



Molina Marketplace 2022 Open Enrollment

Marketplace Sales Manager, State

Your OH, MI, & IL Molina Broker Rep



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Manager**

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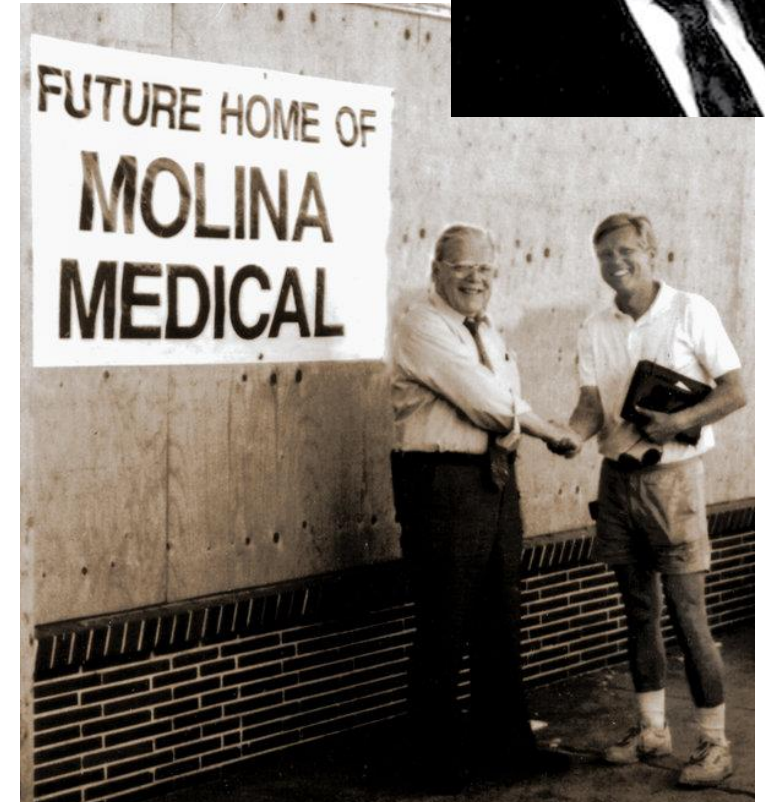
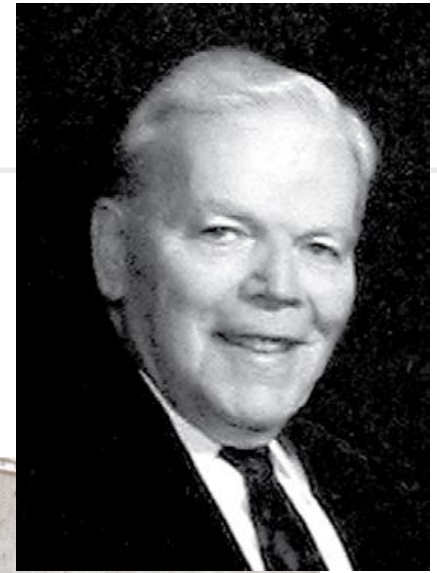
The Molina Story

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. Dr. Molina believed that every patient should be cared for like family.

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



About Molina

Our Mission

Our mission is to provide quality health care to people receiving government assistance.

Our Vision

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

Our Values

- Integrity Always
- Absolute Accountability
- Supportive Teamwork
- Honest and Open Communication
- Member and Community Focused

Our history

- Founded in 1980

Total number of members

- 4,381,052 (as of May 18, 2021)

Fortune 500 ranking

- Ranked 155 in Fortune 500 with revenues over \$19B

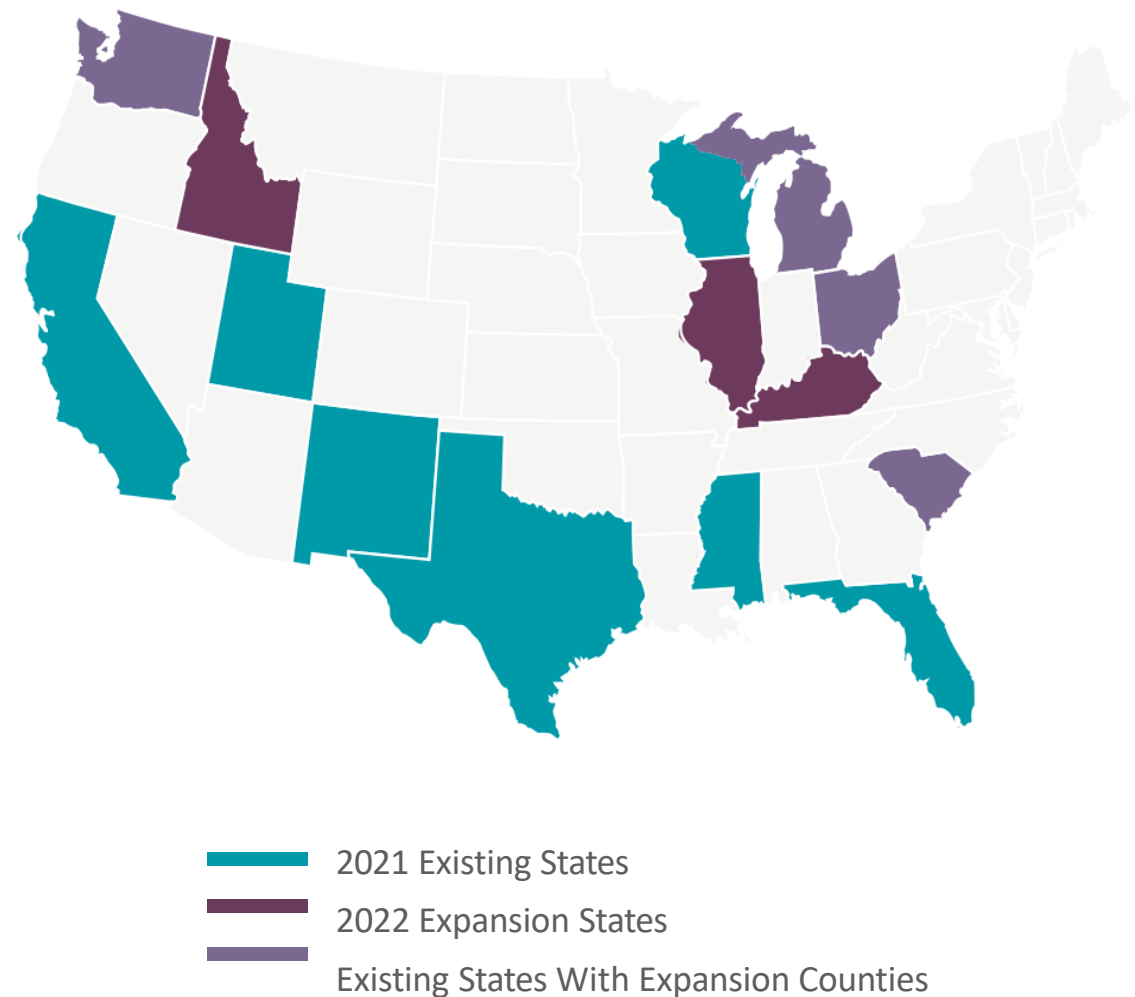
Next Open Enrollment Period

✓ **November 1, 2021 – January 15, 2021**

**Health
Care**
.gov



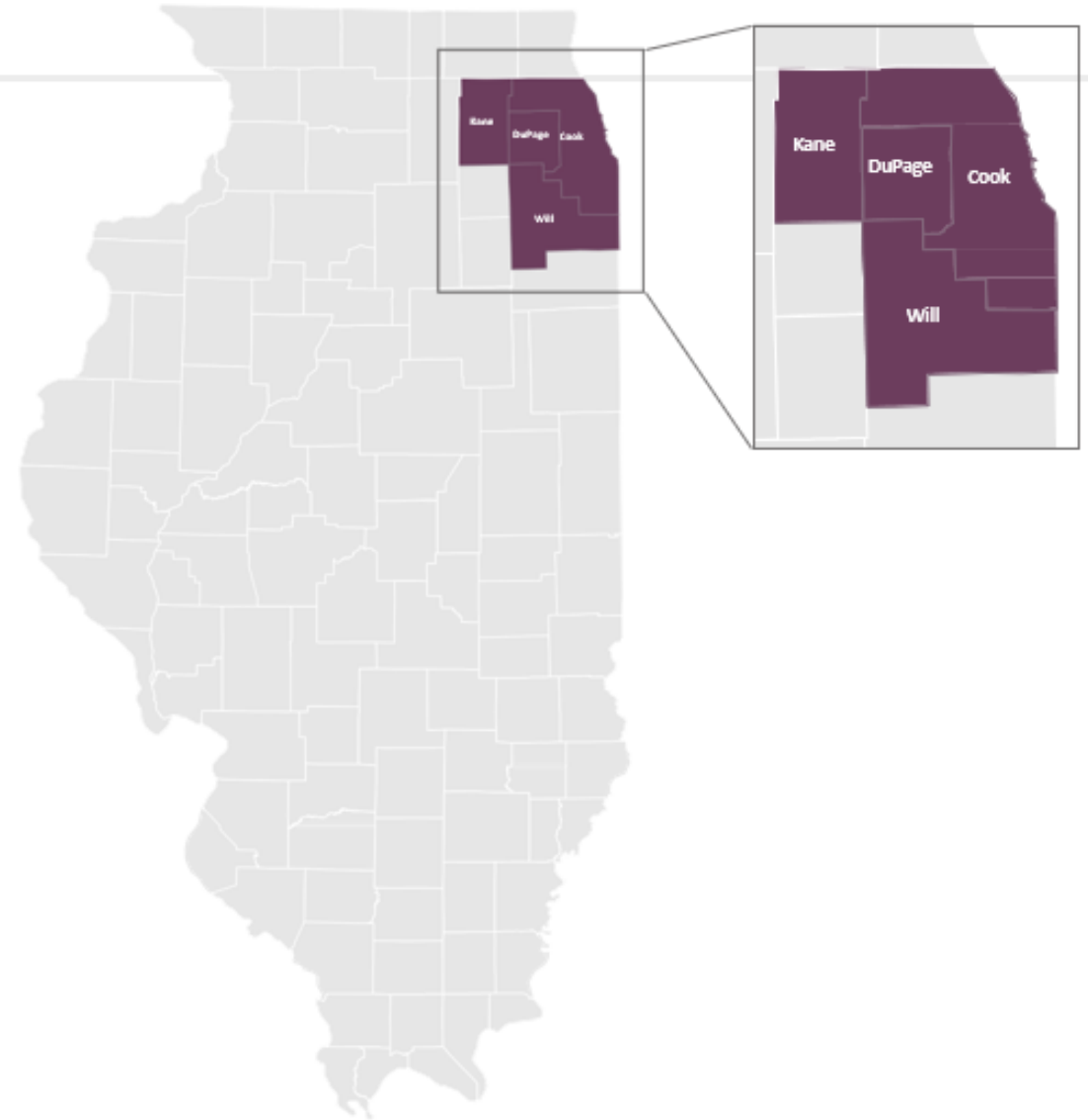
National Footprint 2022



State	2021 Existing Counties	2022 Expansion Counties	Total Counties
CA	6	0	6
FL	12	0	12
ID	N/A	7	7
IL	N/A	4	4
KY	N/A	3	3
MI	8	7	15
MS	82	Statewide	82
NM	33	Statewide	33
OH	40	24	64
SC	33	10	43
TX	14	0	14
UT	13	0	13
WA	14	4	18
WI	29	0	29
Total	284	59	343

2022 Molina Footprint

Illinois



Service Area

2022 Expansion Counties

Illinois Marketplace: Hospitals

Cook County

- Loyola / Gottlieb Memorial Hospital, Loyola / Loyola University Medical Center, Loyola / Macneal Hospital, University of Illinois Medical Center at Chicago, Sinai / Mount Sinai Hospital Medical Center, Sinai / Sinai Childrens Hospital, Amita / St Alexius Hospital, Amita / Saints Mary and Elizabeth Medical Center, Amita / Presence Saint Francis Hospital, Amita / Presence Resurrection Medical Center, Amita / Alexian Brothers Medical Center, Amita/ Adventist Lagrange Memorial Hospital, Amita/ Adventist Lagrange Memorial Hospital

DuPage County

- Amita / Adventist Glenoaks Hospital
- Amita / Adventist Hinsdale Hospital

Kane County

- Amita / Presence Mercy Medical Center
- Amita Presence St Joseph Hospital

Will County

- Amita/ Adventist Bolingbrook Hospital
- Amita / Presence Saint Joseph Medical Center

2022 Molina Footprint

Michigan

Service Area

- Existing Footprint
- 2022 Expansion Counties



Michigan Marketplace: Hospitals

Kent County:

- Mercy Health Muskegon/Affinia Health (contiguous to Kent)
- Metro Health Hospital
- Saint Mary's Health Care
- Spectrum Health and Spectrum Health Medical Group

Macomb County:

- Detroit Medical Center
- Harbor Oaks Hospital
- Trinity

Muskegon County:

- Mercy Health Hackley Health

Oakland County:

- Beaumont Hospital - Farmington Hills
- Beaumont Hospital - Royal Oak
- Beaumont Hospital - Troy
- Havenwyck Hospital
- Huron Valley-Sinai Hospital
- St. Joseph Mercy Oakland Hospital

Oceana County:

- Mercy Health Hackley Health

Washtenaw County:

- Packard Health
- St. Joseph Mercy Ann Arbor (Trinity)
- St. Joseph Mercy Chelsea
- St. Joseph Mercy Hospital
- St. Joseph Mercy Livingston (Trinity)
- University of Michigan Hospitals & Health Centers

Wayne County:

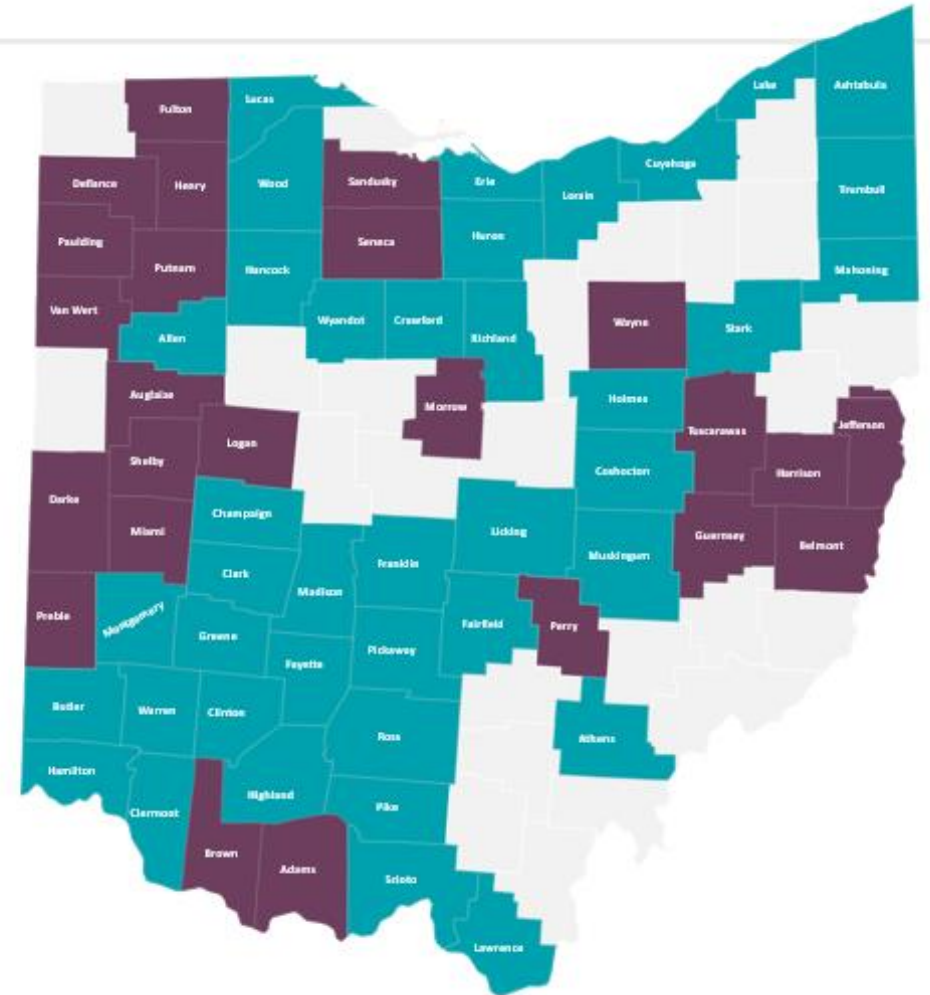
- Beaumont Hospital – Dearborn
- Beaumont Hospital – Grosse Pointe
- Beaumont System (Beaumont/Botsford/Oakwood)
- Beaumont Hospital – Taylor
- Beaumont Hospital – Trenton
- Children's Hospital of Michigan
- Children's Hospital of Michigan Rehab Unit
- Detroit Medical Center
- Detroit Receiving Hospital
- Harper University Hospital
- Oakwood Heritage Hospital
- Oakwood Hospital and Medical Center
- Oakwood Southshore Medical Center
- Rehabilitation Institute of Michigan Inc
- Sinai-Grace Hospital
- St. Mary Mercy Hospital Livonia
- Trinity
- UOP, Oakland Southfield Phys., OPNS

2022 Molina Footprint

Ohio

Service Area

- Existing Footprint
- 2022 Expansion Counties



Ohio Marketplace: Hospitals

Alen County

- Lima Memorial Hospital

Butler County:

- Fort Hamilton Hospital
- Kettering Health Network
- McCullough-Hyde Memorial Hospital
- Mercy Fairfield
- Mercy Health
- West Chester Hospital

Clermont County:

- Mercy Health – Clermont Hospital

Cuyahoga County:

- Lake Health
- Metrohealth Medical Center
- Regency Hospital Cleveland East/West
- Select Specialty Hospital Cleveland
- South Pointe Hospital
- Southwest General Health Center
- St Vincent Charity Medical Center

Fairfield County:

- iFairfield Healthcare Professionals, Inc.
- Fairfield Medical Center

Fayette County:

- Berger Hospital
- Clark County
- Clinton County
- Clinton Memorial Hospital
- Fayette County Memorial Hospital
- Genesis Hospital
- Highland County
- Mercy Willard Hospital
- Muskingum County
- Pickaway County
- Springfield Regional Medical Center

Franklin County:

- James Cancer Hospital
- McCullough Hyde Memorial Hospital
- OSU DODD
- Regency Hospital of Columbus
- Select Specialty Hospital Columbus Inc
- The Ohio State University Medical Center

Greene County:

- Greene Memorial Hospital (Xenia)
- Kettering Health

Hamilton County:

- Fort Hamilton Hughes Memorial
- HealthSouth Rehab Hospital of Cincinnati
- Jewish Hospital
- Kettering Health Network
- Mercy Franciscan Rehabilitation Center
- Mercy Health West Hospital
- Mercy Hospital Anderson
- Mercy Physical Therapy
- Select Specialty Hospital Cincinnati
- Shriners Hospital for Children
- St. Elizabeth Healthcare Edgewood
- The Drake Center
- University of Cincinnati Medical Center
- West Chester Medical Center

Ohio Marketplace: Hospitals

Hancock County:

- Blanchard Valley Health System (HOSP)

Licking County:

- Licking Memorial Hospital

Lorain County:

- Mercy Allen Hospital
- Mercy Regional Medical Center

Lucas County:

- Mercy Health
- Mercy St. Ann's
- Mercy St. Charles
- Mercy St. Vincent
- University Of Toledo Medical Center

Lawrence County

- Our Lady Of Bellefonte Hospital
- Southern Ohio Medical Center
- Kings Daughter Hospital

Warren County

- West Chester Medical Center Llc
- Southview Hospital
- Kettering Med Cntr Sycamore
- Lifecare Hospitals Of Dayton
- Clinton Memorial Hospital,
- Mercy Hospital Fairfield

Madison County:

- Madison Family Health Corp (Prof Group Of Specialists Owned By The Hospital)
- Madison Health
- Madison Health Hospital

Mahoning/Trumbull Counties:

- Humility Of Mary Health Partners
- Mercy Health
- St. Elizabeth Boardman Hospital (Mahoning)
- St. Elizabeth Youngstown Hospital (Mahoning)
- St. Joseph Warren Hospital (Trumbull)

Montgomery County:

- Grandview Medical Center
- Kettering Health System
- Kettering Medical Center
- Lifecare Hospitals Of Dayton
- Southview Medical Center

Ross/Scioto Counties:

- ADENA Regional Medical Center
- Kings Daughter Medical Center
- Portsmouth City Health Department (FQHC)
- Southern Ohio Medical Center

Stark County:

- Mercy Medical Center Canton
- Mercy Professional Care Corp
- Sisters Of Charity Health System

Crawford County

- Bucyrus Community Hospital
- Galion Community Hospital

Erie County

- Mercy Regional Medical Center
- Mercy Allen Hospital
- Mercy Willard Hospital
- Southwest General Health Center
- Eden Springs Healthcare Ctr

Richland County

- Avita Ontario Hospital

2022 Plan Update (For MI, OH, SC, UT, WI)

Bronze Plans:

2021 Plans	2022 Plans	
Core Care Bronze 1	Constant Care Silver 1	(mapped renewal)
Core Care Bronze 1 + Vision	Constant Care Silver 1 + Vision	(mapped renewal)
Core Care Bronze 2	Constant Care Silver 2	(mapped renewal)
Core Care Bronze 4	Constant Care Silver 1	(mapped renewal)
Core Care Bronze 5	Constant Care Silver 1	(mapped renewal)

Silver Plans:

2021 Plans	2022 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)
Constant Care Silver 4	Constant Care Silver 4	(renewal)
N/A	Constant Care Silver 7	(new)

Gold Plans:

2021 Plans	2022 Plans	
Confident Care Gold 1	Confident Care Gold 1	(renewal)
Confident Care Gold 1 + Vision	Confident Care Gold 1 + Vision	(renewal)

Illinois

	Constant Care Silver 1		Constant Care Silver 7		Confident Care Gold 1
Plan Name	Silver 100	Silver 250	Silver 100	Silver 250	
Deductible	\$0	\$0	\$0	\$0	\$2,100 Combined Med/Rx
Max OOP	\$1,200	\$8,500	\$1,200	\$8,550	\$8,550
PCP Copay	\$0	\$30	\$0	\$30	\$10
Specialist Copay	\$10	\$60	\$10	\$90	\$50
Urgent Care Copay	\$0	\$30	\$0	\$30	\$10
Teladoc Virtual Care	\$0	\$0	\$0	\$0	\$0
Inpatient Copay	\$600/day (max 2 copays)	\$1,200/day (max 2 copays)	\$200/day (max 2 copays)	\$600/day (max 2 copays)	20% after deductible
Prescription Drug					
Deductible	\$0	\$800	\$0	\$1,350	Combined with Medical
Rx Tier 1	\$0	\$29	\$0	\$30	\$10
Rx Tier 2	\$10	\$60	\$10	\$100	\$50
Rx Tier 3	10%	40% after deductible	10%	40% after deductible	30% after deductible
Rx Tier 4	10%	40% after deductible	10%	40% after deductible	30% after deductible
Vision					
Adult Vision Option	Yes	Yes	No	No	Yes

Michigan

	Constant Care Silver 1		Constant Care Silver 7		Confident Care Gold 1
Plan Name	Silver 100	Silver 250	Silver 100	Silver 250	
Deductible	\$0	\$0	\$0	\$0	\$2,100 Combined Med/Rx
Max OOP	\$1,200	\$8,500	\$1,200	\$8,550	\$8,550
PCP Copay	\$0	\$30	\$0	\$30	\$10
Specialist Copay	\$10	\$60	\$10	\$90	\$50
Urgent Care Copay	\$0	\$30	\$0	\$30	\$10
Teladoc Virtual Care	\$0	\$0	\$0	\$0	\$0
Inpatient Copay	\$600/day (max 2 copays)	\$1,200/day (max 2 copays)	\$200/day (max 2 copays)	\$600/day (max 2 copays)	20% after deductible
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Rx Tier 3	10%	40% after deductible	10%	40% after deductible	30% after deductible
Rx Tier 4	10%	40% after deductible	10%	40% after deductible	30% after deductible
Vision					
Adult Vision Option	Yes	Yes	No	No	Yes

Ohio

	Constant Care Silver 1		Constant Care Silver 7		Confident Care Gold 1
Plan Name	Silver 100	Silver 250	Silver 100	Silver 250	
Deductible	\$0	\$0	\$0	\$0	\$2,100 Combined Med/Rx
Max OOP	\$1,200	\$8,500	\$1,200	\$8,550	\$8,550
PCP Copay	\$0	\$30	\$0	\$30	\$10
Specialist Copay	\$10	\$60	\$10	\$90	\$50
Urgent Care Copay	\$0	\$30	\$0	\$30	\$10
Teladoc Virtual Care	\$0	\$0	\$0	\$0	\$0
Inpatient Copay	\$600/day (max 2 copays)	\$1,200/day (max 2 copays)	\$200/day (max 2 copays)	\$600/day (max 2 copays)	20% after deductible
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Rx Tier 3	10%	40% after deductible	10%	40% after deductible	30% after deductible
Rx Tier 4	10%	40% after deductible	10%	40% after deductible	30% after deductible
Vision					
Adult Vision Option	Yes	Yes	No	No	Yes

➤ New Wellness Program for 2022 – “My Health Perks”

- **Current Positioning**
 - No program or incentives in 2021
- **2022 Positioning**
 - **Full launch of Participatory Wellness Solution in all 14 Marketplace states**
 - ✓ Website based and accessible via My Molina Member Portal
 - ✓ Wellness portal that includes information and guidance
 - ✓ \$50 reward for completing combination of an HRA and Wellness Exam combined
 - ✓ Supports Risk Adjustment through utilization data to identify potential gaps

Molina Network Highlights

8,110 PCPs and 15,400 Specialists in network throughout Southern California

- Continued partnership with Scripps Health – this addition has strengthened our network - adding over 1,400 PCPs and specialists to the San Diego region.
- Telehealth partners Array Behavioral Care and Serene Health provide easy and secure access to virtual behavioral health services for all Marketplace members.
- **Top tier hospitals:**
 - ✓ UCI in Orange
 - ✓ Sharp and Scripps in San Diego
 - ✓ Loma Linda University Medical Center in Riverside
 - ✓ City of Hope and Keck USC in LA



My Health Perks

Eligibility

- The program is voluntary and available to all Molina Marketplace subscribers and dependents 18 years and older at no cost via My Molina.

Engagement

- Get access to a suite of wellness programs and information:
 - Interactive programs to help manage Asthma, Heart Disease, Depression, Diabetes, High Blood Pressure & High Cholesterol
 - Gain access to health education programs and information, to support a healthy lifestyle

Incentives

- Eligible members earn an **annual \$50 financial incentive** for completing the following activities:
 - The combination of a Wellness Assessment *and* an annual Routine Physical Exam


Incentive Payment

- Members will receive either **a physical or digital gift card**

New Capabilities & Requirements

New ID Card Requirements

- **Regulatory Requirement** - Added Deductibles and Out of Pocket Maximums
- **Simplification** – Expanded display requirements and cleaner layout for contacts


**Marketplace**

Subscriber: Tyler Luce Subscriber ID: 01234567890 Plan: Core Care Bronze 2 LCS	Member: Sara Luce Member ID: 123456789 Effective Date: 01/01/2021
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Cost Share
PCP: 50% after deductible
Specialist: 50% after deductible
Urgent Care: 50% after deductible
ER Visit: 50% after deductible
Tier -1 Rx: 50% after deductible
Tier -2 Rx: 50% after deductible

Deductibles
Medical Indv Deductible: \$3,500
RX Indv Deductible: \$800
Annual Out of Pocket Maximum (OOPM)
Indv OOPM: \$6,000

RXBin: 004336 **RXPCN:** ADV **RXGroup:** X0848
HMO Molina Healthcare of Ohio, Inc



Member Numbers
Member Services: (888) 296-7677
TTY/TTD: 711
24/7 Nurse Advice: (888) 275-8750
24/7 Linea de Consejos de Enfermeras: (866) 648-3537
Billing and Payments: (800) 339-8459
Cost Shares are a summary only.
Visit [MyMolina.com](https://www.myl Molina.com) for plan details.

Provider Numbers
CVS Caremark Help desk: (888) 407-6425
Prior Authorization/Notification of Hospital Admission: (855) 322-4078
Medical Claims:
Molina Healthcare
PO BOX 22801
Long Beach, Ca 90801
Inpatient Admissions: Provider to notify plan within 24 hours of admission.

[MyMolina.com](https://www.myl Molina.com) This card is for identification purposes only and does not prove eligibility for service.

New Provider Online Directory

The screenshot shows the Molina Healthcare Provider Online Directory. At the top, there's a header with the Molina Healthcare logo, a language selector set to 'English', and a 'Log In' button. Below the header, there's a search bar with 'Family Medicine' entered. To the left of the search bar is a 'Browse by Category' dropdown. To the right are dropdowns for 'Plan/Program' (Molina Marketplace) and 'City, County, State or Zip' (Imperial, CA - 92251). Below the search bar is a teal banner with the text 'About Family Medicine' and a description: 'Diagnose and treat a wide variety of typical diseases and conditions, usually in a primary care capacity.' Below the banner are four filter tabs: 'All Specialties', 'All People & Places', 'All Genders', and 'More Filters'. Below these tabs are checkboxes for 'VIEW ONLY: Accepting New Patients', 'Primary Care Provider', and 'Board Certification', along with a 'WITHIN: 10 miles' distance filter. Below the filters are 'List view' and 'Map view' options, and a 'Sort By Best Match' dropdown. The main content area displays a profile for 'Sunny R Richley, MD' with a 'PCP' badge. It includes a location (751 W Legion Rd Ste 103, Brawley, CA 92227), contact information (Phone: 760-351-4400), and a checkmark indicating 'Accepting New Patients'. There are also links for 'Get directions (est. 6.8 miles away)', '4 Affiliations', 'Add to Compare', and 'View Profile'. A note at the bottom right says 'Log In for personalized results'.

- Seamless, user-friendly digital experience for members and brokers.
- Available now through our **Molina Marketplace website** – Select ‘Find a Doctor’ from the Member drop-down list.

<https://molina.sapphirethreesixtyfive.com/>

New Provider Online Directory



English

Log In

Browse by Category

General Practice

Plan/Program
Molina Marketplace

City, County, State or Zip
Imperial, CA — 92251

About General Practice

Diagnose and treat a wide variety of typical diseases and conditions, often in a primary care capacity.

All Specialties

All People & Places

All Genders

More Filters

VIEW ONLY: ☐ Accepting New Patients ☐ Primary Care Provider

WITHIN: 10 miles



George C Fareed, MD

General Practice • Infectious Disease

Add to Compare

View Profile

LOCATION
385 W Main St, El Centro, CA 92243
[Get directions](#) (est. 7.9 miles away)

CONTACT INFORMATION
Phone: 760-482-9100

2 Affiliations

Log In for personalized results

✓ Accepting New Patients

Members can now search, view, and complete their own PCP Self-Selection via the My Molina Member Portal or New Provider Online Directory for primary subscribers



PCP Selection

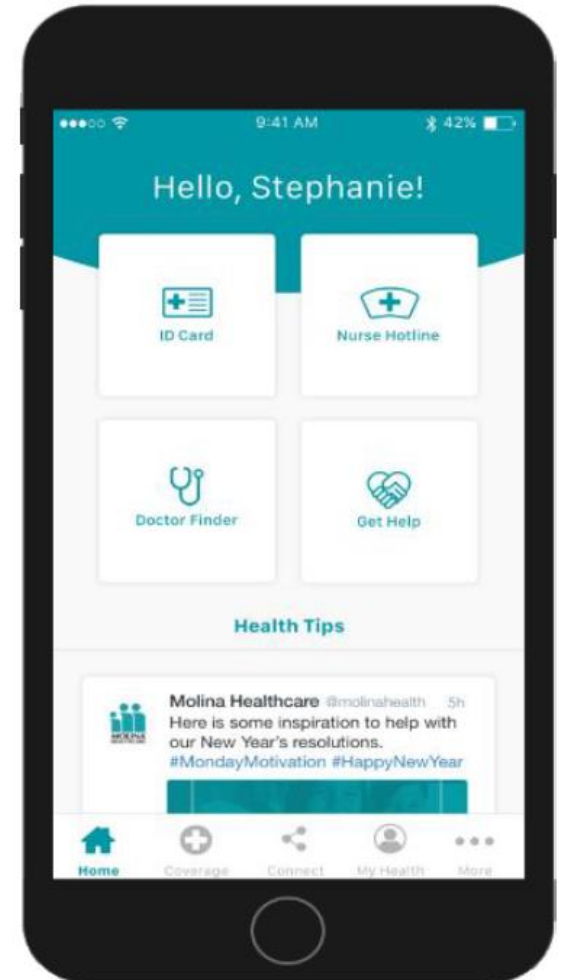
Self Service Options:

Find a new doctor, change doctor or view provider contact information via:


- Provider Online Directory Login
- My Molina Member Portal
- Molina Mobile App

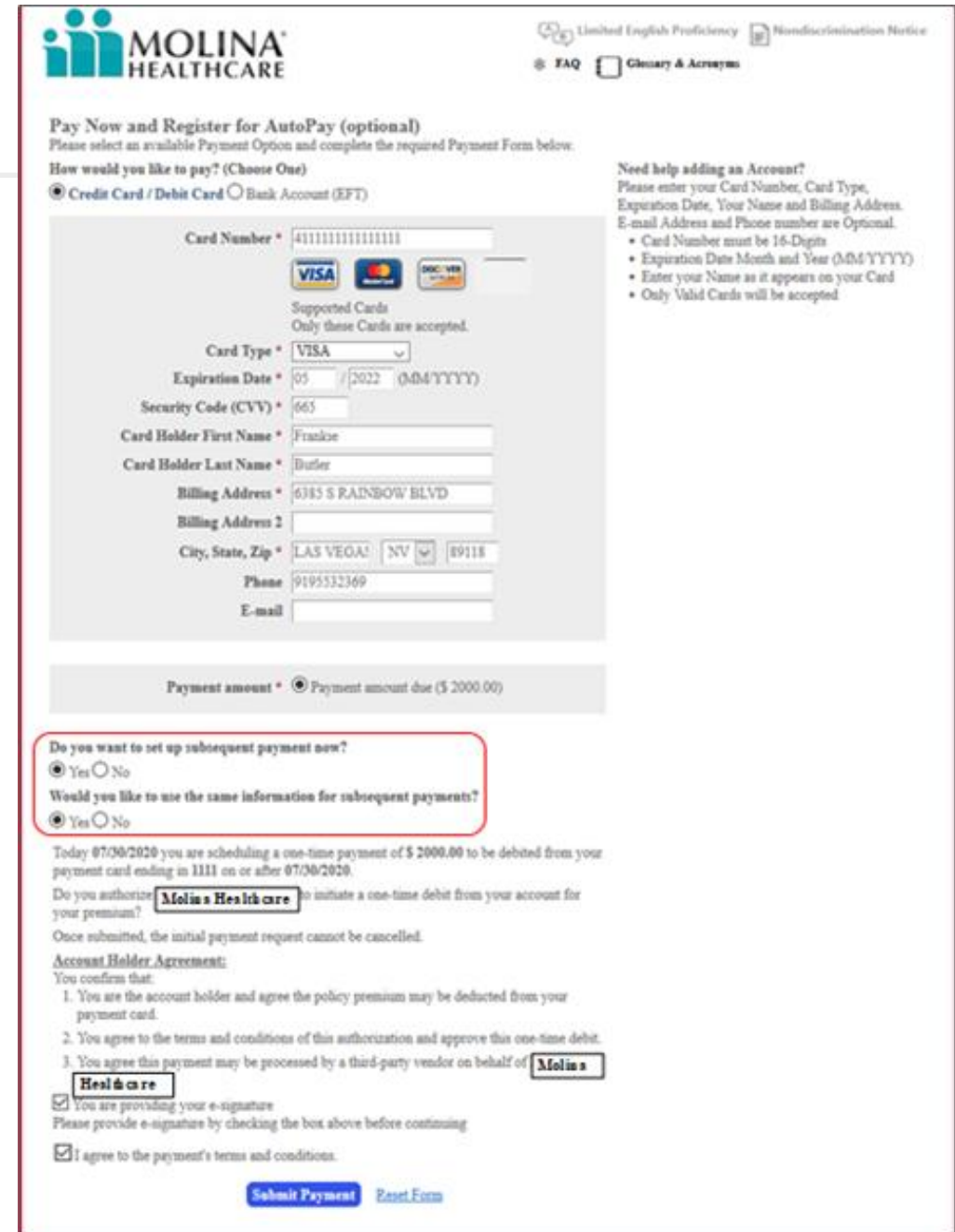
Need Personal Assistance:



- Calling Member Services



OEP PaySafe Binder Payment Flow




1. Member completes enrollment at exchange and selects make binder payment
2. Member is redirected to WiPro PaySafe page 
3. Member selects Checking Account EFT/Debit/Credit Payment Option
4. Member completes one time binder payment AND has the option to sign up for AutoPay
5. Member brought to payment confirmation page - selects Molina footer
6. Member brought to MolinaMarketplace.com to review Quick Start page of what is to come



MOLINA HEALTHCARE Limited English Proficiency  Nondiscrimination Notice
FAQ  Glossary & Acronyms

Pay Now and Register for AutoPay (optional)
Please select an available Payment Option and complete the required Payment Form below.

How would you like to pay? (Choose One)
☒ Credit Card / Debit Card ☐ Bank Account (EFT)

Card Number * 4111111111111111
  
Supported Cards
Only these Cards are accepted.

Card Type * VISA
Expiration Date * 05 / 2022 (MM/YYYY)
Security Code (CVV) * 665
Card Holder First Name * Frankie
Card Holder Last Name * Butler
Billing Address * 6385 S RAINBOW BLVD
Billing Address 2 *
City, State, Zip * LAS VEGAS NV 89118
Phone * 9195532369
E-mail *

Payment amount * ☒ Payment amount due (\$ 2000.00)

Do you want to set up subsequent payment now?
☒ Yes ☐ No
Would you like to use the same information for subsequent payments?
☒ Yes ☐ No

Today 07/30/2020 you are scheduling a one-time payment of \$ 2000.00 to be debited from your payment card ending in 1111 on or after 07/30/2020.
Do you authorize **Molina Healthcare** to initiate a one-time debit from your account for your premium?
Once submitted, the initial payment request cannot be cancelled.

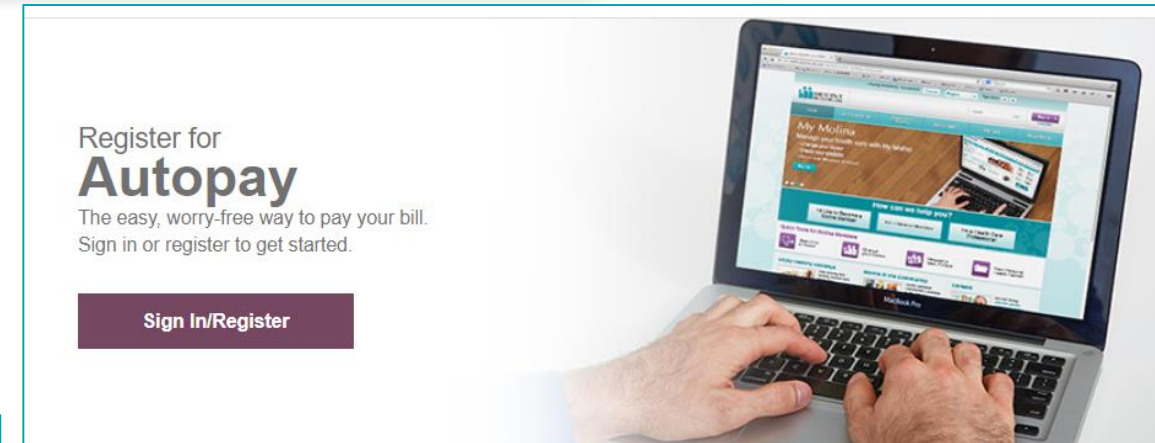
Account Holder Agreement:
You confirm that:
1. You are the account holder and agree the policy premium may be deducted from your payment card.
2. You agree to the terms and conditions of this authorization and approve this one-time debit.
3. You agree this payment may be processed by a third-party vendor on behalf of **Molina Healthcare**

☒ You are providing your e-signature
Please provide e-signature by checking the box above before continuing
☒ I agree to the payment's terms and conditions.

Submit Payment [Reset Form](#)

New Payment System: Premium Payment Methods

- One-time payment option:
<https://webpayments.billmatrix.com/MHCInitialPayGuest>
- My Molina Payment portal: Autopay or schedule payments



MOLINA HEALTHCARE English Español

Welcome! Molina Healthcare offers you the convenience of paying your bill online anytime.

Enter Subscriber Information

Last 4 of Social Security Number ⓘ


Primary DOB ⓘ

Zip Code ⓘ

Email Address (optional) ⓘ


Continue

Additional Payment Options



Pay by Bill Pay


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



Pay by Mail

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


[View Info](#)



Pay by MoneyGram

Bring this info to MoneyGram:
Billor name: Molina Healthcare of CA
Receive code: 14352

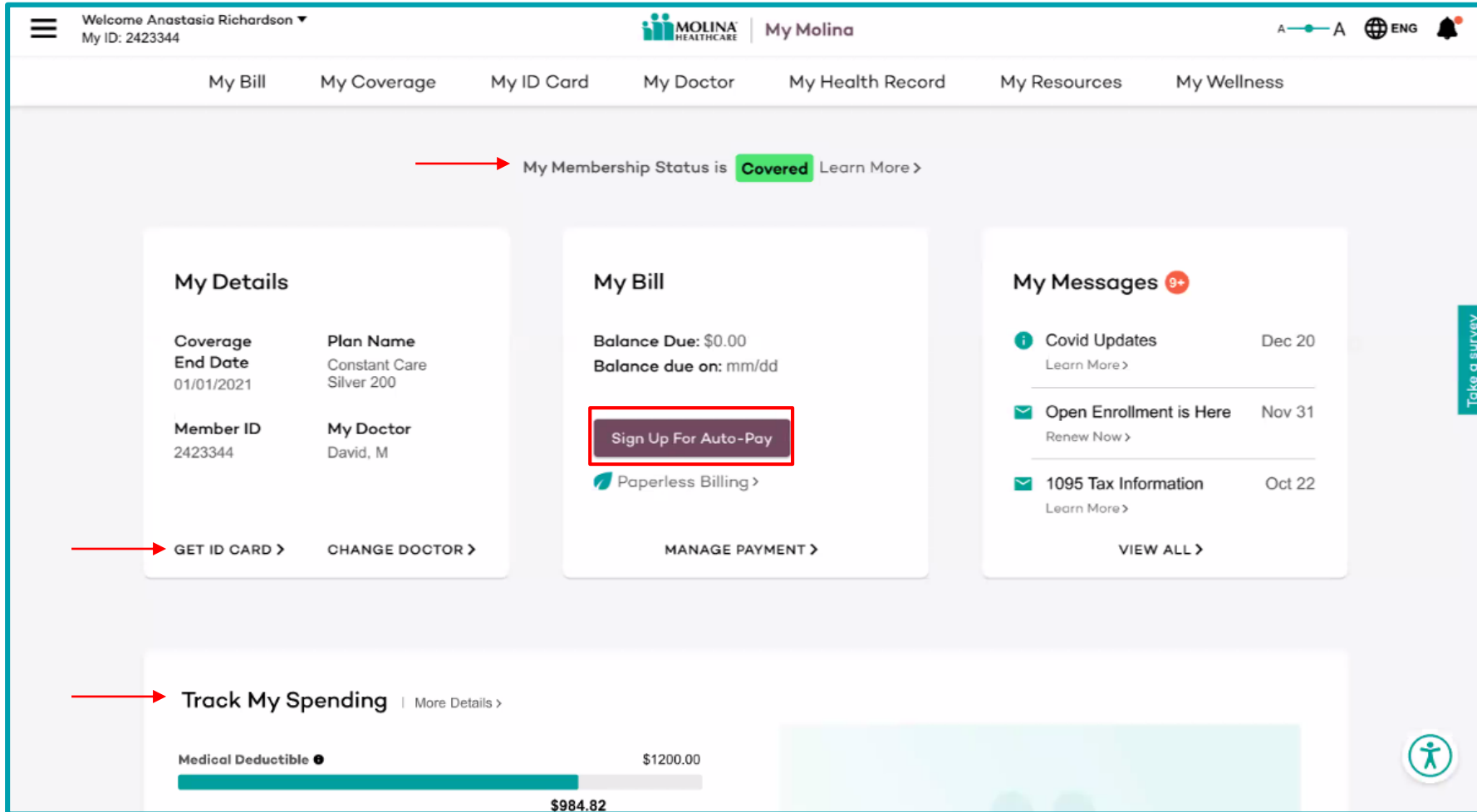
[Go to MoneyGram](#)



Pay by Phone

(800) 772-5327
Monday – Friday 8:00 a.m. – 6:00 p.m.

My Molina Redesign



- Sleek new design
- Increase ease of use
- Members will be able to access the information they need more easily
- Available in October 2022



MolinaMarketplace.com

2022 Public Website Key Enhancements

- Integration with [Covered CA Calculator](#)
- Unique Kentucky Marketplace Website Design/Branding
- FAQ updates to address key member concerns
- Easily toggle between 2021 and 2022 Plan and Benefit Information
 - 425 new plans posted, including easy to access benefit information such as deductibles, out of pocket maximums, PCP visit costs, specialist visit costs, plan materials

The screenshot displays the Molina Healthcare website with a navigation bar at the top including links for Individuals & Families, Members, Providers, Brokers, and About. A search bar and an 'Enroll Now' button are also present. The main content area features six plan cards arranged in a 2x3 grid. Each card lists the plan name, deductible, out-of-pocket maximum, primary care office visit cost, coinsurance, and links to SBC, Brochure, and Drug Lookup. A 'Free Wellness Visits' badge is shown at the bottom of each card.

Plan Name	Deductible	Out-of-pocket Maximum	Primary Care Office Visit	Coinsurance
Molina Platinum 90 HMO	\$0	\$4,500	\$15	10%
Molina Gold 80 HMO	\$0	\$8,200	\$35	20%
Molina Silver 94 HMO	\$75	\$1,000	\$5	10%
Molina Silver 87 HMO	\$1,400	\$2,850	\$15	15%
Molina Silver 73 HMO	\$3,700	\$6,500	\$35	20%
Molina Silver 70 HMO	\$4,000	\$8,200	\$40	20%

The screenshot shows a calculator titled 'See How Much You Can Save'. It includes input fields for Household Income (\$50,000), ZIP Code (92004), County (Imperial), Household Size (5), and How many need coverage? (5). There are also fields for Age of People Needing Coverage (45) and Received unemployment benefits in 2021? (No). A 'Calculate' button is at the bottom. On the right, a blue box displays 'Your Estimated Savings' as \$3,306 per month, with a note that most people can get a plan identical to their current one for a lower price.

The screenshot displays the Passport Health Plan website. At the top, there is a COVID-19 news banner and a navigation bar with links for Individuals & Families, Members, Providers, Brokers, and About. A search bar and an 'Enroll Now' button are also present. The main content area features a large banner with the text 'Affordable health care for all ages and stages' and a call to action to find the right coverage by entering a zip code. An illustration of a family is shown on the right side of the banner.

Member Services

State	Member Services Number
California	(888) 858-2150
Florida	(888) 560-5716
Idaho	(833) 657-1981*
Illinois	(833) 644-1623*
Kentucky	(833) 644-1621*
Michigan	(888) 560-4087
Mississippi	(866) 472-9484

State	Member Services Number
New Mexico	(888) 295-7651
Ohio	(888) 296-7677
South Carolina	(855) 885-3176
Texas	(888) 560-2025
Utah	(888) 858-3973
Washington	(888) 858-3492
Wisconsin	(888) 560-2043

*Live 11/1

OE Marketing Plan and Approach

Stage 1:

Warming (10/15 – 11/1)

- Warm the market
- Create anticipation for OE
- Drive awareness and promote key differentiators

Stage 3:

Urgency (12/1 – 12/15)

- Express urgency to enroll now
- Remarketing and promotion of value-added benefits and key differentiators

Stage 2:

OEP Messaging (11/1 – 11/30)

- Promote enrollment now
- Highlight plan options, value added benefits and key differentiators
- Drive awareness and engagement through full funnel media mix

Stage 4:

Campaign Extension

- Continue campaigns in CA and WA per usual OEP extensions
- Continued promotion of value-added benefits and key differentiators

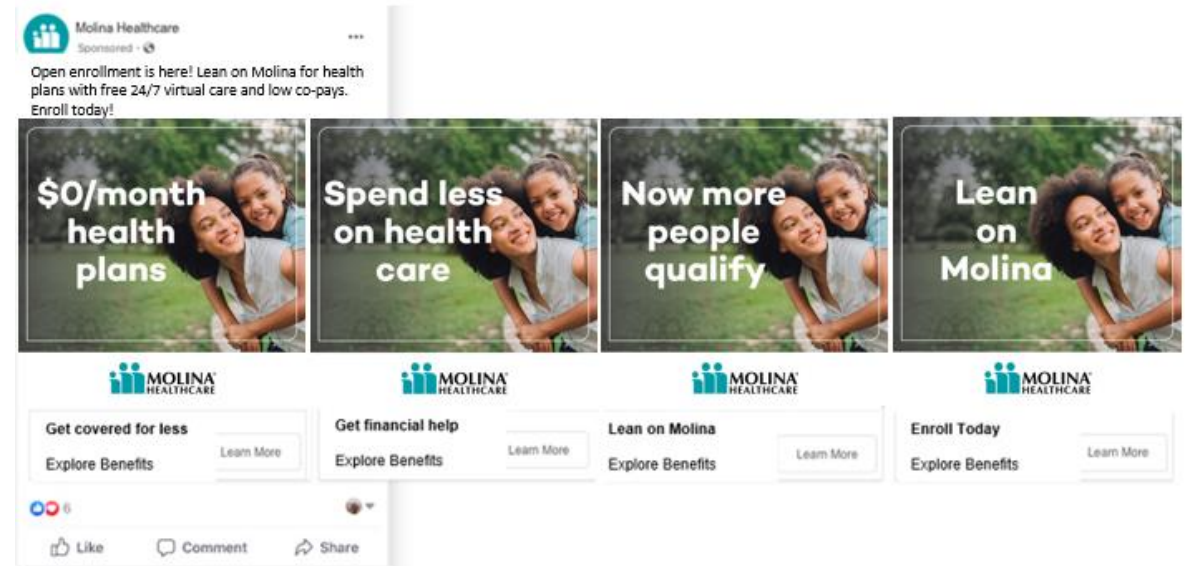


OE Marketing Plan and Approach

- Evolution of campaign
- Maximizing synergy across products
- Creative refresh
- Expanding our brand family

Messaging Themes:

- Plans as low as \$0/month, low-copays, free 24/7 virtual care
- More financial help, more people qualify that than ever before.
- Spend less on your healthcare, Lean on Molina Healthcare.
- We make it easy to select a Molina Marketplace plan.



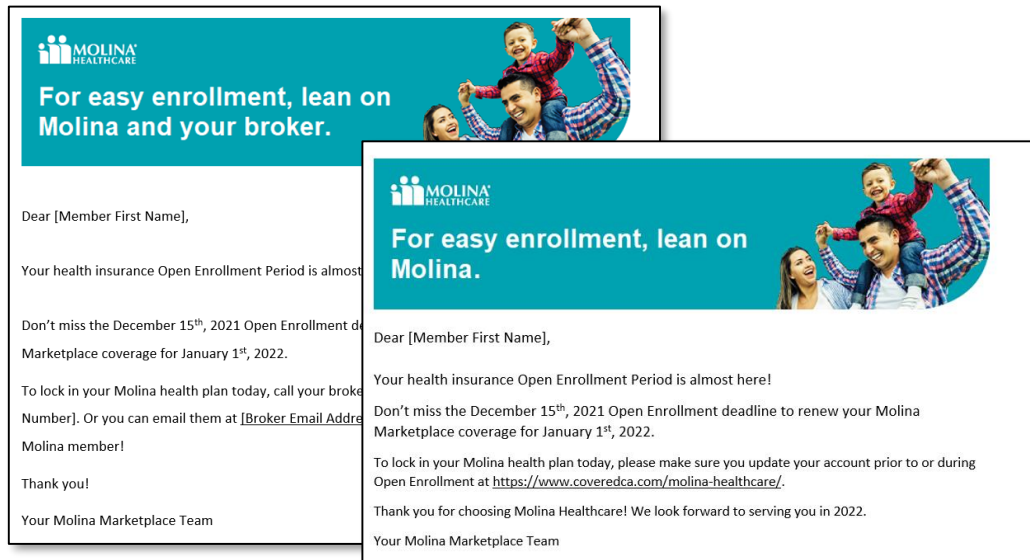
Renewal Plan and Approach

Overall approach is to surround members with communication leading up to, and during, Open Enrollment

- Provide clear guidance on any plan changes
- Detail steps needed to ensure seamless renewal

Process will begin with an initial outreach to all Bronze members in discontinued plans


- Communication will alert them to the upcoming changes and promote the benefits of the Silver level plan designs



- Prior to the start of open enrollment emails will be sent to all members alerting them to key dates
- Messaging will be separated by broker assisted and unassisted members

Renewal Plan and Approach

- Formal renewal communication will then be sent, with the inclusion of a member friendly cover letter promoting the value of being a Molina member.
- Document will contain details on premium changes and year-over-year benefit changes
- During actual Open Enrollment period, two additional renewal communications will be sent
- One in November and one final one in early December



<MEMBER NAME>
<ADDRESS LINE 1>
<ADDRESS LINE 2>
<CITY, STATE, ZIP>

<DATE>

Dear <Member Name>,

Open Enrollment is here!

We appreciate you choosing Molina to be your health plan. We look forward to serving you again in the year ahead. This document contains important information about changes to your plan for 2022 including premium amounts, cost sharing, and what actions you need to take to enroll in coverage.

For the health care you need, lean on us.

At Molina, we have so many ways to help you get the care you need. We have a quality network of doctors, hospitals and urgent care centers. We also offer preventative services you can use any time. Download our digital member handbook on MyMolina.com to learn more about the benefits and services available to you.

Take your health care with you.

We strive to make health care accessible and convenient. We have a mobile app that you can take wherever you go. You can also schedule your doctor's appointment. Download our Molina app or scan the QR code on the right or through your favorite app.


We never stop improving.

Look for exciting changes coming to your plan this fall. We'll be making it even easier to get the care you need. We'll be making it even easier to get the care you need. We'll be making it even easier to get the care you need.

Thank you for being a valued Molina member.

We look forward to being your partner in health.

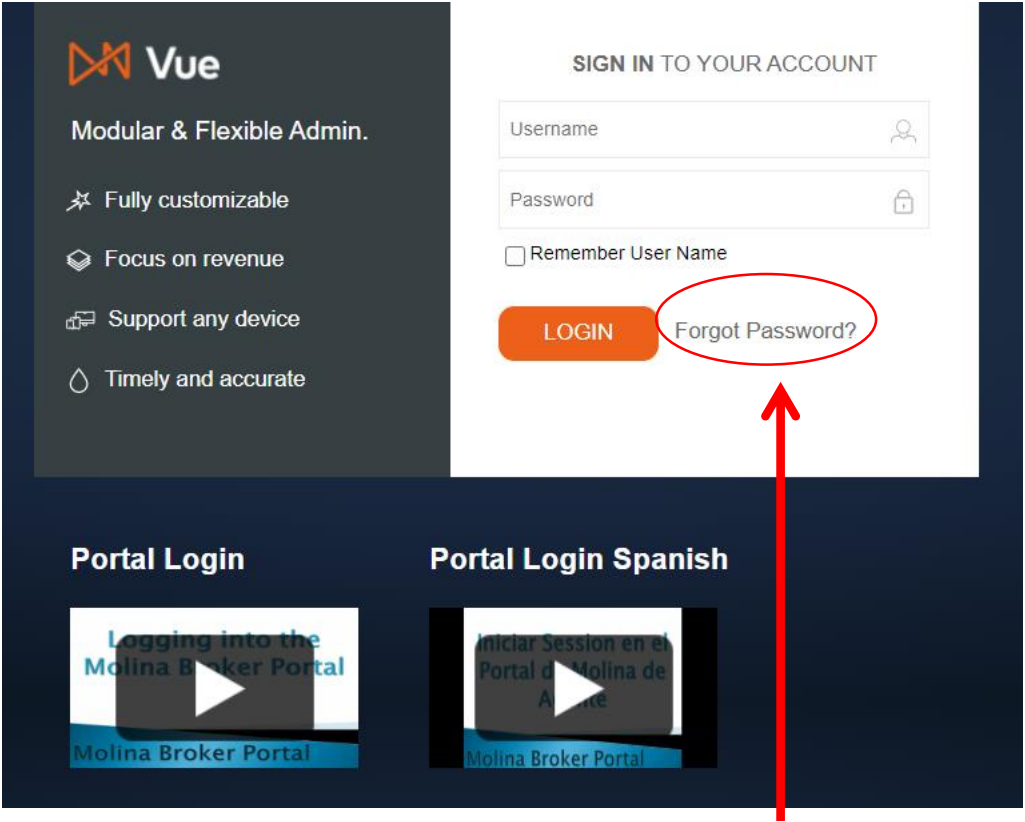
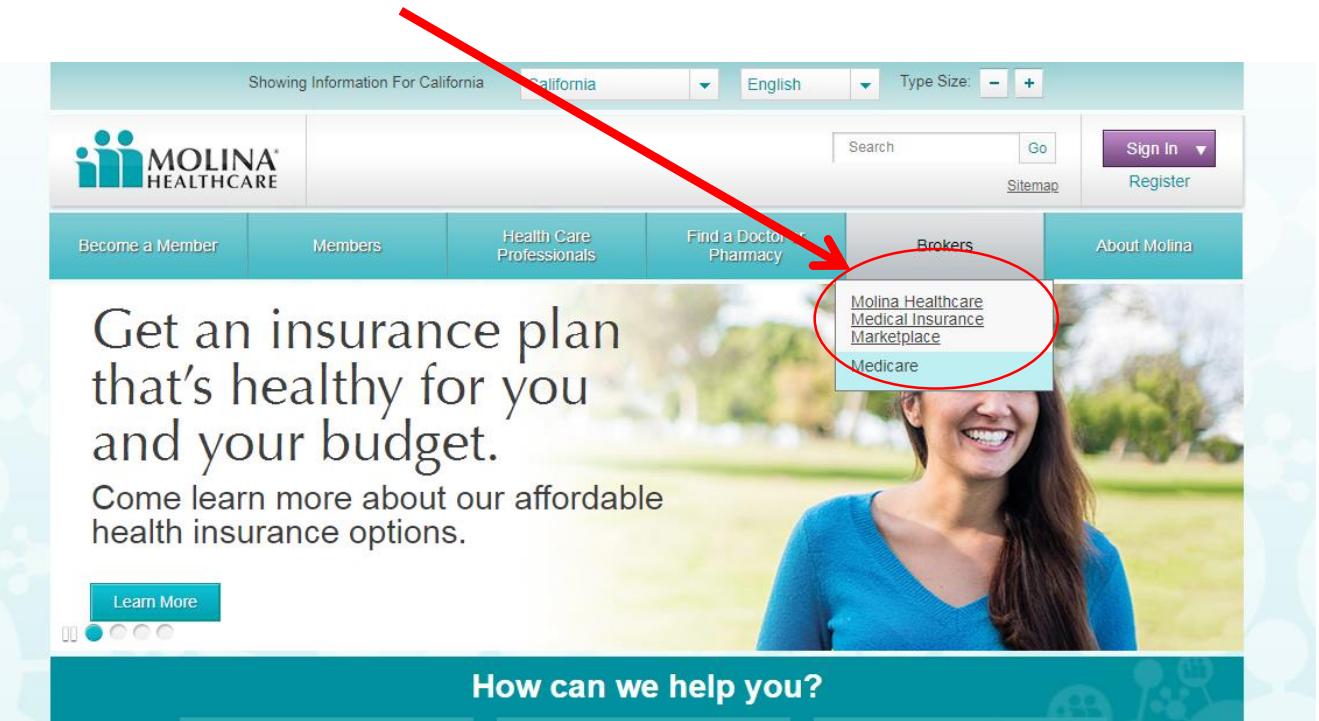
Sincerely,
Molina Healthcare of <STATE>



2021 Benefit Plan Changes			
Changes to Your Plan	2020	2021	
Deductible			
Medical, Individual / Family	\$750/\$1,500	\$0/\$0	
Prescription Drug, Individual/Family	\$0/\$0	\$150/\$300	
Annual Out-of-Pocket Maximum			
Individual / Family	\$2,700/\$5,400	\$2,800/\$5,600	
Emergency/Urgent Services			
Emergency Room Services	25% Coinsurance after deductible	\$400	Copayment
Urgent Care Services	\$5 Copayment	\$6	Copayment
Outpatient Professional Services			
Office Visit – Primary Care	\$5 Copayment	\$6	Copayment
Teladoc – Primary Care Services	\$5 Copayment	No charge	
Delivered by Teladoc	\$5 Copayment	\$6	Copayment
Office Visit – Other Practitioner Care	\$5 Copayment	\$6	Copayment
Rehabilitation/Habilitation Services	25% Coinsurance after deductible	\$30	Copayment
Mental/Behavioral Health Services	\$5 Copayment	\$6	Copayment
Substance Use Disorder Services	\$5 Copayment	\$6	Copayment
Dental Services Related to Accidental Injury	25% Coinsurance after deductible	\$350	Copayment
Outpatient Hospital/Facility Services			
Medical Professional & Facility – Outpatient Surgery	25% Coinsurance after deductible	\$350 – Facility \$50 – Professional	Copayment
Outpatient Non-Surgical Services	25% Coinsurance after deductible	\$350 – Facility \$50 – Professional	Copayment
Mental/Behavioral Health/ Substance Abuse Services – including Outpatient Intensive Psychiatric Treatment Programs	25% Coinsurance after deductible	\$400	Copayment
Specialized Scanning Services (CT/PET Scan, MRI)	25% Coinsurance after deductible	\$50	Copayment
Radiology Services (X-rays)	25% Coinsurance after deductible	\$20	Copayment
Laboratory Tests	25% Coinsurance after deductible	\$350	Copayment
Cancer Chemotherapy and Other Provider-Administered Drugs	25% Coinsurance after deductible		
Inpatient Services			
Facility Fee (e.g., hospital room) – including Medical/Surgical, Maternity Care, Mental and Substance Use Disorder	25% Coinsurance after deductible	\$750/Day (2 copay max)	Copayment
Professional Physician/Surgeon Fee – including Medical/Surgical, Maternity Care, Mental and Substance Use Disorder	25% Coinsurance after deductible	\$30	Copayment
Skilled Nursing Facility	25% Coinsurance after deductible	\$750/Day	Copayment

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

Broker Services

Main Number: 1-855-885-3179

Hours: 7:00 AM - 6:00 PM (MST) Monday - Friday

Broker Services - # 1 | MPBrokerSupport@MolinaHealthcare.com

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

Broker Care Team - # 2 | MPBrokerCareTeam@MolinaHealthcare.com

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

Commission Team - # 3 | MPBrokerCommissionInquiry@MolinaHealthcare.com

Broker Book of Business reconciliation for missing or unpaid policies

Contracting Inquiries - # 4 | MPBrokerContracting@MolinaHealthcare.com

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

Marketplace Sales Managers



California

Andrea Espinoza - Marketplace Sales Manager
Andrea.Espinoza@MolinaHealthcare.com

(442) 300-4292



Florida & Mississippi

Denis Pujals - Marketplace Sales Manager
Denis.Pujals@MolinaHealthcare.com

(786) 299-9818



South Florida & South Carolina

Tina Moseley Martinez - Marketplace Sales Manager
Tina.Martinez1@MolinaHealthcare.com

(786) 837-4844

Marketplace Sales Managers - (cont.)



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Adam Grimaldo - Marketplace Sales Manager

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(385) 358-8768



Illinois, Michigan, & Ohio

Kahassai Tafese - Marketplace Sales Manager

Kahassai.Tafese@MolinaHealthcare.com

(614) 623-8267



Kentucky & Wisconsin

Jim Maguire - Marketplace Sales Manager

James.Maguire@MolinaHealthcare.com

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Marketplace Sales Managers - (cont.)



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Gene Wedgeworth - Marketplace Sales Manager

Gene.Wedgeworth@MolinaHealthcare.com

(972) 210-9437



South Texas

Gabriel Arguello - Marketplace Sales Manager

Gabriel.Arguello@MolinaHealthcare.com

(210) 517-4814



Washington

Casey Meehan - Marketplace Sales Manager

Casey.Meehan@MolinaHealthcare.com

(360) 764-6816



Thank you.