

2017 - FL Product Launch

Presenters:

Fabian Guardarrama – Director of Sales

Jocelyn Castillo – Central/North FL Broker Channel Manager

Denis Pujals – South FL Broker Channel Manager

WELCOME BACK TO THE 2016-2017 OEP

AGENDA:

- The Molina mission, “Molina today – Molina tomorrow.”
- Our story, Our growth, Our progress
- Broker 2016 Performance
- 2017 CMS updates & regulations
- 2017 Renewal plans/ Option Plans
- Network & Provider updates
- Member updates for 2017 (mymolina, id cards, ect)
- Broker Portal Enhancements
- BSU + Care Team
- Questions...
- Closing Remarks.

So it begins...

November 1, 2016: Open Enrollment starts — first day you can enroll in a 2016 Marketplace plan

January 1, 2017: First date 2017 coverage can start

January 31, 2017: 2017 Open Enrollment ends

If you don't enroll in a 2017 plan by January 31, 2017, you can't enroll in a health insurance plan for 2017 unless you qualify for a [Special Enrollment Period](#).

**Our Mission Remains -
To provide quality healthcare
services to people receiving
government assistance.**

The Molina Story

Three Decades of Delivering Access to Quality Care

Molina Healthcare has evolved over the years, but the mission has remained the same—providing those most in need with access to high-quality health care services. It is our story that makes us proud to call ourselves an extended family to the members and communities we serve.



What We Do



*Medicaid/Medicare
Managed Care and
Marketplace*

Health Plans



*Medicaid Health
Information Management*

**Molina Medicaid
Solutions**



*Healthcare
Direct Delivery*

**Molina Medical
Group**

**No other company serving Medicaid and Medicare lines of
business can do all three!**

The Molina Healthcare Story

Taking care of kids, adults, seniors and families for over 35 years

Molina Healthcare was founded by emergency room physician Dr. C. David Molina in 1980. After having treated patients with everyday ailments in the ER because they had no primary care physicians, Dr. Molina opened a clinic especially for them. Today Molina Healthcare continues his mission, serving millions of people through Medicaid, Medicare and the Marketplace, as well as other government-sponsored programs for low-income families and individuals.



9 of 12 Molina plans are
NCQA accredited

National Committee for Quality Assurance (NCQA)



Market Place – What a difference a Year Makes!

- National MP enrollment swells to over 12 million members
- Molina experiencing unprecedented growth from the ACA
 - Added over 750K members
 - 450K from Medicaid expansion
 - 250K from Marketplace growth – Molina one of the top 10 carriers in the country
 - 60K growth from the Duals Demonstrations – Molina the largest duals carrier in the country
 - Molina continues to focus on core operations – striking the right balance between growth and profitability

Molina Marketplace in Florida



2017 Product Changes

- ❑ Expanded into 5 New Counties: Pinellas, Polk, Hillsborough, Osceola, and Duval.
- ❑ New Standardized Options plans
- ❑ Grace Period changes from 30 days to 10 days. Termination for non-payment is the last day of the grace period instead of the last day of the prior month.

2016 Broker Performance

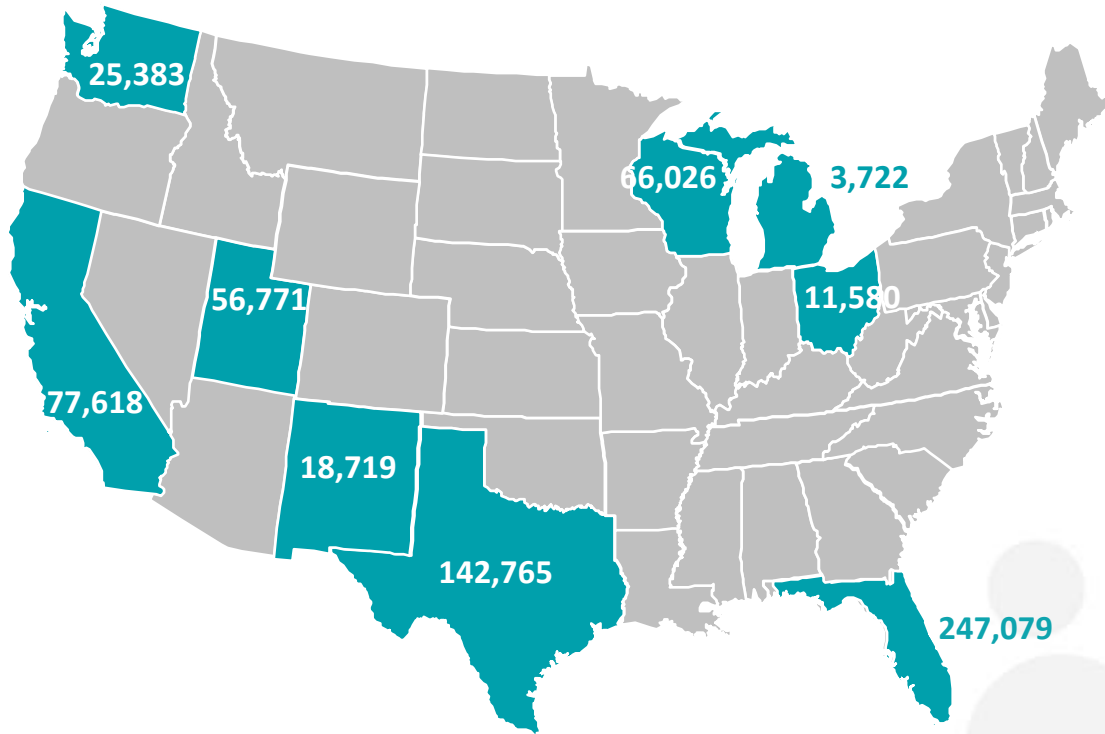




Broker

1. We provide quality services to our members throughout the processing of their enrollment, billing, customer servicing, and claims-related transactions
2. We advocate for the brokers and take ownership for their entire Marketplace experience
3. We provide an efficient and positive experience in all broker interactions, including providing the knowledge and self-service tools necessary for brokers to be effective
4. We pay competitive compensation and incentives accurately and in a timely manner
5. We seek to contract with agencies / brokers who share Molina's values and operate in compliance with Molina policies and with all federal and state regulations

Marketplace Effectuated Membership as of Apr 25, 2016



650K Members

148% Growth from 2015



260,870

Total Renewed and
Effectuated Members
As Of 3/11/15



23,219

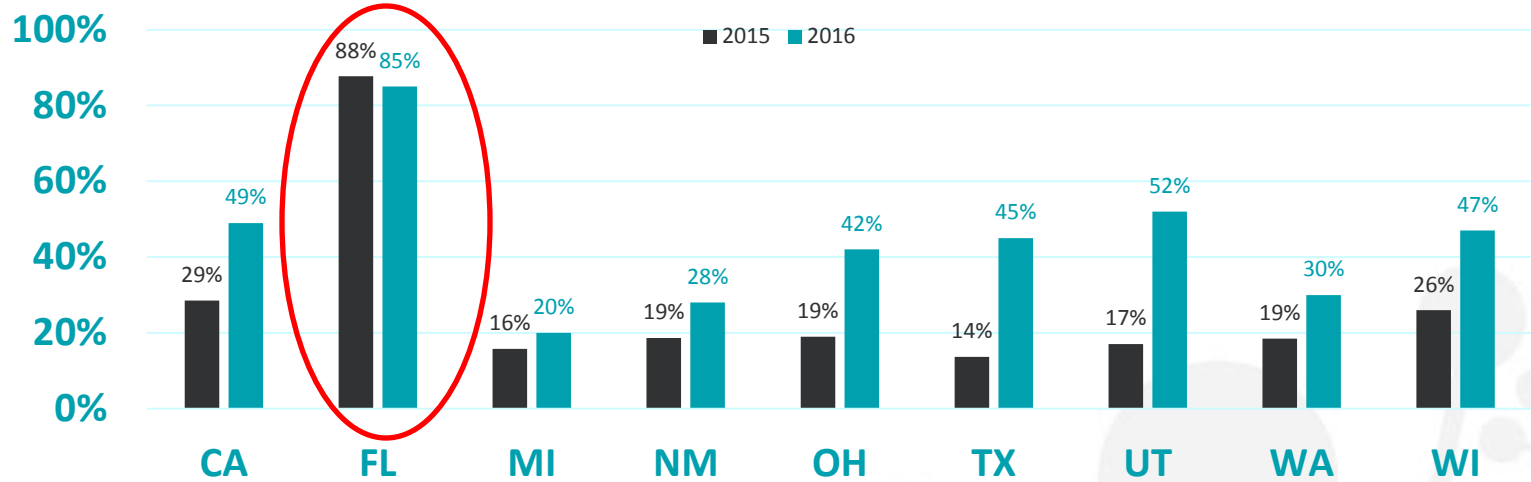
Total Members
as of: May 30th 2014
(End of 2014 Open
Enrollment)



Nearly **85%** binder/initial payment rate for MP2016!

Source Data: 2016 Disenrollment Report

Broker Enrollment to Total Enrollment Jan – Apr, 2015 vs. Jan – Mar, 2016



Variance			
CA	20%	TX	31%
FL	-3%	UT	35%
MI	4%	WA	11%
NM	9%	WI	21%
OH	23%		

Source Data: Lakshmi's Broker Report.
Enrollment is after binder cancellations.

Actual vs Potential



Key Point:

Every 1% increase in binder payment rate equates to \$16.2M annualized revenue

State	Jan - Mar Enroll	Paid Binder	Eff
CA	72,135	62,431	87%
FL	181,870	159,686	88%
MI	4,210	3,441	81%
NM	19,015	16,451	87%
OH	11,651	9,537	82%
TX	159,157	129,027	81%
UT	56,261	50,397	90%
WA	25,028	21,234	85%
WI	49,807	44,655	90%
Total	579,134	496,829	86%

Total Jan - Mar
Enrollment
579,134

Jan - Mar
Binders Paid
496,829

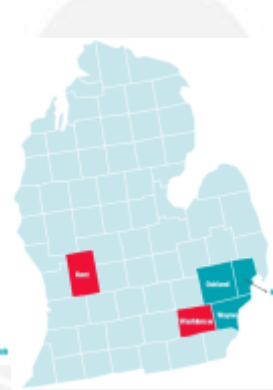
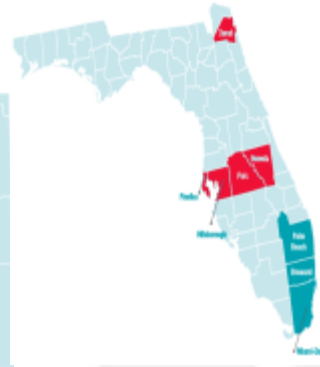
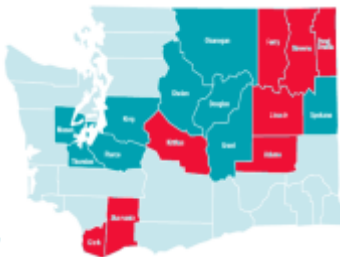
Jan - Mar
Effectuation Rate:
86%

Source Data: 2016 Disenrollment Report.
Enrollment is prior to binder cancellations.

Market Expansion for 2017 – All Markets

Expanded Marketplace County Footprint In Six Of Nine Existing States:

CA	WA	UT	MI	FL	TX	WI	OH	NM
Orange County	SW – Clark, Skamania Spokane Collar – Adams, Lincoln, Ferry, Stevens, Pend Oreille Greater Columbia – Kittitas	Box Elder	Kent, Washtenaw	Duval, Hillsborough, Pinellas, Polk, Osceola	N/A	N/A	Stark, Madison	N/A



Product Portfolio Expansion for 2017 – All Markets

Added CMS Standardized Options Plans In Six of Nine Existing States:

2017 Molina Marketplace - Metal Plans, By Product, By State								
State Benefit Marketplaces								
State	Catastrophic	Bronze	Silver 100	Silver 150	Silver 200	Silver 250 +	Gold	Platinum
Covered California	CC Standard	CC Standard	CC Standard			CC Standard	CC Std	
Washington HBE	Not Available	Molina Marketplace Choice	Molina Marketplace Choice			Molina Marketplace Choice	Not Available	
New Mexico	Not Available	Molina Marketplace	Molina Marketplace			Molina Marketplace	Not Available	
Federally Facilitated Markets								
State	Catastrophic	Bronze	Silver 100	Silver 150	Silver 200	Silver 250 +	Gold	Platinum
Utah	Not Available	Molina Marketplace Molina Marketplace Options - CMS	Molina Marketplace Molina Marketplace Options - CMS			Molina Marketplace	Not Available	
Michigan								
Ohio								
Florida								
Wisconsin	Not Available	Molina Consumer Choice	Molina Consumer Choice Molina Marketplace Options - CMS			Molina Consumer Choice	Not Available	
Texas								
								Not Available

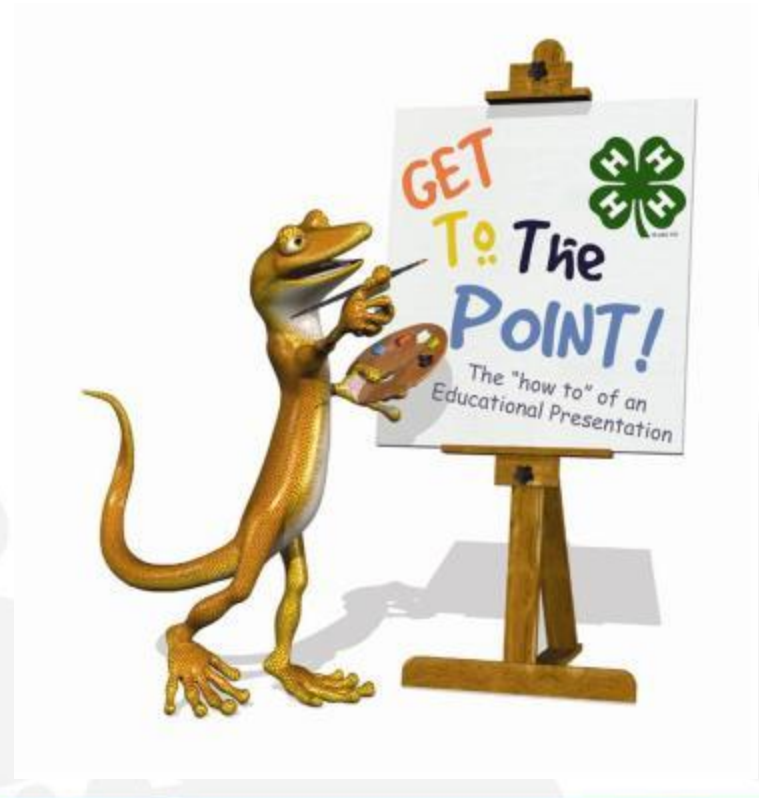
Notes:

1. Molina Marketplace Options, is the Molina product name for CMS Standardized Options Plans
2. Washington standard Silver / Gold Plans have been withdrawn from the Marketplace for 2017 – Member Notification 10/1/16

2017 CMS updates & regulations

Continue selling our product by...

- Having valid license to sell insurance with State of Florida
- Disclose:
- Licensed agent in Florida
 - Companies you represent
 - That you will receive a commission
- Having an Errors and Omissions up to date for up to 1 year.
- FFM Certification completed for 2016-2017 OEP.



All agents and brokers must complete the following actions to sell on the Marketplace in 2017:

- Complete an agent/broker profile on the new Marketplace Learning Management System (MLMS)
- Enroll in the desired Marketplace training (i.e. Individual and/or SHOP) on the MLMS or through a CMS-approved vendor via the CMS Enterprise Portal
- Complete assigned training courses and pass exams through the MLMS or through a CMS-approved vendor via the CMS Enterprise Portal
- Read and accept the applicable Marketplace Agreement(s) on the MLMS
- *The new MLMS will replace the previously-used MLN and can be accessed via the Agent Broker Registration Status page on the CMS Enterprise Portal.*

Agreement Requirements

Agents Participating in....	Must Execute the following agreements
Individual Marketplace	<ul style="list-style-type: none">• Individual Marketplace General Agreement• Individual Marketplace Privacy and Security Agreement

- Agents and brokers who complete Individual Marketplace training will only be able to execute the associated Agreements on the MLMS after completing the required training modules and exams.
- Agents and brokers must read and accept the terms of the required Agreements in order to become a registered FFM agent or broker.

Special Enrollment Periods

- Regardless of whether you purchase insurance through the exchange or [off-exchange](#), the annual open enrollment window applies. Outside of Nevada, you cannot enroll outside of open enrollment unless you have a [qualifying event](#), such as:
 - Marriage / Divorce
 - Becoming a U.S. citizen,
 - Birth or adoption,
 - Involuntary loss of other health coverage (this includes loss of coverage when health plans exit the market, as was the case with 12 [CO-OPs](#) in 2015)
 - Permanent move to an area where new health plans are available ([as of July 11, 2016](#), this will only apply in most cases if you already had coverage prior to your move).

4 Additional Special Open Enrollment Triggers

- **Individual plan renewing outside of the regular open enrollment.** HHS issued a [regulation](#) in late May 2014 that included a provision to allow a special open enrollment for people whose health plan is renewing – but not terminating – outside of regular open enrollment.
- **Becoming a United States citizen** (this qualifying event only applies within the exchanges – carriers selling coverage off-exchange are not required to offer a special enrollment period for people who gain citizenship or lawful presence in the US).
- **An error or problem with enrollment** (or non-enrollment) that was the fault of the exchange, HHS, or an enrollment assister.
- **Employer-sponsored coverage reducing benefits such that it no longer provides minimum value, or becomes unaffordable** (defined as requiring the employee to pay more than 9.66 percent of income for [just the employee's portion of the coverage](#) in 2016).

SEP and Proof of Eligibility

- ✓ Starting in 2016, Healthcare.gov will be [requiring proof of eligibility for the most common qualifying events.](#)
- ✓ Some state-based exchanges were already requiring proof, and health insurance carriers also generally require proof of eligibility when people enroll off-exchange during a special enrollment period.
- ✓ If you experience a qualifying event and wish to enroll in a plan during your special enrollment period, be prepared to provide documentation of the qualifying event.

2017 Renewal plans/ Option Plans



2017 Existing Member Notifications

- Between Oct. 1- Nov. 15, formal renewal letters will be sent advising existing enrollees of premium and plan changes existing.
 - All enrollees who need to update their eligibility information for 2015 will do so through the Healthcare.gov application (similar to reporting a life change).
 - During the open enrollment period, existing enrollees will be able to change plans.
- Molina to send out initial notification mid September and formal notification in October

2017 Effective Dates

- New applications and enrollee plan changes may be submitted 11/1/16 through 1/31/17
- Changes will be consistent with regular effective dates:
 - Change by the 15th, effective first of following month.
 - Changes after the 15th will be effective first of the second following month (individual will retain prior plan for the next month for selections after the 15th).

Date Plan Changed	Effective Date of New Plan
11/1/16 - 12/15/16	1/1/2017
12/16/16 - 1/15/17	2/1/2017
1/16/17 - 1/31/17	3/1/2017

2017 Re-determinations

- The majority of enrollees who do not proactively take action by December 15 will be automatically renewed.
 - Enrollees stay with same plan and product (if available)
 - The majority of enrollees who authorized the FFM to obtain updated income data will have 2017 eligibility established identical to the most recent 2016 determination, including APTC and CSR.
 - Note: If based on new income data, the enrollee has a large income changes, such as above 500% FPL or more than a 50% change, the enrollee will be continued in the same plan for 2016, but APTC and CSR will end 12/31/15.
 - Enrollees who didn't authorize the FFM to obtain updated income data will be renewed in the same plan for 2017, but APTC and CSR will end on 12/31/16.
- Update information in the Marketplace via Healthcare.gov = a new determination for 2017.

2017 Marketplace Product – Universal Benefit Changes

Benefit Administration Changes

- **Grace Period for Non-APTC Members**
 - FL & UT – Reduction to 10 Days
 - FL, OH, UT, WI, – Termination effective last day of the Grace Period

2017 Grace Period Requirements by State Non-APTC			
State	Non-APTC Grace Period	Claim Payment	Termination Effective Date for Non-Payment
Changes for 2017			
CA	one month	Adjudicate payment	The last day of the one-month grace period
FL	10 days	Adjudicate payment	The last day of the 10 day grace period.
MI	one month	Adjudicate payment	The last day of the one-month grace period
NM	one month	Adjudicate payment	The last day of the one-month of the grace period.
OH*	10 days	Adjudicate payment (for services received in 10-day GP)	The last day of the 10-day grace period
TX	one month	Adjudicate payment	The last day of the month <u>prior to</u> the beginning of the grace period
UT	10 days	Adjudicate payment	The last day of the 10 day grace period.
WA	one month	Adjudicate payment	The last day of the month <u>prior to</u> the beginning of the grace period
WI*	10 days	Adjudicate payment (for services received in 10-day GP)	The last day of the 10-day grace period

2017 Marketplace Product – Universal Benefit Changes

Benefit Administration Changes

➤ Office Visit Copayment – No more Copayment Stacking

• 2014-16 –

- Where multiple services occur “within a single office visit”, but where a benefit had differing member cost share, (i.e. OV-\$10, Lab-\$15, Radiology \$20), not the aggregate \$45, but the highest copay \$20 would be applied (Copayment Stacking)

• 2017 -

- The Office Visit Cost Share will apply for all services within a single office visit (regardless of whether multiple services are performed). This will eliminate member and provider confusion on collection or cost share responsibility, and reduce contact center calls and appeals

➤ ID Cards –

- **All Markets** - New advisory on front of ID Card “**Cost Shares are a summary only. Visit www.mymolina.com for plan details**”

- This will help drive people to register for My Molina and their benefit plan & coverage

- **Molina Options Bronze** – For PCP/Other Practitioner - ID Card will now show separate cost share for:

- PCP & Other Practitioner (first 3 visits): \$45
- PCP & Other Practitioner (After first 3 visits) \$45

- **Ohio** – will now reflect “**On Exchange**” on the face of the ID Card

Molina Marketplace – 2017 Renewal Plan Highlights

Overall –

We continue to be very excited about our renewal portfolio

- a. **With minimal changes to current plan cost shares, to promote retention and minimize impact on pricing position**
 - ✓ Tweaks only to OOPM, Deductible, Emergency Room or Rx to maintain required Actuarial Value.
- b. **Bronze Plan Deductible Positioning will support better access to care**
 - ✓ **This high Deductible plan, now waives the Deductible for all Primary Care office visits, Other Practitioner office visits, Mental Health office visits, and Substance Abuse office visits.** This improves member access to the most frequently used services.
- c. **Silver 250 Plan – No more Pharmacy Deductible.**
- d. **Emergency transportation benefit -** Changing from Copay to Coinsurance.
- e. **Pharmacy benefits**
 - ✓ Non-Preferred Brand Drugs and Specialty Drugs coinsurance increased for all plans

2017 Marketplace Product – FFM Plan Design Revisions

Bronze Plan	2016	2017
Medical/Rx Deductible - Increased <ul style="list-style-type: none"> Ded waived for Preventive Services, Primary Care OV, Other Practitioner OV, MH/SA OV, Generic Drugs, Preventive Drugs, Family Planning, Pediatric Vision, and Hospice. 	\$5,000/\$10,000	\$6,650 / \$13,300
Out of Pocket Maximum <ul style="list-style-type: none"> Increased to IRS limit 	\$6,850 / \$13,700	\$7,150 / \$14,300
Emergency Room Copay - Increased	\$300 (after ded)	\$350 (after ded)
Primary Care Copay – Increased, but without deductible	\$25 (after ded)	\$35
Other Practitioner Copay – Increased, but without deductible	\$25 (after ded)	\$35
Specialty Care Copay - Increased	\$75 (after ded)	\$80 (after ded)
Outpatient Mental Health & Substance Abuse Copay – Increased, but without deductible	\$25 (after ded)	\$35
Outpatient Radiology - Increased	\$75 (after ded)	\$80 (after ded)
Outpatient Laboratory Services - Increased	\$30 (after ded)	\$35 (after ded)
Rx – <ul style="list-style-type: none"> Tier 1 Drugs – Formulary Generic Drugs Tier 3 Drugs – Formulary Non-Preferred Brand Drugs Tier 4 Drugs – Formulary Specialty Drugs 	\$15 40% (after ded) 40% (after ded)	\$33 50% (after ded) 50% (after ded)
Nutritional Counseling – Increased, but without deductible	\$25 (after ded)	\$35
Emergency Transportation - Revised	\$100 Copay (after ded)	40% (after ded)
Dialysis Services - Increased	\$75 (after ded)	\$80 (after ded)

2017 Marketplace Product – FFM Plan Design Revisions

Silver 100 Plan	2016	2017
Out of Pocket Maximum - Reduced	\$1,500 / \$3,000	\$1,250 / \$2,500
Emergency Room - Increased	\$100	\$150
Rx – Increased		
• Tier 3 Drugs – Formulary Non-Preferred Brand Drugs	10%	20%
• Tier 4 Drugs – Formulary Specialty Drugs	10%	20%
Emergency Transportation - Revised	\$100	10%
Silver 150 Plan	2016	2017
Medical Deductible - Increased	\$450 / \$900	\$500 / \$1,000
Emergency Room - Increased	\$150	\$205
Rx – increased		
• Tier 3 Drugs – Formulary Non-Preferred Brand Drugs	20%	30%
• Tier 4 Drugs – Formulary Specialty Drugs	20%	30%
Emergency Transportation	\$150	20%
Silver 200 Plan	2016	2017
Medical Deductible - Increased	\$2,000 / \$4,000	\$2,275 / \$4,550
Out of Pocket Maximum – Increased	\$5,450 / \$10,900	\$5,700 / \$11,400
Emergency Room Copay - Increased	\$300	\$400
Rx – increased		
• Tier 3 Drugs – Formulary Non-Preferred Brand Drugs	30%	40%
• Tier 4 Drugs – Formulary Specialty Drugs	30%	40%
Emergency Transportation - Revised	\$250	30%

2017 Marketplace Product – FFM Plan Design Revisions

Silver 250 Plan	2016	2017
Medical Deductible - Increased	\$2,000 / \$4,000	\$2,400 / \$4,800
Rx deductible - Eliminated	\$200 / \$400	\$0
Out of Pocket Maximum - Increased	\$6,850 / \$13,700	\$7,150 / \$14,300
Emergency Room Copay – Increased	\$300	\$400
Rx – Increased, but without deductible <ul style="list-style-type: none"> • Tier 3 Drugs – Formulary Non-Preferred Brand Drugs • Tier 4 Drugs – Formulary Specialty Drugs 	30% (after Rx ded) 30% (after Rx ded)	40% 40%
Emergency Transportation - Revised	\$250	30%

Gold Plan	2016	2017
Medical Deductible - Increased	\$500 / \$1,000	\$1,025 / \$2,050
Out of Pocket Maximum – Increased	\$6,850 / \$13,700	\$7,150 / \$14,300
Emergency Room - Increased	\$250	\$300
Rx – increased, <ul style="list-style-type: none"> • Tier 3 Drugs – Formulary Non-Preferred Brand Drugs • Tier 4 Drugs – Formulary Specialty Drugs 	20% 20%	30% 30%
Emergency Transportation - Revised	\$250	20%

New 2017 Portfolio – “Molina Options”

Overall –

- We are excited to introduce “Molina Options”, which are 2017 “CMS Standard Plan Designs”
- Molina Options:
 - Supports our strategy to work closely with CMS on choice and comparability
 - Allows Molina to introduce CMS national standard Silver and Bronze plans in FL
 - Expands choices to your clients to an additional six metal plans
 - Will be highlighted on Healthcare.gov
 - Provides choice in Plan Designs
 - Molina options Bronze –
 - ✓ Deductible is waived for the **First Three Primary Care Visits**, and for all Outpatient MH/SA Services, Preventive Services, Preventive Drugs, Pediatric Vision, Generic Drugs

New 2017 Portfolio – “Molina Options”

➤ CMS Standard Silver Plans – Benefit Design Variance

Silver Plan	Benefit Driver	Molina Options Silver Plans	Molina Renewal Silver Plans
Silver 250% FPL	Deductible	Higher	Lower
	OOP Max	Higher	Lower
	PCP	Higher	Lower
	SPEC	Higher	Lower
	Coinsurance	Lower	Higher
	Generic Rx	Even	Even
Silver 200% FPL CSR	Deductible	Higher	Lower
	OOP Max	Even	Even
	PCP	Higher	Lower
	SPEC	Higher	Lower
	Coinsurance	Lower	Higher
	Generic Rx	Even	Even
Silver 150% FPL CSR	Deductible	Higher	Lower
	OOP Max	Lower	Higher
	PCP	Even	Even
	SPEC	Lower	Higher
	Coinsurance	Even	Even
	Generic Rx	Even	Even
Silver 100% FPL CSR	Deductible	Higher	None
	OOP Max	Even	Even
	PCP	Higher	Lower
	SPEC	Higher	Lower
	Coinsurance	Lower	Higher
	Generic Rx	Higher	Lower

Comparing Silver Plans:

Molina Options plans have:

- Higher Deductibles, PCP and Specialty Copays, than our Renewal Portfolio
- But allow for plan choice, determined on Individual need
- Allow you more flexibility options for new business

Molina 2017 Benefits At-A-Glance: **NEW "MOLINA OPTIONS" PLANS**

	Options Bronze	Options Silver 100	Options Silver 150	Options Silver 200	Options Silver 250
Features (individual/family)					
Medical Deductible	\$6,650/\$13,300 ¹	\$250/\$500 ²	\$700/\$1400 ²	\$3,000/\$6,000 ²	\$3,500/\$7,000 ²
Prescription Drug Deductible		N/A	N/A	N/A	N/A
Annual Out-of-Pocket Maximum	\$7,150/\$14,300	\$1,250/\$2,500	\$2,000/\$4,000	\$5,700/\$11,400	\$7,150/\$14,300
Benefits³					
Emergency and Urgent Care Services					
Emergency Room ⁴	50% coins ▲	\$100 copay ▲	\$150 copay ▲	\$300 copay ▲	\$400 copay ▲
Urgent Care	50% coins ▲	\$25 copay	\$40 copay	\$75 copay	\$75 copay
Outpatient Professional Services and Office Visits⁵					
Preventive Care	No Charge				
Prenatal Visit					
Well Child Visit					
Family Planning					
Primary Care	\$45 copay or 50% coins ▲ ⁷	\$5 copay	\$10 copay	\$30 copay	\$30 copay
Specialty Care	50% coins ▲	\$10 copay	\$30 copay	\$55 copay	\$55 copay
Other Practitioner Care	\$45 copay or 50% coins ▲ ⁷	\$5 copay	\$10 copay	\$30 copay	\$30 copay
Habilitative Care	50% coins ▲	5% coins ▲	20% coins ▲	20% coins ▲	20% coins ▲
Rehabilitative Care	50% coins ▲	5% coins ▲	20% coins ▲	20% coins ▲	20% coins ▲
Mental Health Services	\$45 copay	\$5 copay	\$10 copay	\$30 copay	\$30 copay
Substance Abuse services	\$45 copay	\$5 copay	\$10 copay	\$30 copay	\$30 copay
Pediatric Vision Services⁶					
Vision Exam	No charge				
Glasses					
Contacts					
▲ = Deductible Applies					
1. Combined medical and pharmacy deductible (waived for preventive care, preventive drugs, generic drugs, hospice, mental health/substance abuse office visits, and first three primary care/other practitioner office visits)			4. This cost is waived if member is admitted directly to the hospital for inpatient services (refer to inpatient hospital services for applicable cost sharing information).		
2. Medical deductible applies only to outpatient hospital / facility and inpatient hospital / facility services (does not apply to outpatient professional, emergency room, habilitative and rehabilitative services, radiology and lab services, durable medical equipment, emergency medical transportation (ambulance))			5. Some outpatient professional services not listed require coinsurance rather than a copayment.		
3. Certain benefits require prior authorization prior to obtaining services.			6. Applicable to dependent children under age 19.		
			7. For the first three primary care/other practitioner office visits, cost sharing is \$45 copay with deductible waived. After the first three visits, cost sharing is 50% coinsurance and is subject to deductible.		
This "2017 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. Please consult the Agreement and Individual Evidence of Coverage for a detailed description of benefits, exclusions, and limitations.					

Molina 2017 Benefits At-A-Glance: **NEW "MOLINA OPTIONS" PLANS**

Outpatient Hospital / Facility Services	Options Bronze	Options Silver 100	Options Silver 150	Options Silver 200	Options Silver 250
Laboratory Services	50% coins ▲	5% coins ▲	20% coins ▲	20% coins ▲	20% coins ▲
Radiology Services	50% coins ▲	5% coins ▲	20% coins ▲	20% coins ▲	20% coins ▲
Specialized Scanning Services (CT, MRI, PET Scans)	50% coins ▲	5% coins ▲	20% coins ▲	20% coins ▲	20% coins ▲
Medical/Surgical Services	50% coins ▲	5% coins ▲	20% coins ▲	20% coins ▲	20% coins ▲
Inpatient Hospital Services					
Medical/Surgical, Maternity Care, Mental Health, Substance Abuse, Skilled Nursing Facility	50% coins ▲	5% coins ▲	20% coins ▲	20% coins ▲	20% coins ▲
Hospice Care	No Charge				
Prescription Drugs					
Formulary Generic Drugs	\$35 copay	\$3 copay	\$5 copay	\$10 copay	\$15 copay
Formulary Preferred Brand Drugs	35% coins ▲	\$5 copay	\$25 copay	\$50 copay	\$50 copay
Formulary Non-Preferred Brand Drugs	40% coins ▲	\$10 copay	\$50 copay	\$100 copay	\$100 copay
Formulary Specialty Drugs	45% coins ▲	25% coins	30% coins	40% coins	40% coins
Ancillary Services					
Durable Medical Equipment	50% coins ▲	5% coins ▲	20% coins ▲	20% coins ▲	20% coins ▲
Emergency Transportation - Ambulance	50% coins ▲	5% coins ▲	20% coins ▲	20% coins ▲	20% coins ▲
Home Healthcare	No Charge ▲	No Charge	No Charge	No Charge	No Charge
Other Services					
Dialysis	50% coins ▲	\$15 copay	\$25 copay	\$65 copay	\$65 copay
Supplemental Benefits					
24-Hour Nurse Advice Line	No Charge				
Weight control program					
Motherhood Matters®, mothers-to-be program					
Tobacco counseling, smoking cessation program					

▲ = Deductible Applies

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Providers & Networks

To find a Provider- www.molinahealthcare.com

The screenshot shows the Molina Healthcare of Florida website in an Internet Explorer browser. The address bar displays the URL <http://www.molinahealthcare.com/members/Member-us/Pages/home.a>. The page features a teal header with the Molina Healthcare logo on the left and a search bar, "Sign In" button, and "Register" button on the right. Below the header is a navigation menu with the following items: "Become a Member", "Members", "Health Care Professionals", "Find a Doctor or Pharmacy" (circled in red), "Brokers", and "About Molina". The main content area has a large banner for "Special Enrollment Period!" with the text: "Eligible individuals can still enroll for Molina Healthcare of Florida Marketplace plans during a Special Enrollment Period. Avoid the 2016 tax penalty and sign up today!". Below the banner is a "Learn More" button. A teal section titled "How can we help you?" contains three buttons: "I'd Like to Become a Molina Member", "I'm a Molina Member", and "I'm a Health Care Professional". At the bottom, there is a "Quick Tools for Molina Members" section with icons for "Search for", "Change", "Request a", and "View Personal". The Windows taskbar at the bottom shows the Start button, several open applications, and the system clock at 8:43 AM.

Enter Search Information

The screenshot shows the Molina Healthcare Provider Search website in an Internet Explorer browser. The address bar displays the URL: <https://providersearch.molinahealthcare.com/Provider/ProviderSearch.aspx>. The browser tabs include "Broker - Home", "Molina Healthcare of Florida", and "Provider Search".

At the top right, contact information is provided: "Need Help? Call Medicaid (866)472-4585", "Call Medicare (866)553-9494 (TDD/TTY 711) Monday-Sunday 8:00am-8:00pm", and "Call Marketplace (800)566-5746".

The main navigation bar features the Molina Healthcare logo with the tagline "Your Extended Family.", a "Help | FAQ" link, a language dropdown set to "English", and a "Type Size" control. Below this is a menu with options: "Home", "Find A Pharmacy", "Find A Provider", and "Find A Hospital/Facility".

The "Find A Provider" section is active, showing a timestamp of "Sep 26 2016 8:47:05 AM". It includes a "Refresh" link and a "Enter Your Location" section with three search options: "Search by City or Zip" (selected), "Search By County", and "Search Near Street Address".

The "Enter Your Location" section contains the following fields:

- State: FL (dropdown)
- City: Select (dropdown)
- Or Zip Code: (text input)
- Distance Within: Select (dropdown) (miles)

A note below the location fields states: "For more accurate results, please search by 'City' or use the 'Search Near Street Address' option."

The "Select a Coverage & Provider Type" section includes:

- Coverage: Select (dropdown)
- Provider Type: Select (dropdown)

The "More Search Options" section lists several filters:

- Program/Plan Name
- Specialty
- Name, Language, Gender, Accept New Patients
- By Hospital/Facility
- By Medical Group
- Accessibility/Accommodations

On the right side, there is a "Quick Name Search" section with fields for "State" (FL), "Last Name", "Near Zip Code", and "Coverage", along with a "Search" button. Below this is a photograph of three healthcare professionals (two women and one man) in white coats, and a video player thumbnail.

The Windows taskbar at the bottom shows the Start button, several open applications (Provider Search, Presentations, Cisco Jabber, Sert Items - Desa..., Untitled - Message..., 2017 FL NP produ...), and the system tray with the date and time: "8:47 AM".

Miami-Dade County Hospital Network

	Molina Healthcare	Ambetter	FL Blue	Humana	United Healthcare
Baptist Hospital E, W & S	X		X		X
Jackson Memorial	X	X	X	X	X
Jackson (North & South)	X	X	X	X	X
Kendal Regional	X	X	X	X	X
South Miami Hospital	X		X		X
Doctors Hospital	X		X		X
University of Miami Hospital and Clinics	X	X	X		X
Southern Winds	X				
Westchester Hospital	X	X	X	X	X
Mercy Hospital Campus Of PGH	X	X	X	X	X
North Shore Hospital	X	X	X	X	
Aventura Hospital	X	X	X	X	
Palmetto General	X	X	X		
Anne Bates Leach Eye	X		X	X	X
Coral Gables Hospital	X	X	X	X	
Hialeah Hospital	X		X	X	
Mt. Sinai Hospital	X		X	X	

Broward County Hospital Network

	Molina Healthcare	Ambetter	FL. Blue	Humana	United Healthcare
Westside Regional Medical Center	X	X	X	X	X
University Hospital & Medical Center	X	X	X	X	X
Broward Health Medical Center	X	X	X	X	X
Broward Health Coral Springs	X	X	X		X
Broward Health Imperial Point	X	X	X		X
Broward Health North	X	X	X	X	X
Memorial Hospital Pembroke	X		X	X	X
Northwest Medical Center	X	X	X	X	X
Memorial Hospital West	X		X	X	X
Memorial Hospital Miramar	X	X	X	X	X
Plantation General	X	X	X	X	X
Memorial Regional Hospital	X		X	X	X

Palm Beach Hospital Network

	Molina Healthcare	Ambetter	FL Blue	Humana	United Healthcare
Palms West Hospital	X		X	X	X
Wellington Regional Medical Center	X				X
Lakeside Medical Center	X				
Bethesda Hospital (East & West)	X			X	X
JFK Medical Center	X	X			X
West Palm Hospital	X	X			
Oakwood Center of The Palm Beach	X				
St. Mary's Medical Center	X	X			
Delray Medical Center	X				
Good Samaritan Medical Center	X	X			
Palm Beach Gardens Medical Center	X				
West Boca Medical Center	X	X	X	X	
Jupiter Medical Center	X				

All Marketplace Products: Out of Network / Balance Billing

- The use of non-participating providers including ER and Ambulance may create a situation where members will be balanced billed.
- Members that have been in the State Medicaid program will not be used to this nuance of being a Marketplace member.
- We are currently looking at ancillary providers that may be used by participating providers that are non-participating themselves.
- The member should make reasonable attempts to utilize participating providers.



Member updates for 2017



My Molina Site

- 24 hours once application is submitted successfully, Molina will be able to view in our internal member database.
- Member will be able to create an account on Mymolina.com or mimolina.com
- Once they create an account, member will be able to choose a PCP, make initial binder payment, and print ID cards

Note: Please make sure that you enter your NPN# when enrolling onto the Molina Direct or Healthcare.gov site to attach your information to the application.



Welcome to My MOLINA

Returning members, log in to view
your account

User ID

Password

[Log In](#)

[Forgot User ID?](#)
[Forgot Password?](#)
[Account Unlock?](#)



Don't have a User ID and Password?
[Create an Account](#)



Need help using My Molina?
[Click Here](#)

Manage your health care online with My Molina!



[Change your doctor](#)



[Update your contact information](#)



[Request an ID card](#)



[Get health reminders on
services you need](#)



[View service history](#)



[Make a Payment](#)
(Marketplace Exchange Members Only)



Health Care Professionals
[Click Here](#)

Not a Molina Healthcare member yet?
Visit [MolinaHealthcare.com](#) to see health
information, services and health plans we
offer in your state.

Change

English

Type Size:

- +

Contact Us



Create My Molina Account

Step One: Member Information



Need Help Using My Molina?
[Click Here](#)



Member ID: *

Last Name: *

First Name: *

Date Of Birth: *

(mm/dd/yyyy)

Zip Code: *

Email Address: *

Re-Enter Email: *

User ID: *

Password: *

Confirm Password: *

**Required*

Back

Continue



[Eligibility & Benefits](#)

[My Doctor](#)

[Member ID Card](#)

[Health Record](#)

[Available Services](#)

[Molina Programs](#)

[Health Education](#)



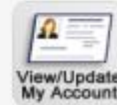
My Details

Member ID: 1234567890
Doctor: POMFREY, POPPY
Plan Name: MOLINA BRONZE PLAN

[Change My Doctor](#)
[Request an ID Card](#)

Message Center

 No New Message
 No New Announcement



My Molina Information

My Health Reminder : Body mass index (BMI) documented during the measurement year or the year prior to the measurement year.

Molina Health Education

Learn what you can do to live a healthy life with Molina's health education and resources.

[Learn More...](#)



Molina Programs

Discover Molina's Health Promotion and Disease Management Programs.

[Learn More...](#)



Reminder:
Cannot print
till effective
date.

Molina Marketplace

ID #: 1234567890

Member: POTTER, HARRY

DOB: 01/01/1991 Plan: Molina Bronze Plan


Subscriber Name: POTTER, HARRY

Subscriber ID: 1234567890

Provider: POMFREY, POPPY

Provider Phone: 000-000-0000

Provider Group:



TEMPORARY

<u>Medical Cost Share</u>	<u>Prescription Drugs</u>
Primary Care: \$25	Generic Drugs: \$15
Specialist Visits: \$75	Preferred Brand Drugs: \$65
Urgent Care: \$75	Non-Preferred Brand Drugs: 40%
ER Visit: \$300	Specialty Drugs: 40%

Molina Healthcare of CO, Inc. RxBin: 004336 RxPCN: ADV RxGrg: RX0849

This card is for identification purposes only and does not prove eligibility for service.

Member: Emergencies (24 hrs): when a medical emergency might lead to disability or death, call 911 immediately or get to the nearest emergency room. No prior authorization is required for emergency care.

Miembro: Emergencias (24 horas al día): si una emergencia médica puede resultar en muerte o discapacidad, llame al 911 inmediatamente o acuda a la sala de emergencias más cercana. No necesita autorización previa para los servicios de emergencia.

Remit claims to: Molina Healthcare P.O. Box 22712, Long Beach, CA 90801

Customer Support Number: (888) 296-7677
24 Hour Nurse Advice Line: (888) 275-8750

Línea de Consejos de Enfermeras 24 horas al día (español): (866) 640-3537

CVS Caremark Pharmacy Help Desk: (800) 364-6331

Providers: Notify the health plan within 24 hours of any inpatient admission at the hospital admission notification phone number.

Prior Authorization/Notification of Hospital Admission and Covered Services: (855) 322-4079

MHO-1366MolinaMarketplace.com

[Eligibility & Benefits](#)

[My Doctor](#)

[Member ID Card](#)

[Health Record](#)

[Available Services](#)

[Molina Programs](#)

[Health Education](#)



My Details

Member ID: 1234567890
Doctor: POMFREY, POPPY
Plan Name: MOLINA BRONZE PLAN

[Change My Doctor](#)
[Request an ID Card](#)

Message Center

 No New Message
 No New Announcement



[View My Benefits](#)



[View/Pay My Bill](#)



[Change My Doctor](#)



[View/Update My Account](#)



[Request an ID Card](#)



[Contact Molina](#)



[View My Health Record](#)

My Molina Information

My Health Reminder - Body mass index (BMI) documented during the measurement year or the year prior to the measurement year.

Molina Health Education

Learn what you can do to live a healthy life with Molina's health education and resources.

[Learn More...](#)



Molina Programs

Discover Molina's Health Promotion and Disease Management Programs.

[Learn More...](#)



[Eligibility & Benefits](#)

[My Doctor](#)

[Member ID Card](#)

[Health Record](#)

[Available Services](#)

[Molina Programs](#)

[Health Education](#)

Welcome HARRY

 No New Message

Member ID: 1234567890

Doctor: POMFREY, POPPY

PAY BALANCE



Total balance due: \$0.00
Total balance due by: 03/25/2016

[Make a Payment](#)

[Edit Account](#)

MY PAYMENT NOTIFICATIONS

Sign up for AutoPay today!
It's fast, easy, and convenient! One payment is deducted today and your next payment is automatically deducted on the 23d of the next month, and each month thereafter (or the next business day if the 23d falls on a weekend or holiday).

[Sign up](#) ?

Have a look at our new & improved, easy to use Provider Online Directory!



[Click here](#)



MAKE A PAYMENT

Please complete the following information for your credit card payment, payment transactions will be posted the next business day.

Payment Amount:

Total Balance Due: \$0.00 Other Amount: \$

Payment Method

Please Select ▼
Please Select
Credit/Debit
Electronic Transfer
Gift Card



ABOUT SSL CERTIFICATES

Broker Specifics

Have you logged into your Broker Portal?

Welcome to the Molina Broker Portal



* = Required

User Name *

Password *

Remember User Name

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

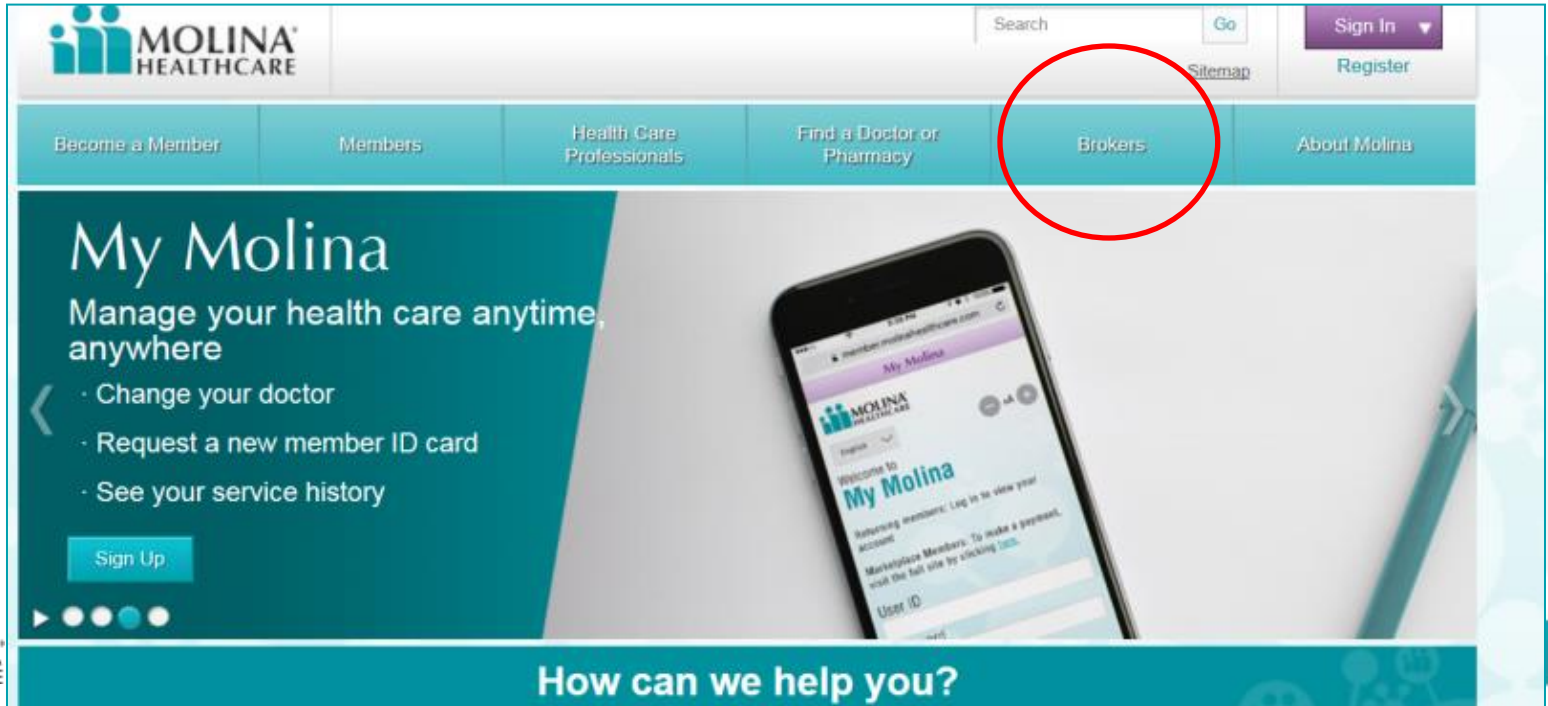
Molina Broker Portal – VUE

- Passwords reset every 60 days
- Look at your Book of Business (BOB) for policy status and paid through date.
- Enhancements and updates coming!

Broker Information

Welcome to *MolinaMarketplace.com* –

- Easy Access to Broker Support Tools



The screenshot displays the homepage of MolinaMarketplace.com. At the top left is the Molina Healthcare logo. To the right is a search bar with a 'Go' button and a 'Sign In' button with a dropdown arrow. Below the search bar is a 'Register' link. A horizontal navigation bar contains several menu items: 'Become a Member', 'Members', 'Health Care Professionals', 'Find a Doctor or Pharmacy', 'Brokers', and 'About Molina'. The 'Brokers' link is highlighted with a red circle. Below the navigation bar is a large banner for 'My Molina' with the text 'Manage your health care anytime, anywhere'. A list of services includes 'Change your doctor', 'Request a new member ID card', and 'See your service history'. A 'Sign Up' button is located at the bottom left of the banner. On the right side of the banner is an image of a smartphone displaying the My Molina mobile app interface. At the bottom of the page is a teal footer with the text 'How can we help you?' and the Molina Healthcare logo on the left.

Marketing Materials

Marketplace Sales Collateral – Broker Kit



Brochure With Benefits-At-A-Glance insert

Other items include:

- Provider directory
- Formulary directory
- EOC
- Application
- Folder



Commitment.

Unwavering Dedication.
We're committed to the health and well-being of every individual in our community.

Compassionate Care.
We provide the highest quality of care, tailored to meet the unique needs of each individual.

Proven Expertise.
Our team of experts has decades of experience in providing exceptional care and support.

Continuous Innovation.
We invest in the latest technology and research to ensure we're always at the forefront of healthcare.

About Molina Healthcare
Molina Healthcare is a leading provider of health insurance and managed care services. We are committed to providing high-quality, affordable care to our members.

About Molina HealthPlan
Molina HealthPlan is a comprehensive health insurance plan that covers a wide range of medical services, including hospital care, doctor visits, and prescription drugs.

2014 Benefits At-A-Glance

Plan	Medical	Prescription	Dental	Behavioral Health	Other
Plan A	Medical	Prescription	Dental	Behavioral Health	Other
Plan B	Medical	Prescription	Dental	Behavioral Health	Other
Plan C	Medical	Prescription	Dental	Behavioral Health	Other
Plan D	Medical	Prescription	Dental	Behavioral Health	Other
Plan E	Medical	Prescription	Dental	Behavioral Health	Other

(Note: The table content is partially obscured by a 'DRAFT' watermark.)

How often is your plan in force for you?

Plan	Medical	Prescription	Dental	Behavioral Health	Other
Plan A	Medical	Prescription	Dental	Behavioral Health	Other
Plan B	Medical	Prescription	Dental	Behavioral Health	Other
Plan C	Medical	Prescription	Dental	Behavioral Health	Other
Plan D	Medical	Prescription	Dental	Behavioral Health	Other
Plan E	Medical	Prescription	Dental	Behavioral Health	Other

Do you plan to use the services of the Health Plan for each of the following items?

Item	Yes	No
1. Hospital care	100%	0%
2. Doctor visits	100%	0%
3. Prescription drugs	100%	0%
4. Behavioral health services	100%	0%

Settings that you intend to use:

Setting	Yes	No
1. Hospital care	100%	0%
2. Doctor visits	100%	0%
3. Prescription drugs	100%	0%
4. Behavioral health services	100%	0%

Marketing Materials

2016 Broker Materials - Order Form									
Molina Health Insurance Marketplace									
Agent Name			Shipping Address				City		
Agency Name			Suite		State	Zip		Phone	
General Agency					Email (Required)				
QTY EN	QTY SP	CALIFORNIA			QTY EN	QTY SP	TEXAS		
		CA - Benefit at a Glance BAAG					TX - Benefits At A Glance BAAG		
		CA - Broker Lead Card *25 sheets per pad (Pad of 5)					TX - Broker Lead Card *25 sheets per pad (Pad of 5)		
		CA - Posters (Avail. With approval of BCM)					TX - Posters (Avail. With approval of BCM)		
		CA - Eligibility Cards (FPL)					TX - Eligibility Cards (FPL)		
		CA - Application Confirmation					TX - Application Confirmation		
QTY EN	QTY SP	FLORIDA			QTY EN	QTY SP	UTAH		
		FL - Benefits At A Glance BAAG					UT - Benefits At A Glance BAAG		
		FL - Broker Lead Card *25 sheets per pad (Pad of 5)					UT - Broker Lead Card *25 sheets per pad (Pad of 5)		
		FL - Posters (Avail. With approval of BCM)					UT - Posters (Avail. With approval of BCM)		
		FL - Eligibility Cards (FPL)					UT - Eligibility Cards (FPL)		
		FL - Application Confirmation					UT - Application Confirmation		
QTY EN	QTY SP	MICHIGAN			QTY EN	QTY SP	WASHINGTON		

MP Broker Communication And Resolution Experts Team! (MP BROKER CARE TEAM)



What type of escalated issues will the MP Broker CARE Team work to resolve?

How do I contact the MP Broker Care Team?

- **Phone** #855-885-3179 and choose **OPTION 2**

Note: This line is for our Broker partners only! This number is not for members to call.

- **Email** Must use Molina Client Escalated Issue Form.

The more information you provide will help us to provide resolution.

Send completed form to us at: mpbrokercareteam@molinahealthcare.com

MP Broker CARE Team

Client Issue Template

Dear Broker Partner:

For Access to Care issues, please DO NOT fill out this form. Immediately contact the MP Broker CARE Team for assistance at 855-885-3179 - Option # 2

(Our business hours are Monday thru Friday 7:00 am MST - 6:00 pm MST)

Please fill out the below template with as much detail as possible. This will help in research and resolution of your client's issue.

1

Information Needed	Fill Out Completely
Client Name	
Date of Birth (DOB)	
State	
Subscriber ID	
Full Address	
Phone Number of Client	
Full SSN	
<i>(Please provide as much detail as possible)</i>	
MGA	
Agent Preferred Contact Method <i>(Phone or email)</i>	
Agent Phone Number	
Agent Email	
Agent Name	

This template needs to be completed for resolution!

What types of escalated issues will team work to resolve?

- Access to Care

If your Molina client is seeking immediate medical services and/or medications, you may contact the MP CARE Team. (Please note: Member should always reach out to Member Services)

- Billing Issues

- Claims

- Enrollments:

- Member Services

- Prior Authorization

BSU (Broker Support Unit)

Ways we can help:

- Marketing Material Distribution
- Broker Communications, i.e., eBlasts
- Process your Molina appointment and contracting to sell our MP products
- CARE Team-Member Look Up/Issues
- Commission Questions/Issues

Broker Support Unit Team:

- Jamie Neslen, *Director*
- Rhonda Clark-*Manager*
- Tom Grady, *Supervisor Broker Services*
- Ilse Galaz, *Supervisor Contracting & Onboarding*
- Summer Brown, *Supervisor Commission Recon*

BSU (Broker Support Unit)

Phone #: 1.855.885.3179

Broker Services - # 1 mpbrokersupport@molinahealthcare.com
Broker Care Team- # 2 mpbrokercareteam@molinahealthcare.com
Commission Team- # 3 MPBrokercommissioninquiry@molinahealthcare.com
Contracting Inquiries - # 4 MPBrokerContracting@molinahealthcare.com

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

Questions

Key Contacts

- **Broker Channel Manager of FL:**

Central/North FL

- Jocelyn Castillo 813-453-7525
jocelyn.castillo@molinahealthcare.com

South FL

- Denis Pujals 786-299-9818
denis.pujals@molinahealthcare.com

Closing Remarks