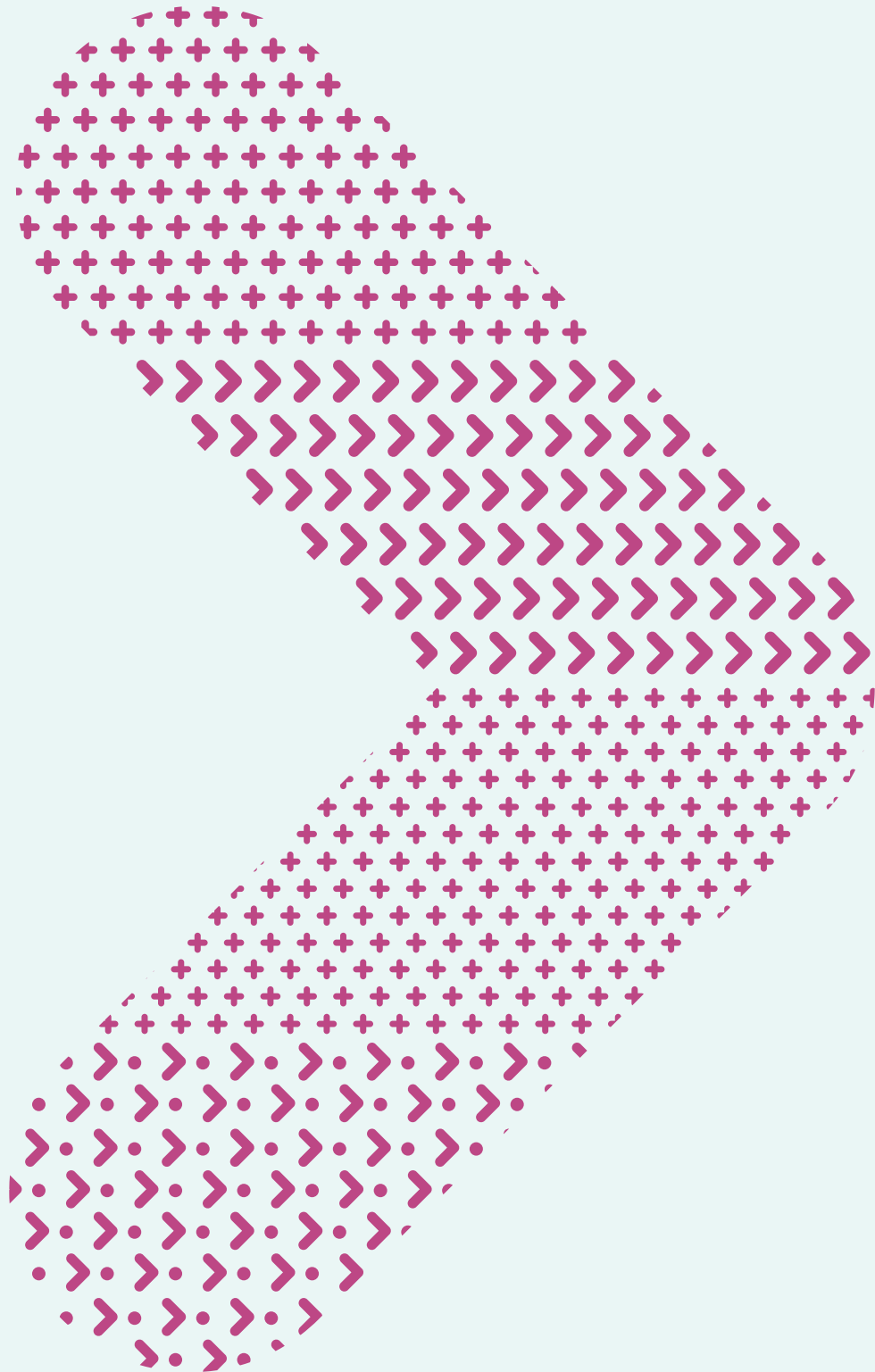


Making a fresh start checklist






Better health starts here


We want to make your transition to Moda Health as easy as possible. We know that when you change health carriers, there are some concerns and worries. This checklist is meant to help you track your health needs and ensure an easy transition from your current carrier to Moda Health.

Start with the basics


✓	General checklist	
<input type="checkbox"/>	Register for your myModa account	<p>As a Moda Health member, you have access to myModa, an innovative and interactive online tool personalized just for you. From myModa, you can search for in-network providers and access a variety of health and wellness resources.</p> <p>You can activate your myModa account on or after your effective date of coverage by visiting modahealth.com/aims. Once you arrive, there is a box on the right side of your screen that says “Log in to myModa.” Click on the “Create an account” link and follow the instructions to set up your myModa account.</p> <p>In addition to all that myModa has to offer, you can also access a PDF version of your member ID card, which you can then email or fax to your doctor, hospital or pharmacy.</p> <p>Please note: Our website is case sensitive, so when registering your account, be sure to enter your name exactly as it appears on your ID card.</p>
<input type="checkbox"/>	Download the “Moda Health eCard” app for iPhone and Android	<p>See your benefits card in real time while on the go. To get your card onto your iPhone or Android, look for the PIN code on the member ID card that was mailed to you after you enrolled. Your PIN will serve as your access to the Moda Health eCard app available at your online app store; search for “Moda Health eCard” and follow the simple instructions.</p>
<input type="checkbox"/>	Find an in-network provider, or check if your provider is in-network	<p>Our interactive Find Care tool lets you search for physicians, pharmacies and clinics by location, gender or language spoken. Once your Moda Health plan is effective, you can search Find Care using your subscriber ID so that all your results will be catered to your specific plan (your subscriber ID can be found on your Moda Health ID card).</p> <p>If you are a prospective group member, you can search for physicians and clinics using Find Care as a guest. All results also show the network for each physician or clinic. Your networks are the First Choice Health PPO Network and ODS Plus Network.</p> <p>If you need assistance, please call Moda Health Customer Service toll-free at 855-294-1668.</p>
<input type="checkbox"/>	Fill out and turn in your Deductible Credit form	<p>We will credit you for the amount you have paid toward your deductible. To establish what you have paid, please access your current carrier’s member portal and print your most recent Explanation of Benefits (EOB). Please note, depending on timing, you may have to re-register your member portal account with your current carrier to access your EOB.</p> <p>Once you have your EOB, you will need to fill out a Deductible Credit form, which indicates the amount you’ve paid toward your deductible. Please provide the printed copy of your most recent EOB along with the completed Moda Health Deductible Credit form to your employer on or before the 19th of the month prior to the plan’s effective date. You can access the form by visiting modahealth.com/aims, selecting “Forms” and clicking on “Deductible credit form.” Please send the completed form to: Moda Health, P.O. Box 40384, Portland, OR 97240-0384, or fax to 855-522-9809.</p>

Set up your meds

 Pharmacy checklist		
<input type="checkbox"/>	Fill your prescriptions one more time	<p>To ensure that you have enough of your medication to get you through this transition, you should try to fill your prescriptions one last time using your current carrier benefits before the effective date of your new health plan.</p>
<input type="checkbox"/>	Review these important documents: <ul style="list-style-type: none"> <input type="checkbox"/> Preferred Drug List <input type="checkbox"/> Medications Requiring Authorization <input type="checkbox"/> Specialty Medication List 	<p>There may be changes in how your prescription benefits are managed with us. Please review the Preferred Drug List, Medications Requiring Authorization and Specialty Medication List to see how your medications will be covered. These documents can be found by visiting modahealth.com/aims and selecting "Forms."</p> <p>If you find that your medication requires authorization or that it is included on the specialty medication list, please contact Moda Health toll-free at 855-294-1669. We will work with you and your provider to obtain the necessary information to complete the review of your medication and begin the specialty pharmacy enrollment process.</p>
<input type="checkbox"/>	Show your new ID card to your pharmacist	<p>When you receive your new member ID card, please be sure to show it to your pharmacy's employees before they fill your prescription and tell them that this replaces the insurance information you currently have on file. Remember, you can either access a PDF of your card through myModa or download a Moda Health eCard, the mobile app that gives you access to your benefits card on-the-go.</p>
<input type="checkbox"/>	Find a participating pharmacy	<p>You can find in-network pharmacies at modahealth.com/aims using the Find Care tool. Choose the NW Prescription Drug Consortium network, which contains the Washington Prescription Drug Program (WPDP) for Washington members. You will see the WPDP logo and website on your benefit card. If you are already a Moda Health member and you enter your member ID prior to the search, the search will automatically choose only participating pharmacies.</p> <p>If you are a prospective group member of Moda Health, you may search as a guest. You'll still be able to see all of your available providers and facilities, but you may need to filter your options more to make sure you see the correct information. Or, call Moda Health Pharmacy Customer Service toll-free at 855-294-1669.</p>

 Pharmacy checklist (continued)		
<input type="checkbox"/>	Mail-order pharmacies	<p>Moda Health is proud to offer mail-order pharmacy services, making prescription ordering and delivery convenient. If you would like to use our mail-order pharmacy, please follow these steps:</p> <ol style="list-style-type: none"> 1 Contact your doctor and request a new prescription for up to a 90-day supply of each medication. Generally, a doctor's visit is not required to write a prescription for a medication you already take. 2 Mail the new prescription(s) (no photocopies) to our mail-order pharmacy – Postal Prescription Services (PPS) – along with a completed order form. The PPS mail-order form can be found by visiting modahealth.com/aims and clicking on "Forms." <p>You also can request that a form be mailed to you by calling Moda Health Customer Service toll-free at 855-294-1669. Please allow seven to 10 business days for shipping.</p>
<input type="checkbox"/>	Once you're a member, don't forget to get your vaccinations	<p>Once your coverage with Moda Health begins, make sure to get your necessary 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 and Safeway. The following vaccinations are covered at your network pharmacies:</p> <ul style="list-style-type: none"> > Influenza > Meningococcal > Pneumococcal > Hepatitis A > Hepatitis B > Tetanus, diphtheria and pertussis > Shingles > Human papillomavirus (HPV) > Varicella
<input type="checkbox"/>	Call Moda Health Pharmacy Customer Service	<p>We are here to help you through this transition process and welcome any questions you may have. We can be reached toll-free at 855-294-1669, Monday through Friday, from 7:30 a.m. to 5:30 p.m. A live person will answer your call to help you with your pharmacy questions.</p>

Transfer your care

 Health management checklist	
<input type="checkbox"/>	<p>Fill out and submit a Transition of Care Request form if you are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Scheduled for a procedure <input type="checkbox"/> In the middle of treatment <input type="checkbox"/> Pregnant <p>If you are scheduled for a procedure, in the middle of treatment for a medical condition, or are pregnant and currently working with an out-of-network provider, you may be eligible for a transition of care. Transition of care occurs when a member’s health plan changes during the course of certain medical treatments, and as a result the medically necessary services become out-of-network.* It may be necessary to continue with the current provider for a period of time to complete the course of treatment, or delivery in the case of pregnancy, at the in-network level. If you are in the middle of medical treatment, please fill out the Moda Health Transition of Care Request form. The form can be found online at modahealth.com. From there, go to the “I’m a member section” and click on “Resources,” and then “Forms.”</p> <p>Scheduled for a procedure? If you are scheduled for a procedure that has either been authorized or not authorized by your current carrier, please fill out an Moda Health Transition of Care Request form. The form can be found online at modahealth.com. From there, go to the “I’m a member section” and click on “Resources,” and then “Forms.”</p> <p>Working with a case manager? If you are currently involved in case management, we would like you to work with a Moda Health case manager. To request a case manager, please call 800-258-2037.</p>
<input type="checkbox"/>	<p>Connect with a health coach</p> <p>We offer health coaching programs to provide you the one-on-one support you need to manage your health condition. We offer coaching programs for:</p> <ul style="list-style-type: none"> > Cardiac Care > Dental Care > Depression Care > Diabetes Care > Lifestyle Coaching > Respiratory Care > Spine & Joint Care > Women’s Health & Maternity Care <p>To enroll in a health coaching program, please call 877-277-7281 or email careprograms@modahealth.com.</p>



Questions? Visit the FAQ page on our website at modahealth.com/aims/faq or contact Medical Customer Service at 855-294-1668, Pharmacy Customer Service at 855-294-1669 or Medical Management at 800-258-2037.