

Magellan Complete Care Segment Acquisition by Molina Healthcare
SWH Member FAQs
Version 1 – June 12, 2020

SWH 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, SWH will continue to provide the quality and compassionate service we are known for. Thank you.

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

A: SWH is being acquired by Molina Healthcare, a company that also has Medicaid and Medicare health plans and programs in certain states.

Q: Is the SWH name changing?

A: The SWH names are not changing at this time. You will be notified well in advance of any name changes.

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

A: Nothing is changing with your benefits. Your eligibility and benefits are determined by New York State Department of Health's contract with SWH and CMS for your Medicare benefits. If there are changes to your enhanced benefits, we will notify you of any changes well in advance of their implementation.

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

A: Nothing is changing to your network with the acquisition. So please continue to see the same providers you always have. We will notify you of any changes well in advance of their implementation.

Q: Are authorization/pre-approval rules changing?

A: Nothing is changing with the authorization/pre-approval rules because New York State Department of Health and CMS set these rules. We will notify you of any changes well in advance of their implementation.

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

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

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

A: Until further notice, you will continue to work with your current SWH 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: SeniorWholeHealth.com

Q: Does anything change in the services you provide for me?

A: Nothing will change with your services as a result of the acquisition. Your benefits and services are determined by New York State Department of Health's contract with SWH and CMS for your Medicare benefits. Our focus remains on providing you and our members the quality service you and they have come to expect from us. If something is going to change, we will notify you in advance, per our contracts with you and the state.

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. 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 SWH until the transaction closes, so please do

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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.

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

A: All existing 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. Until then, it is business as usual.

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

A: Your current member ID card is still valid. If you need a new one, we will send it to you. Please continue to use the ID card you have now.

Q: When will the transaction close?

A: We anticipate the transaction will close some time in the first quarter of 2021.

Q: Will my care manager remain the same?

A: Your care manager is not changing at this time. If that happens, we will let you know.

Q: Where does Molina have Medicaid and Medicare health plans?

A: Molina has the following managed care health plans and products as follows:

- California: Medi-Cal, Medicare Special Needs Plan (HMO SNP), Dual Medicare-Medicaid Plan (MMP) and Covered California (Exchange)
- Florida: Medicare Special Needs Plan (HMO SNP) and Health Insurance Marketplace Exchange (Exchange)
- Idaho: Medicaid Plus for people with Medicaid and Medicare, Medicare Advantage (HMO) and Medicare Special Needs Plan (HMO-SNP)
- Illinois: Medicaid, Managed Long-Term Services and Supports, Dual Options Medicaid and Medicare-Medicaid Plan (MMP)
- Michigan: Medicaid, Healthy Michigan, Medicare Special Needs Plan (HMO-SNP), Dual Options Medicare-Medicaid Plan (MMP) and Health Insurance Marketplace (Exchange)
- Mississippi: Medicaid, CHIP and Health Insurance Marketplace (Exchange)
- New Mexico: Medicare Special Needs Plan (HMO SNP) and Health Insurance Marketplace Exchange (Exchange)
- New York: Health and Recovery Plan (HARP), Child Health Plus and Essential Plan
- Ohio: Medicaid, Medicare Special Needs Plan (HMO-SNP), Dual Options Medicare-Medicaid Plan (MMP) and Health Insurance Marketplace (Exchange)
- Puerto Rico: ASES
- South Carolina: Medicaid, Medicare Special Needs Plan (HMO-SNP), Dual Options Medicare-Medicaid Plan (MMP) and Health Insurance Marketplace (Exchange)
- Texas: STAR Medicaid, Dual Options STAR+PLUS Medicare-Medicaid Plan (MMP), CHIP and Health Insurance Marketplace (Exchange)
- Utah: Medicaid, CHIP, Medicare (HMO), Medicare Special Needs Plan (HMO-SNP) and Health Insurance Marketplace (Exchange)
- Washington: Medicaid, Medicare Special Needs Plan (HMO-SNP) and Marketplace (QHP)

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- Wisconsin: Medicaid, Medicare Special Needs Plan (HMO-SNP) and Health Insurance Marketplace (Exchange)