



Bright by 

Baby's first year is...

**Exciting.
Exhausting.
Emotional.**

Want tips for taking care of you and bonding with your baby?

Text **BOND** to 274 448 or scan



In partnership with



El primer año del bebé es...

Bright by Text

**Emocionante.
Agotador.
Emocional.**



¿Quieres consejos para cuidarte y crear lazos?

Envía **BOND** al 274 448 o escanear



En colaboración con:





Because kids don't come with instructions



We know parenting can be overwhelming.
We're here to help, one text message at a time.

- Easy, practical tips and info for parents & caregivers.
- Messages timed exactly to your child's due date or date of birth.
- Info about free services and events based on your zip code

Text **IOWAKIDS** to **274 448**
for **FREE** parenting tips



Msg & data rates may apply.



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Porque los niños no vienen con instrucciones

Sabemos que la crianza de los hijos puede ser abrumadora. Estamos aquí para ayudar, un mensaje de texto a la vez.

- Consejos prácticos e información para padres y cuidadores.
- Mensajes adaptados exactamente a la fecha de parto o de nacimiento de tu hijo.
- Información sobre servicios y eventos gratuitos basados en su código postal

Envía **IOWAKIDS** al **274 448** para recibir consejos gratuitos sobre la crianza de los hijos



Tarifas de datos y mensajes pueden aplicar.



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Tarifas de datos y mensajes pueden aplicar.



Lean on Molina Healthcare as your trusted health care partner

Choosing the right managed care organization (MCO) to administer your Medicaid program is important because it impacts many peoples' lives – from members and their families to providers and community partners.

It's been our mission for more than 40 years to provide quality health care to Medicaid-eligible people across the country, and our work has only just begun. So, what do you say? **Let's simplify health care for all.**

We're one of the country's most experienced government-focused MCOs.

We proudly support members served by the following Medicaid programs:

- Temporary Assistance for Needy Families (TANF)
- Children's Health Insurance Program (CHIP)
- Medicaid Expansion
- Aged, Blind, and Disabled
- Managed Long Term Services and Supports (MLTSS)
- Foster care
- Intellectually and Developmentally Disabled (IDD)
- Serious Mental Illness (SMI)

Members are the most important thing to us. With our member-focused care management approach, they truly are at the center of everything we do.

With one care manager serving as the primary point of contact for a member's care, we eliminate any barriers to care a member, or even a provider, might encounter.

We aim to support and help members reach their goals and live healthier lives. We do that by partnering with members and their providers to address their whole self because living a healthier life isn't just about physical health.

Addressing a member's whole self wouldn't be possible without our community health workers.

As one of the earliest adopters of community health workers in the country, we saw the need for and importance of building out the interdisciplinary team so we could support a member's whole self.

Our community health workers help members with things like:

- Housing
- Food insecurities
- Clothing
- Transportation
- Scheduling medical appointments

And so much more!

We lean on and leverage the strengths of our community partners to address members' needs. Helping members with their highest priority needs is only possible with the partnership and collaboration of community-based organizations (CBOs). With their help, we can address members' unmet health care needs, improve access to care and promote health equity – all of which equals a better quality of life for members.

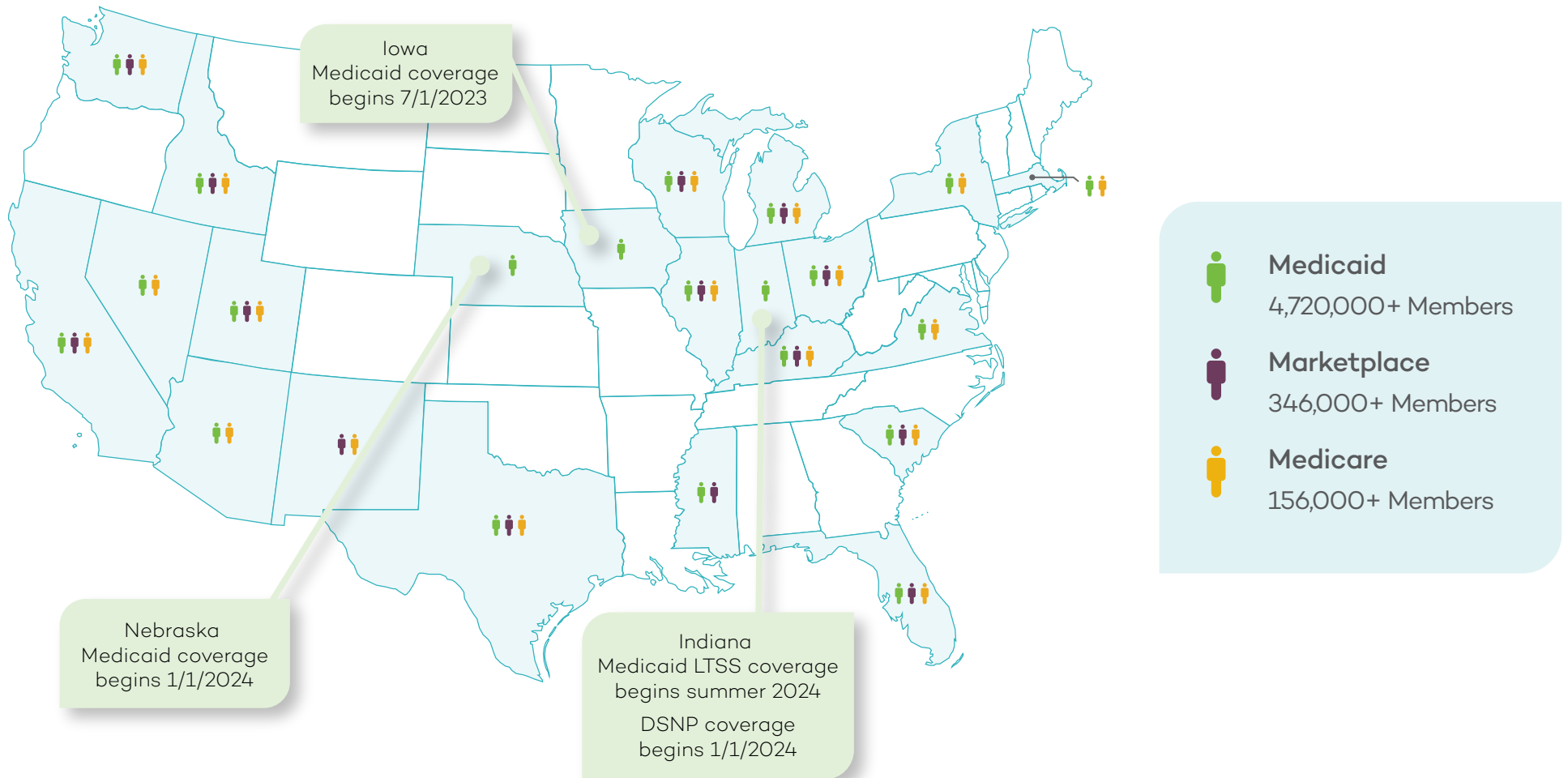
Molina Healthcare is so much more than a health plan.

We're an extension of our members, providers and the communities we serve.



Molina's membership coverage

We serve members in 21 states and counting! Take a look at the lines of business we offer in each of our states.



Diane, member

They care about their clients, and I'm so thankful for them. It's the support system I need to get to the point that I can take care of me. I can call any one of these people at Molina, and they remind me where I was, and where I've come to, and where I'm going.

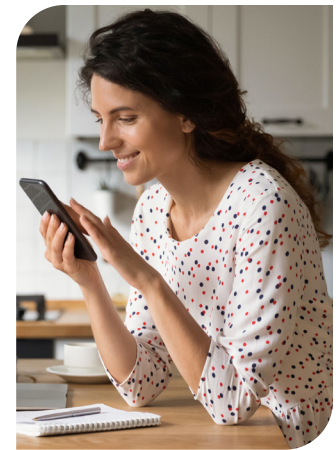
2023 VALUE ADDED BENEFITS



Molina gives you extra benefits – for extra peace of mind.

Use this booklet to find the best benefits for you and your family.

For easy access to information about your benefits, medications, service plans, appointment reminders and more, get the MyMolina® mobile app in your smartphone's app store.



Healthy rewards

Healthy Rewards are set dollar amounts you earn by taking care of your health. Complete your first eligible healthy behavior, notify Member Services—we'll mail you a reloadable VISA gift card already loaded with your reward. Notify us each time and your Healthy Rewards will be added directly to the card. You can use them to buy over-the-counter (OTC) health and wellness items, produce, meat, bread, cereals and other foods, non-alcoholic drinks and gas.

Your gift cards can be used at:

- Walmart (in-store)
- Walmart.com (online)
- Hy-Vee
- CVS
- Walgreens
- Dollar General
- Jewell-Osco (Clinton)
- Cassidy Pharmacy (Des Moines)
- Dowd Drug, Inc. (Guthrie Center)
- Owl Pharmacy (Centerville)
- Scott Pharmacy (Fayette)
- Main Street Drug (Charles City)
- Medicap Pharmacy (West Des Moines)
- Pay-at-the Pump Gas stations wherever VISA cards are accepted

Healthy behaviors that earn rewards

Reward	Behavior	Who can earn
\$25 gift card once a year	Complete a routine preventive physical exam	Ages 18 and older
\$50 gift card once a year	Complete yearly diabetic eye exam (not an eye exam for glasses)	Ages 18-75 diagnosed with diabetes
\$25 gift card once a year	Submit yearly Health Risk Assessment through member portal. Or call Member Services team to do it over the phone	All ages
\$25 gift card once a year	Complete a routine cervical cancer screening (PAP test)	Females* between 21-64 years of age
\$25 gift card once a year	Complete a chlamydia screening test	Females* between 16-24 years of age
\$25 gift card once a year	Complete a mammogram	Females* between 50-74 years of age
\$10 after each visit; limit 6	Well-child visit for babies	15 months old and younger

Reward	Behavior	Who can earn
One \$25 gift card after 2 completed visits	Complete 2 or more well-child visits for babies 15-30 months old	Children 15-30 months old
\$25 gift card once a year	Complete a routine well-child visit once a year	Between 3-21 years of age
MolinaHelpFinder.com to connect to low or no-cost food, housing, clothing, job training and more	Available to all members at no cost	All ages

*Female sex at birth

How to claim your rewards

After you complete a healthy behavior, there are 3 easy ways to claim rewards:



Online at [MyMolina.com](https://www.molinahelpfinder.com) or using the My Molina mobile app



Call Member services at (844) 236-0894 (TTY: 711)



Contact your case manager



Extra benefits for extra peace of mind

Cell phone

If you meet the federal Lifeline Program standards, you can get a no-cost Android smartphone with unlimited talk, text, data and free calling to Mexico, Canada, China, South Korea and Vietnam. Or you can get a no-cost mobile hotspot instead. You can also get a reduced-cost tablet. Smartphones are provided by TruConnect. Sign up at www.truconnect.com/Molina or call (844) 700-0795 to apply over the phone.

Over-the-counter medications

Get up to \$30 to spend every 3 months on commonly used over-the-counter items not covered by the Medicaid pharmacy plan—at no cost! Order supplies online with free two-day shipping. Sign up at Molina.nationsbenefits.com or call (877) 391-6245.

Can Play membership

Can Play offers adapted and no-cost sports and recreation programs in Polk, Dallas and Johnson Counties for Medicaid waiver members 19 years old and younger. Ask your Case Manager for a referral or contact Member Services to request Case Manager assistance.

YMCA membership

Coming soon. Contact Member Services for updates on start date and how to access membership once it is available.

Transportation

If you're at least 16 years old and you need help getting food or finding work, we provide 4 one-way rides to foodbanks, grocery stores, farmers markets, Women, Infants, and Children (WIC) appointments, job training and interviews. To use this benefit, call Access2Care at (866) 849-2062 at least 2 days before you need a ride.

Meals after high-risk hospitalization

If you've recently been discharged home from the hospital with high-risk conditions, we want to help you take care of yourself. You could get 2 meals per day delivered to your home for up to 14 days. Your case manager can help you get set up with this program.

Smoking cessation

If you are at least 18 years old or pregnant at any age, call Member Services at (844) 236-0894 (TTY: 711) to connect with Quitline. Quitline will provide 8 weeks of nicotine replacement therapy for qualified members and 5 telephone coaching sessions with a tobacco cessation coach to help you quit smoking.

Weight management help

Members who are at least 18 years old can get a no-cost WeightWatchers (WW) membership with a case manager referral. To learn more and connect to a case manager, call Member Services.

High school equivalency diploma voucher

Further your education with a free voucher to take the high school equivalency diploma (HSED) test. Pass and get a \$25 gift card!



Benefits for pregnant and postpartum members

Baby shower

If you are pregnant or had a new baby in the last 6 months, we invite you to join us for a baby shower! Join and earn a \$100 reward per pregnancy. Use it to pay for diapers, wipes, formula, car seats or a Pack 'n Play. After you attend, call Member Services at (844) 236-0894 (TTY: 711) to claim your rewards.

Early Prenatal Visit

Pregnant members who visit their doctor in the first trimester or within 42 days after enrolling with Molina earn a \$75 reward. It can be used for a car seat or other supplies like diapers, wipes, formula, or a Pack 'n Play.

Gift card for postpartum visit

Complete a visit with your doctor 7 to 84 days after you deliver your baby to earn a \$25 reward. Use it to help pay for diapers, wipes, formula, a car seat or a Pack 'n Play.

Doula support

If you are a black woman, another group experiencing health disparities, or have a high-risk pregnancy, doula services from a trained pregnancy expert can help support you and your family before, during and after birth. Call your case manager or Member Services to see if you qualify for this service. Available in limited counties at this time.

Meal delivery for high risk pregnant and postpartum members

For certain members, Molina will provide up to 2 no-cost meals per day for 14 days, delivered to your home.* Members can use this benefit while pregnant and up to one year after delivery. To learn more, please call your case manager or Member Services. *A case manager referral is required. Maximum coverage: 4 weeks and 56 meals per calendar year.

Count the Kicks

If you're pregnant, Count the Kicks is a no-cost app you can use to keep track of your baby's movement during the last months of pregnancy to help make sure your baby arrives safely. Sign up at www.countthekicks.org.

Text4Baby

This no-cost app provides appointment reminders, information about prenatal care, infant/child development, signs of labor, breast feeding and nutrition via text messages. It is available during pregnancy and up to one year after delivery. Sign up at www.text4baby.org.

Relay

(Coming Fall 2023. Watch for sign-up information at MyMolina.com or in your member portal.)

This no-cost text message service provides health education, program messages and reward reminders.

Member Portal

Healthcare at your fingertips. Download the My Molina app today from the Apple App Store or Google Play store. Or visit MyMolina.com.



For Long-Term Services and Supports members

If you get long term services in a facility setting – like a nursing home or institutional care – or get community support services, these benefits are for you!

Move-in Basket

Making the move from a facility to a community setting? Congratulations! Our welcome basket provides \$50-worth of supplies you'll need in your new home. Your case manager can tell you more. This is a one-time gift for people who are at least 21 years old, living in a facility and moving to a community setting.

Devices for healthy living at home

If you're at least 21 years old and getting Long-Term Services and Supports (LTSS) services, we will give you 2 no-cost home health devices. Your case manager can help you place an order and choose 2 from this list:

- Digital scale
- Blood pressure cuff
- Peak flow meter
- Reacher/grabber
- Lumbar pillow
- Personal fan
- Clip-on lamp
- Walker bag
- Pair of face masks

Caregiver transportation

Molina knows it's important for you to stay connected to your family and caregivers when you're in a facility setting. We'll give your caregiver (parent, child or direct caregiver) 4 one-way rides per month to visit you while you're in the facility. Call Access2Care at (800) 849-2062 at least 2 days before you need a ride.

Legal guardianship

If you are between the ages of 17-18 ½ and need a guardian so that you can get inpatient, skilled nursing or private duty nurse services, we will help cover the cost up to \$500. Your case manager can help you get this service.

Questions?

Please visit our website at MolinaHealthcare.com/IA. Or call Member Services at (844) 236-0894 (TTY: 711). We're here to help!



Nondiscrimination Language

Molina Healthcare of Iowa (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy, and sex stereotyping.

Communicating with you is important to us. To help you talk with us, Molina provides the following services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact Molina at our toll-free number (844) 236-0894 (TTY: 711).

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person by mail, or email. You can file a grievance with:

Civil Rights Coordinator
200 Oceangate, Suite 100
Long Beach, CA 90802
Toll Free: (866) 606-3889
TTY/TDD: 711

Online: [MolinaHealthcare.AlertLine.com](https://www.molinahealthcare.com/alertline)
Email: civil.rights@MolinaHealthcare.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at [Ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf) or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Phone: (800) 368-1019, (800) 537-7697 (TDD)
Complaint forms are available at www.hhs.gov/ocr/index.html

Language Assistance

Molina Healthcare of Iowa Member Services: (844) 236-0894 (TTY: 711)

English: Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above.

English (Large Font): Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above.

Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

Español (Letra Grande): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos

alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

中文 (Chinese): 我们可以免费为您提供语言协助服务、辅助用具和服务、较大的字体、口译以及其他替代格式。如有需要请拨打上述电话号码。

Tiếng Việt (Vietnamese): Các dịch vụ trợ giúp về ngôn ngữ, các trợ cụ và dịch vụ phụ thuộc, phông chữ khổ lớn, thông dịch bằng lời nói, và các dạng thức thay thế khác hiện có cho quý vị miễn phí. Để có được những dịch vụ này, xin gọi số điện thoại nêu trên.

Srpsko-Hrvatski (Serbo-Croatian): Na raspolaganju su vam besplatne jezičke podrške, dodatna pomoć i usluge, krupniji font, usmeni prijevod kao i drugi alternativni formati. Da biste sve ovo dobili, nazovite nas na gore navedeni broj.

Deutsch (German): Sprachunterstützung, Hilfen und Dienste, eine größere Schriftart, eine mündliche Übersetzung sowie weitere alternative Formate werden Ihnen kostenlos zur Verfügung gestellt. Um eines dieser Serviceangebote zu nutzen, wählen Sie die o. a. Rufnummer.

(Arabic): تتوفر خدمات المساعدة اللغوية، والأدوات والخدمات المساعدة، والطباعة بأحرف كبيرة، والترجمة الفورية الشفهية، وغيرها من التيسقات البديلة من أجلك دون أي تكلف. للحصول على هذه الخدمات، يُرجى الاتصال على الرقم المذكور أعلاه.

ລາວ (Lao): ບໍລິການໃຫ້ຄວາມຊ່ວຍເຫຼືອດ້ານພາສາ, ເຄື່ອງມືຊ່ວຍໃນການຟັງ ແລະ ການບໍລິການຕ່າງໆ, ຕົວໝາຍ ມູຂະໜາດໃຫຍ່, ການແປປາກເປັນ ທ້າວ ແລະ ຮູບແບບປາກເປັນ ເລັກລອບ ນຸ່ງມູ ໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍ. ເພື່ອໃຫ້ໄດ້ຮັບຂໍ້ມູນນີ້ ກະລຸນາໂທໄປຫາ ໜ້າເລກຂ້າງເທິງ.

한국어 (Korean): 언어 지원 서비스, 보조 지원 및 서비스, 대형 활자본, 통역, 기타 대체 형식을 무료로 이용하실 수 있습니다. 이를 위해 위의 전화번호로 연락해 주십시오.

हिंदी (Hindi): भाषा सहायता सेवाएँ, सहायक सहायता और सेवाएँ, बड़ा फॉन्ट, मौखिक अनुवाद, और अन्य वैकल्पिक प्रारूप आपके लिए हबना हकसी गित के उपबिधैं। इसे प्राप्त करने के लिए, कृपया ऊपर हदए गए नबिर पर कॉकिरें।

Français (French): Des services gratuits d'assistance linguistique, ainsi que des services d'assistance complémentaires, des polices de caractères plus grosses, de la traduction orale et d'autres formats sont à votre disposition. Pour y accéder, appelez le numéro ci-dessus.

Pennsylvanian Deitsh (Pennsylvanian Dutch): Du kansht hilf greeya mitt dee shprohch, adda annah hilf un services in diffahndi vayya un es kosht dich nix. Fa hilf greeya adda may ausfinna, kaw! da phone number do ovvah droh.

ไทย (Thai): บริการความช่วยเหลือด้านภาษา อุปกรณ์และบริการเสริม แบบอักษรขนาดใหญ่ขึ้น การแปลด้วยปากเปล่า รวมทั้งรูปแบบทางเลือกอื่น ๆ มีให้คุณใช้ได้โดยไม่เสียค่าใช้จ่าย หากต้องการใช้บริการนี้ กรุณาโทรศัพท์ติดต่อที่หมายเลขข้างต้น

Tagalog: May available na libreng mga serbisyo sa tulong sa wika, auxiliary na tulong at serbisyo, mas malaking font, pasalitang pagsasalina, at iba pang alternatibong format para sa iyo. Para kunin ito, pakitawagan ang numero sa itaas.

ကညီ (Karen): ကျိတ်တံကတိာ် တံတံတံတံတံ အတံတံ, ပီးလီတံတံ ပုနီဒိကုကွဲတံတံဒီး တံတံတံတံတံတံတံ, လံာ်တံတံတံတံ, တံကတိကွဲးထံ, ဒီးတံအကုဂီဒီးအကလး အကဲတံတံတံတံတံတံတံ တံဒီးနုဒီးဒီးလး တလံတံတံ ကျိတ်တံတံတံတံတံလီ. လကဒီးနုတံအံအဲဂီ, ဝံးတံကဲးတံ နုဂံလး ထးအံတံကု.

Русский язык (Russian): Услуги по переводу, вспомогательные средства и услуги, материалы, напечатанные более крупным шрифтом, услуги устного перевода, а также материалы в других, альтернативных, форматах предоставляются Вам совершенно бесплатно. Чтобы получить их, позвоните по указанному выше номеру телефона:



We're here for you and your baby!



Dear valued Molina member, congrats!

Celebrating your health is a gift. Let's take steps to make your pregnancy a healthy journey. Here's a look at pregnancy rewards you can earn:



\$100 gift card – Go to a Molina baby shower

For expecting members or members with a child six months or less



Car or booster seat for completing prenatal visits

Go to your first trimester visit or within 42 days of enrollment



\$25 gift card for completing postpartum visits

Go to one postpartum visit 7–84 days after the birth of your baby

More benefits to support your pregnancy:



Text apps: Get appointment reminders and baby care information



Home-delivered meals: For high-risk pregnancy or breastfeeding members



Doula services: Non-medical support for pregnant members before, during, and after birth



Care managers: Support for high-risk or at-risk pregnant members who need special care

And more healthy rewards for you and your baby!

Keep our phone number handy!

If you have questions about this program, call Member Services at **(844) 236-0894 (TTY: 711)** or the Health Management Team at **(866) 891-2320 (TTY: 711)** option 2.

This is the start of a healthy pregnancy and Molina Healthcare is here for you!

Sincerely,
Molina Healthcare

Provider Quick Reference Guide

Molina Healthcare of Iowa	www.molinahealthcare.com/IA
Provider Services Contact Center	<p>Call: (844)236-1464</p> <p>For assistance with:</p> <ul style="list-style-type: none"> • Claims Reprocessing • Claims Inquiry / Status • Update provider information • Get connected with your regional provider services representative: IAProviderRelations@molinahealthcare.com
Provider Contracting	IAProviderContracts@molinahealthcare.com
Behavioral Health Prior Authorization	<p>Call: (844)236-1464</p> <p>Fax: (319)774-1295</p>
Availity Portal	<p>Availity Essentials Provider Portal: https://availity.com/molinahealthcare</p> <ul style="list-style-type: none"> • Eligibility & Benefits • Member Search • Attachments • Claim Status • Claims Correction • Payer Space • Overpayments
Claims Disputes	<p>Fax: (855)275-3082</p> <p>lowaproviderinquiry@molinahealthcare.com</p> <ul style="list-style-type: none"> • Corrected claims are considered new claims and can be submitted electronically via the Availity Provider Portal https://availity.com/molinahealthcare or through an EDI clearinghouse • Providers seeking a redetermination of a claim previously adjudicated must request within 180 days of Molina’s original remittance advice date • Overpayment disputes should be received within 90 days of overpayment notification letter date and should be mailed to: Molina Healthcare of Iowa PO Box 2470 Spokane, WA 99210-2470
Dental	For more information on dental carriers, visit the Dental Carrier Options webpage
Emergency Room (ER) Policy	<ul style="list-style-type: none"> • Emergent and urgent care Services are covered by Molina without an authorization. This includes non-contracted Providers inside or outside of Molina’s service area. • The IME Website has a detailed list of diagnosis codes used to determine emergency room payment.
ETF/ERA Sign Up	https://enrollments.echohealthinc.com/EFTERA
Fraud, Waste and Abuse	<ul style="list-style-type: none"> • To report an issue by telephone, call Molina’s Compliance Hotline: 1-866-606-3889 • To report an issue online: www.MolinaHealthcare.Alertline.com • Iowa Medicaid Program Integrity Unit: 1-877-446-3787 or locally at 515-256-4615

Health Care Services Department	<p>Call: (844)236-1464 Fax: (319)774-1295</p> <ul style="list-style-type: none"> • 24/7 access to online submission and status checks • Ensures HIPAA compliance • Ability to receive real-time authorization status • Ability to upload medical records
Iowa Medicaid Enterprise (IME) Eligibility Verification System (ELVS)	<ul style="list-style-type: none"> • Des Moines (515)323-9639 • Toll-free (800)338-7752 <p>Available 24/7</p>
Lab Services (Quest Lab Diagnostics)	866-MY-QUEST
Member Services	<p>Call: (844)236-0894 TTY/TDD: 711</p>
Non-Emergency Medical Transportation (Access2Care)	<ul style="list-style-type: none"> • Unlimited free round-trip or one-way trips for covered, medically necessary, services each calendar year • Members can call Access2Care at (844)544-1389
NPI Look Up	https://npiregistry.cms.hhs.gov/search
Pharmacy Services	<p>Call: (844)236-1464 Fax: (855)275-3082 iowaProviderInquiry@MolinaHealthcare.com</p> <ul style="list-style-type: none"> • Pharmacy benefit coverage is aligned with the Iowa Medicaid Preferred Drug List (PDL) http://www.iowamedicaidpdl.com/preferred_drug_lists • Prior authorization criteria will also align with Iowa Medicaid • PA Form Fax: (877)733-3195
Prior Authorization: Ways to Submit	<ul style="list-style-type: none"> • Electronically via the Availity Essentials portal https://availity.com/molinahealthcare • By phone at (844)236-1464 • By fax at (319)774-1295 (medical) • By fax at (877)733-3195 (pharmacy)
Submit electronic claims	<ul style="list-style-type: none"> • Submit Claims directly to Molina via the Availity Essentials portal • Submit Claims to Molina via your regular EDI clearinghouse • Payer ID: MLNIA
Timely Claims Filing	<ul style="list-style-type: none"> • Claims must be submitted by provider to Molina Healthcare within 180 days • Out-of-network providers: 365 days after discharge from date of service • Corrected claims: 365 days from the last adjudication date for up to 2 years from date of service
Utilization Management	<p>Call: (844) 236-1464</p> <ul style="list-style-type: none"> • All criteria used for UM decision-making are available to providers upon request.
Vision	<p>March Vision Network (844) 496-2724 https://www.marchvisioncare.com/becomeprovider.aspx</p>
24/7 Nurse Advice Line	<p>Call: (866)236-2096 TTY/TDD: 711 Relay</p>



Your Partner in Perinatal Mental Health

If you work in mental health, maternal health, or an affiliated profession, you most likely have patients or clients who experience perinatal mental health (PMH) disorders. A frequent complication of childbearing, they affect 800,000 people a year in the US.

But are you confident that you can recognize and diagnose them? Do you feel comfortable treating these patients—or know which specialists you can refer them to?

Postpartum Support International (PSI) can help. We have a wide variety of resources and training programs designed to improve understanding and care.

A Widespread Problem. A Proven Partner.

Perinatal mental health (PMH) disorders can appear anytime during pregnancy, post-loss, and 12 months after postpartum. In the U.S., one in five mothers and one in ten fathers experience postpartum depression. PMH disorders affect people of every age, race, ethnicity, income, and culture.

PMH disorders include depression, anxiety, obsessive-compulsive disorder, post-traumatic stress disorder, bipolar mood disorders, and psychosis.

Left untreated, PMH disorders can lead to premature or underweight births, impaired parent-child bonding, and learning and behavior problems later in childhood. They can even raise the risk of maternal mortality. The good news is that support and resources are available and can prevent these complications.



We have trained
**MORE THAN
40,000**
providers
like you.

**ONLY
25%**
of those impacted are
identified and receive
treatment.

For 35 years, Postpartum Support International (PSI) has been a global leader in improving awareness and treatment of PMH disorders. We work in over 50 countries to connect experts and patients, boost scientific knowledge and emotional understanding, and to develop and deliver effective interventions.

PSI and You

PSI helps train and certify professionals who support families during pregnancy, pregnancy loss, and the postpartum period. From on-demand resources such as a psychiatric consult line, an online provider directory, and educational webinars and videos, to specialty trainings and the first-ever PMH certification, PSI is your partner in advancing knowledge and improving care.

Summaries of our key programs are on the back. More information is available at postpartum.net

PSI has resources and trainings for a wide variety of people working in mental health, maternal health, or affiliated professions. Key programs are listed here.

Resources

> Perinatal Psychiatric Consult Line

A service provided by PSI for medical professionals who have questions about mental health care related to perinatal patients and pre-conception planning. The consult line (1-877-499-4773) is staffed by reproductive psychiatrists who are members of PSI and specialists in the treatment of PMH disorders. The service is free and available by appointment.

> Frontline Provider Trainings

This 2-part series helps frontline healthcare providers (e.g., obstetricians/gynecologists, family practice physicians, internists, nurse practitioners, midwives, physician assistants, and nurses) develop the skills necessary to assess patients for PMH disorders, provide treatment with medication, and/or connect individuals to additional resources and care. Training is provided by PSI perinatal psychiatric experts with a curriculum developed specifically for primary healthcare providers. Options include both live and on-demand webinars as well as onsite trainings tailored to your team and setting.

> Certification in Perinatal Mental Health

The Perinatal Mental Health Certification (PMH-C), the first of its kind, was launched by PSI in 2018; more than 3,000 people have been certified since. It creates a structure for professional education and evaluation and a standardization of training and experience. Developed in partnership with Pearson VUE, the PMH-C curriculum builds on existing evidence-based PMH certificate trainings, adding an advanced-training component.

> Perinatal Mental Health Alliance for People of Color

PMHA-POC works to increase the capacity of perinatal professionals to better support individuals, families, and communities of color around PMH disorders.



LEARN MORE

about our professional programs and resources at postpartum.net/professionals.

> PSI Annual Conference

The PSI conference provides an opportunity to meet, learn together, and share ideas with others involved in the field of perinatal mental health.

> PSI Provider Directory

An online directory of qualified perinatal mental health professionals and support groups in the U.S., Canada, U.K., and other countries. Specialized providers are able to join the registry as a mental health provider, a healthcare provider, childbirth professional, or support group. You can tailor your listing to reach potential clients, and share practice announcements, new programs, and groups, and more.

> Screening Tools

Because PMH disorders are so common yet so often overlooked, PSI recommends universal screening of all pregnant and postpartum individuals using evidence-based tools such as the Edinburgh Postnatal Depression Screen or Patient Health Questionnaire. Both tools are free, easily self-administered, and translated into many languages.

> Other Trainings

PSI develops and delivers a variety of in-person and online trainings. Some are topic-specific (e.g. perinatal loss, psychotherapy, and psycho-pharmacology), while others are designed to provide CEs and/or count toward completion of the PMH-C certification.

> Membership

PSI's membership program provides unique opportunities for healthcare providers, researchers, students, and community supporters to engage in activities that help advance perinatal mental health.

We are proud to have members in all 50 states and more than 50 other countries. Learn more at postpartum.net/join-us/become-a-member.

Your patients can call the PSI Helpline for support and resources at **1-800-944-4773** (English and Spanish), text “help” to 800-944-4773 (English) or 971-203-7773 (Spanish), or **visit postpartum.net**.



Health Resource Guide: Key Tools

All of our resources are available in English - other languages are available where specified.

Futures Without Violence's National **Health Resource Center** (HRC) on Domestic Violence has supported health care practitioners, administrators and systems, domestic violence experts, survivors, and policy makers at all levels as they improve health care's response to domestic violence. The HRC is funded by a grant from the Family Violence Prevention & Services Program, Family & Youth Services Bureau, Administration for Children and Families, U.S. Department of Health and Human Services.

The HRC offers a number of multilingual, low-literacy patient education safety cards that provide information on healthy and unhealthy relationships, their impact on health and list national referrals for support. The evidence-based safety card tool was developed to help clinicians and domestic violence/sexual assault (DV/SA) advocates open conversations about DV/SA and healthy relationships with their clients. They are typically a 4-5 panel double-sided tool that folds into a 2.5 x 3 inch card (business-card sized).

Additionally, Futures Without Violence launched two new websites that are designed to be digital hubs for establishing partnerships between domestic violence agencies and health care settings across the U.S. The first, www.ipvhealth.org, provides background information on the health impact of violence and features tools and resources (some featured below) for establishing a sustainable partnership between domestic violence agencies and health settings. The second, www.ipvhealthpartners.org was developed by and for community health centers partnering with domestic violence programs, and serves as a step-by-step guide on how to collaborate and better meet the health needs of DV/SA survivors.

How to access materials: Materials may be ordered as PDF downloads or hard copies (available for some) through our website: www.futureswithoutviolence.org/health → scroll down to "resources" and click "order materials". All material downloads are free, while hard copies require a flat \$10 shipping fee.

Questions? Contact Graciela Olguin, Health Program Assistant: golguin@futureswithoutviolence.org

GENERAL HEALTH



Is Your Relationship Affecting Your Health?

Available In Spanish, Chinese and Tagalog

The General Health Safety Card was designed for women receiving health care services. The card features safety planning tips and serves as a universal education tool for providers can use to help promote healthy relationships and connect the impact of abuse on health.



Hawaii-specific cards (digital download only)

Available In Chuukese, Marshallese, Hawaiian, Tagalog and Chinese

Our Hawaiian Community General Health Safety Card was adapted by Queens Medical Center and The Domestic Violence Action Center, both located in Hawaii, to better reach their multilingual and multicultural clients.

Health Resource Guide: Key Tools

All of our resources are available in English - other languages are available where specified.

GENERAL: AMERICAN INDIAN/ALASKA NATIVE



Women Are Sacred

The card aims to help women recognize healthy and unhealthy relationship dynamics.

Developed in partnership with the National Indigenous Women's Resource Center.

Violence destroys.



Keep our families sacred.

AMERICAN INDIAN/ALASKA NATIVE

Goes with:

Violence Destroys Poster (PDF)

The poster was developed for use in health care and community-based programs and encourages patients to talk to their health care provider about domestic violence.

REPRODUCTIVE HEALTH



Did You Know Your Relationship Affects Your Health?

Available in Spanish

This newly updated

card is designed for family planning and reproductive health settings. This safety card and poster ask patients whether they have experienced reproductive coercion—forced sex, birth control sabotage, coerced pregnancy, or violence—by an intimate partner.



Reproductive Health Poster

Available in Spanish

This poster is specific to family planning and reproductive health settings. This poster may be posted in waiting rooms, exam rooms, or restrooms.

These materials are also distributed by Planned Parenthood.

REPRODUCTIVE: AMERICAN INDIAN/ALASKA NATIVE



Go with:

We Are Sacred

Designed for health settings serving Native communities including IHS clinics, Tribal health centers, and Urban Indian Health Centers; this tool explores the connection between intimate relationships and reproductive health.



Reproductive Health Guidelines

The guidelines focus on the transformative role of the reproductive health care provider in identifying and addressing intimate partner violence and reproductive coercion.



Pregnancy Wheel (PDF)

This tool is intended for OB/GYN providers. It prompts a discussion around reproductive coercion, birth control options and potential barriers, such as birth control interference.

Health Resource Guide: Key Tools

All of our resources are available in English - other languages are available where specified.

LGBQ: LESBIAN, GAY, BISEXUAL, QUEER



Caring Relationships, Healthy You

Available In Spanish
Developed specifically for LGBQ people, the card aims to serve as both a survivor-centered resource and useful conversation starter for providers to promote universal education and inclusive services.

TRANS HEALTH & GENDER NON-CONFORMING



Caring Relationships, Healthy You

Available In Spanish
Designed as a survivor-centered resource for

Transgender, Gender Queer, or Gender Non-Conforming people. The card promotes universal education and healthy relationships.

LGBQ, TRANS, & GENDER NON-CONFORMING HEALTH

Goes with:



Caring Relationships, Healthy You LGBT Poster

Available in Spanish (PDF)
The safety cards and poster are survivor-centered tools and are useful conversation starters for health care providers who are doing universal education around healthy relationships and assessing for intimate partner violence.

ADOLESCENT HEALTH



Hanging Out or Hooking Up

Available In Spanish
The safety card was designed in partnership

with the Children's Hospital of Pittsburgh. It challenges teens to consider how their partner treats them and identifies signs of a relationship that may indicate abuse, as well as the dynamics of consensual sex versus pressured sex.



Goes with: Adolescent Health Curriculum

Developed to assist health care providers in enhancing their skills while working with youth to promote healthy relationships, assess for IPV and respond to adolescent relationship abuse.

ADOLESCENT HEALTH: MUSLIM YOUTH



Beyond Halal and Haram: Muslims, sex, and relationships

This safety card is both a survivor-centered

resource and a useful conversation starter for health care providers, counselors, social workers, mentors, or other adults working with high-school and college-aged Muslim youth.



Adolescent Poster

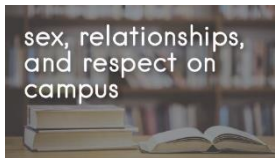
This tool identifies aspects of a healthy versus unhealthy relationship. It is designed for display in a range of health sites serving adolescents, such as school-based health centers, school nurses' offices, and pediatricians' offices.



Health Resource Guide: Key Tools

All of our resources are available in English - other languages are available where specified.

COLLEGE CAMPUS SAFETY



Sex, Relationships, and Respect on Campus

This card, designed for college-aged students of

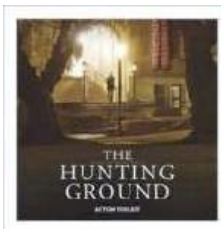
all genders. The card provides information about healthy and safe relationships, the impact of violence on health, offers multi-level prevention strategies, and outlines campus and community based support services for survivors.



Campus Training Slides

These slides provide strategies, tools, and resources for providers, staff, and admin

working in campus based health settings to incorporate intimate partner and sexual violence prevention and response into their work.



Goes with:

The Hunting Ground Toolkit

The toolkit compliments the documentary and is designed to equip students, faculty, parents and alumni with empowering ways to address

and discuss campus sexual assault. To view the documentary: www.thehuntinggroundfilm.com



Campus Handbook

These guidelines outline using the “CUES” approach to addressing intimate partner violence in campus health settings. Health center staff can use this approach as a conversation starter with all patients on the connections

between health and relationships.

ADVERSE CHILDHOOD EXPERIENCES (ACES)



Connected Parents, Connected Kids

Available In Spanish

Designed for parents, this card can be

distributed as part of universal education. In addition to providing safety resources for women, this tool also functions as a prompt for health care providers to discuss Adverse Childhood Experiences (ACEs) and the impact on parenting.

PEDIATRIC



Healthy Moms, Happy Kids

Available In Spanish

This safety card for moms is used by pediatric health care providers to distribute as a part of routine care. The card serves to improve discussions with women about the impact of domestic violence on their parenting and children. Co-branded by the Academy for Pediatrics.



Health Resource Guide: Key Tools

All of our resources are available in English - other languages are available where specified.

HOME VISITATION & CASE MANAGEMENT



Safe Homes, Safe Babies

Available In Spanish

The perinatal card is intended for providers to distribute to patients.



Healthy Moms, Happy Babies

Available In Spanish

This recently updated card supports both home visitors and case managers to more effectively assess and respond to domestic violence. The card is used to facilitate a conversation and counsel clients on healthy relationships.



Young Moms, Strong Kids

is a safety card designed for adolescent parents that home visitation and health care providers can distribute as part of universal education. Available in English only at this time.



Goes with:

Healthy Moms, Happy Babies: Train the Trainers Curriculum (2nd edition)

The curriculum provides training, tools, and resources to help home visitation staff address the complex and

sometimes uncomfortable issue of DV.



Healthy Moms Poster

Available In Spanish

This tool sends the message that babies and kids thrive when their moms thrive in healthy relationships.

Developed in partnership with the American College of Obstetricians & Gynecologists



Young Moms Module

This module helps to frame a supportive conversation that meets young moms where they are – whether they are in

an intimate relationship or living with family.

BEHAVIORAL HEALTH



Relationships, Support & Wellness

Available In Spanish

The card poses simple questions to help women examine whether their relationship is healthy and safe, while exploring potential impacts on health and mental health including anxiety, suicidal ideation, substance use, and chronic stress. Developed in partnership with the National Center on Domestic Violence, Trauma & Mental Health.



Health Resource Guide: Key Tools

All of our resources are available in English - other languages are available where specified.

HIV CARD (FOR PREVENTION)



Sex Relationships, and Taking Control of Your Health

Designed for STI testing and counseling settings, the card aims to help patients recognize how their intimate relationship(s) may impact their health and relative risk of becoming infected with HIV or other STIs.

HIV CARD (HIV POSITIVE)



Positive Sex and Relationships: Taking Control of Your Health

Providers who work with HIV treatment and long term care can reduce the isolation of survivors and increase their options for safety and better health. This tool can support providers and community advocates in having conversations with HIV positive people about healthy relationships, experiences of trauma, and how trauma and violence can be overcome as barriers to well-being.

HEALTH SURVIVOR BROCHURE



A Health Care Guide for Survivors of Domestic and Sexual Violence Available In Spanish

The brochure offers trauma-informed recommendations for survivors about how to become proactive in their healthcare and how to best advocate for their needs with health care providers.

Developed in partnership with Olga

Trujillo, JD and the National Center on Domestic Violence, Trauma & Mental Health.

ADVOCATE TOOLKIT



Integrating Health Services Into Domestic Violence Programs

Designed to assist domestic violence advocates in integrating onsite health assessment and primary health services into DV programs, this tool provides an opportunity for DV programs to create a culture of wellness and develop a more comprehensive array of services for their clients and staff.