

Molina Marketplace California Broker Training

09/26/2019

Presented by:

Amy DeMarco

Broker Channel Manager - CA

Meeting Agenda

- Molina History and Updates
- 2020 Service Area
- OEP Dates
- Pricing, State Subsidy and Mandate Changes
- 2020 Benefit Design
- Provider Network
- Member Communications and Tools
- Broker Portal and Resources
- Commission and Bonus Update

Molina Healthcare Mission

To provide quality healthcare services to financially vulnerable families and individuals covered by government programs

**FORTUNE
500**



168
Ranking

\$16.4B
Revenue
2019E

3.4M
Members
1Q19

15
Markets



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 3.4 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.

Member Experience Improvements



Network audit

- Reached out to all provider networks to confirm participation

Claims overhaul

- Improved accuracy and speed of claims approval and payment

Member Services leadership

- New VP who is spearheading restructuring and training

Wellness Assessment

- Enhanced ability to identify high risk members and incentivize them to see their PCP and get health needs met



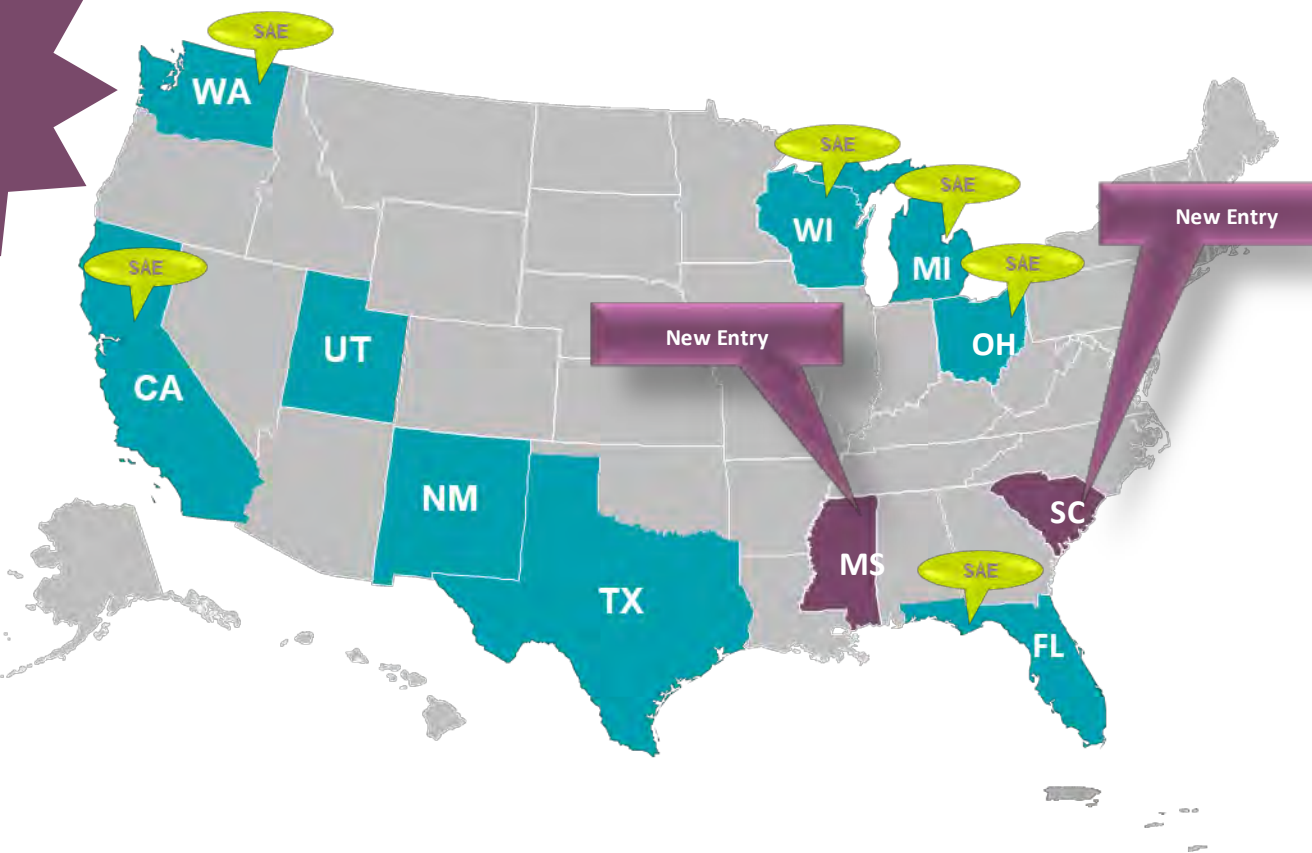
2020 Service Area – Where are we going?

Molina's Marketplace footprint growing by 60%

Marketplace
in 11 states
and 200
counties in
2020!

74.5M MP
Eligibles in
our
footprint!

State	Current Counties	2020 SAE	Total 2020 Counties
FL	8	4	12
MI	5	1	6
MS	0	19	19
OH	33	6	39
SC	0	20	20
UT	9	4	13
WA	12	2	14
WI	7	22	29
CA	6	0	6
NM	33	0	33
TX	9	0	9
Total	122	78	200



CA Service Area

Service Area Map



Marketplace Counties

Current Counties	6
Expansion Counties	0
2020 Counties	6

	Current Marketplace Service Area
	Current Counties with Medicaid Only

Marketplace Counties:

Imperial
Los Angeles
Orange
Riverside
San Bernardino
San Diego

Next Open Enrollment Period

Covered California OEP dates:

- ✓ **October 15, 2019 – January 15, 2020**
- Active Renewals will start October 8, 2019
- New Enrollments and Passive Renewals will start October 15, 2019
- Healthcare.gov states only have until 12/15/19 for OEP
- Pending legislation will extend deadline to 1/31/19, with business written 1/15-1/31 effective 2/1/19



Healthcare.gov OEP Dates

- ✓ **November 1, 2019 – December 15, 2019**



CA Health Insurance Marketplace



California State Changes

CA State Insurance Mandate

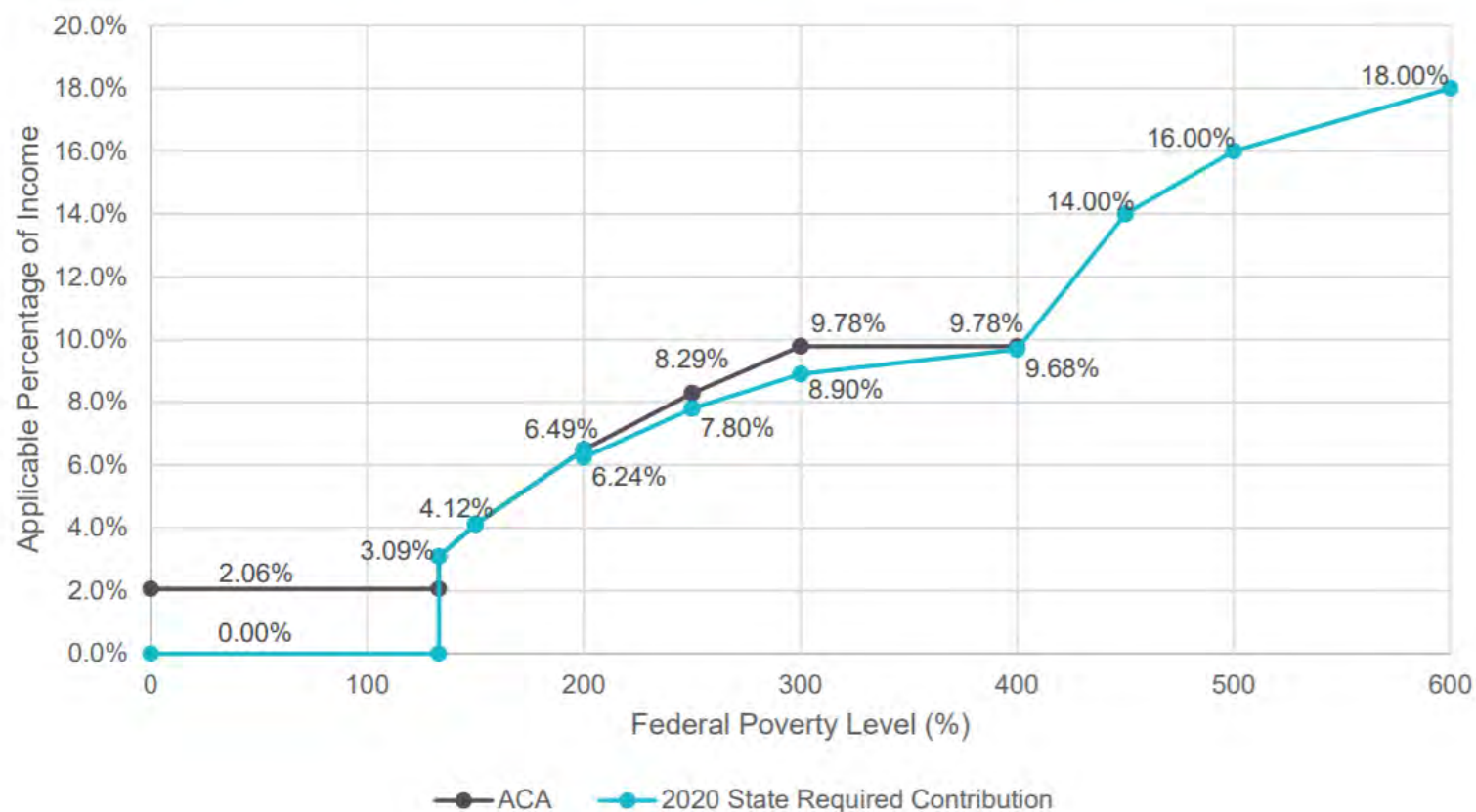
- State Penalty enforced for not having coverage in 2020
- Managed by the Franchise Tax Board of CA
- Will match the previously enforced Federal Penalty
 - \$695 dollars or 2.5% of income, whichever is higher

CA State Subsidies

- Available to low income families who don't qualify for Medi-Cal
- Increased subsidies for 200-400% FPL households
- New subsidies for 400-600% FPL households
- Individual eligibility info available through CCA's Shop and Compare tool in early October

New California State Subsidies

2020 REQUIRED CONTRIBUTION LEVELS

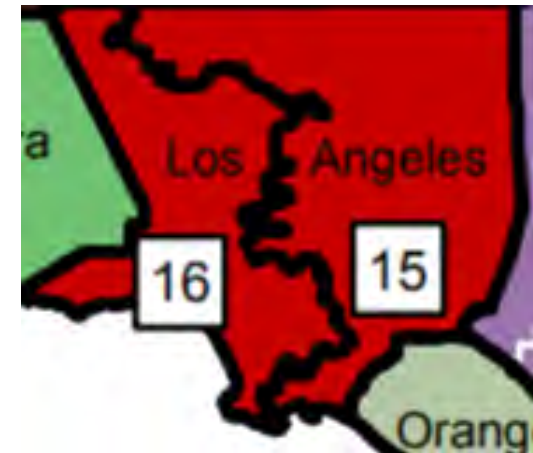


<https://subsidyestimator.coveredca.com/>

Preliminary Rates

Region 16 – West Los Angeles County

- Tied for lowest cost Silver
- 1st lowest cost Gold and Platinum plans
- Decreased Silver rates by 7% and Gold 8%



Region 15 – East Los Angeles County

- Not our most competitive region
- 2nd lowest cost Gold and Platinum plans
- Decreased Silver rates by 7% and Gold 8%

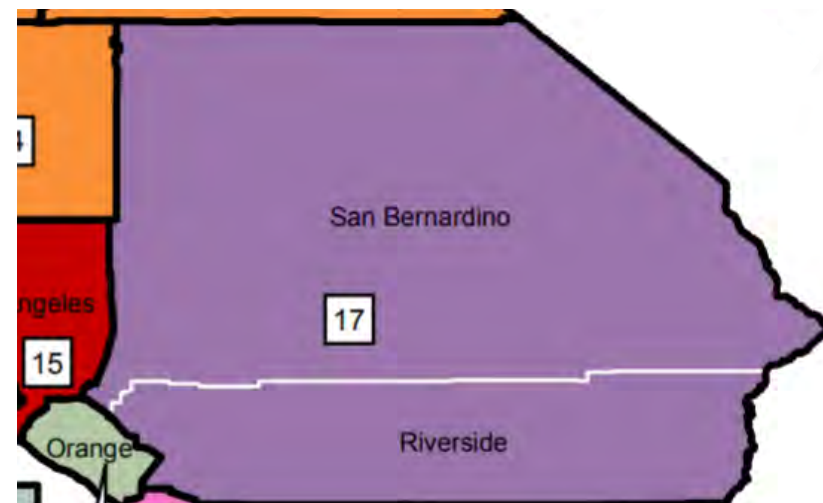
Preliminary Rates

Region 17 – Riverside and San Bernardino Counties

- 2nd lowest cost Silver
- 1st lowest cost Gold and Platinum plans
- Decreased Silver rates by 8% and Gold 9%

Region 18 – Orange County

- 3rd lowest cost Silver
- 2nd lowest cost Gold
- 1st lowest Platinum plan
- Silver rates up 2% and Gold 1%



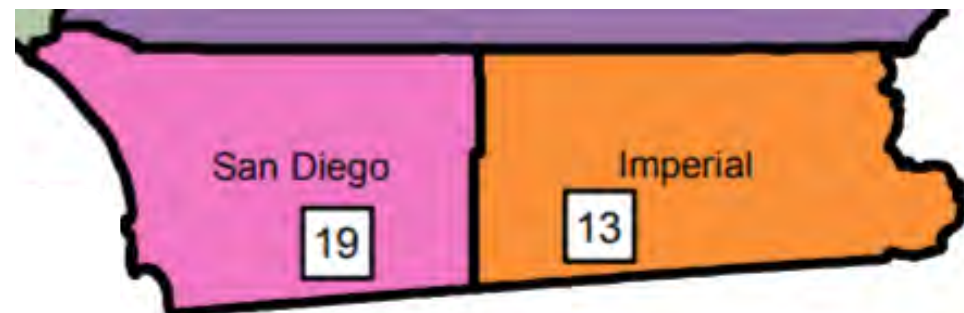
Preliminary Rates

Region 19 – San Diego County

- 2nd lowest cost Silver
- 1st lowest cost Gold and Platinum plan
- Decreased Silver rates by 12% and Gold by 12%

Region 13 – Imperial County

- 1st lowest cost plan in all metal tiers
- Decreased Silver rates by 13% and Gold by 14%



Molina Healthcare Product Update



Plan Benefit Design Changes

2020 Marketplace Covered California	Minimum Coverage	Bronze 60	Silver 94	Silver 87	Silver 73	Silver 70	Gold 80	Platinum 90
Medical Deductible, Individual	\$8,150 (\$7,900) Combined Med / Rx/ Pediatric Dental	\$6300	\$75	\$1,400 (\$650)	\$3,700 (\$2,200)	\$4,000 (\$2,500)	N/A	N/A
Medical Deductible, Family — Entire Family of 2 or more	\$16,300 (\$15,800) Combined Med / Rx/ Pediatric Dental	\$12,600	\$150	\$2,800 (\$1,300)	\$7,400 (\$4,400)	\$8,000 (\$5,000)	N/A	N/A
Rx Deductible, Individual	Included in Medical deductible	\$500	N/A	\$100 (\$50)	\$275 (\$175)	\$300 (\$200)	N/A	N/A
Rx Deductible, Family — Entire Family of 2 or more	Included in Medical deductible	\$1,000	N/A	\$200 (\$100)	\$550 (\$350)	\$600 (\$400)	N/A	N/A
Pediatric Dental Ded	Included in Medical deductible	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OOPM, Individual	\$8,150 (\$7,900)	\$7,800 (\$7,550)	\$1,000	\$2,700 (\$2,600)	\$6,500 (\$6,300)	\$7,800 (\$7,550)	\$7,800 (\$7,200)	\$4,500 (\$3,350)
OOPM, Family — Entire Family of 2 or more	\$16,300 (\$15,800)	\$15,600 (\$15,100)	\$2,000	\$5,400 (\$5,200)	\$13,000 (\$12,600)	\$15,600 (\$15,100)	\$15,600 (\$14,400)	\$9,000 (\$6,700)
EMERGENCY/URGENT SERVICES								
Emergency Room — Cost-sharing waived if admitted (Inpatient cost-sharing applies).	0% (after ded) ▲	40% (100%) (after ded) ▲	\$50	\$150 (\$100)	\$400 (\$350)	\$400 (\$350)	\$350 (\$325)	\$150
Emergency Room Physician	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Urgent Care	0% (after ded) ▲ †	\$65 (\$75) (after ded) ▲ †	\$5	\$15	\$35	\$40	\$30	\$15

Plan Benefit Design Changes continued

2020 Marketplace Covered California	Minimum Coverage	Bronze 60	Silver 94	Silver 87	Silver 73	Silver 70	Gold 80	Platinum 90
OUTPATIENT PROFESSIONAL SERVICES								
Office Visit — Preventive Care	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Office Visit — Primary Care	0% (after ded) ▲ †	\$65 (\$75) (after ded) ▲ †	\$5	\$15	\$35	\$40	\$30	\$15
Office Visit — Specialty Care	0% (after ded) ▲ †	\$95 (\$105) (after ded) ▲ †	\$8	\$25	\$75	\$80	\$65 (\$55)	\$30
OUTPATIENT HOSPITAL/FACILITY SERVICES								
Medical Outpatient Professional & Facility — OP Surgery — OP Non-Surgical Services	0% (after ded) ▲	40% (after ded) ▲	10%	15%	20%	20%	20%	10%
INPATIENT HOSPITAL SERVICES								
Medical / Surgical — Professional & Facility (For Silver, Ded, applies only to facility)	0% (after ded) ▲	40% (after ded) ▲	10% (after ded) ▲	15% (after ded) ▲	20% (after ded) ▲	20% (after ded) ▲	20%	10%
PRESCRIPTION DRUGS §								
Tier 1 — Max \$250 per 30-day supply for oral anti-cancer drugs, and deductible is waived.	0% (after ded) ▲	\$18 (after ded) ▲	\$3	\$5	\$16 (\$15) (after ded) ▲	\$16 (\$15) (after ded) ▲	\$15	\$5
Tier 2 — Max \$250 per 30-day supply for oral anti-cancer drugs, and deductible is waived.	0% (after ded) ▲	40% (100%) (max \$500/script) (after ded) ▲	\$10	\$25 (\$20) (after ded) ▲	\$55 (\$55) (after ded) ▲	\$60 (\$55) (after ded) ▲	\$55	\$15
Tier 3 — Max \$250 per 30-day supply for oral anti-cancer drugs, and deductible is waived.	0% (after ded) ▲	40% (100%) (max \$500/script) (after ded) ▲	\$15	\$45 (\$35) (after ded) ▲	\$85 (\$75) (after ded) ▲	\$90 (\$80) (after ded) ▲	\$80 (\$75)	\$25
Tier 4 — Max \$250 per 30-day supply for oral anti-cancer drugs, and deductible is waived.	0% (after ded) ▲	40% (100%) (max \$500/script) (after ded) ▲	10% (max \$150/script)	15% (max \$150/script) (after ded) ▲	20% (max \$250/script) (after ded) ▲	20% (max \$250/script) (after ded) ▲	20% (max \$250/script)	10% (max \$250/script)
Formulary Preventive	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge

New Telehealth Benefit

Telehealth - Virtual medical services via TeleDoc

- Easy access – Register once, three ways to engage
- Convenient – 24/7/365 – visit with doctors in 45 secs
- Affordable – Members only pay their PCP copay

Members

- Medicaid
- About Medicaid
- What's Covered
 - Health Management
 - Virtual Care
 - Mental Health
 - Prescription Drugs
 - Vision
 - Dental
- Member Handbook
- Member Incentives
- New Members
- Getting Care
- Quality Service

Get expert health care

Molina Healthcare is pleased to partner with TeleDoc to provide you with virtual care services. As a member of Molina Healthcare of Utah, you receive this benefit at no cost to you!

Virtual Care means:

- Convenient online or phone visits, from where you want.
- No appointment is needed. Get the right care when you need it.
- You're treated at NO COST! Visits are free!

Use Teladoc for:

- Cold and flu symptoms
- Sore throat
- Allergies
- Respiratory infection
- Sinus problems
- Skin problems

If at any point your symptoms worsen or you feel nearest emergency room.

Set up your account today!

Talk to a doctor

USERNAME:

PASSWORD:

SUBMIT

Forgot your Password? [Forgot your Username?](#)

Setup your account

FIRST NAME:

LAST NAME:

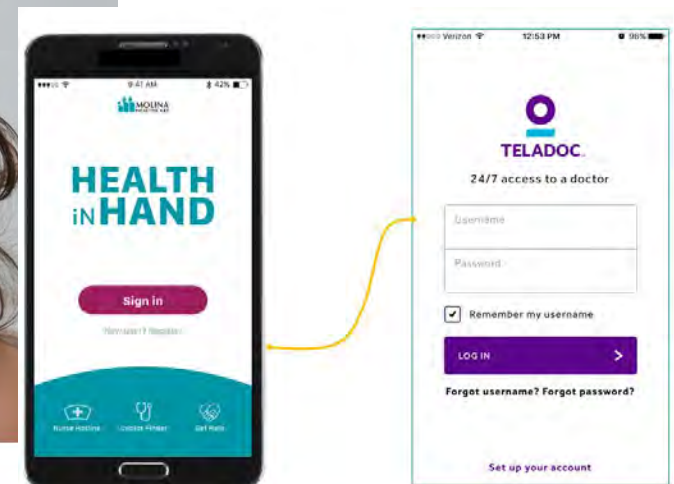
DATE OF BIRTH:

EMAIL ADDRESS:

SUBMIT

TX and CA now live!

All 11 States will be live with Teledoc by 1/1/20



New Product Info Site

Redesigned page on MolinaHealthcare.com

Showing Information For Florida

Florida

English

Type Size: - +



[Sign In](#)
[Register](#)

[Sitemap](#)

[Become a Member](#)[Members](#)[Health Care Professionals](#)[Find a Doctor or Pharmacy](#)[Brokers](#)[About Molina](#)

Home > Become a Member > Health Insurance Marketplace > View Plans

View Our 2020 Plans

[Constant Care Silver](#) provides Lorem ipsum dolor sit amet, consectetur.

[Core Care Bronze](#) provides Lorem ipsum dolor sit amet, consectetur.

[Confident Care Gold](#) provides Lorem ipsum dolor sit amet, consectetur.

[View 2019 Plan Brochures & Summaries](#)

[Filters](#)

[Enroll](#)

[View Services](#)

[Drug Formulary](#)

Constant Care Silver 1 250	
Deductible	\$6,000
Out-of-Pocket	\$8,150
Coinsurance	40%
Primary Care Office Visit	\$25
SBC EOC Brochures	
Drug Look-up	*Free Wellness Visits

Constant Care Silver 1 250 + Vision	
Deductible	\$6,000
Out-of-Pocket	\$8,150
Coinsurance	40%
Primary Care Office Visit	\$25
SBC EOC Brochures	
Drug Look-up	*Free Wellness Visits

Constant Care Silver 2 250	
Deductible	\$6,500
Out-of-Pocket	\$8,150
Coinsurance	40%
Primary Care Office Visit	\$30
SBC EOC Brochures	
Drug Look-up	*Free Wellness Visits

New Benefits at a Glance Guides

1 pagers in English and Spanish

2020 Molina Marketplace Benefits At A Glance California



Benefits	Minimum Coverage HMO	Bronze 60 HMO	Silver 94 HMO	Silver 87 HMO	Silver 73 HMO	Silver 70 HMO	Gold 80 HMO	Platinum90 HMO
Office Visit — Preventive Care	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Formulary Preventive Drugs*	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge	No Charge
Medical Deductible, Individual	\$8,150 Combined Med / Rx/ Pediatric Dental	\$6300	\$75	\$1,400	\$3,700	\$4,000	\$0	\$0
Medical Deductible, Family — Entire Family of 2 or more	\$16,300 Combined Med / Rx/ Pediatric Dental	\$12,600	\$150	\$2,800	\$7,400	\$8,000	\$0	\$0
Rx Deductible, Individual	Included in Medical deductible	\$500	\$0	\$100	\$275	\$300	\$0	\$0
Rx Deductible, Family — Entire Family of 2 or more	Included in Medical deductible	\$1,000	\$0	\$200	\$550	\$600	\$0	\$0
Pediatric Dental Ded	Included in Medical deductible	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Out of Pocket Maximum, Individual	\$8,150	\$7,800	\$1,000	\$2,700	\$6,500	\$7,800	\$7,800	\$4,500
Out of Pocket Maximum, Family — Entire Family of 2 or more	\$16,300	\$15,600	\$2,000	\$5,400	\$13,000	\$15,600	\$15,600	\$9,000
Emergency Room — Cost-sharing waived if admitted (Inpatient cost-sharing applies).	0% (after ded)	40% (after ded)	\$50	\$150	\$400	\$400	\$350	\$150
Urgent Care	0% (after ded) **	\$65 (after ded)***	\$5	\$15	\$35	\$40	\$30	\$15
Office Visit — Primary Care	0% (after ded)**	\$65 (after ded)***	\$5	\$15	\$35	\$40	\$30	\$15
Office Visit — Specialty Care	0% (after ded)	\$95 (after ded)***	\$8	\$25	\$75	\$80	\$65	\$30
Medical Outpatient Professional and Facility — OP Surgery — OP Non-Surgical Services	0% (after ded)	40% (after ded)	10%	15%	20%	20%	20%	10%
Inpatient/ Medical / Surgical — Professional and Facility	0% (after ded)	40% (after ded)	10% (after ded)	15% (after ded)	20% (after ded)	20% (after ded)	20%	10%
Pharmacy (Generic* / Brand* / Non-preferred* / Specialty)	0% (after ded)	\$18 (after ded) / 40% (max \$500/script) (after ded) / 40% (max \$500/ script) (after ded) / 40% (max \$500/script) (after ded)	\$3 / \$10 / \$15 / 10% (max \$150/script)	\$5 / \$25 (after ded) / \$45 (after ded) / 15% (max \$150/script) (after ded)	\$16 (after ded) / \$55 (after ded) / \$85 (after ded) / 20% (max \$250/ script) (after ded)	\$16 (after ded) / \$60 (after ded) / \$90 (after ded) / 20% (max \$250/ script) (after ded)	\$15 / \$55 / \$80 / 20% (max \$250/script)	\$5 / \$15 / \$25 / 10% (max \$250/script)

ded = deductible *Mail-order Rx drugs available for Tier-1: Preferred Generic Drugs, Tier-2: Preferred Brand Drugs, Tier-3: Non-Preferred Brand and Generic Drugs, Tier-5: Preventive Drugs. For mail-order Rx, a 90-day supply is provided at twice the 30-day retail cost-sharing amount.
Min Cov: Ded is waived for the first three non-preventive office visits for any combination of primary care, urgent care, mental health or substance abuse. *Bronze: Ded is waived for the first three non-preventive office visits for any combination of primary care, urgent care, mental health, substance abuse, or specialist care. This "Benefits At A Glance" is intended to be a summary of covered benefits that lists some features of our plan. It does not list or describe all benefits covered under a specific product or every limitation or exclusion. Visit MolinaMarketplace.com for plan details.

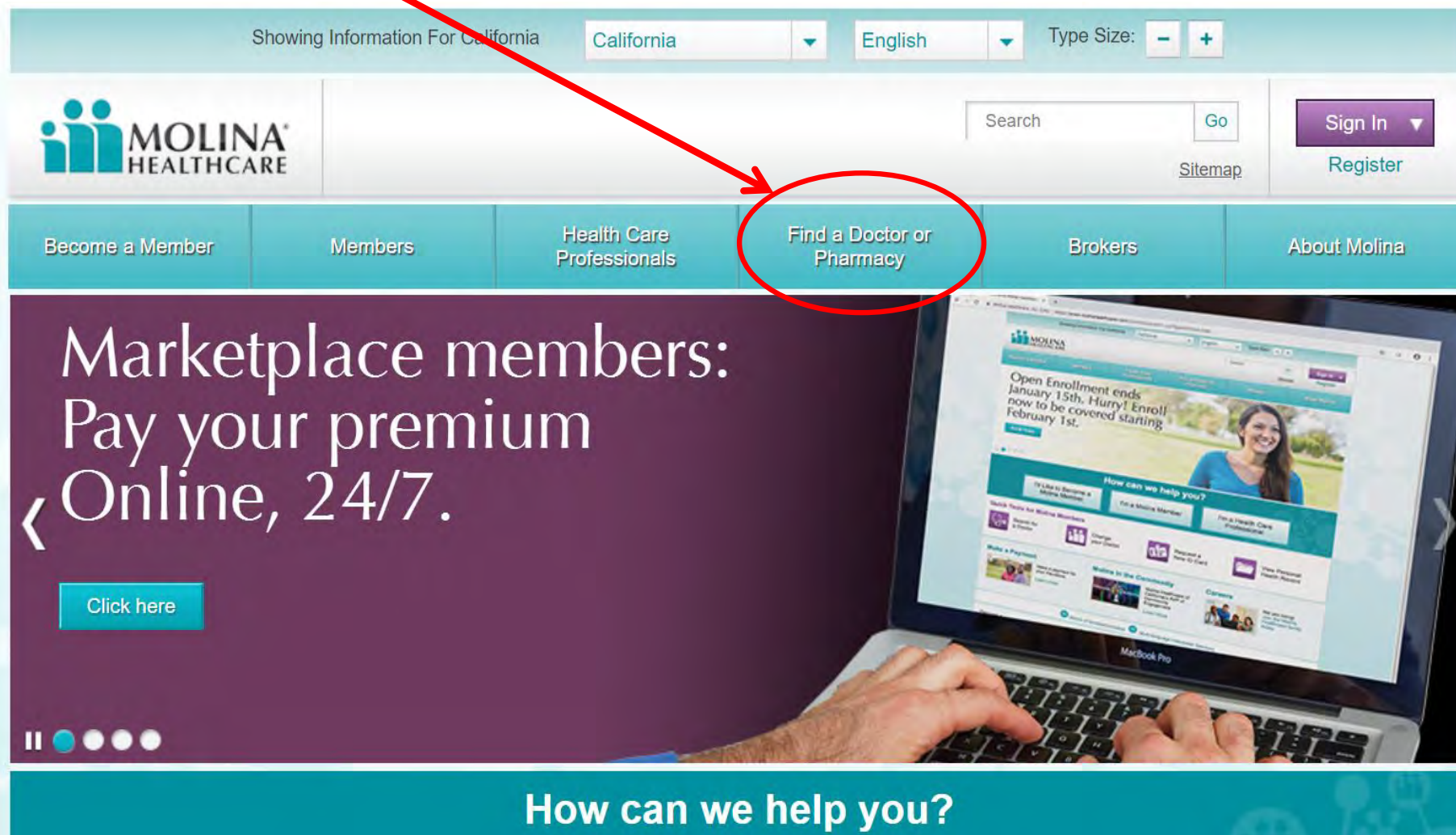
Get the care you need at a price you can afford. Lean on Molina.
Call today! [Agent Name and Phone#]



CA Molina Marketplace Provider Network



Where To Find a Molina Provider



The screenshot shows the Molina Healthcare website interface. At the top, there's a header with "Showing Information For California", a dropdown menu set to "California", a language dropdown set to "English", and a "Type Size" control. Below this is the Molina Healthcare logo on the left, a search bar with a "Go" button, and "Sign In" and "Register" links. A navigation bar contains links for "Become a Member", "Members", "Health Care Professionals", "Find a Doctor or Pharmacy" (which is circled in red and pointed to by a red arrow), "Brokers", and "About Molina". Below the navigation bar is a large purple banner with the text "Marketplace members: Pay your premium Online, 24/7." and a "Click here" button. To the right of the banner is an image of a laptop displaying the Molina website. At the bottom of the banner area is a teal bar with the text "How can we help you?".

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?

Online Provider Search

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


The screenshot shows the Molina Healthcare Provider Search website. At the top, the Molina Healthcare logo is on the left, and navigation links for 'Help | FAQ' and a language dropdown set to 'English' are on the right. Below this is a teal navigation bar with buttons for 'Home', 'Find a Pharmacy', 'Find A Provider' (which is highlighted), and 'Find A Hospital/Facility'. The main content area is titled 'Find A Provider' with a timestamp 'Sep 04 2013 8:30:26 AM'. A '*Required' note is present. The 'Enter Your Location' section has three radio buttons: 'Search by City or Zip' (selected), 'Search By County', and 'Search Near Street Address'. Below these are dropdowns for 'State*' (WI), 'City*' (MILWAUKEE), and a text field for 'Or Zip Code'. A 'Distance Within' dropdown is set to 'Select' with '(miles)' next to it. A note below states: 'For more accurate results, please use "Search Near Street Address".' The 'Select a Coverage & Provider Type' section has dropdowns for 'Coverage*' (Select) and 'Provider Type*' (Select). A 'More Search Options' section is at the bottom with a '+ Program' link. On the right, a 'Quick Name Search' box includes dropdowns for 'State*' (Select), 'Last Name*', 'Near Zip Code*', and 'Coverage*' (Select), with a 'Search' button. At the bottom right is a photo of three healthcare professionals.

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

A name search will take priority over the required location information and just search using the coverage, provider type and any other criteria you enter from the Search Options to filter your results.

☐ 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

 **MOLINA**
HEALTHCARE

24

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

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

IPA's/Medical Groups – Los Angeles County



- Allied Pacific IPA
- AltaMed Medical Group
- Angeles IPA
- Asian Community Medical Group
- Bella Vista Medical Group
- California Pacific Physicians Medical Group
- El Proyecto Del Barrio
- Global Care Medical Group
- Healthcare LA IPA
- Healthy New Life Medical Corp
- High Desert Medical Group (Heritage)
- La Salle Medical Associates IPA
- Lakeside Medical Group (Heritage)
- Noble Community Medical Associates
- Preferred IPA of California
- Regal Medical Group (Heritage)
- Regent Medical Group
- Seoul Medical Group
- Serra Community Medical Group
- Sierra Medical Group (Heritage)
- South Atlantic Medical Group
- Southern California Children's Healthcare
- Southland Advantage Medical Group
- Southland San Gabriel Valley Medical Group
- Superior Choice Medical Center
- United Physicians International
- Vantage Medical Group

Hospitals – Los Angeles County

- Alhambra Hospital Medical Center
- Aurora Charter Oak Hospital – Behavioral Health
- Aurora Las Encinas Hospital – Behavioral Health
- Beverly Hospital
- Citrus Valley Medical Center – West Covina Campus
- Citrus Valley Medical Center – Covina Campus
- **City of Hope National Medical Center**
- Coast Plaza Hospital
- College Hospital of Cerritos - Behavioral Health
- College Medical Center – Long Beach
- Community Hospital of Huntington Park
- East Los Angeles Doctors Hospital
- Encino Hospital Medical Center
- Foothill Presbyterian Hospital
- Garfield Medical Center
- Glendale Adventist Medical Center
- Good Samaritan Hospital
- Greater El Monte Medical Center
- Harbor UCLA Medical Center
- Hollywood Presbyterian Medical Center
- Keck Hospital of USC
- LA County – USC Medical Center
- Lakewood Regional Medical Center
- **Long Beach Memorial Health Center, MemorialCare**
- Los Alamitos Medical Center
- Los Angeles Community Hospital
- Martin Luther King Jr Community Hospital
- Memorial Hospital of Gardena
- Methodist Hospital of Southern California
- Miller Children’s Hospital Long Beach
- Monterey Park Hospital
- Norwalk Community Hospital
- Olive View UCLA Medical Center
- Pacific Alliance Medical Center
- Pacifica Hospital of the Valley
- Pomona Valley Hospital Medical Center
- Promise Hospital of East LA
- Rancho Los Amigos Rehabilitation Medical Center
- San Gabriel Valley Medical Center, AHMC
- Silver Lake Medical Center
- Southern CA Hospital at Culver City
- Southern CA Hospital at Hollywood
- Southern CA Hospital at Van Nuys
- St. Francis Medical Center
- St. Vincent Medical Center
- Twin Town Treatment Centers North Hollywood
- Twin Town Treatment Centers West Hollywood
- Twin Town Treatment Centers Torrance
- Valley Presbyterian Hospital
- White Memorial Medical Center
- Whittier Hospital Medical Center

Urgent Care Centers - LA County

- US Healthworks Medical Group (LA, City of Industry, Compton, Torrance, Chatsworth, El Monte, Ontario, Pomona, Saugus, Valencia, Commerce, Van Nuys)
- Dusk to Dawn (Gardena, LA, Lynwood, Paramount)
- AME Medical Group (Long Beach, 2 in Downey)
- Long Beach Urgent Care (Long Beach)
- MedPost Urgent Care (Cerritos, Cypress, Los Alamitos, Long Beach, La Habra)
- Concentra Urgent Care (La Palma)
- Greater Covina Healthcare Urgent Care (Covina)
- AP Urgent Care Center (City of Industry)
- Chino Total Care Walk-in Clinic (Chino)
- Smart Clinic Urgent Care (West Covina, Santa Clarita)
- MD After-Hour Care Center (Monterey Park)
- Imperial Primary Care Medical Group (La Mirada)
- After Hours Medical Group Inc. (Whittier, La Habra)
- Central Avenue Urgent Care (Montclair)
- Orthopedic Medical Center Urgent Care (LA)
- Rapid Care Urgent Care Center (Glendale, Burbank)
- Glenoaks Urgent Care Medical Group (Glendale)
- Reseda Family Medicine Urgent Care (Reseda)
- Reliant Immediate Care (2 in LA, Montebello)
- AltaMed (Los Angeles, El Monte)
- Pacific Alliance Medical Center (LA)
- Silverlake Medical Center (LA)
- Proactive Urgent Care (El Segundo, LA)
- A.N.D. Inc., Urgent Care (North Hollywood)
- Reliant Immediate Care Medical Group (LA)
- Serra Community Medical Clinic (Sun Valley)
- Urgent Care Center of South Bay (Torrance)
- Encino Urgent Care (Encino)
- AMG Medical Corp. (Alhambra)
- Valley Urgent Care (Northridge)
- ProActive Urgent Care Services (LA)
- Teodoro Diaz MD (Ontario)
- Pasadena Community UCC (Pasadena)
- Glendora Urgent Care (Glendora)
- Los Angeles Urgent Care (LA)
- Burbank Urgent Care (Burbank)
- Montebello Urgent Care (Montebello)
- Temple Medical Center (LA)
- Wilmington Urgent Care (Wilmington)
- South Atlantic Medical Group (LA)
- Sierra UCC (Palmdale, Lancaster)
- Mend Health (2 in Sherman Oaks)

IPA's/MG's – Orange County



IPA/Medical Groups

- Heritage Provider Network
 - Affiliated Doctors of OC
 - Regal Medical Group
 - Lakeside Medical Group
- Monarch Health Plan

Hospitals – Orange County

- Anaheim Regional Medical Center
- Anaheim Lighthouse – Behavioral Health
- Chapman Global Medical Center
- CHOC Children’s Hospital
- CHOC Children’s Hospital at Mission
- Coastal Communities Hospital
- College Hospital of Costa Mesa
- Fountain Valley Regional Hospital and Medical Center
- Garden Grove Hospital and Medical Center
- Healthbridge Children’s Rehabilitation Hospital
- HealthSouth Tustin Rehabilitation Hospital
- Huntington Beach Hospital
- Kindred Hospital Santa Ana
- Kindred Hospital Westminster
- La Palma Intercommunity Hospital
- Los Alamitos Medical Center
- Miller Children’s Hospital
- Orange Coast Memorial Medical Center, MemorialCare
- Park Anaheim Healthcare - Rehab
- Placentia-Linda Hospital
- Saddleback Memorial Medical Center
- Saddleback Memorial San Clemente Campus
- Seal Beach Health and Rehabilitation
- University of California Irvine (UCI) Medical Center
- West Anaheim Medical Center
- Western Medical Center – Anaheim
- Western Medical Center – Santa Ana

Urgent Care Centers - Orange County

- Concentra Urgent Care (Anaheim, La Palma, Placentia)
- AME Medical Group (Anaheim, Long Beach)
- Hoag UCC (Anaheim Hills, Huntington Beach, Tustin, Orange)
- OC UCC (Anaheim, Foothill Ranch, Huntington Beach, Orange)
- Gateway Urgent Care (Anaheim Hills)
- Surfside Urgent Care (Laguna Beach)
- Xpress Urgent Care (Costa Mesa, Tustin)
- Laguna Dana Urgent Care (Dana Point, Laguna Beach)
- Clinica Medica, Dr. Don Garcia (Anaheim, Buena Park)
- MemorialCare (Huntington Beach, Westminster)
- Family Care Centers (Costa Mesa, Fountain Valley, Irvine)
- OptumCare (Ladera Ranch, Mission Viejo, SJC, Seal Beach)
- Saddleback UCC (Lake Forest, Mission Viejo)
- South County UCC (San Clemente)
- Hybrid MD (San Clemente)
- Caduceus Urgent Care (Laguna Beach, Yorba Linda)
- Newport Urgent Care (Newport Beach)
- Marque UCC (Newport Beach, Rancho Santa Margarita)
- Imperial Primary Care Medical (La Mirada)
- Sunrise Multispecialist MC (Orange, Tustin)
- South County UCC (San Clemente)
- Kids Doc (Mission Viejo)
- MedPost Urgent Care (Brea, Cerritos, Costa Mesa, Cypress, Huntington Beach, Los Alamitos, Anaheim Hills, La Habra, Long Beach, Yorba Linda)
- Sand Canyon Urgent Care (Irvine)
- US HealthWorks (Santa Ana)
- Nellie Gail Urgent Care (Laguna Hills)
- Long Beach Urgent Care
- Newport Urgent Care
- Pacific Urgent Care (Fullerton, Orange)
- Hawaiian Gardens Walk-in
- Cypress Urgent Care
- Brea Urgent Care
- Anaheim Urgent Care
- Marque Urgent Care (Aliso Viejo)
- South Coast Pediatrics (Santa Ana)
- AltaMed (Garden Grove)
- Vital UCC (Newport Beach)
- Dyer's Urgent Care (Laguna Hills)
- Mission Medical (Mission Viejo)
- Advance Urgent MC (Santa Ana)
- San Juan Pediatrics (SJC)

IPA's/Medical Groups in Riverside and San Bernardino Counties



- Desert Oasis Medical Group
- Heritage Victor Valley Medical Group
- Inland Faculty Medical Group
- La Salle Medical Associates
- Regal Medical Group
- Vantage Medical Group

Hospitals in Riverside and San Bernardino Counties

- Arrowhead Regional Medical Center
- Barstow Community Hospital
- Casa Colina Hospital
- Colton Clinical Services
- Corona Regional Medical Center
- Desert Regional Medical Center
- Desert Treatment Clinic – Behavioral Health
- **Eisenhower Medical Center***
- Hemet Valley Medical Center
- Hi-Desert Medical Center
- Inland Valley Medical Center
- JFK Memorial Hospital
- Loma Linda University Medical Center
- Loma Linda University Medical Center – Murrieta
- Loma Linda University Children's Hospital
- Menifee Valley Medical Center
- Pacific Grove Hospital
- Parkview Community Hospital
- Pomona Valley Hospital and Medical Center
- Rancho Springs Medical Center
- Riverside County Regional Medical Center
- Riverside Treatment Center
- San Antonio Community Hospital
- San Geronimo Memorial Hospital
- Southwest Healthcare System
- Temecula Valley Hospital
- Temecula Valley Treatment Center
- Victor Valley Global Community Hospital



Urgent Care Centers - Riverside and San Bernardino

- US Healthworks Medical Group (Chino, San Bernardino, Ontario, Pomona, Colton, Moreno Valley, Riverside)
- Desert Oasis (Palm Springs, Indio, Yucca Valley)
- Desert Regional Immediate Care (Palm Desert)
- Healthcare Express Urgent Care (Palm Desert)
- Dr. Mike's Walk-In Clinic (Apple Valley, Hesperia, Barstow, Victorville)
- Family Practice Associates (Hesperia)
- CareFirst Medical Group (Ontario)
- Hayes Medical and UCC (Ontario)
- Novak Urgent Care (Indio)
- Canyon Lake UCC (Lake Elsinore)
- Moreno Valley UCC (Moreno Valley)
- Concentra UCC (Rancho Cucamonga)
- Reddy Care Medical (Pomona)
- Mission Grove Medical (Riverside)
- A Plus Walk In (Menifee, Murrieta, Sun City)
- West Point MC (Fontana, San Bernardino, Rancho Cuc)
- Medicross Clinic (Corona)
- Premier (Pomona, Chino Hills, Indio, Palm Springs)
- Alta Loma Medical Group (Rancho Cucamonga)
- Inland UCC (Temecula, Wildomar, Menifee)
- Trinity Medical Clinic (Ontario)
- Desert Urgent Care (Palm Desert)
- Manzoor Kazi Medical Assoc (Palm Desert)
- Yucaipa Urgent Care (Yucaipa)
- Teodoro Diaz MD (Ontario)
- Rapid Care (Rancho Cucamonga)
- Consumer Medical Group (Rancho Cucamonga)
- San Jacinto Family and UCC (San Jacinto)
- Advanced Medical and UCC (Upland)
- Apex Urgent Care (Beaumont)
- Comprehensive Primary Care (Fontana)
- Apple Urgent Care (Hemet, Perris)
- Meridian Urgent Care (Barstow, Beaumont, Apple Valley, Hesperia)
- Heritage Victor Valley UCC (Victorville)
- Pinnacle Medical Group (Rialto, San Bernardino, Fontana, Yucaipa)
- Parkview Outpatient (Riverside)
- Impact Care Access Network Inc (Hesperia)
- Integrated Health & Wellness (Apple Valley)
- Inland Urgent Care (Wildomar)
- Doctors Express Urgent Care (Riverside)
- SJ Medical Clinic UCC (San Jacinto)

IPA's/MG's and Hospitals – San Diego County

IPAs/Medical Groups- San Diego

- Vantage Medical Group
- Integrated Health Partners
- Community Care IPA

Hospitals – San Diego County

- Alvarado Parkway Institute
- Aurora Behavioral Health of San Diego
- Kindred Hospital San Diego
- Palomar Medical Center Escondido
- Pomerado Hospital
- Rady's Children's Hospital San Diego
- Scripps Memorial Hospital Encinitas
- Scripps Memorial Hospital La Jolla
- Scripps Mercy Hospital Chula Vista
- Scripps Mercy Hospital San Diego
- Scripps Green Hospital
- Sharp Memorial Hospital
- Sharp Chula Vista Medical Center
- Sharp Mesa Vista Hospital
- Sharp Mary Birch Hospital
- Sharp Grossmont Hospital
- Sharp Coronado Hospital
- Tri-City Medical Center
- UCSD Medical Center
- UCSD Thornton Hospital
- Vibra Hospital of San Diego



Community Clinics – San Diego County

San Diego Community Clinics (FQHC)

- Borrego Community Health Foundation - El Cajon, Escondido, La Mesa, Borrego Springs
- Community Health Systems, Inc. - Fallbrook Family Health Center
- Family Health Centers of San Diego - El Cajon (Chase, Main), Lemon Grove, Spring Valley, Chula Vista, San Diego (Federal, Market, 30th, Polk, El Cajon, 4th, Island, Broadway, Commercial, Elm, Mission, National, 6th)
- Imperial Beach Community Clinic -Imperial Beach, San Diego
- La Maestra Family Clinic - El Cajon (Broadway, 1st), San Diego, National City
- Logan Heights Family Counseling Center – San Diego
- Mountain Health & Community Services - Santee, Alpine, Escondido, San Diego (Date, Elm, Valley Parkway, 25th, El Cajon)
- Neighborhood Healthcare - Lakeside, El Cajon, Escondido (Elm, Valley Pkwy), Pauma Valley
- North County Health Services – Encinitas, Carlsbad, Ramona, San Marcos, Oceanside (Mesa, Mission, Crouch)
- Operation Samahan - San Diego (Camino Ruiz, Carmel Mountain), National City
- San Diego American Indian Health Center – San Diego,
- San Diego Family Care – San Diego (Polk, University, Linda Vista)
- San Ysidro Health Center – Chula Vista, El Cajon, San Diego, National City (D, 8th), San Ysidro (3rd, Beyer), Otay
- Southern Indian Health Council, Inc.- Campo, Alpine
- St. Vincent De Paul Village – Sa Diego
- Vista Community Clinic – Oceanside, Vista (Pier View, Durian, Vale Terrace), Chula Vista

Urgent Care Centers - San Diego County



- AFC Urgent Care (Bonita/Chula Vista, San Diego, Santee)
- Centro Medico (Escondido, El Cajon)
- Coronado Bay Urgent Care (Imperial Beach)
- Emergency Care Dynamics (San Diego)
- MD Today Urgent Care (2 locations in San Diego)
- Partners Urgent Care (Eastlake/Chula Vista, Grossmont/La Mesa, San Diego)
- A Plus Walk-in Urgent Care (Fallbrook)
- Rady's Children's Urgent Care (La Mesa, San Diego, Escondido, Oceanside)
- South Coast Medical Clinic and San Diego Physical Therapy (National City)

IPA's/MG's/Hospitals – Imperial County

IPA/Medical Groups

- Community Care IPA
- EasyAccess Care IPA
- **Imperial Valley Family Care Medical Group***

Hospitals

- Pioneers Memorial Hospital
- El Centro Regional Medical Center



Molina Member Payment and Communication

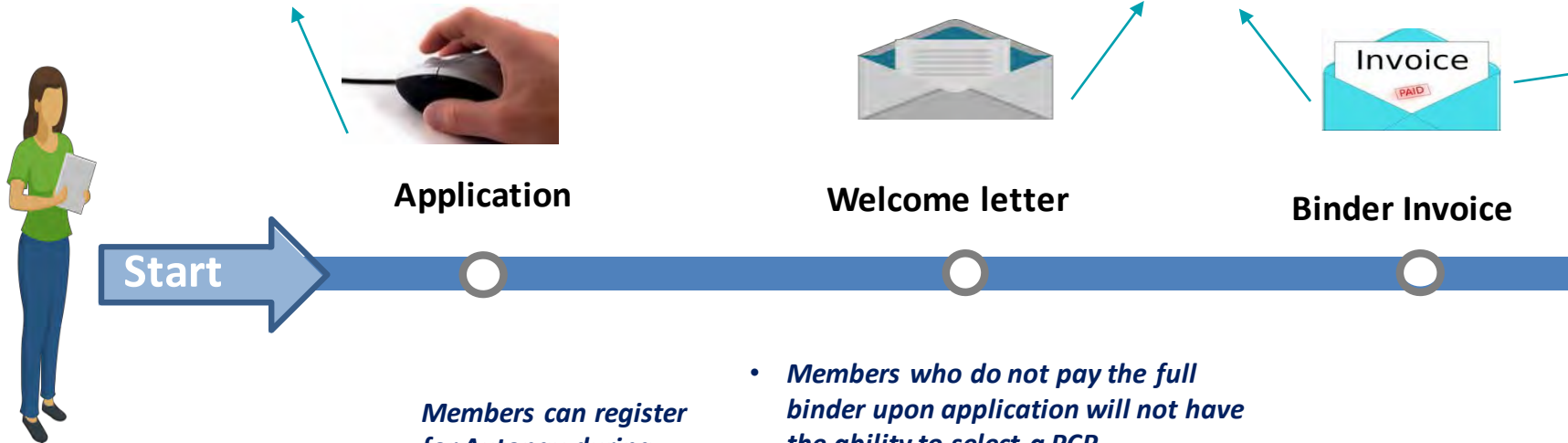


Communications Process for New Members

Member can select PCP and make binder premium payment through Pay Now

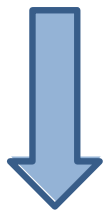
Correspondence triggered daily when 834 file transaction is received from the Exchange

If payment made upon application, invoice will show \$0 balance



Members can register for Autopay during enrollment application

- *Members who do not pay the full binder upon application will not have the ability to select a PCP.*
- *A PCP will be selected for them.*



Payment



PCP Selection



ID Card and Welcome Kit

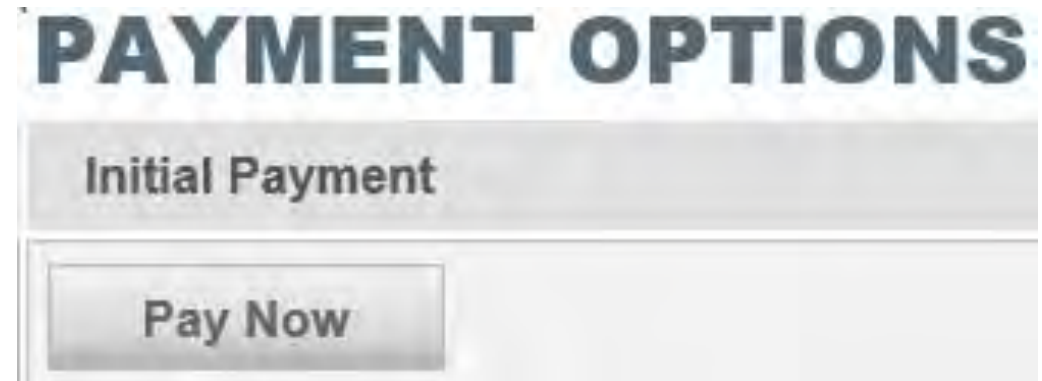


During OE, binder reminder robocall and email outreach is performed

Covered CA Pay Now and PCP Selection

Brokers can help their member:

- Pay first month's premium
- Setup auto-pay
- Select their PCP



PAYMENT OPTIONS

Initial Payment

Pay Now

All at the time of application

Members who pay at time of signing will receive a printable recap of their plan, payment and PCP, AND they'll get their member ID card within 10 business days

Invoicing and Payment Options



Binder invoice mailed upon receipt of enrollment file from the Exchange and monthly thereafter

Binder Due Date

- ✓ CA Binder Due Date is 1st of coverage effective month

Premium Due Date thereafter is:

- ✓ 26th of the month prior for CA, or 4 business days prior to the beginning of the coverage effective month, whichever is earlier

AutoPay

- ✓ Autopay debits on the 23rd of the month, or next business day


MAKE A PAYMENT

1. **AutoPay** – for convenience and peace of mind. Register at MyMolina.com
2. **Online** (Mobile Device or Desktop) - can use savings or checking account, credit or debit card at MolinaPayment.com. Or log in to MyMolina.com.
3. **IVR** – savings or checking account, Visa, MasterCard or Discover card.
4. **Mail** – submit payments with coupon from invoice. Allow 15 days for receipt and processing.
5. **Cash** – go to MoneyGram.com to find a location, or call (800) 666-3947.

Always include the Subscriber ID or Account Number with payments to avoid processing delays

Member ID Card Changes for 2020

- PCP name will be removed from the physical card
- Electronic version of ID Card on MyMolina and Molina Mobile will continue to show PCP name
- ID cards will now be color coded for line of business



Marketplace

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

Cost Shares are a summary only. Visit [MyMolina.com](https://www.mymolina.com) for plan details.
Molina Healthcare of Michigan, Inc. Rx Bin: Bln_number_1 Rx PCN: RxPCN_1 Rx Group: RxGroup_1

[MyMolina.com](https://www.mymolina.com)

Molina Member Services



Customer Support Center

(888) 858-2150

8:00 a.m. - 6:00 p.m. Monday to Friday PST

Nurse Advice Line

(888) 275-8750 (English)

(866) 648-3537 (Spanish)

24-Hours a day, Monday to Sunday

Molina Healthcare of California Headquarters

200 Oceangate, Suite 100

Long Beach, CA 90802

My Molina Member Portal



My Molina

Online Self Service Options

The screenshot displays the My Molina Healthcare website interface. On the left, a purple login box contains the text "Welcome to My MOLINA", a prompt for returning members to log in, input fields for User ID and Password, a "Log In" button, and a link for "Forgot User ID or Password?". Below this is a "Create an Account" link with a mouse cursor icon. On the right, a teal banner reads "Manage your health care online with My Molina!". Below the banner, a list of self-service options is provided, each with an icon: "Make a Payment (Marketplace Exchange Members Only)" with a dollar sign icon, "Change your doctor" with a stethoscope icon, "Update your contact information" with a telephone icon, "Request an ID card" with an ID card icon, "Get health reminders on services you need" with a heart icon, and "View service history" with a magnifying glass icon.

MOLINA[®] HEALTHCARE

Welcome to
My MOLINA


Returning members, log in to view your account

User ID







Password

Log In

Forgot User ID or Password?

 Don't have a User ID and Password?
Create an Account

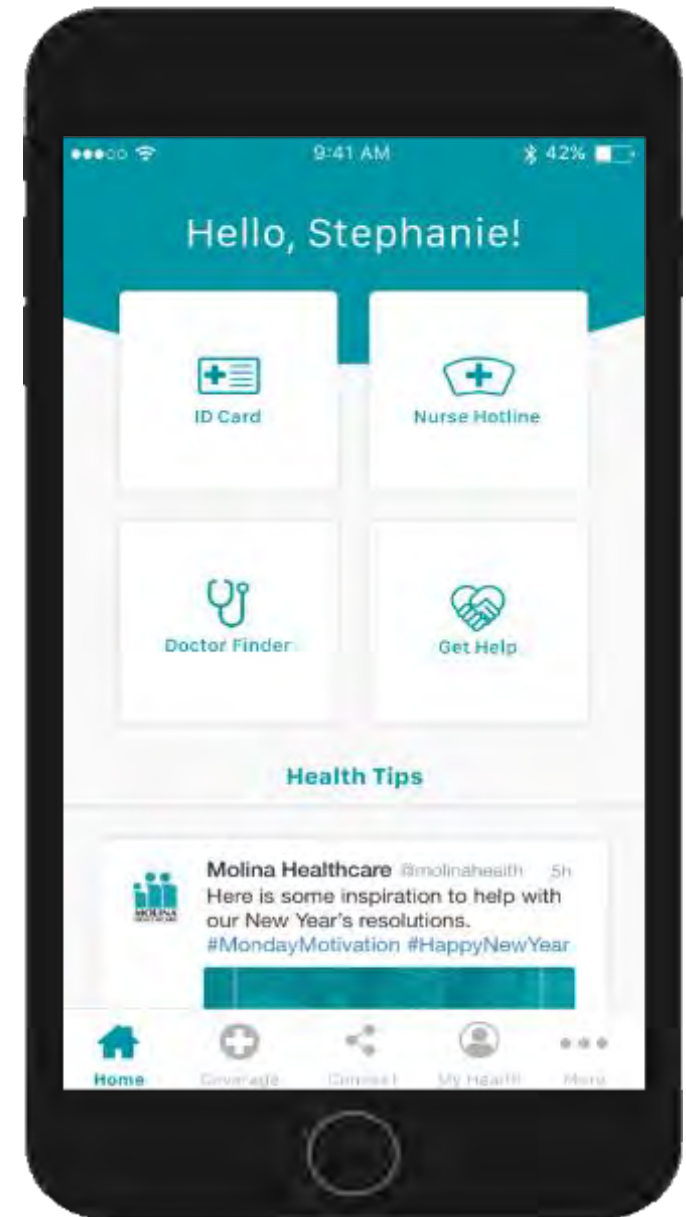
Manage your health care online with My Molina!

-  **Make a Payment**
(Marketplace Exchange Members Only)
-  **Change your doctor**
-  **Update your contact information**
-  **Request an ID card**
-  **Get health reminders on services you need**
-  **View service history**

Molina Mobile

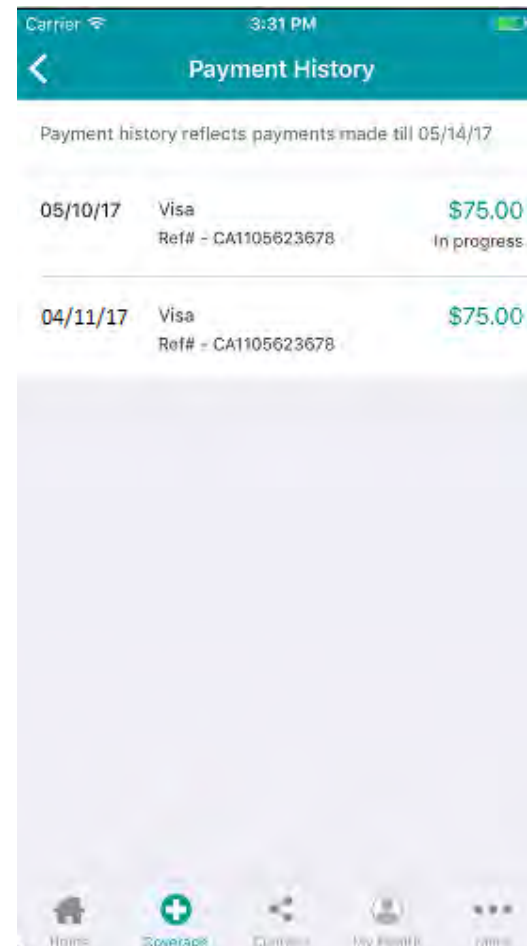
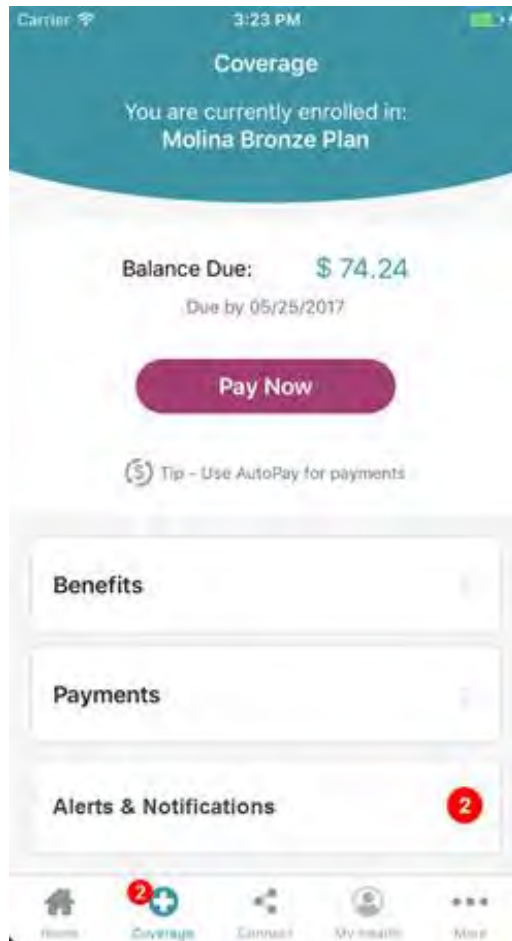
Smartphone Self Service Options

- View member ID card
- Bill pay (Marketplace members only)
- Use the Nurse Advice Line to get the care they need
- Find a new doctor, change doctor, or view provider contact information
- View health records
- View benefits and eligibility
- Access Teladoc



Molina Mobile Payments




Make a premium payment, view payment history



Molina Mobile Service History

View Service History and Explanation of Benefits

Service History	
Service History	Explanation of Benefits
Service Description Office Visit	Date of Service 11/11/2016
Provider Adam Smith	
Service Description Weight Watch	Date of Service 09/11/2016
Provider Adam Smith	
Service Description Weight Watch	Date of Service 08/11/2016
Provider Adam Smith	

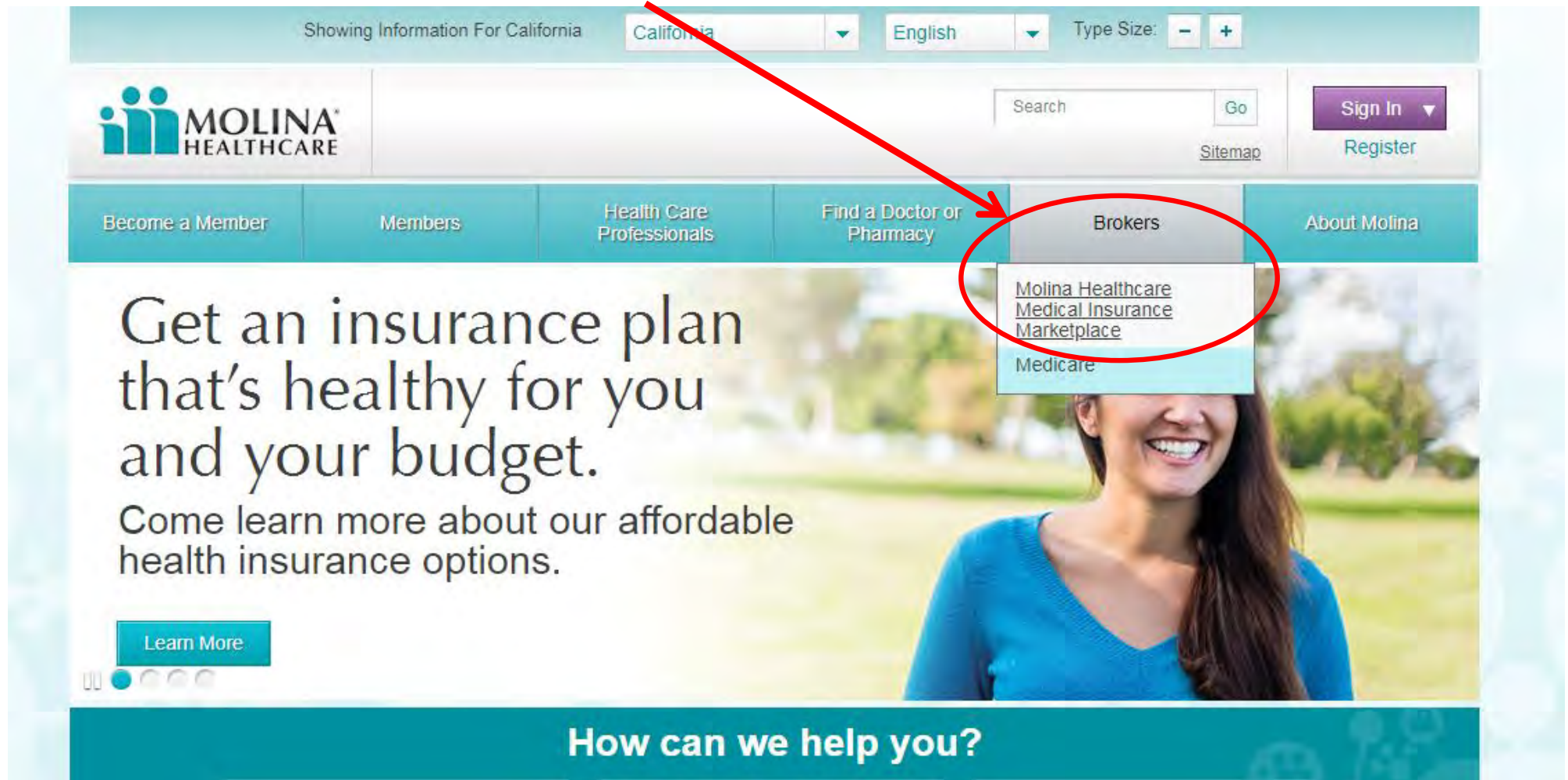
Service History	
Service History	Explanation of Benefits
Claim Number 12345678910	Date of Service 11/11/2016
 Explanation of Benefits	
Claim Number 12345678910	Date of Service 09/11/2016
 Explanation of Benefits	
Claim Number 12345678910	Date of Service 08/11/2016
 Explanation of Benefits	

Molina Marketplace Broker Resources



Molina Broker Portal

Easy Access to Broker Support Tools



The screenshot displays the Molina Healthcare website interface. At the top, there is a header bar with the text "Showing Information For California" and a dropdown menu set to "California". To the right of this are language and font size controls, including a dropdown for "English" and "Type Size" with minus and plus buttons. The Molina Healthcare logo is on the left, and a search bar with a "Go" button and a "Sign In" button with a dropdown arrow are on the right. Below the header is a navigation bar with links: "Become a Member", "Members", "Health Care Professionals", "Find a Doctor or Pharmacy", "Brokers", and "About Molina". A red arrow points from the "California" dropdown to the "Brokers" link, which is circled in red. A dropdown menu is visible under "Brokers", containing the following links: "Molina Healthcare", "Medical Insurance", "Marketplace", and "Medicare". The main content area features a large image of a smiling woman in a blue sweater. To the left of the image, the text reads: "Get an insurance plan that's healthy for you and your budget. Come learn more about our affordable health insurance options." Below this text is a "Learn More" button. At the bottom of the page, a teal banner contains the text "How can we help you?".

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

Get an insurance plan that's healthy for you and your budget. Come learn more about our affordable health insurance options.

Learn More

How can we help you?

Molina Healthcare Medical Insurance Marketplace Medicare

Molina Broker Portal Login

Easy Access to Broker Support Tools

Welcome to the Molina Broker Portal



* = Required

User Name * AA007

Password * •••••

☐ Remember User Name

LOGIN

Having trouble logging in ? [Click Here](#)

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

Have you logged into your Broker Portal?

Book of Business, Member Payment info and Grace Period Status

Welcome, xxxxxxxxxx
Last Login time: 08/21/2017 3:54 AM
[My Profile](#) | [Help](#) | [Settings](#) | [Videos](#) | [Logout](#)

MP BSU Phone# 1-855-685-3179
Options : 1-Broker Services 2-Broker Commission 4-Broker Contracting

Home | My Agents | Commissions | Invitations & Authorizations | **Book of Business** | Documents | Compensation Dashboard | Product Management | Broker Recon | Requests

Reports Applications

Future Book of Business Search
Insured Details

Book of Business Search

Book Of Business Search

SEARCH

View Select

Start Date	Agent End Date	Months Count	Subscriber ID	First Thr Date	Paid On Date	Business Phone	DOB	Is in Grace Period?	GP Start Date
1/01/2017		1	XXXXXX	06/01/2017	06/03/2017	XXXXXX	XXXXXX	No	
1/01/2017		1	XXXXXX	04/03/2017	06/28/2017	XXXXXX	XXXXXX	No	
1/01/2017		1	XXXXXX	06/01/2017	06/03/2017	XXXXXX	XXXXXX	No	
1/01/2017		1	XXXXXX	06/03/2017	06/03/2017	XXXXXX	XXXXXX	No	
1/01/2017		1	XXXXXX	07/01/2017	07/04/2017	XXXXXX	XXXXXX	Yes	06/01/2017
1/01/2017		2	XXXXXX	07/01/2017	07/04/2017	XXXXXX	XXXXXX	Yes	06/01/2017
1/01/2017	12/31/2017	2	XXXXXX	09/03/2017	09/17/2017	XXXXXX	XXXXXX	No	

Displaying items 1 - 50 of 7420







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Health Sherpa – Enhanced Direct Enrollment (EDE)

New capabilities, no redirect to Healthcare.gov

- EDE renewals available in all FFM states through your broker portal

Capability	Double Redirect	Enhanced Direct Enrollment (EDE)
Quoting		
Plan Selection		
Enrollment	HC.GOV	
Eligibility	HC.GOV	
Payment	HC.GOV	
Document Management	HC.GOV	
Effectuation	Carrier	

EDE Training and Support

A new online training guide is available for EDE

- Videos on how to navigate the dashboard and EDE application steps from start to finish
- Available to all agents via their Help Center

The image shows a screenshot of the HealthSherpa dashboard. The top navigation bar includes the HealthSherpa logo, Agent Name (NPN: 12345678), and links for 'Start application', 'Search Marketplace', and 'Quote'. A sidebar on the left contains icons for 'Insights', 'Clients', 'Leads', and 'Marketing'. The main content area is titled 'Clients' and features filters for 'Carrier', 'State', 'Documents', and 'Payment', each with a 'Select' dropdown. Below these filters, it shows '0 clients' and a 'Renewal email' button. An overlay menu is visible, listing 'Getting started', 'Help center', 'Email support', and a phone number '(888) 684-1373' with an 'Online' status. Another overlay titled 'Resource Center for Agents' is shown, indicating '29 articles in this collection' written by Casey Harmon, Zoe Sahmali, and Ryley Donohoe. It features a 'Getting Started' section with a link to 'Getting Started Guide for Agents' (written by Casey Harmon, updated this week) and a link to 'What is Enhanced Direct Enrollment?' (written by Ryley Donohoe).

How Molina Supports You



Broker Support Unit (BSU)

Phone: 1.855.885.3179

Broker Services - # 1

MPBrokerSupport@MolinaHealthcare.com

- General inquiries, account access issues, member EOC and 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 unpaid policies

Contracting Inquiries - # 4

MPBrokerContracting@MolinaHealthcare.com

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

Monday through Friday – 8:00 AM to 5:00 PM (CST)

CARE Team – Member issue resolution support



Marketplace Broker Communication And Resolution Experts

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

Bonuses / Improved Commissions

Commissions Increasing for 2020

- 25% Increase over 2019 rates for new and renewal rates
- Talk to your General Agency for more info

New and Renewal Bonuses for 2020!

- Will be officially released next week
- Waiting on Covered CA approval, so stay tuned....

Your CA Broker Rep



Amy DeMarco

657-243-7461

Amy.DeMarco@MolinaHealthcare.com

Questions? Preguntas?