

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 has taken the following 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.

***Ensuring access to care:***

- **Waiving all member costs** related to COVID-19
- Promoting use of **Teledoc**, a 24/7 virtual online system for members to receive medical care without visiting a physician's office
- Allowing prescriptions for chronic conditions to be filled early
- **Delivering prescriptions** free to members' homes through any CVS Pharmacy, replacing in-person visits to the pharmacy
- Providing 3 months of membership to **Amazon Prime** to our members on Medicaid – allowing them to receive expedited, free delivery of groceries and everyday essentials
- **Targeted outreach** to individuals that are high risk to ensure a back-up plan if health care or other critical services are disrupted and our 24/7 nurse-advice line is prepared to help if needed
- We are actively implementing the directives from Ohio Medicaid to **relax prior authorization requirements** for medical and pharmacy services during this health crisis
- Access to a **COVID-19 Self-Assessment Tool** on website and steps to take per the individuals circumstance
- Allowing **deferral of premium payment** for marketplace members
- Access to **delivered meals** for our medically frail members

**For more information:** Contact our Government Affairs team members.

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## Supporting Governor DeWine's efforts for Ohioans to practice social distancing to reduce spread of the virus:

- Deploying [statewide multimedia awareness campaign](#) of CDC guidelines and suggestions for safety and, if needed, methods for seeking care
- Communicating this messaging to our 900+ Ohio employees, and sharing access to the CDC and Ohio Department of Health website
- Through our [Nurse Advice Line](#), actively sharing educational messaging and triaging cases 24/7 to appropriate care settings
- Pre-training those Molina employees who meet with members on [CDC screening processes](#) in case of contact with someone who's been exposed to COVID-19
- [Hosting conversations on-line](#) with our Chief Medical Officer to answer questions about COVID-19 weekly

## To support our provider and community partners:

- Contributing sanitation essentials to those providers on the front line and homeless shelters most in need.

## To protect our 900+ Employees:

- Created an [internal taskforce](#) including our Chief Medical Officer that meets daily to ensure uninterrupted service to members and providers in the weeks ahead
- Transitioned 900+ employees in Ohio to [work remotely](#) in the shelter of their homes
- Implemented a [process for Molina employees](#) who work face-to-face with members to screen them prior to scheduling in-home visits
- Authorized a [payment to a large number of our employees](#) to help offset some of the unanticipated costs (child care, extra food purchase, etc.) associated with the new social distancing guidelines.