

We want you to enjoy
good health, and
we're here to help.



Transition
checklist



We've put together a checklist to help you track your health needs and make your move to Moda Health as ***easy as possible***.

☐ Find an in-network provider, or check to see if your provider is in-network

To find an in-network provider, or to check to see if your current provider is in-network, go to modahealth.com. In the "Find Care" box on the lower left side of the screen, select "Find a doctor, dentist, pharmacy or clinic." Then, you can search as a guest or enter your subscriber ID to look for an in-network provider.



☐ Fill out and submit a Transition of Care Request form if you are:

- Scheduled for a procedure
- In the middle of treatment
- Pregnant
- Taking specialty medications

If you are scheduled for a service, in the middle of treatment for a medical condition, or pregnant, you may be eligible for a transition of care. Transition of care is when your health plan changes during certain medical treatments, and as a result, the medically necessary services become out-of-network. If this is the case for you, please fill out our Transition of Care Request form. You can find it at modahealth.com/members/forms.shtml.

If you are currently working with a case manager, we would like you to work with one from Moda Health. Please call **800-258-2037** to request a case manager.





☐ Fill your prescriptions one more time

You may want to fill any prescriptions you are taking one more time to make sure you have enough to last you during your transition of care.

☐ See what medications we cover

There will most likely be changes in how your prescription benefits are managed with us. See what medications we cover and get cost estimates for them by visiting modahealth.com/pdl.

If you have a new medication that needs authorization, please call us at **866-940-0360**. We will work with you and your provider to get the information we need to complete your medication review.

☐ Show your new Moda Health member identification card to your pharmacist

When you receive your member identification card, please show it to your pharmacy. You will want to do this before you fill your prescription. Also, let your pharmacist know that this card replaces the insurance information you have on file.

☐ Find a participating pharmacy

You can find a participating pharmacy at modahealth.com. In the "Find Care" box on the lower left side of the screen, select "Find a doctor, dentist, pharmacy or clinic." Then, you can search as a guest or enter your subscriber ID to look for a pharmacy. If you have any questions, please call Moda Health Pharmacy Customer Service at **866-940-0360**.

☐ Mail-order pharmacies

1. Contact your doctor and request a new prescription for up to a 90-day supply of each medication. You probably will not need a doctor's visit to get a prescription for a medication you already take.
2. Contact one of the in-network mail-order pharmacies below. If you do not already have an account with Costco or Postal Prescription Services (PPS), you will need to create one before setting up mail-order services.

Costco Mail Order Pharmacy:

- Visit: costco.com/Pharmacy/home-delivery
- Call: 800-607-6861, Fax: 800-633-0334

You do not need to be a Costco member to use Costco Pharmacy services.

Postal Prescription Services (PPS):

- Visit: ppsr.com
- Call: 800-552-6694, Fax: 800-723-9023



☐ Get credit for deductible costs that you've already paid

Depending on your plan, you may receive a credit for the amount you've already paid toward your deductible*. Please contact your current benefits plan administrator to see if this applies to you.

Most insurers will send us a report of deductible costs so we can credit your account. If your carrier does not provide this report, you will need to fill out and send a copy of your most recent explanation of benefits (EOB) to your employer.

We will credit your account after your employer sends that to us.

**This may not apply to all groups. Please ask your employer if you are eligible for deductible credit.*



☐ Create your Member Dashboard account using your member identification card

Once you receive your member identification card in the mail, one of the first things you'll want to do is create your Member Dashboard account. Member Dashboard is your personal website. Within the site, you can find information about your plan, as well as many services, tools and programs created to help keep you healthy. Check it out at modahealth.com/memberdashboard.



□ Once you are a member, remember to get your vaccinations

Once your coverage with us begins, make sure to get your vaccinations. Vaccinations are some of the most important tools available for preventing disease. Many vaccinations are now covered at pharmacies such as Albertsons Sav-on, Bi-Mart, Fred Meyer, Rite Aid, Safeway and Walgreens. The following vaccinations are covered at your network pharmacies:

- Influenza
- Meningitis
- Pneumonia
- Hepatitis A
- Hepatitis B
- Tetanus, diphtheria and pertussis
- Shingles
- Human papillomavirus (HPV)
- Varicella



□ Connect with health coaching

You can use our health coaching programs to get one-on-one support to manage health conditions. We offer coaching programs for:

- Cardiac care
- Dental care
- Depression care
- Diabetes care
- Lifestyle coaching
- Respiratory care
- Spine & joint care
- Women's health & maternity care

To enroll in a health coaching program, please call 877-277-7281 or email careprograms@modahealth.com.

Questions?

Please see the FAQs for members at modahealth.com under "Member overview" and then "Resources." You can also contact Medical Customer Service at 855-522-9807 or Pharmacy Customer Service at 866-940-0360.

moda
HEALTH

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Nondiscrimination notice

We follow federal civil rights laws. We do not discriminate based on race, color, national origin, age, disability, gender identity, sex or sexual orientation.

We provide free services to people with disabilities so that they can communicate with us. These include sign language interpreters and other forms of communication.

If your first language is not English, we will give you free interpretation services and/or materials in other languages.

If you need any of the above, call Customer Service at:

888-217-2363 (TDD/TTY 711)

If you think we did not offer these services or discriminated, you can file a written complaint. Please mail or fax it to:

Moda Partners, Inc.
Attention: Appeal Unit
601 SW Second Ave.
Portland, OR 97204
Fax: 503-412-4003

If you need help filing a complaint, please call Customer Service.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone:

U.S. Department of Health and Human Services
200 Independence Ave. SW, Room 509F
HHH Building, Washington, DC 20201
800-368-1019, 800-537-7697 (TDD)

You can get Office for Civil Rights complaint forms at hhs.gov/ocr/office/file/index.html.

Scott White coordinates our nondiscrimination work:

Scott White
Compliance Officer
601 SW Second Ave.
Portland, OR 97204
855-232-9111
compliance@modahealth.com

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY: 711)

注意：如果您說中文，可得到免費語言幫助服務。請致電1-877-605-3229（聾啞人專用：711）

주의: 한국어로 무료 언어 지원 서비스를 이용하시려면 다음 연락처로 연락해주시기 바랍니다. 전화 1-877-605-3229 (TTY: 711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyong tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711)

تنبيه: إذا كنت تتحدث العربية، فهناك خدمات مساعدة لغوية متاحة لك مجانًا. اتصل برقم (الهاتف النصي: 711) 1-877-605-3229

(URDU) توجہ دیں: اگر آپ اردو بولتے ہیں تو سب سے زیادہ مفت زبان کی مددگار خدمات دستیاب ہیں۔ 1-877-605-3229 (TTY: 711) پر کال کریں

ВНИМАНИЕ! Если Вы говорите по-русски, воспользуйтесь бесплатной языковой поддержкой. Позвоните по тел. 1-877-605-3229 (текстовый телефон: 711).

ATTENTION : si vous êtes locuteurs francophones, le service d'assistance linguistique gratuit est disponible. Appelez au 1-877-605-3229 (TTY : 711)

توجہ: در صورتی کہ بہ فارسی صحبت می کنید، خدمات ترجمہ بہ صورت رایگان برای شما موجود است۔ با 1-877-605-3229 (TTY: 711) تماس بگیرید۔

ध्यान दें: यदि आप हिन्दी या उर्दू में बातचीत करते हैं, तो हम आपको मुफ्त में भाषा सहायता प्रदान करेंगे। 1-877-605-3229 (TTY: 711) पर कॉल करें

ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການຊ່ວຍເຫຼືອດ້ານພາສາແມ່ນມີໃຫ້ ທ່ານໂດຍບໍ່ເສັຍຄ່າ. ໂທ 1-877-605-3229 (TTY: 711)

УВАГА! Якщо ви говорите українською, для вас доступні безкоштовні консультації рідною мовою. Зателефонуйте 1-877-605-3229 (TTY: 711)

ATENȚIE: Dacă vorbiți limba română, vă punem la dispoziție serviciul de asistență lingvistică în mod gratuit. Sunați la 1-877-605-3229 (TTY 711)

THOV CEEB TOOM: Yog hais tias koj hais lus Hmoob, muaj cov kev pab cuam txhais lus, pub dawb rau koj. Hu rau 1-877-605-3229 (TTY: 711)

ត្រូវចងចាំ: បើអ្នកនិយាយភាសាខ្មែរ គេនឹងផ្តល់ការបកប្រែភាសាដោយឥតគិតថ្លៃ ដល់អ្នកដែល ជួនលោកអ្នក។ សូមទូរស័ព្ទទៅកាន់ លេខ 1-877-605-3229 (TTY: 711)

HUBACHIISA: Yoo afaan Kshtik kan dubbattan ta'e tajaajiloonni gargaarsaa isiniif jira 1-877-605-3229 (TTY: 711) tiin bilbilaa.

โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือด้านภาษาได้ฟรี โทร 1-877-605-3229 (TTY: 711)

FA'AUTAGIA: Afai e te tautala i le gagana Samoa, o loo avanoa fesoasoani tau gagana mo oe e le togotia. Vala'au i le 1-877-605-3229 (TTY: 711)

IPANGAG: Nu agsasaoka iti llocano, sidadaan ti tulong iti lengguahe para kenka nga awan bayadna. Umawag iti 1-877-605-3229 (TTY: 711)

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń: 1-877-605-3229 (obsługa TTY: 711)

