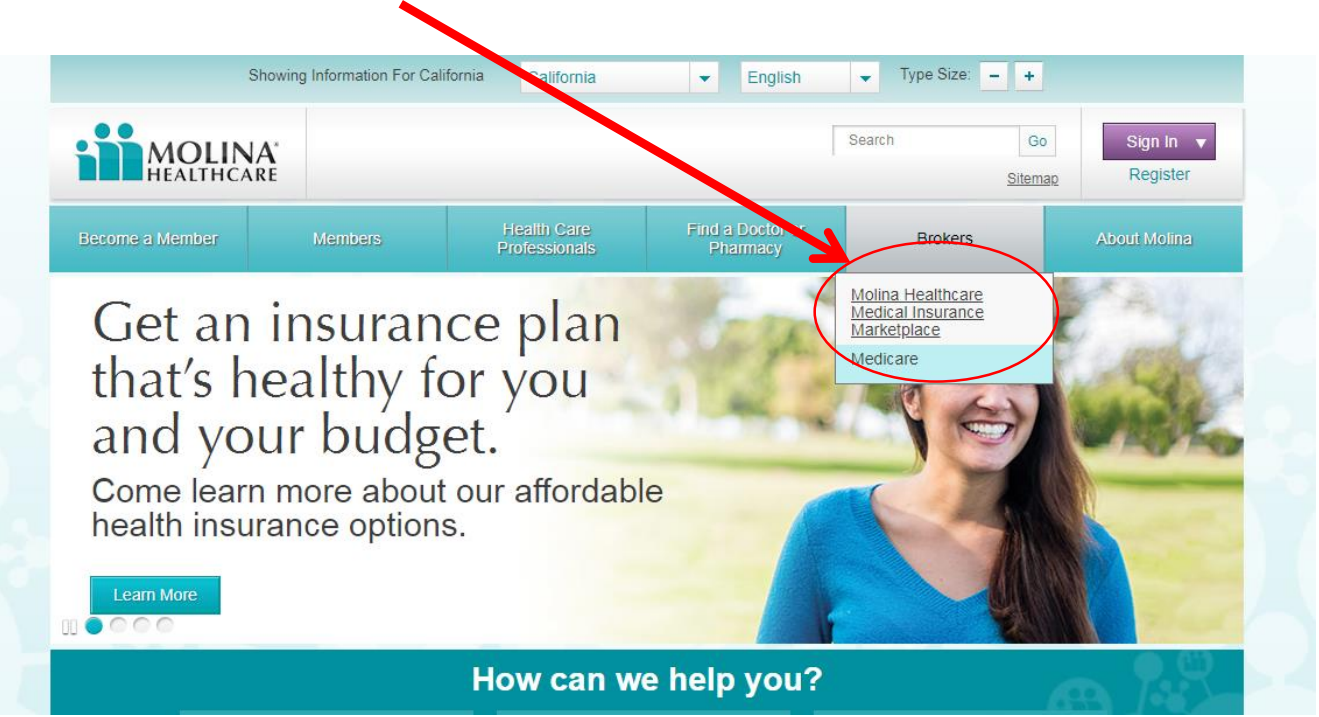
**Pharmacy Name**

Ex: CVS pharmacy, Walmart, Target



# Molina Broker Portal

## Easy Access to Broker Support Tools



You can create or reset your password by using this link, your username is your Molina agent number (AAXXXX)

# Book of Business

## Book of Business Search

Filter your Molina BoB Search by Effective Date, Grace Period Status, or Paid Thru Date

MP BSU Phone# 1-855-885-3179 Options : 1-Broker Services, 2-Broker Care Team, 3-Broker Commission Inquiries, 4-Broker Contracting Inquiries

Hi,

BookofBusinessSearch X

SEARCH QUERY

Advanced Search ^

Policy Number

Insured Name

Effective From

Effective To

Subscriber ID

Agent Code

Agent Name

Paid Thru From Date

Paid Thru To Date

Is in Grace Period?

Show All My Agents

Clear

Search

Policy #

Agent Name

Agent Code

Insured Name

Effective Date

State

Status

# Book of Business

## Book of Business, Member Payment info and Grace Period Status

Book of Business Search

Saved Views

Book of Business Search

Advanced Search

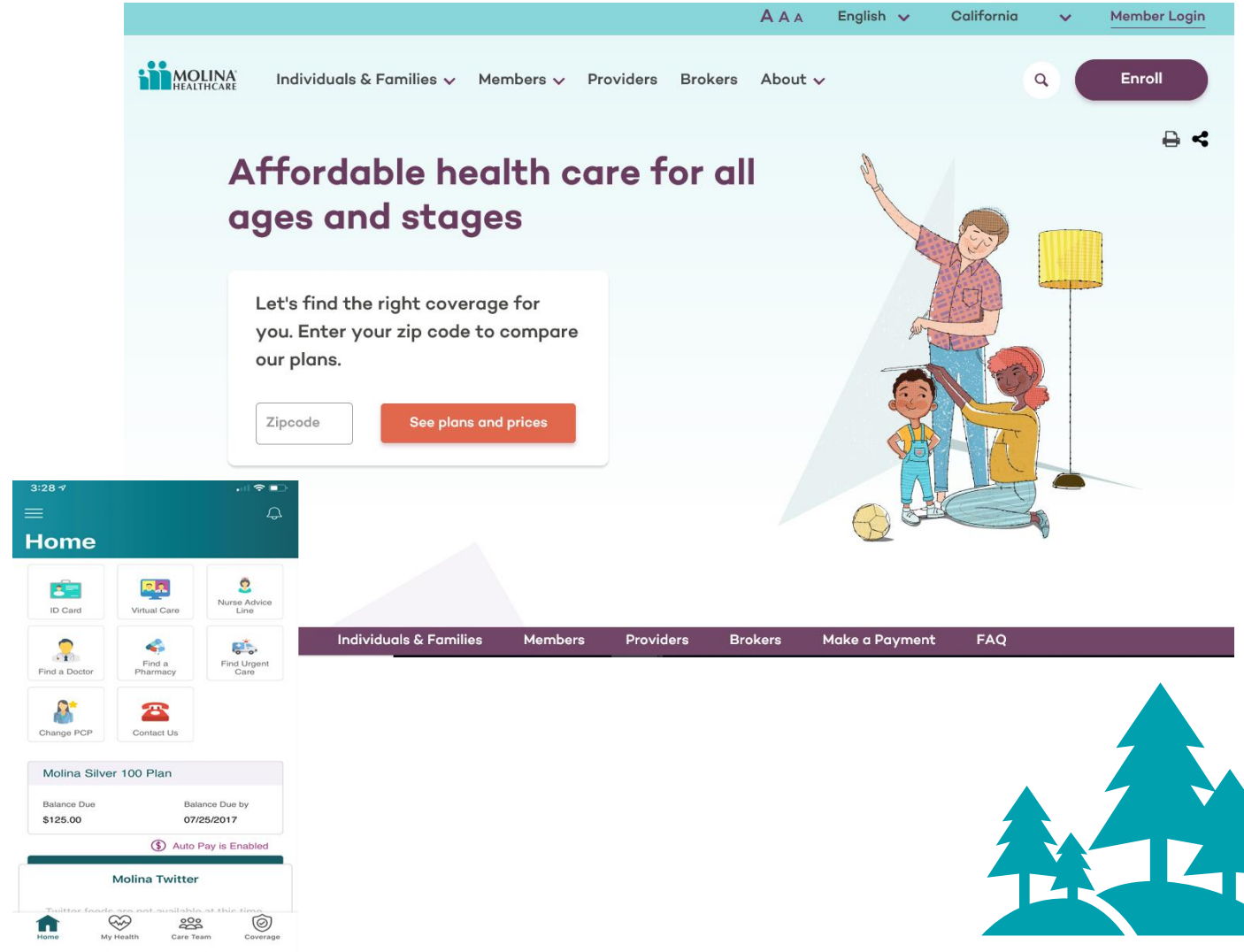
Policy #	Agent Name	Agent Code	Insured Name	Effective Date	State	Status ↑	
CAE192891229701	Yadira M Lopez	AA1780	CONTRERAS DIAZ, LIBARDO	01/01/2020	CA	Active	<a href="#">VIEW MORE</a>
CAE192891229771	Yadira M Lopez	AA1780	VALENZUELA GARCIA, VICTOR M	01/01/2020	CA	Active	<a href="#">VIEW MORE</a>
CAE192891230061	Yadira M Lopez	AA1780	THAM, MILDRED ARMIDA	01/01/2020	CA	Active	<a href="#">VIEW MORE</a>
CAE192891230151	Yadira M Lopez	AA1780	SANCHEZ PALACIOS, GUADALUPE	01/01/2020	CA	Active	<a href="#">VIEW MORE</a>
CAE192891230781	Yadira M Lopez	AA1780	ORTIZ CAMACHO, MARIO	01/01/2020	CA	Active	<a href="#">VIEW MORE</a>
CAE192891230921	Yadira M Lopez	AA1780	REYES, AGUSTIN	01/01/2020	CA	Active	<a href="#">VIEW MORE</a>
CAE193151238311	Yadira M Lopez	AA1780	CONTRERAS, VICTOR	01/01/2020	CA	Active	<a href="#">VIEW MORE</a>





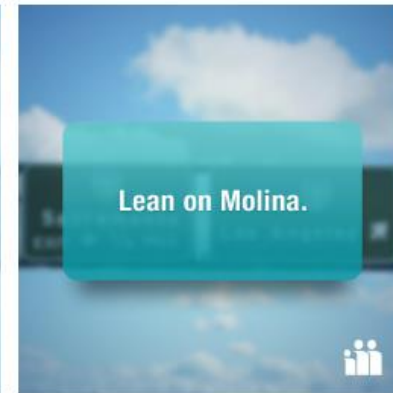
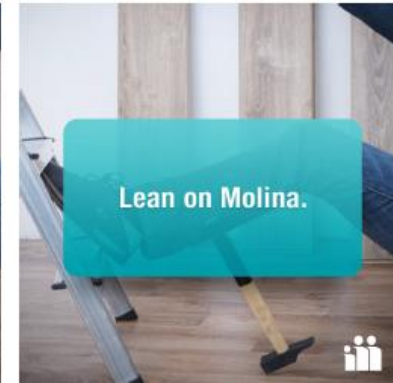
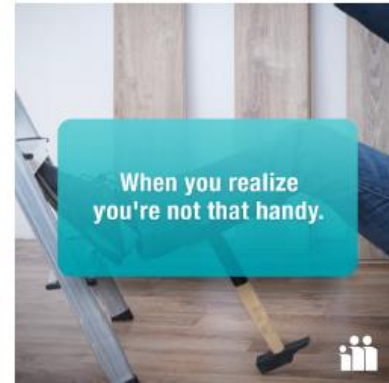
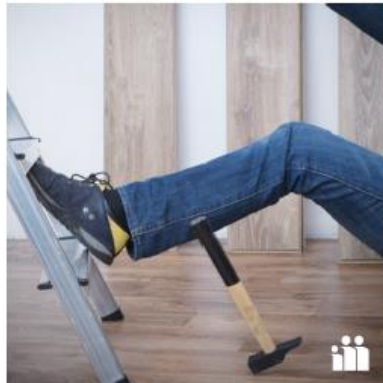
# New Website and Member Materials

- Brand new MolinaMarketplace.com site for brokers, members and providers
  - Broker pages rolling out 11/1
- Redesigned user-friendly, health literate EOCs and SBCs
- First ever Member Handbook coming soon!
- Updates to Molina Mobile App and My Molina portal



# Lean On Molina Marketing Campaign

- Continuing our successful “Lean On Molina” marketing campaign from 2020
- 3X increase in marketing budget for 2021 over 2020
- Focus on targeted digital marketing and streaming platforms



# Broker Services Team

**Phone: 855-885-3179**

## Broker Services - # 1

[MPBrokerSupport@MolinaHealthcare.com](mailto:MPBrokerSupport@MolinaHealthcare.com)

- General inquiries, account access issues, member EOC/SBC questions

## Broker Care Team- # 2

[MPBrokerCareTeam@MolinaHealthcare.com](mailto:MPBrokerCareTeam@MolinaHealthcare.com)

- Member access to care issues, billing discrepancies, terminations in error

## Commission Team- # 3

[MPBrokerCommissionInquiry@MolinaHealthcare.com](mailto:MPBrokerCommissionInquiry@MolinaHealthcare.com)

- Broker Book of Business reconciliation for unpaid policies

## Contracting Inquiries - # 4

[MPBrokerContracting@MolinaHealthcare.com](mailto:MPBrokerContracting@MolinaHealthcare.com)

- Appointment requests, E&O/license/contact information updates

**Monday through Friday – 7:00 AM to 6:00 PM (MT)**



- Access to Care
- Billing Issue
- Claims
- Enrollment
- Member Services
- Prior Authorization Status Review



# Molina State Field Reps

## South Florida & South Carolina

MSM: Tina Martinez

Email: [Tina.Martinez1@MolinaHealthcare.com](mailto:Tina.Martinez1@MolinaHealthcare.com)

Phone: (786) 837-4844

## California

Director: Amy DeMarco

Email: [Amy.DeMarco@MolinaHealthcare.com](mailto:Amy.DeMarco@MolinaHealthcare.com)

Phone: (657) 243-7461

## New Mexico & Utah

MSM: Adam Grimaldo

Email: [Adam.Grimaldo@MolinaHealthcare.com](mailto:Adam.Grimaldo@MolinaHealthcare.com)

Phone: (818) 428-9205

## Texas

MSM: Gabriel A. Arguello

Email: [Gabriel.Arguello@MolinaHealthcare.com](mailto:Gabriel.Arguello@MolinaHealthcare.com)

Phone: (210) 517-4814

## Michigan, Ohio & Wisconsin

MSM: Kahassai Tafese

Email: [Kahassai.Tafese@MolinaHealthcare.com](mailto:Kahassai.Tafese@MolinaHealthcare.com)

Phone: (614) 623-8267

## North Florida & Mississippi

MSM: Denis Pujals

Email: [Denis.Pujals@MolinaHealthcare.com](mailto:Denis.Pujals@MolinaHealthcare.com)

Phone: (786) 299-9818

## Washington

MSM: Casey Meehan

Email: [Casey.Meehan@MolinaHealthcare.com](mailto:Casey.Meehan@MolinaHealthcare.com)

Phone: (360) 764-6816



# Why Sell Molina?

- Free Teledoc Virtual Care Services
- \$0 Deductible Bronze & Silver Plan Options
- Free Preventive Care, including:
  - Annual Wellness Exams & Preventive Prescriptions
- Molina does NOT require referrals for specialist visits
- We pay competitive compensation and incentives accurately and in a timely manner
- We provide an efficient and positive experience in all broker interactions, including providing the knowledge and self-service tools necessary for brokers to be effective
- Currently in WI only 47% of all enrollment are broker assisted - Huge opportunity for new business
- Ability to set up reoccurring payments
- Assign PCP at time of enrollment
- Child Vision (members under 19) – Free Annual Exam, Eyeglasses (lenses and frame), Child Contact Lenses (instead of glasses)
- Plans with Adult Vision option are available
- Mail Order Pharmacy



**Thank you for attending!**

**Questions?**