

Magellan Complete Care Segment Acquisition by Molina Healthcare
MCC Member FAQs
Version Two – April 2021

Molina Complete Care (MCC) and Molina are committed to making this transition as smooth as possible. We value our relationship with you and will update you as we know more. In the meantime, MCC will continue to provide the quality and compassionate service we are known for. Thank you.

Q: What is happening with MCC? Is it going away?

A: MCC has been acquired (bought) by Molina Healthcare, Inc. (Molina), a company that also has Medicaid and Medicare health plans and programs in certain states.

Q: Is the MCC name changing?

A: Yes. The new name will be Molina Complete Care (MCC).

Q: Are any benefits changing? (Regular and/or enhanced)

A: No, nothing is changing at this time. If anything does change, we'll let you know.

Q: Can I keep my same doctors/hospitals/pharmacy/etc.? Is the network changing?

A: Yes, nothing is changing at this time, so please continue to see the same providers you always have. If anything does change, we'll let you know.

Q: Are authorization/pre-approval rules changing?

A: Nothing is changing at this time. We will notify you of any changes well in advance of their implementation.

Q: Are any processes, websites/portals or other systems changing?

A: MCC will fully migrate all systems by July 1. There are timelines in place for a full health plan and system migration. We'll also introduce the MyMolina member portal and mobile app.

Q: Will I get a new care manager or coordinator?

A: No. Until further notice, you will continue to work with your current MCC contacts. We value our relationship with you and are committed to continuing to provide the same level of service and care we are known for.


Q: Who do I call/where can I go to get updates?

A: We will notify you in advance of any changes. We also have a full list of FAQs on our health plan website at www.MCCofAZ.com. You can also call Member Services at 1-800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time if you have any questions.

Q: Does anything change in the services you provide?

A: Some things will be changing. Here's what you can expect to change as we move closer to July 1:

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7/1/21 changes	MCC of AZ AHCCCS Medicaid plan	[MCC of AZ (HMO SNP)]
Brand/plan name	Molina Complete Care (MCC)	Remains Magellan Complete Care of Arizona (HMO SNP)
Plan logo		We'll notify you well in advance of this change as we move closer to the January 2022 migration date
Member portal	<p>Beginning July 1, 2021, you'll have access to a brand-new member portal called MyMolina. You'll be able to do things like:</p> <ul style="list-style-type: none"> • Print a temporary member ID card • Request a new card if you've lost yours • Change your doctor • Update your contact information • View your history of services, like doctor visits <p>And more!</p>	We'll notify you well in advance of this change as we move closer to the January 2022 migration date
Website	www.MCCofAZ.com	www.dsnp/MCCofAZ.com
Phone and fax lines *No change	<p>Our phone and fax lines for Member and Provider Services will remain the same. Additionally, the lines associated with prior authorization requests and appeals and grievances won't change.</p> <p>Our phone number is 1-800-424-5891 (TTY 711)</p>	<p>Our phone and fax lines for Member and Provider Services will remain the same. Additionally, the lines associated with prior authorization requests and appeals and grievances won't change.</p> <p>Our phone number is 1-800-424-4509 (TTY 711)</p>

Q: Is the member handbook changing? Do I need to get a new one? Can I get a copy of Molina's member handbook?

A: Nothing is changing at this time. You do not need to get a new member handbook; you can always access the latest version on our health plan website. We are still operating as Magellan Complete Care of Arizona (MCC of AZ) until July 1, so please do not be concerned about Molina's documents or processes. As in the past, if there are any changes in covered benefits, processes, systems, timeframes, requirements or other items that would impact the member handbook, we will notify you well in advance.

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Q: I have existing authorizations from MCC. Are they still valid?

A: All previously approved prior authorizations are valid, and new authorizations will be valid as we progress through the transaction. Any changes in authorization status, processes, etc., will be communicated to you in advance.

Q: Is my ID card still valid? Will I get a new one?

A: Your current member ID card is still valid. We'll send you a new member ID card before the July 1 cutover.

Q: When did the transaction close?

A: The transaction closed January 1, 2021.