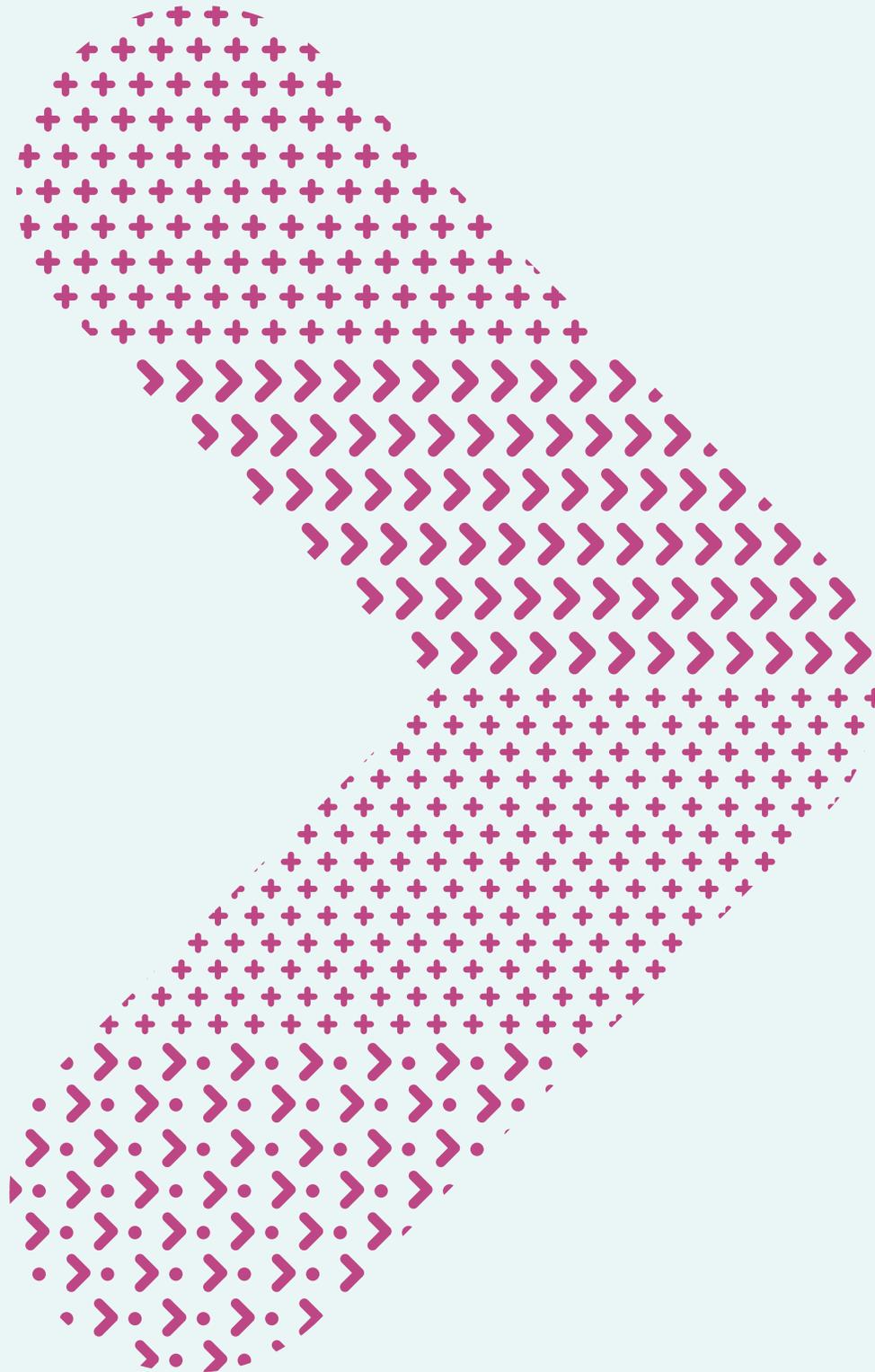


# Making a fresh start checklist





## 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

 <b>General checklist</b>		
<input type="checkbox"/>	<b>Register for your myModa account</b>	<p>As a Moda Health member, you have access to myModa, an innovative, interactive online tool personalized just for you. From myModa, you can access a variety of health and Be Better resources.</p> <p>You can activate your myModa account on or after your effective date of coverage by visiting <a href="http://modahealth.com">modahealth.com</a>. 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>
<input type="checkbox"/>	<b>Find an in-network provider, or check if your provider is in-network</b>	<p>To find an in-network provider, or to check if your current provider is in-network, please visit <a href="http://modahealth.com">modahealth.com</a>. In the "Find care" box, click "Search for a physician, dentist, pharmacy or clinic." Search as a guest or enter your subscriber ID to search for an in-network provider.</p>
<input type="checkbox"/>	<b>Get credit for deductible costs that you've already paid</b>	<p>Moda Health will credit you for the amount you've already paid toward your deductible.* Most carriers will provide a report to Moda Health of costs incurred for these items, and we will credit your account. However, if your carrier does not provide a report you will need to fill out and submit a Deductible Credit form, along with a copy of your most recent Explanation of Benefits (EOB), to your employer. The Deductible Credit form can be found online at <a href="http://modahealth.com">modahealth.com</a>. From there, go to the "I'm a member" section and click on "Resources," and then "Forms."</p> <p>Your employer will then send this documentation to Moda Health, and we will credit your account. To determine if you need to submit a form and a copy of your EOB in order to receive a credit, please contact your current benefits plan administrator.</p> <p>To review what you have already paid toward your deductible or what you have spent on out-of-pocket costs, please access your current carrier's member portal and print your most recent EOB.</p>

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

## Set up your meds

 Pharmacy checklist		
<input type="checkbox"/>	Fill your prescriptions one more time	To ensure you have enough of your medication, you should try to fill your prescription one last time using your current carrier benefits.
<input type="checkbox"/>	Review these important documents: <ul style="list-style-type: none"> <li><input type="checkbox"/> Preferred Drug List</li> <li><input type="checkbox"/> Medications Requiring Authorization</li> <li><input type="checkbox"/> Specialty Medication List</li> </ul>	<p>There will most likely be changes in how your prescription benefits are managed with Moda Health. Please review the Preferred Drug List, Medications Requiring Authorization and Specialty Medication List to see how your medications will be covered. These documents can all be found online at <a href="http://modahealth.com">modahealth.com</a>. From there, go to the "I'm a member" section and click on "Resources," and then "Forms."</p> <p>If you find that your medication requires authorization or that you are taking a medication that is included on the Specialty Medication List, please call us toll-free at 866-940-0360. We will work with you and your provider to obtain the necessary information to complete the review of the medication you requested and to begin the specialty pharmacy enrollment process.</p>
<input type="checkbox"/>	Show your new ID card to your pharmacist	When you receive your Moda Health ID card please be sure to show it to your pharmacy before it fills your prescription and tell your pharmacist that this replaces the insurance information you currently have on file.
<input type="checkbox"/>	Find a participating pharmacy	To find a participating pharmacy, visit <a href="http://modahealth.com">modahealth.com</a> . Click on the "Find care" box at right. Search as a guest or enter your subscriber ID to search for an in-network provider. To find a participating pharmacy, click the "Pharmacy" link and "Select a pharmacy network." You may also call Moda Health Pharmacy Customer Service at 866-940-0360.
<input type="checkbox"/>	Mail-order pharmacies	<p>Moda Health is proud to offer you mail-order pharmacies, making ordering and delivery convenient. If you would like to use one of the mail-order pharmacies, please make sure you take the following steps:</p> <ol style="list-style-type: none"> <li>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.</li> <li>2 Mail the new prescription(s) (no photocopies) to the appropriate Moda Health mail-order partner (please call Moda Health Pharmacy Customer Service toll-free at 866-940-0360 for this information) along with a completed order form.</li> </ol> <p>Your provider can also fax the prescription to Moda Health. You can also request that a form be mailed to you by calling Moda Health Customer Service toll-free at 866-940-0360. Please allow seven to 10 business days for shipping.</p>

 Pharmacy checklist <i>(continued)</i>		
<input type="checkbox"/>	<p>Once you are a member, don't forget to get your vaccinations</p>	<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, Safeway and Walgreens. The following vaccinations are covered at your network pharmacies:</p> <ul style="list-style-type: none"> <li>&gt; Influenza</li> <li>&gt; Meningococcal</li> <li>&gt; Pneumococcal</li> <li>&gt; Hepatitis A</li> <li>&gt; Hepatitis B</li> <li>&gt; Tetanus, diphtheria and pertussis</li> <li>&gt; Shingles</li> <li>&gt; Human papillomavirus (HPV)</li> <li>&gt; Varicella</li> </ul>
<input type="checkbox"/>	<p>Call Moda Health Pharmacy Customer Service</p>	<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 866-940-0360, Monday through Friday, from 7:30 a.m. to 5:30 p.m. (Pacific Standard Time). A live person will answer your call to help you with your pharmacy questions.</p>

# Transfer your care

 <b>Health management checklist</b>		
<input type="checkbox"/>	<p>Fill out and submit a Transition of Care Request form if you are:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Scheduled for a procedure</li> <li><input type="checkbox"/> In the middle of treatment</li> <li><input type="checkbox"/> Pregnant</li> </ul>	<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 <a href="http://modahealth.com">modahealth.com</a>. From there, go to the “I’m a member section” and click on “Resources,” and then “Forms.”</p> <p><b>Scheduled for a procedure?</b> 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 <a href="http://modahealth.com">modahealth.com</a>. From there, go to the “I’m a member section” and click on “Resources,” and then “Forms.”</p> <p><b>Working with a case manager?</b> If you are currently involved in case management, we would like you to work with an Moda Health case manager. To request a case manager, please call 800-258-2037.</p>
<input type="checkbox"/>	<p>Connect with health coaching</p>	<p>Moda Health offers health coaching programs to provide you the one-on-one support you need to manage your health condition. Moda Health offers coaching programs for:</p> <ul style="list-style-type: none"> <li>&gt; Cardiac Care</li> <li>&gt; Dental Care</li> <li>&gt; Depression Care</li> <li>&gt; Diabetes Care</li> <li>&gt; Lifestyle Coaching</li> <li>&gt; Respiratory Care</li> <li>&gt; Spine &amp; Joint Care</li> <li>&gt; Women’s Health &amp; Maternity Care</li> </ul> <p>To enroll in a health coaching program, please call 877-277-7281 or email <a href="mailto:careprograms@modahealth.com">careprograms@modahealth.com</a>.</p>

\*See page 4 for instructions on how to determine if your provider is still in-network.



**Questions?** Visit the FAQ page on our website at [modahealth.com/members/faq\\_future.shtml](http://modahealth.com/members/faq_future.shtml), or contact Medical Customer Service at 855-522-9807 or Pharmacy Customer Service at 866-940-0360.