

For 40 years, our mission at Molina has been to improve the health and lives of those who need it most. A health crisis does not change this. As a long-time government partner and steward of community well-being, Molina Healthcare of Ohio has taken many additional steps to support the actions of Governor DeWine, ensure our valued members have access to the care they need, and protect our employees on the front line.

Molina has committed \$1.5 million to support our providers and community partners and those in need during the COVID-19 pandemic and continues to provide support for our community-based organizations as follows.

Community and Provider Support:

Personal Protective Equipment (PPE): Molina donated \$150,000 of PPE and COVID-19 test kits, in addition to other essentials to help protect providers, health care professionals, and those in need.

These donations were distributed to over 70 community and provider partners across Ohio including home health agencies, FQHCs, homeless shelters, children and foster care partners, local transportation authority (COTA) and vendors, faith-based organizations, and other provider and community partners.

Ensuring Access to Care:

CVS Pharmacy free home delivery: Free home delivery of prescriptions from CVS.

Pharmacy-only transportation: Expanded transportation to pharmacy to support members with obtaining needed medications.

Prepaid gift cards: To purchase essential hygiene items.

COVID-19 Self-Assessment Tool: Created an online tool for members to assess their health and immediately receive individualized feedback on action steps to take along with resources to assist with questions.

Comprehensive member outreach campaign: Reached out to members to assist with: COVID-19 screening and support; identification of social determinants of health needs to provide resources or make connections to community partners with emphasis on addressing food insecurity, housing, incarcerated member pre-release preparation, access to needed PPE, transportation assistance, and overall health and wellness solutions; use of both live calls and digital solutions and technology to ensure optimal member engagement.

Nurse Advice Line: 24/7 access for members through the nurse advice line and behavioral health crisis line.

Molina mobile app: Downloadable smartphone app to access ID card, provider search tool, 24-hour Nurse Advice Line, and Member Services Line.

Ensuring Access to Telehealth:

Telehealth services with traditional providers: Educated members on how to access telehealth services from their current providers.

Teladoc (24/7 virtual care): Educated members on how to access Teladoc, the 24/7 virtual care value-added benefit that may be accessed by phone, video, or mobile application.

Ohio Children's Alliance: Awarded \$50,000 to support building a HIPAA-compliant behavioral telehealth service for its network providers that serve 75,000+ children per year.

SafeLink Wireless: Educated members on how to apply for a Molina sponsored SafeLink Wireless smartphone and service plan that offers unlimited minutes, 8GB of data, and unlimited text messaging through the end of June to support use of telehealth; will revert to 350 minutes, 3GB of data, and unlimited text messaging when the stay at home order is lifted.

Prepaid cell minute gift cards: Available for members on cellular plans with minute limits to encourage and support the use of telehealth.



For more information: Contact our Government Affairs team members.

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Supporting Providers:

COVID-19 focused landing page: Developed suite of resources to support provider offices.

Created payments and financial support: Modified payment process to release payments faster to providers in an effort to improve cash flow throughout the pandemic and also provided extensions for provider payments due for programs such as behavioral health advances and episodes of care.

Dedicated care coordination resources for nursing facilities: Streamlined primary points of contacts by facility to maximize assistance for nursing facility clinical staff to support member needs.

Nursing facility isolation: In partnership with the nursing facility community, quickly implemented and communicated a process to support nursing facilities with approvals for stays to safely isolate COVID-19 positive patients.

Ohio Council of Behavioral Health and Family Services Provider Association: Promoted a video to recognize the behavioral health workforce as part of Mental Health Awareness Month in May. The short video highlights the diversity of the essential mental health and addiction professionals working across our state during this time.

Molina SWAB testing volunteers: Molina clinical staff are available throughout Ohio to assist with testing individuals for COVID-19, as needed.

30 Days to Family Program: Molina supported the expansion of the program to 17th Ohio County offered through Kinnect, an organization solely focused to help place children in foster care with a permanent family.

Frederick Douglass Center with a Telemedicine Program: Molina purchased the equipment to furnish the Telemedicine rooms, which are centrally located in the heart of Toledo.

Addressing Social Determinants:

Amazon Prime: Provided 3 months of membership to Amazon Prime to receive expedited, free delivery of groceries and everyday essentials.

Home delivered meals: Provided home-delivered meals up to 14 days for those members facing food insecurity issues.

Mid-Ohio Food Bank: Supported distribution of fresh fruits and vegetables through the Mid-Ohio Pharmacy program.

Make A Day Foundation: Provided financial support focused on advocacy and outreach to the Columbus homeless community to provide up to 20,000 nutritious meals to those facing housing insecurity or homelessness.

The National Diaper Bank - Ohio: Provided financial support to help their efforts during the pandemic to provide families with diapers and essentials to keep babies healthy.

MomsFirst: Provided moms with diapers and other necessities from Molina Hope Diaper Bank.

Children's Literacy: Supported families and children with in-home learning resources including access to children's books, which include: sponsoring the Imagination Library program in Southeast Ohio Counties; national sponsorship of 2nd & 7 Foundation committed to promoting reading by providing free books to kids in need.

Addressing Homelessness: Provided financial support and promotion of the COHHIO Emergency Homeless Solution Fund.

Youngstown Metropolitan Housing Authority – Funded the construction of a playground destroyed by fire.



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Community Innovation Funds

Molina provided funding to support innovative, community-based programs and pilots to give Molina Healthcare of Ohio members and the community greater access to health care and related services.

Community Development for All People: Fresh Market provides a free market where families can shop daily and a program to provide a food pantry and clothing store.

Furniture Bank: Access to furniture and household goods to reduce the impact of poverty, relieve suffering, strengthen families, and improve quality of life.

Corporation for Ohio Appalachian Development: A pilot project that focuses on lead abatement in child care centers.

Primary Health Solutions: Support for the startup of a school-based health center.

Vaccine Administration Member Outreach Initiative

Outreach: Molina had a multi-faceted strategy to assist members with getting scheduled for the vaccine, and to break down any related barriers. Our members have been receiving texts, auto-dialer calls, and direct phone calls to schedule the vaccine appointment including transportation, newsletters, and resources to educate trusted representatives affiliated with community groups on the COVID-19 vaccine rollout.

Vaccine Education and Hesitancy Campaign: Molina's outreach campaign is connecting with members to offer education on vaccine safety and side effects.

Leveraging Analytics to Address Health Disparities: Molina has developed a dashboard to track vaccine completion rates. The dashboard also offers the ability to slice data in various ways such as geographic, age, and ethnicity and will help Molina continue to develop and implement interventions targeted at specific communities.

Transportation: Molina staff are assisting members with utilizing their transportation vendor and how to, if needed, access transportation resources from our community-based partners.

Providers: Molina is communicating information to providers as key partners in the vaccine rollout.

Future Initiatives: Molina is reviewing the potential of several initiatives to better assist our members and community-based groups including leveraging our in-house home health care partners to provide in-home vaccines once they are available, and leveraging our PBM, Caremark to assist members in accessing the vaccine, once available, at CVS locations in their community

Protect our 900+ Employees:

Created an internal taskforce: Including our CMO that meets daily to ensure uninterrupted service to members and providers.

Remote work: Transitioned 900+ employees in Ohio to work remotely in the shelter of their homes.

Volunteer program: Provided paid volunteer program for clinical staff to volunteer during the pandemic including vaccine administration.

Childcare and Tutoring: Provided access to childcare and tutoring services for employees working from home.

Offset costs: Authorized two payments and additional days for personal time off to a large number of our employees to help offset some of the unanticipated costs (child care, extra food purchase, etc.) and needs associated with the new social distancing guidelines.



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