



Your Extended Family.

«Dt»

«LtrMbrNm»

«Address»

«CSZ»

Dear <<Molina Member>>:

Thank you for being part of the Molina Healthcare family. It is our goal to provide you with great care and the support you need.

As part of your Molina benefits, you can get Health Home care coordination services. These services are in addition to your Apple Health (Medicaid) coverage or your dual Medicare/Medicaid coverage.

What is a Health Home? A Health Home is not a place. It is a set of care coordination services. These services include:

- Complete care management
- Care coordination
- Health promotion
- Complete transitional planning - get help when you are discharged from a hospital or another place, like a nursing home
- Individual and family support services to help educate your family, friends, and caregivers in providing support to reach your health goals
- Referrals to community and social support services (such as transportation, food, and housing)
- Support in managing your chronic conditions and meeting your health goals

How does this affect your current coverage?

- Your current benefits do not change, including appeal rights
- You can keep the providers you have
- Health Home care coordination services are additional benefits, available at no cost to you
- This program is voluntary

If you are currently enrolled in any Molina services or are receiving community-based care coordination services, you will have the choice to continue with these services and can still take part in the Health Home program. If you join Health Home and then decide not to participate in the program, it will not change your health care coverage.

A care representative will be contacting you with more details about the program. If you have questions, please call Molina at (800) 869-7165 (TTY 711), Monday through Friday from 7:30 a.m. to 6:30 p.m.

Sincerely,
Molina Healthcare