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# What's inside

Welcome to Molina Healthcare's 2025 First Look: Medicare

Our 2025 MA plans have been crafted to improve the lives of your valued customers. In 2025, Molina Healthcare's MA plans will be accessible in 19 states.



Click a topic on the right to jump to a section.



### About us

Molina Healthcare provides managed health care services under Medicaid and Medicare programs and through state insurance marketplaces.



Ranked 128 in Fortune 500\*



5.6 million+ members\*



Headquartered in Long Beach, CA



Established in 1980



16,000+ employees

\*As of July 2024



Improve health outcomes



Reduce health care cost

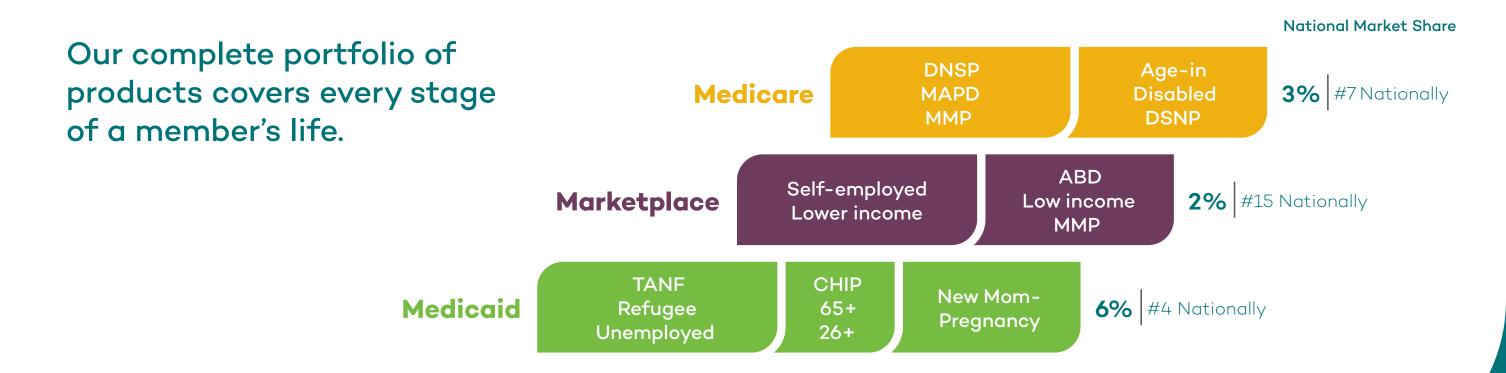






# As members' circumstances change, Molina is uniquely positioned to provide coverage without interruption.

Year to year, a person's eligibility may vary. Whether additional income now qualifies them for Marketplace, or they age into Medicare eligibility, or they recover from a qualifying disability and need Medicaid, there's no gap in coverage with Molina.



Sources: Health Management Associates, State-reported data, CMS and Decision Resources Group



# Molina Healthcare — Because everyone deserves health care that helps them feel their best

Molina Healthcare, Inc. is a FORTUNE 500 company, currently ranked 128. The organization provides managed health care services under the Medicaid and Medicare programs and state insurance marketplaces. As of July 25, 2024, Molina serves approximately 5.6 million members across 21 states.



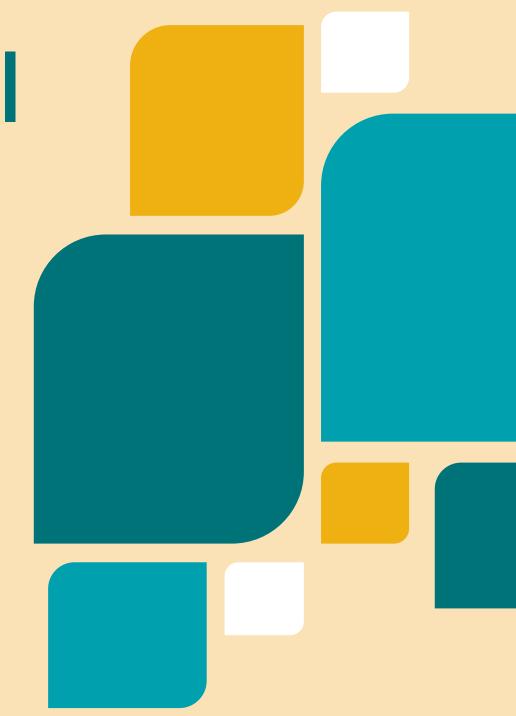
Vision: We envision a world where effective medical care is available to every person, no matter the impact of social determinants of health on their lives. We distinguish ourselves as one of the nation's most effective health plans delivering government-sponsored care.



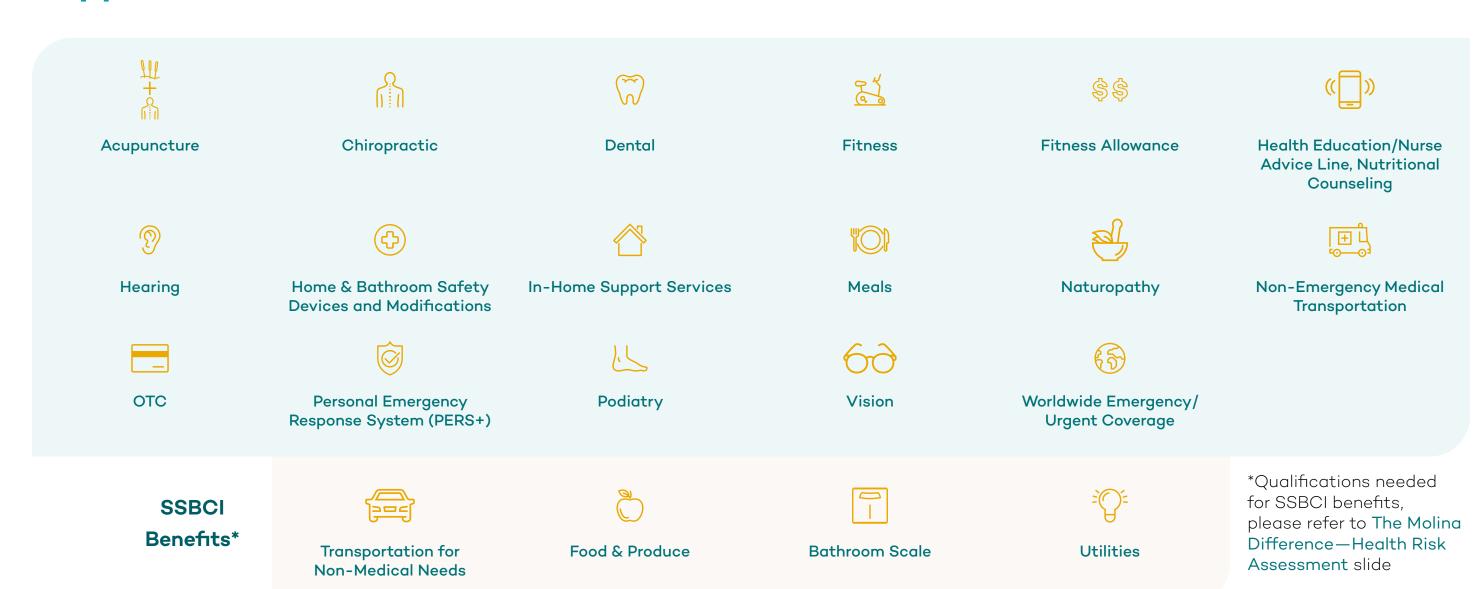
Mission: To erase inequities in the way different populations are treated and served. To provide high-quality health care to low-income individuals and families. And to protect their health now and as they age, with a portfolio of solutions for every stage of their lives.



Key Supplemental Health Benefits offered in 2025



### Supplemental Health Benefits offered in 2025





## Molina Dental benefit design changes

### 2024 Option 1: Dental Vendor

(Preventive) + card allowance (out of network/ comprehensive)

### 2024 Option 2: Dental Vendor

Dental vendor (preventive and select comprehensive up to an annual limit)

### 2024 Option 3: Dental Vendor

On MyChoice/ Healthy You Card\*





Dental vendor (preventive and select comprehensive up to an annual limit)\*



- If the vendor was Delta Dental, DentaQuest, SKYGEN it stayed with that vendor, in that market.
- Dental may only be covered by Medicaid on select plans.



### Central Health Plan Dental benefit design



### **MAPD Plans**

- Will keep the same Dental design as 2024
  - » Vendor: Delta Dental
- New 2025 PPO Buy-up plan
  - » Add OON coverage and lower copays for additional monthly premium

# D-SNPs and Choice C-SNP Plans

- Two have Dental benefits
- All others have
   Denti-Cal benefits





### 2025 Medicare plan changes to Part D

### 2025 Part D reduced cost sharing

Members who have LIS/Extra Help on eligible plans will pay \$0 copay for prescription drugs.

- This is offered on most of our D-SNP plans, and 2 of our C-SNP plans in 2025.
- Applicable plans will have a single tier formulary, in all phases of the benefit





# 2025 Medicare plan changes — Molina MyChoice Card

New for 2025: To streamline our benefits administration, we are transitioning card production and the retail network to Nations, ensuring a more efficient and cohesive experience for our members.



### **Nations** benefits

- Hearing
- Meals
- OTC
- Fitness allowance
- Non-emergency medical transportation
- Bathroom scale
- Food & produce (SSBCI)\*











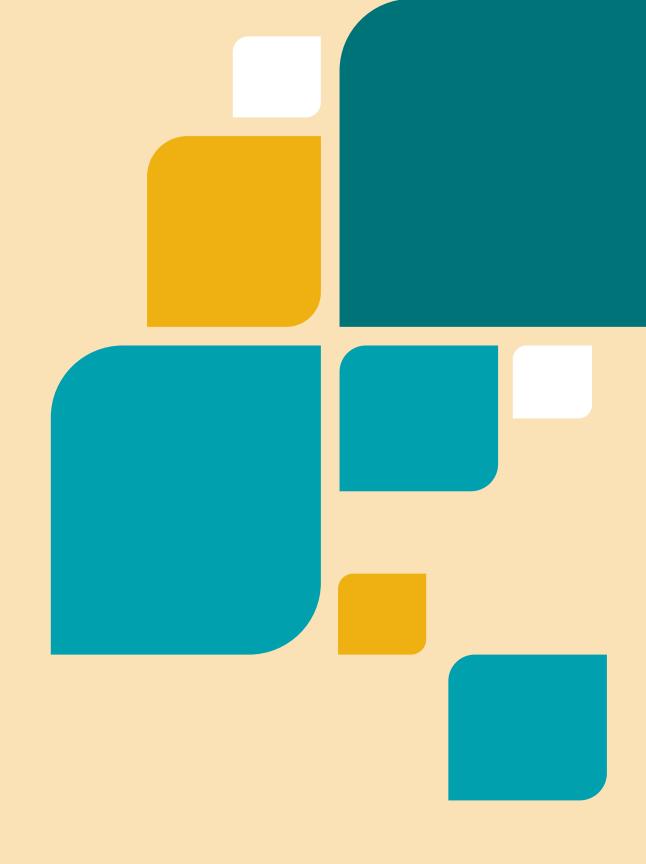
#### Please note:

- Healthy You card in Massachusetts and New York markets only
- Benefits Mastercard® Prepaid card in Central Health Plan plans only
- See plan specific details as benefits vary by plan

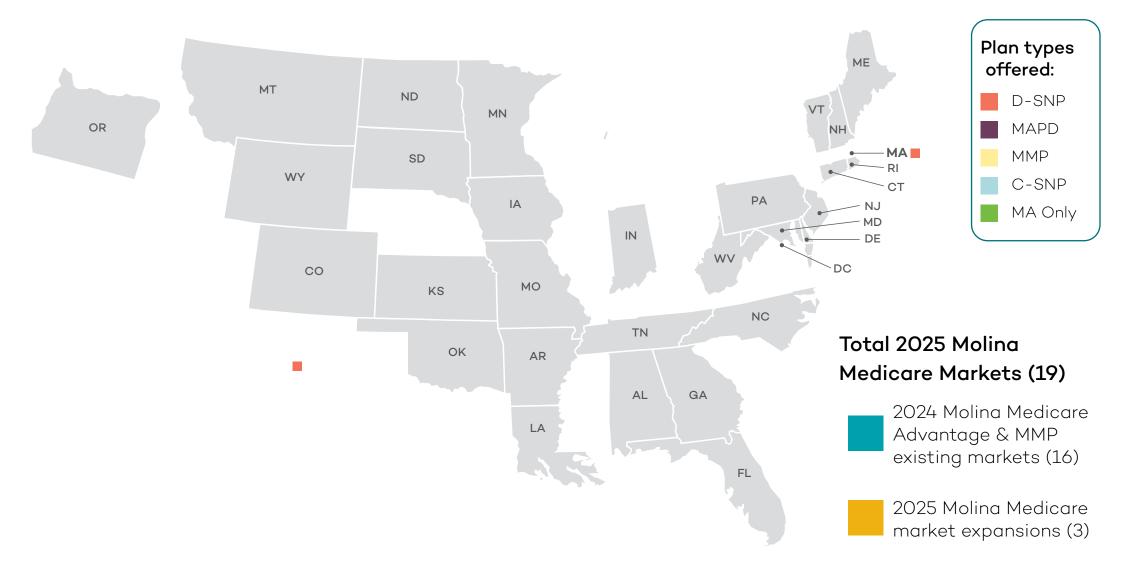
\*Qualifications needed for SSBCI Benefits



2025 States & Featured Market Plans



## **2025 Medicare Footprint**



	2024	New 2025	
State	Counties	Counties	Total
AZ	3		3
CA	5	18	23
ID	22	12	34
IL	46	0	46
KY	75		75
MA	8		8
MI	60		60
MS	Ο	8	8
NE	0	56	56
NV	2	5	7
NM	0	32	32
NY	9		9
ОН	83	5	88
SC	45	1	46
TX	84	3	87
UT	10	14	23
VA	133		133
WA	39		39
WI	36		32
Total	660	154	809



## State coverage Arizona

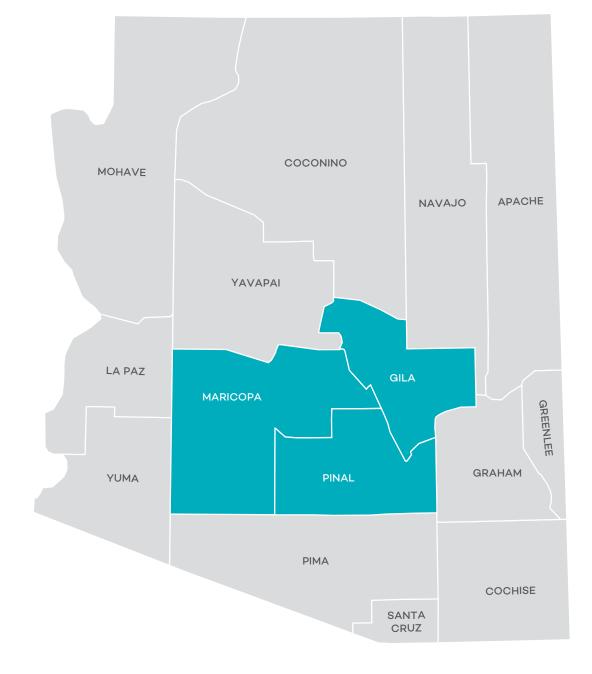
### D-SNP Plan



Molina Medicare Complete Care (HMO D-SNP) H8845-001 (HIDE)\*

Service area

Gila, Maricopa, Pinal





### **State coverage**

## California—Brand and plan consolidation

As integration continues, we are working toward a seamless process for Brand New Day, Central Health Plan and Molina



We will be doing a reband of Brand New Day's Plans under the Central Health Plan logo



You will **not** have to re-enroll any members to keep commissions



Two teams merging into one large team to serve all members (Member Services, Broker Support, Enrollment, etc.)









# State coverage California plan rebranding

Brand New Day plans are moving under Central Health Plan more than doubling the number of plans available.

In most cases the Brand New Day's plan name "Classic Care", "Embrace Care", "Embrace Choice" are carrying over to Cental Health Plan. Helping members to understand that their plan is staying, just rebranded as Central Health Plan.

2025 ANOC will be co-branded with Brand New Day and Central Health Plan logos to help with the transition.





# State coverage California—By plan type

### Plan tyes

MA Only

Service area (16): Fresno, Imperial, Kern, Kings, Los Angeles, Madera, Orange Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, Tulare

MAPD Plans

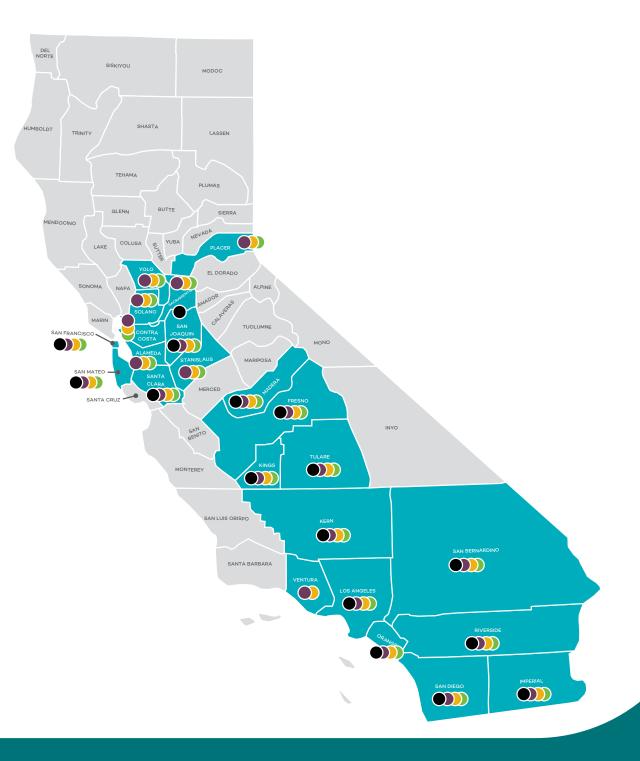
**Service area (23):** Alameda, Contra Costa, Fresno, Imperial, Kern, Kings, Los Angeles, Madera, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, Solano, Stanislaus, Tulare, Ventura, Yolo

OSNP Plans

Service area (23): Alameda, Contra Costa, Fresno, Imperial, Kern, Kings, Los Angeles, Madera, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, Solano, Stanislaus, Tulare, Ventura, Yolo

CSNP Plans

**Service area (22):** Alameda, Contra Costa, Fresno, Imperial, Kern, Kings, Los Angeles, Madera, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, Solano, Stanislaus, Tulare, Yolo





# State coverage details Northern & Central California

### MA Only Plan



Service area (16): Fresno, Imperial, Kern, Kings, Los Angeles, Madera, Orange Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, Tulare

#### MAPD Plans

Central Health San Mateo Medicare Plan (HMO) H5649-018

Service area (1): San Mateo

Central Health Premier Plan I (HMO) H5649-023

> Service area (7): Alameda, Contra Costa, Fresno, San Francisco, San Joaquin, Santa Clara, Solano

Central Health Classic Care Plan II (HMO) H5649-028

> Service area (17): Alameda, Contra Costa, Fresno, Imperial, Kern, Kings, Madera, Placer, Sacramento, San Francisco, San Joaquin, San Mateo, Santa Clara, Solano, Stanislaus, Tulare, Yolo

### **DSNP Plan**

Central Health Medi-Medi Plan I (HMO D-SNP) H5649-002 (AIP)\*

**Service area (5):** Los Angeles, Riverside, Sacramento, San Bernardino, San Diego

### **CSNP Plans**

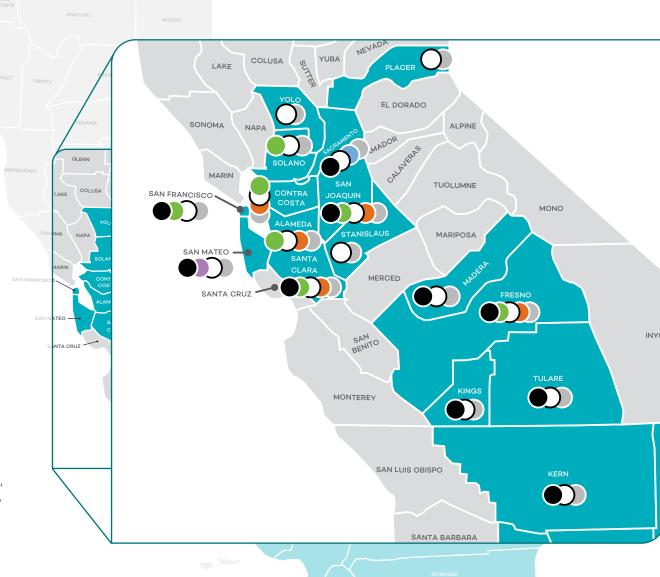
Central Health Focus Plan (HMO C-SNP) H5649-006

> Service area (8): Alameda, Contra Costa, Fresno, Los Angeles, Orange, San Bernardino, San Joaquin, Santa Clara

Central Health Embrace Care Plan (HMO C-SNP) H5649-025-002

Central Health Embrace Choice Plan (HMO C-SNP) H5649-026-002

Service area (17): Alameda, Contra Costa, Fresno, Imperial, Kern, Kings, Madera, Placer, Sacramento, San Francisco, San Joaquin, San Mateo, Santa Clara, Solano, Stanislaus, Tulare, Yolo





# State coverage details Southern California MA Only Plan



Central Health Valor Care Plan (HMO) H5649-030

Service area (16): Fresno, Imperial, Kern, Kings, Los Angeles, Madera, Orange Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, Tulare

#### MAPD Plans

Molina Medicare Choice Care (HMO) H5810-014
Service area (5): Los Angeles, Imperial, Riverside,
San Bernardino, San Diego

Central Health Medicare Plan (HMO) H5649-001
Central Health Savings Plan Plan (HMO) H5649-019
Service area (4): Los Angeles, Orange, Riverside,
San Bernardino

Central Health Ventura Medicare Plan (HMO) H5649-008
Service area (1): Ventura

Central Health Jade Plan (HMO) H5649-022
Service area (1): Los Angeles

Central Health Classic Care Plan I (HMO) H5649-027 Central Health Part B Savings Plan (HMO) H5649-029

**Service area (5):** Los Angeles, Orange, Riverside, San Bernardino, San Diego

Central Health Classic Care Plan II (HMO) H5649-028

Service area (17): Alameda, Contra Costa, Fresno, Imperial, Kern, Kings, Madera, Placer, Sacramento, San Francisco, San Joaquin, San Mateo, Santa Clara, Solano, Stanislaus, Tulare, Yolo

### **DSNP Plan**



Molina Medicare Complete Care Plus (HMO D-SNP) H3038-003 (AIP)\*

**Service area (4):** Los Angeles, Riverside, San Bernardino, San Diego

Central Health Medi-Medi Plan I (HMO D-SNP) H5649-002 (AIP)\*

**Service area (5):** Los Angeles, Riverside, Sacramento, San Bernardino, San Diego

### **CSNP Plans**

Central Health Focus Plan (HMO C-SNP) H5649-006

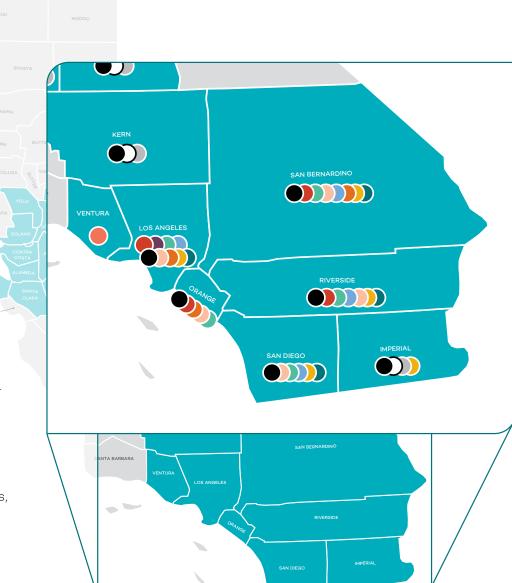
**Service area (8):** Alameda, Contra Costa, Fresno, Los Angeles, Orange, San Bernardino, San Joaquin, Santa Clara

Central Health Embrace Care Plan (HMO C-SNP) H5649-025-001
Central Health Embrace Choice Plan (HMO C-SNP) H5649-026-001

**Service area (5):** Los Angeles, Orange, Riverside, San Bernardino, San Diego

Central Health Embrace Care Plan (HMO C-SNP) H5649-025-002
Central Health Embrace Choice Plan (HMO C-SNP) H5649-026-002

Service area (17): Alameda, Contra Costa, Fresno, Imperial, Kern, Kings, Madera, Placer, Sacramento, San Francisco, San Joaquin, San Mateo, Santa Clara, Solano, Stanislaus, Tulare, Yolo





### State coverage Idaho

#### **D-SNP Plans**

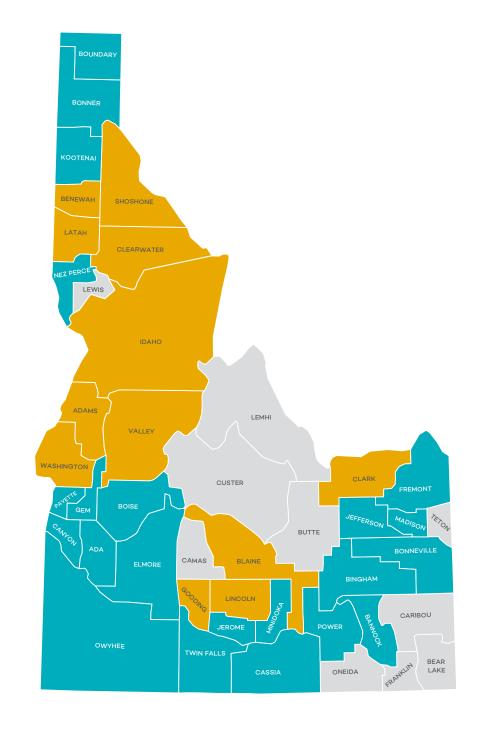


Molina Medicare Complete Care (HMO D-SNP) H5628-008 (FIDE)\*

Molina Medicare Complete Care Select (HMO D-SNP) H5628-011

Service area (34): Ada, Adams, Bannock, Benewah, Bingham, Blaine, Boise, Bonner, Bonneville, Boundary, Canyon, Cassia, Clark, Clearwater, Elmore, Fremont, Gem, Gooding, Idaho, Jefferson, Jerome, Kootenai, Latah, Lincoln, Madison, Minidoka, Nez Perce, Owyhee, Payette, Power, Shoshone, Twin Falls, Valley, Washington

New counties for 2025





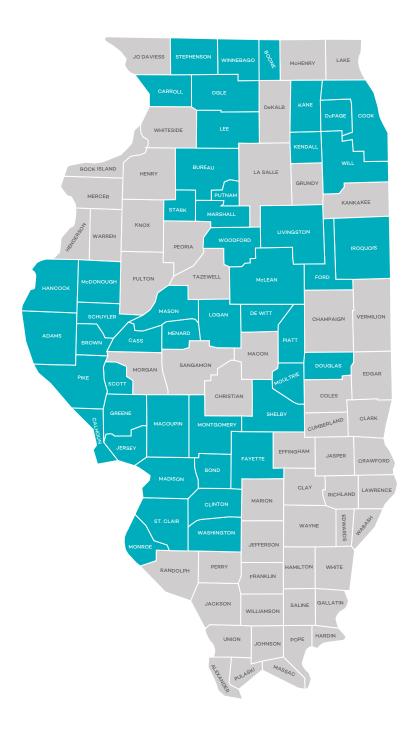
# State coverage Illinois

### MAPD Plan



# Molina Medicare Choice Care (HMO) H2715-003

Service area (46): Adams, Bond, Boone, Brown, Bureau, Calhoun, Carroll, Cass, Clinton, Cook, De Witt, Douglas, DuPage, Fayette, Ford, Greene, Hancock, Iroquois, Kane, Kendall, Lee, Livingston, Logan, Macoupin, Madison, Marshall, McDonough, McLean, Menard, Monroe, Montgomery, Moultrie, Ogle, Piatt, Pike, Putnam, Scott, Schuyler, Shelby, St. Clair, Stark, Stephenson, Washington, Will, Winnebago, Woodford





# State coverage Kentucky

### **D-SNP Plan**

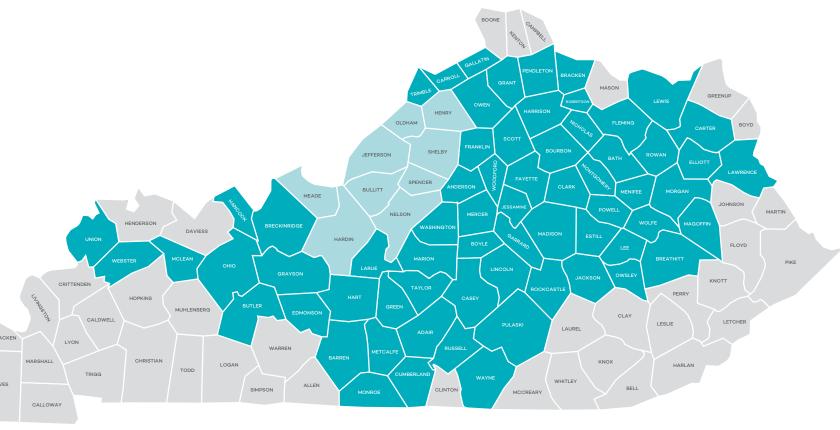
Passport Advantage (HMO D-SNP) H1799-003-001 (HIDE)\*

**Service area (9):** Bullitt, Hardin, Henry, Jefferson, Meade, Nelson, Oldham, Shelby, Spencer

Passport Advantage (HMO D-SNP) H1799-003-002 (HIDE)\*

Service area (66): Adair, Anderson, Barren,
Bath, Bourbon, Boyle, Bracken, Breathitt,
Breckinridge, Butler, Carroll, Carter,
Casey, Clark, Cumberland, Edmonson,
Elliott, Estill, Fayette, Fleming,
Franklin, Gallatin, Garrard, Grant,
Grayson, Green, Hancock, Harrison,
Hart, Jackson, Jessamine, Larue,
Lawrence, Lee, Lewis, Lincoln,
Madison, Magoffin, Marion, McLean, Menifee, Mercer, Metcalfe, Monroe,
Montgomery, Morgan, Nicholas, Ohio, Owen, Owsley, Pendleton, Powell,
Pulaski, Robertson, Rockcastle, Rowan, Russell, Scott, Taylor, Trimble,

Union, Washington, Wayne, Webster, Wolfe, Woodford





# **State coverage**Massachusetts

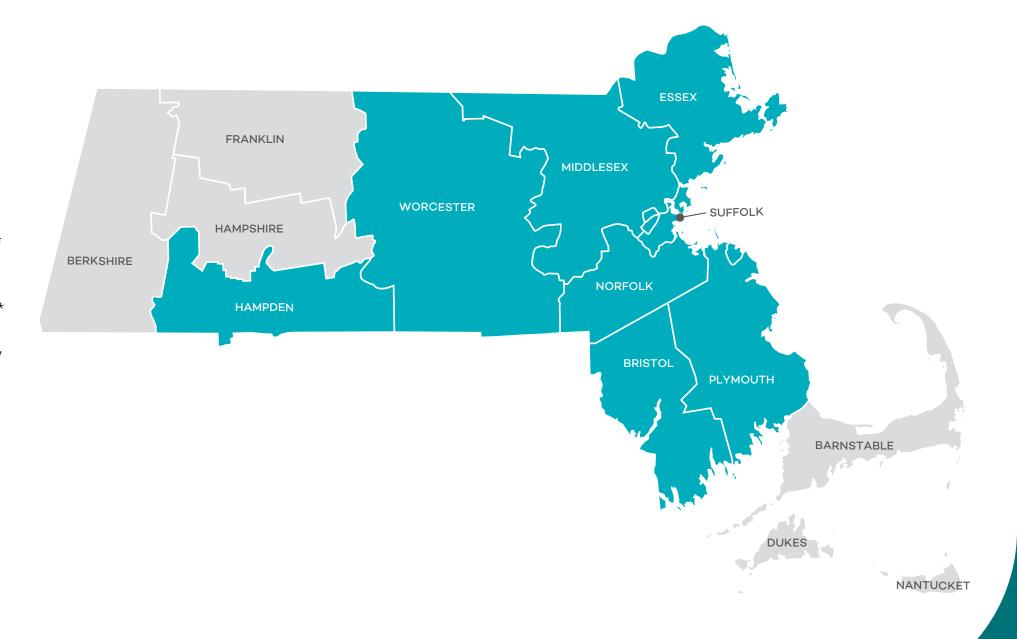
### **D-SNP Plans**



Senior Whole Health (HMO D-SNP) H2224-001 (FIDE)\*

Senior Whole Health (HMO D-SNP) H2224-003 (FIDE)\*

Service area (8): Bristol, Essex, Hampden, Middlesex, Norfolk, Plymouth, Suffolk, Worcester





# State coverage Michigan

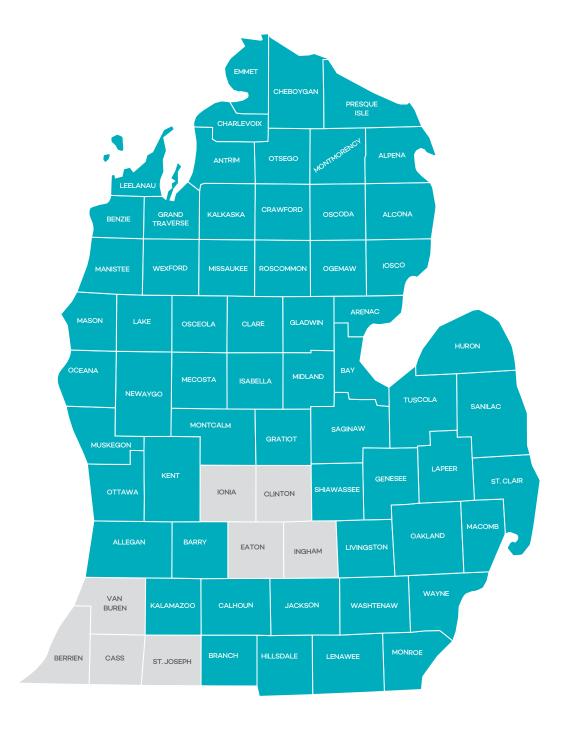
#### **D-SNP Plans**



Molina Medicare Complete Care (HMO D-SNP) H5926-001

Molina Medicare Complete Care Select (HMO D-SNP) H5926-005

Service area (60): Alcona, Allegan, Alpena, Antrim, Arenac, Barry, Bay, Benzie, Branch, Calhoun, Charlevoix, Cheboygan, Clare, Crawford, Emmet, Genesee, Gladwin, Grand Traverse, Gratiot, Hillsdale, Huron, Iosco, Isabella, Jackson, Kalamazoo, Kalkaska, Kent, Lake, Lapeer, Leelanau, Lenawee, Livingston, Macomb, Manistee, Mason, Mecosta, Midland, Missaukee, Monroe, Montcalm, Montmorency, Muskegon, Newaygo, Oakland, Oceana, Ogemaw, Osceola, Oscoda, Otsego, Ottawa, Presque Isle, Roscommon, Saginaw, Sanilac, Shiawassee, St. Clair, Tuscola, Washtenaw, Wayne, Wexford





# State coverage Mississippi

### **D-SNP Plans**

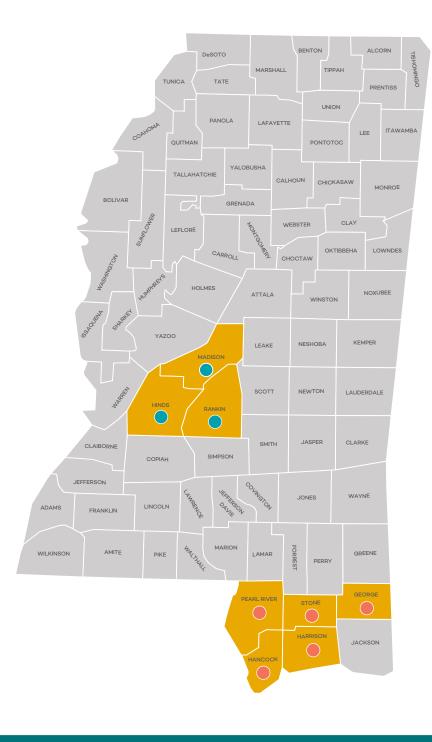
Molina Medicare Complete Care (HMO D-SNP) H8845-004

Service area (3): Hinds, Madison, Rankin

Molina Medicare Complete Care (HMO D-SNP) H8845-005

Service area (5): George, Hancock, Harrison, Pearl River, Stone

New counties for 2025



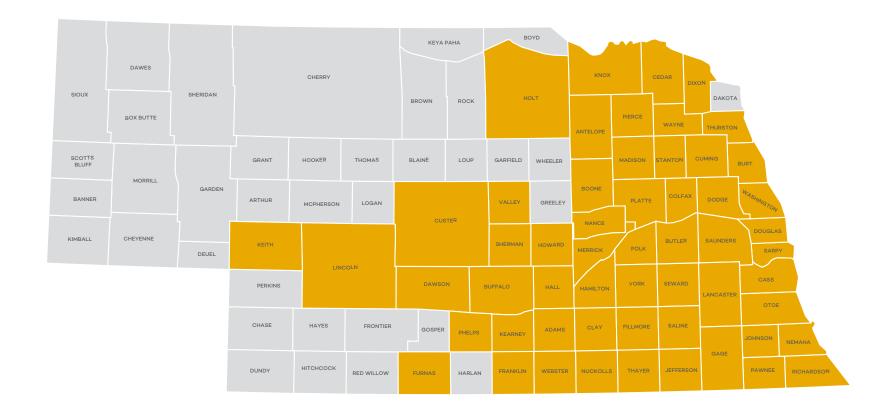


### State coverage Nebraska

#### **D-SNP Plan**



Service area (56): Adams, Antelope, Boone, Buffalo, Burt, Butler, Cass, Cedar, Clay, Colfax, Cuming, Custer, Dawson, Dixon, Dodge, Douglas, Fillmore, Franklin, Furnas, Gage, Hall, Hamilton, Holt, Howard, Jefferson, Johnson, Kearney, Keith, Knox, Lancaster, Lincoln, Madison, Merrick, Nance, Nemaha, Nuckolls, Otoe, Pawnee, Phelps, Pierce, Platte, Polk, Richardson, Saline, Sarpy, Saunders, Seward, Sherman, Stanton, Thayer, Thurston, Valley, Washington, Wayne, Webster, York







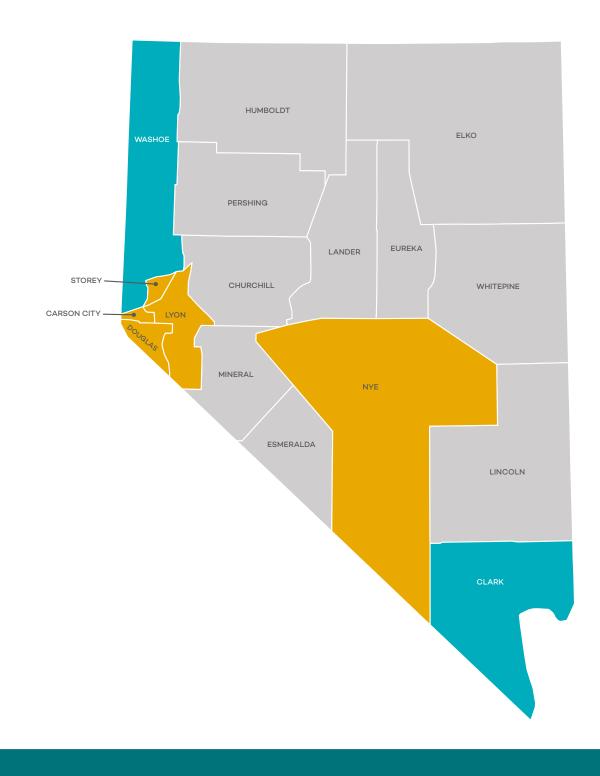
## State coverage Nevada

### D-SNP Plan

Molina Medicare Complete Care (HMO D-SNP) H2478-001
Service area (7): Carson City, Clark,

Douglas, Lyon, Nye, Storey, Washoe







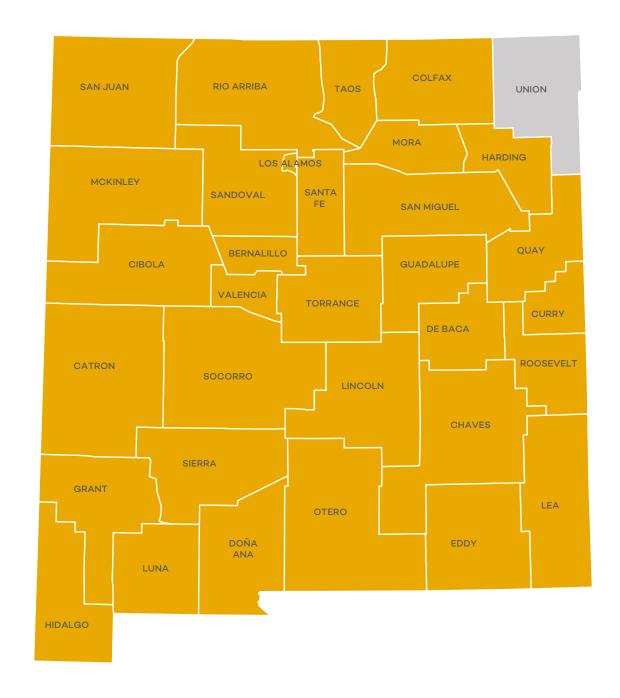
# State coverage New Mexico

#### **D-SNP Plan**



Service area (32): Bernalillo, Catron, Chaves, Cibola, Colfax, Curry, DeBaca, Dona Ana, Eddy, Grant, Guadalupe, Harding, Hidalgo, Lea, Lincoln, Los Alamos, Luna, McKinley, Mora, Otero, Quay, Rio Arriba, Roosevelt, Sandoval, San Juan, San Miguel, Santa Fe, Sierra, Socorro, Taos, Torrance, Valencia

New counties for 2025





# State coverage

### **New York**

#### **D-SNP Plans**

Senior Whole Health of New York NHC (HMO D-SNP) H5992-007 (FIDE)\*

**Service area (9):** Bronx, Kings, Nassau, New York, Orange, Queens, Richmond, Rockland, Westchester

Senior Whole Health Medicare
 Complete Care (HMO D-SNP)

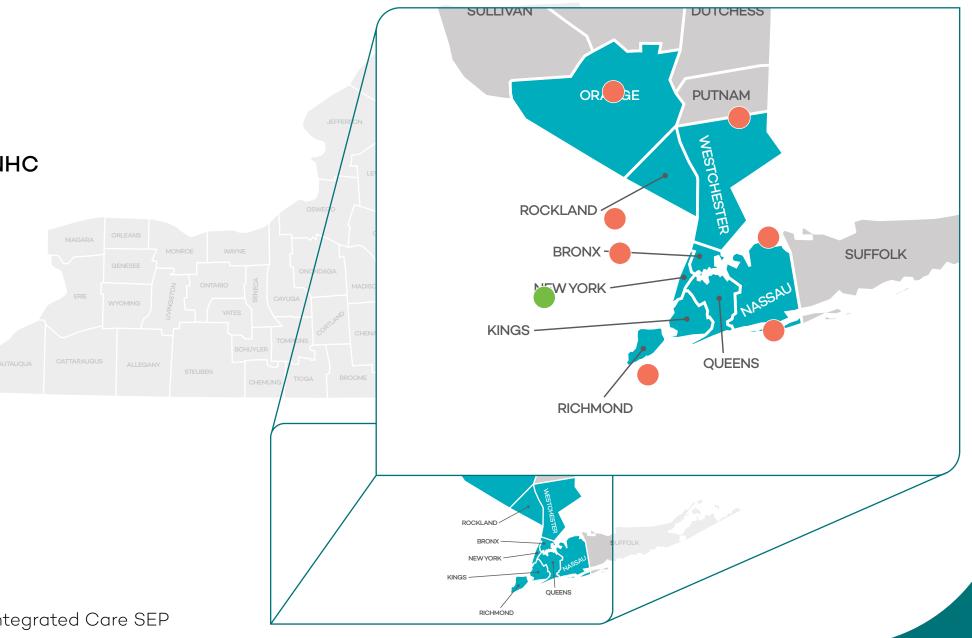
H5992-009-001 (HIDE)\*

**Service area (8):** Bronx, Nassau, New York, Orange, Queens, Richmond, Rockland, Westchester

Senior Whole Health Medicare Complete Care (HMO D-SNP)

H5992-009-002 (HIDE)\*

Service area (1): Kings





## State coverage Ohio

#### **D-SNP Plans**

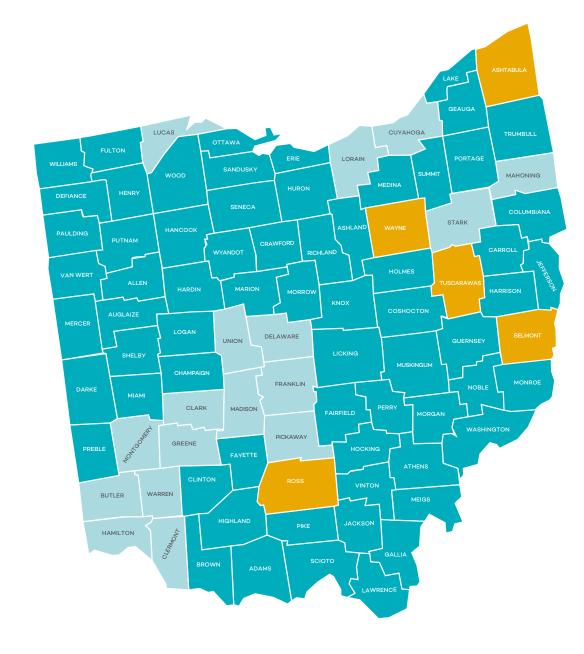
Molina Medicare Complete Care (HMO D-SNP) H9955-006-001

**Service area (17):** Butler, Clark, Clermont, Cuyahoga, Delaware, Franklin, Greene, Hamilton, Lorain, Lucas, Madison, Mahoning, Montgomery, Pickaway, Stark, Union, Warren

Molina Medicare Complete Care (HMO D-SNP) H9955-006-002

Service area (71): Adams, Allen, Ashland, Ashtabula, Athens, Auglaize, Belmont, Brown, Carroll, Champaign, Clinton, Columbiana, Coshocton, Crawford, Darke, Defiance, Erie, Fairfield, Fayette, Fulton, Gallia, Geauga, Guernsey, Hancock, Hardin, Harrison, Henry, Highland, Hocking, Holmes, Huron, Jackson, Jefferson, Knox, Lake, Lawrence, Licking, Logan, Marion, Medina, Meigs, Mercer, Miami, Monroe, Morgan, Morrow, Muskingum, Noble, Ottawa, Paulding, Perry, Pike, Portage, Preble, Putnam, Richland, Ross, Sandusky, Scioto, Seneca, Shelby, Summit, Trumbull, Tuscarawas, Van Wert, Vinton, Washington, Wayne, Williams, Wood, Wyandot

New counties for 2025





# State coverage South Carolina

### **D-SNP Plan**

Molina Medicare Complete Care (HMO D-SNP) H8176-001

Service area (46): Statewide







# **State coverage**Texas

#### **D-SNP Plans**

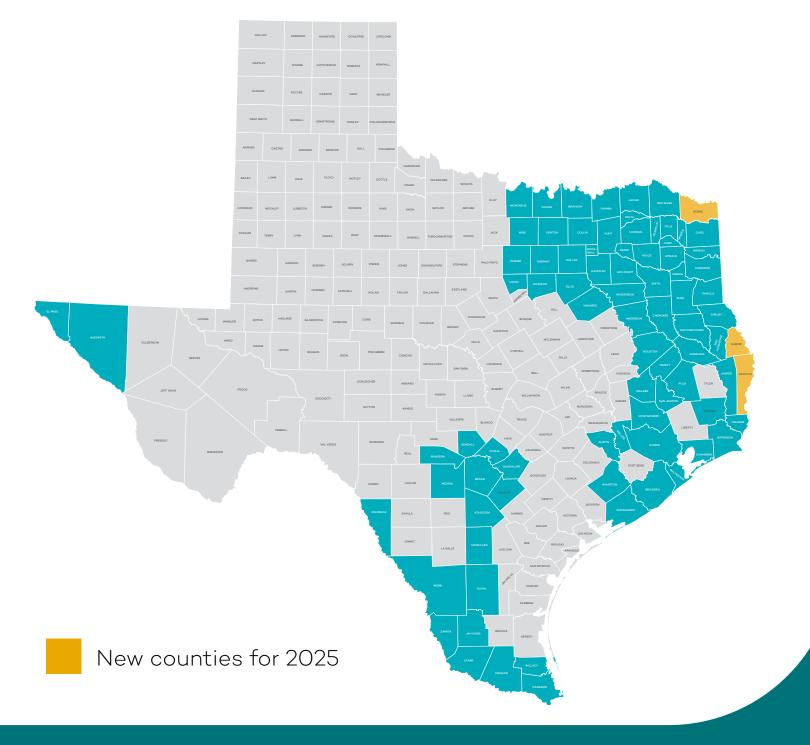


Molina Medicare Complete Care (HMO D-SNP) H7678-001 (HIDE)\*

Service area (84): Anderson, Angelina, Atascosa, Austin, Bandera, Bexar, Brazoria, Cameron, Camp, Cass, Chambers, Cherokee, Collin, Comal, Cooke, Dallas, Delta, Denton, Duval, El Paso, Ellis, Fannin, Fort Bend, Franklin, Galveston, Grayson, Gregg, Guadalupe, Hardin, Harris, Harrison, Henderson, Hidalgo, Hood, Hopkins, Houston, Hudspeth, Hunt, Jasper, Jefferson, Jim Hogg, Johnson, Kaufman, Kendall, Lamar, Liberty, Marion, Matagorda, Maverick, McMullen, Medina, Montague, Montgomery, Morris, Nacogdoches, Navarro, Orange, Panola, Parker, Polk, Rains, Red River, Rockwall, Rusk, San Augustine, San Jacinto, Shelby, Smith, Starr, Tarrant, Titus, Trinity, Tyler, Upshur, Van Zandt, Walker, Waller, Webb, Wharton, Willacy, Wilson, Wise, Wood, Zapata



Service area (3): Bowie, Newton, Sabine





### State coverage Utah

### **D-SNP Plans**



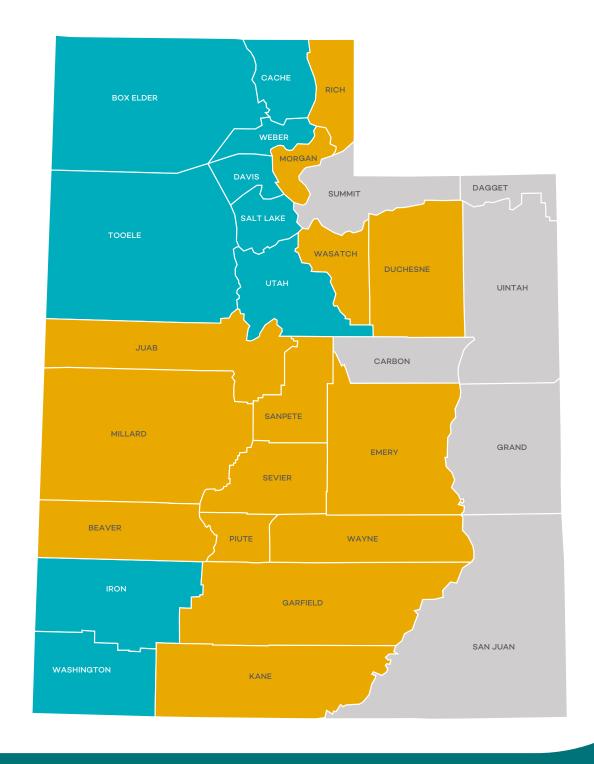
Molina Medicare Complete Care (HMO D-SNP) H5628-001

Molina Medicare Complete Care Select (HMO D-SNP) H5628-012

Service area (23): Beaver, Box Elder, Cache, Davis, Duchesne, Emery, Garfield, Iron, Juab, Kane, Millard, Morgan, Piute, Rich, Salt Lake, Sanpete, Sevier, Tooele, Utah, Wasatch, Washington, Wayne, Weber



New counties for 2025





# State coverage Virginia

### **D-SNP Plans**





O

\*Service Area is statewide and includes counties above and the following cities within the Commonwealth:

Alexandria City, Bristol City, Buena Vista City, Charles City, Charlottesville City, Chesapeake City, Colonial Heights City, Covington City, Danville City, Emporia City, Fairfax City, Falls Church City, Franklin City, Fredericksburg City, Galax City, Hampton City, Harrisonburg City, Hopewell City, Lexington City, Lynchburg City, Martinsville City, Manassas City, Manassas Park City, Newport News City, Norfolk City, Norfolk City, Petersburg City, Portsmouth City, Poquoson City, Radford City, Richmond City, Roanoke City, Staunton City, Suffolk City, Virginia Beach City, Waynesboro City, Williamsburg City, and Winchester City



# **State coverage** Washington

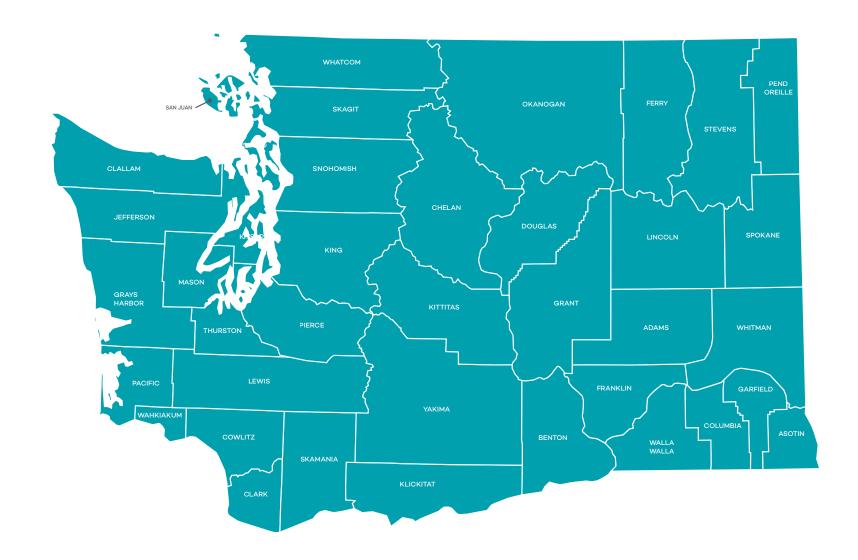
### **D-SNP Plans**



Molina Medicare Complete Care (HMO D-SNP) H5823-006 (HIDE)\*

Molina Medicare Complete Care Select (HMO D-SNP) H5823-010

Service area (39): Statewide





#### State coverage Wisconsin

## My Choice Wisconsin Acquisition D-SNP Plans

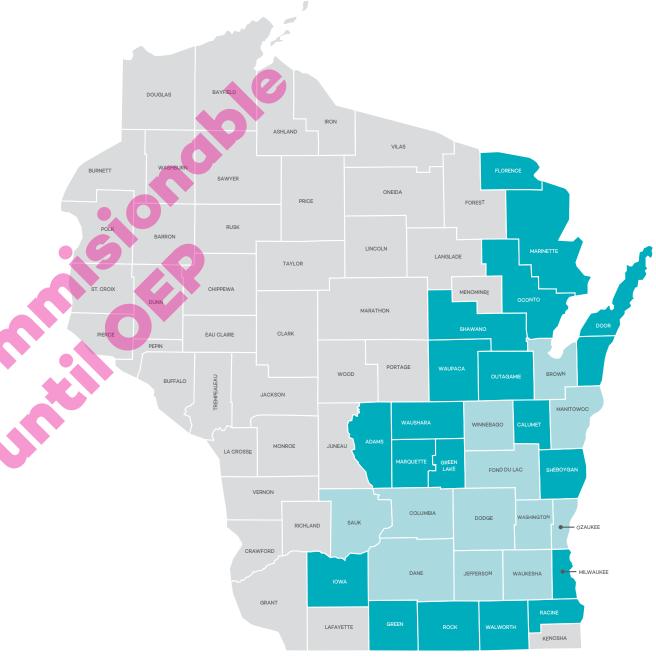
My Choice Wisconsin
Medicare Dual Advantage
(HMO D-SNP) H5209-004 (HIDE)\*

Service area (32): Adams, Brown, Calumet, Columbia, Dane, Dodge, Door, Florence, Fond du Lac, Forest, Green, Green Lake, Iowa, Jefferson, Kenosha, Kewaunee, Langlade, Manitowoc, Marinette, Marquette, Milwaukee, Oconto, Outagamie, Ozaukee, Portage, Racine, Rock, Sauk, Shawano, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waushara, Winnebago

My Choice Wisconsin Partnership (HMO D-SNP) H5209-002 (FIDE)\*

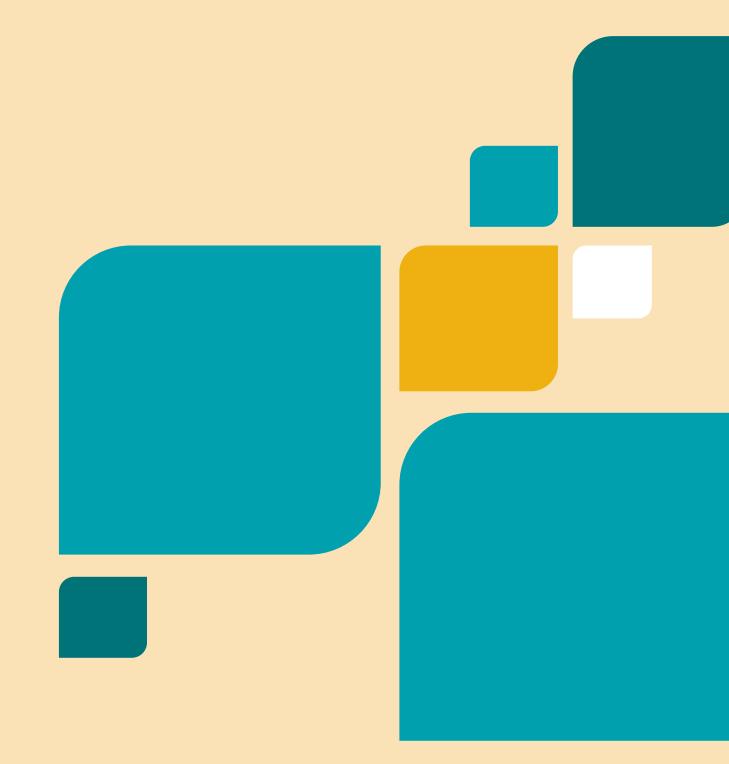
**Service area (12):** Brown, Columbia, Dane, Dodge, Fond du Lac, Jefferson, Manitowoc, Ozaukee, Sauk, Washington, Waukesha, Winnebago

\*FIDE, HIDE and AIP plans qualify for the new Integrated Care SEP





# The Molina Difference



#### The Molina Difference — Health Risk Assessment (HRA)



The Health Risk Assessment is a health-related questionnaire designed to help plans and providers identify high-risk beneficiaries proactively.



Upon enrolling a beneficiary, the broker has the option to assist their client with completing the HRA.

\*Varies per market based on CM & individual state guidance.



Utilize the electronic HRA platform to quickly capture electronic HRAs and submit on behalf of the beneficiary.

- For 2024 Effectives Utilize the legacy Icario platform
- Coming Soon! Connecture/DRX

#### Did you know?

HRA results help identify specific needs & drive action items such as:

- Program referrals or coordination of community resources.
- Care coordination, or case management.
- Urgent care needs or issues.
- Developing the member's Individualized Care Plan (ICP) and assists the Interdisciplinary Care Team (ICT) better serve our members.

#### **SSBCI** Reminders

- · Qualifications needed for SSBCI Benefits
- No pre-screening is performed by any entity other than the Call Center and Care Management.
- No verbal attestation of a chronic condition is accepted. Requires objective validation.



#### The Molina Difference

#### Care Management

**Overview:** Our Care Management team guides members through the healthcare system by working together on their health goals, closing care gaps, coordinating among multiple providers, helping with benefit coordination, and connecting them with necessary community resources.

- Promotes the integration of services for members, including behavioral health care and long-term services and supports, to improve the continuity of care.
- Assesses for barriers to care, offers care coordination, and assists members in addressing their concerns.
- · Conducts telephonic, face-to-face or home visits as required.
- Collaborates with the member, caregiver, physician, and other healthcare professionals to develop and execute a personalized care management plan that addresses the member's unique needs and goals.
- Monitors the care plan regularly, tracking progress, documenting interventions, and adjusting as needed to ensure effective goal achievement and optimal outcomes.
- · Coordinate moving from one healthcare setting to another for example: hospital discharge.
- Secure resources to help members with special health care needs.





#### The Molina Difference

#### **Member Concierge Team**

**Overview:** Deliver best-in-class consumer experience through personalized connections (outreach) – through empathy, advocacy, compassion and empowerment.

#### **Purpose**

- Serve as the new member's first contact and dedicated partner through the first 90 days with their new plan.
- Build trust and confidence in the plan, creating lifelong Molina members.

#### **Approach**

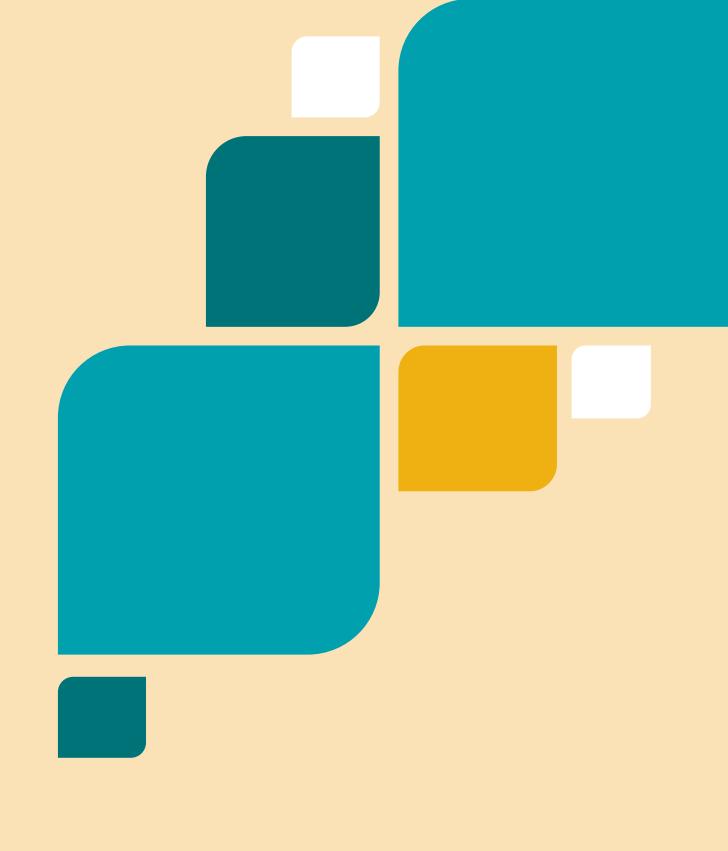
- Member first approach
- Provide information in an easy-to-understand format
- Anticipate members needs and address immediately
- Take the time to focus on members needs

#### **Functional groups**

- Strategy and Innovation
- Performance & Quality Monitoring
- Program Management & Implementation
- Member Engagement Services



# Broker Resources



#### Broker Resources | New & revised dual eligible SEPs in 2025

**New**—Monthly integrated Care SEP will allow dual eligible beneficiaries to elect an integrated DSNP plan (e.g., FIDE, HIDE, AIP) once per month. To allow dually eligible individuals to recieve their Medicaid services through an affiliated managed care organization (MCO).

**Revised**—Quarterly Dual/LIS SEP for 2025. The SEP for low-income subsidy eligible individuals is a Part D SEP that allows for a "full-benefit dual eligible individual" or "other low-income subsidy (LIS) eligible individual" to enroll once per month into any standalone prescription drug plan but does not permit enrollment into MAPD or changes between MAPD plans. The SEP may be used once per month with an effective date of the first day of the following month.





#### **Broker Resources** — Molina Agent Center (MAC)

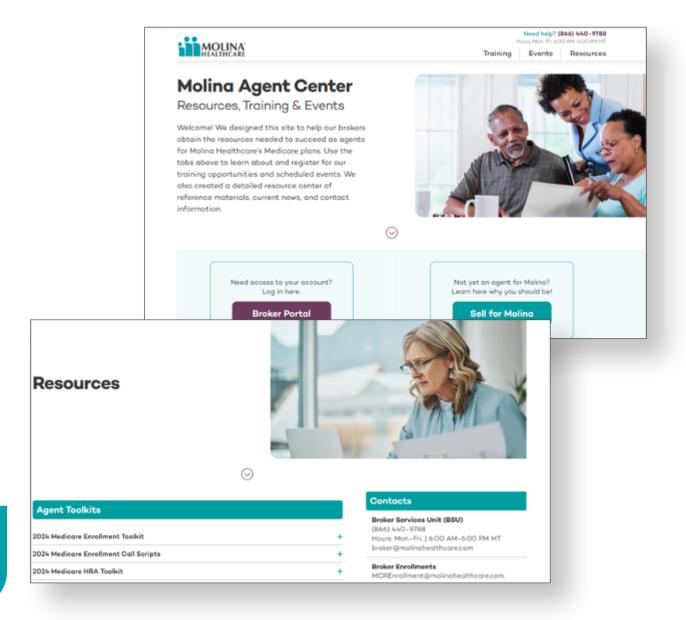
#### **Training**

- Local and national events
- Virtual trainings

#### Resources

- Agent toolkits
- Reference materials
  - » Member resources
    » CMS resources
  - » Producer guide
- » SEP resources
- » Broker resources
- » Forms
- Molina Matters (a weekly publication for Brokers)
- Quick links
- Important contacts

Click here to visit MolinaAgentCenter.com





#### **Broker Resources** — Molina Marketing Center highlights

#### Self-ordering materials

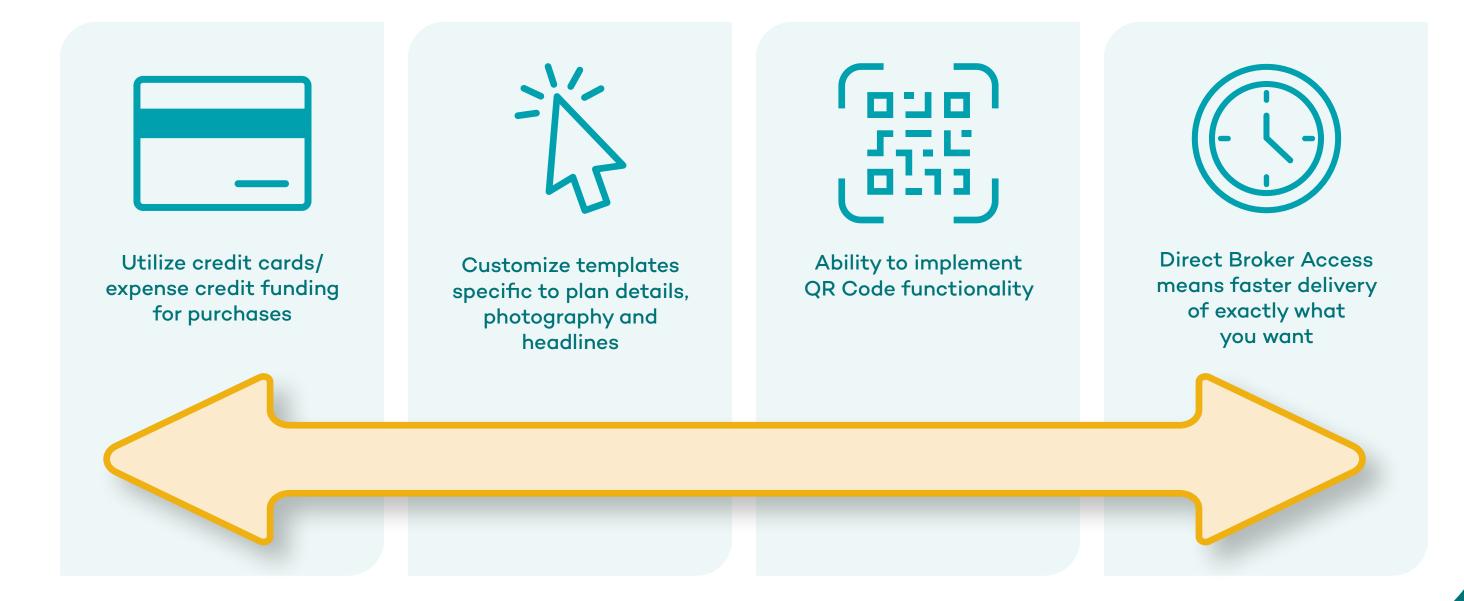
- Molina Marketing Center for self-ordering marketing materials and enrollment kits.
- Agent will be pre-loaded as they become Ready to Sell (RTS).
- Materials can be customized with benefit orders, agents name & phone number, and more.
- Materials can be customized with benefits, agents' information, and more
- Agents using Connecture will have their PURLs loaded for QR Code use.
- Select 2025 Marketing Materials will be available for preorder starting on August 12, 2024.
- Watch your Molina communications for more details and availability.



Click here to visit MolinaMarketingStore.com



#### **Broker Resources** — Molina Marketing Center key features



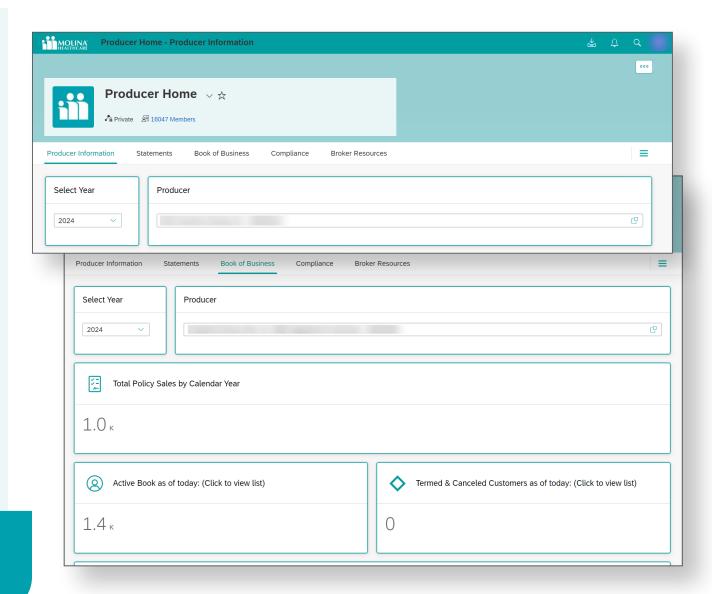


#### **Broker Resources** — Broker Portal

The Molina Broker Portal provides brokers and agencies real-time information related to their Ready-to-Sell Status, commission, Book-of-Business, license & appointments, as well as, tools and resources.

- Access and update Producer profile information
- Access and complete onboarding and recertification cases
- Access commission and HRA statements
- Verify Ready-to-Sell status
- Analyze book of business
- Manage license and certification status
- Quickly access broker resources

Click here to visit MolingBroker.com





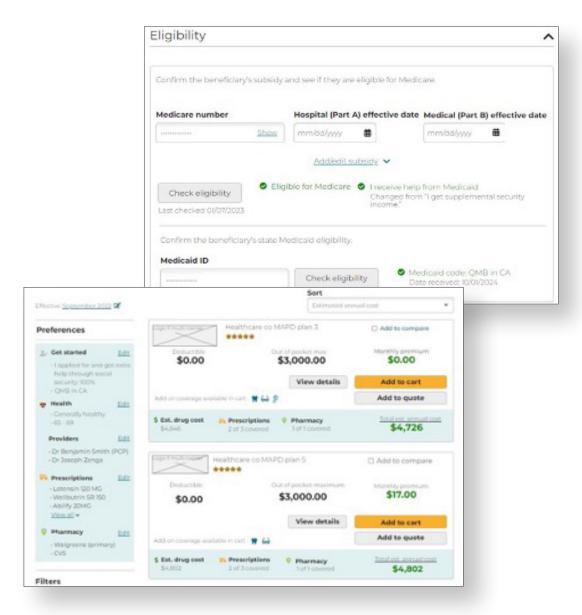
#### **Broker Resources** — Integrated eligibility check

#### Highlights

- Eligibility check at POS with LIS level on the beneficiary profile in Connecture.
- Integrated in the electronic application process and the broker portal.

#### **Future implementation**

- Optum 10/1/24 Medicaid eligibility check available for all states
  - \*Exception: CA, MS, NE, NM, UT
- Sunfire & other OEC Platforms





#### **Broker Resources** — Broker Services Unit (BSU)

Main Number: 1-866-440-9788

Hours: 6:00 AM - 6:00 PM Mountain Time,

Monday - Friday <u>Broker@MolinaHealthcare.com</u>

- Eligibility checking
- C.A.R.E. team helping you with your members
- Product, provider and pharmacy help
- Contracting and certification questions
- Commission statements

Telephonic SOA: 1-844-885-3948





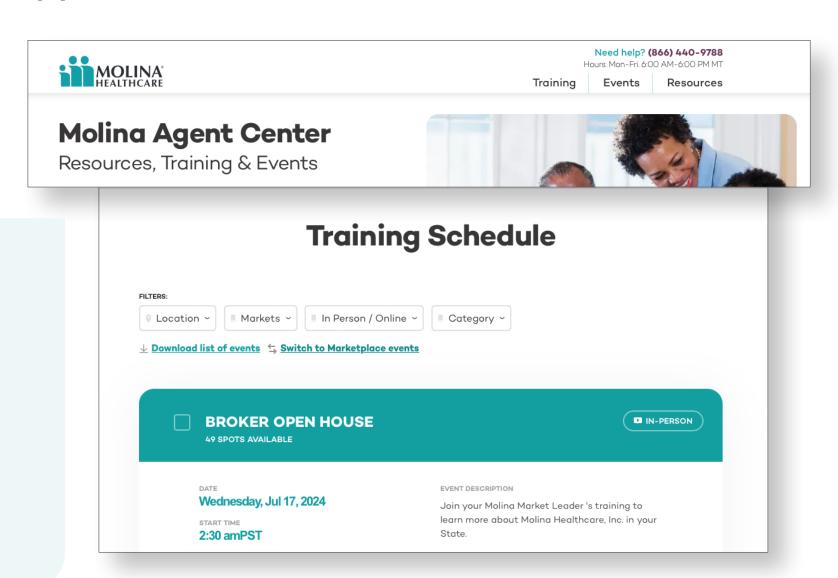
#### **Broker Resources** — Broker training opportunities

## Coming September 2024 to the Molina Agent Center (MAC)

All training opportunities will be published and available for registration via Molina Agent Center - Training Schedule

## Popular training sessions offered by the Molina Healthcare Training Team

- Agency Training for the Molina Broker Portal
- Broker Enrollment Options
- Election periods
- Marketing Store
- Molina Broker Portal
- Provider Online Directory





#### **Broker Resources** — Contracting and certifications

#### 1. Complete your AHIP, we will Help

 We are partnering with AHIP Medicare Training and offering a \$50 discount if you use Molina's link and pass the training.

#### 2. Get contracted

Contact your upline agency to help get your contracting started.

#### 3. Complete your onboarding

 You will receive an email with instructions on how to log into the Workflow Onboarding system to complete onboarding and Molina certification.

#### 4. Ready-to-Sell (RTS)!

 Once your onboarding is completed and processed, you will receive a Welcome Letter email.





#### **Broker Resources** — Enrollment options

## Electronic enrollments through the Molina DRX/Connecture site

• 2024 & 2025 **Broker Link** 

#### Paper enrollments mailed or faxed

• (844) 541-6848



#### Third-party enrollment tools & support

- Connecture
- Sunfire

#### Highlights

- Multi-language
- Call recording
- HRA

- C-SNP
- Marketplace synergies

To learn more, sign up for the **Enrollment Options** training!





#### **Broker Resources** — Important Member Services numbers

State	Member Services Number
Arizona	(800) 424-4509
California	Molina (800) 665-0898 CHP (866) 314-2427
Idaho	(844) 239-4913
Illinois	(833) 306-3394
Kentucky	(844) 859-6152
Massachusetts	(888) 794-7268
Mississippi	New market <tbd></tbd>
Michigan	(800) 665-3072
Nebraska	New market <tbd></tbd>
Nevada	(833) 306-3393

State	Member Services Number
New Mexico	New market <tbd></tbd>
New York	(833) 671-0440
Ohio	(866) 472-4584
South Carolina	(844) 526-3195
Texas	(866) 440-0012
Utah	(888) 665-1328
Virginia	(800) 424-4495
Washington	(800) 665-1029
Wisconsin	(855) 315-5663



## Broker Resources — Broker Channel Managers providing local support to your agents

Find your local Broker Channel Manager (BCM) by going to the Molina Agent Center (www.MolinaCenterAgent.com)

#### Our BCMs are ready to help you with:

- Product training and benefit information
- Provider network details
- Local marketing opportunities
- Molina branded marketing supplies and how to order them
- · And much, much more!

Navigate to MolinaAgentCenter.com and hover of the National Map on the homepage to find the Broker Channel Manager in your area.





# Thank You!

For more information contact your local Broker Channel Manager (BCM) or the Broker Service Unit (BSU).

Broker Services: 866-440-9788

MolinaAgentCenter.com

MolinaHealthcare.com



