Provider Bulletin

From Molina Healthcare New Mexico, Inc.
(February 8, 2022)

Dear Molina Provider,

Introducing the MyChoice Debit Card for Molina Medicare Members

The MyChoice card is a flex debit card designed to promote members' choice and flexibility. Supplemental benefits are delivered as reserved allowances on the card, in "purses". Purses are unique to a benefit category and are comprised of a set of eligibility requirements, a dollar amount, and specific merchant codes. Members will need to use their MyChoice flex card to pay for any vision or dental services, much like a cash customer would process their payments at a provider's office.

Dental
- Members receive a debit card (MyChoice flex card) with an annual allowance to obtain preventive and comprehensive services, individually or combined. Allowance expires at the end of the calendar year.

Vision
- Members receive a debit card (MyChoice flex card) with an annual allowance to obtain supplemental vision services and/or eyewear. Allowance expires at the end of the calendar year.
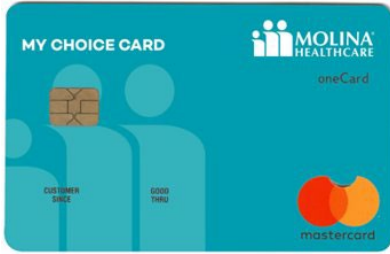
How can members check their balance(s) for Dental and/or Vision?
Members are responsible for tracking how much they have left of the yearly allowance for Dental and Vision. Members can call into Member Services to check their balance. The number is listed on the back of their MyChoice flex debit card. Members can also check their balance through the Member Portal (flex.molinahealthcare.com).

Molina Member Services is able to assist with MyChoice flex card.
Member Services team can:

- Activate the cards
- View the balances for each allowance
- Check the purchase totals, locations, and decline reasons
- Access card mailing status
- Issue a replacement card

Thank you for your ongoing partnership and care for our members.

For questions or concerns, please contact your MHNM Provider Services representative directly or send an email to MHNM.ProviderServices@MolinaHealthCare.Com. We're here to help!

***__Thank you__ for your commitment to serving
Molina Healthcare of New Mexico Members and the community!***