July 1, 2013
Case Number -

Dear

Kentucky Spirit Health Plan, Inc., your managed care organization for Medicaid services, has said it will stop providing you coverage for health care services on Friday, July 5, 2013 at midnight. IF THAT HAPPENS, your new managed care organization (MCO) is listed below.

Member Name	MCO
Child	**New Managed Care Organization Phone Number**

Your new MCO will send you a member handbook and an ID card in the mail IF KENTUCKY SPIRIT LEAVES THE STATE.   **If** you have not received this information by July 15th, please contact your new MCO. **If** you have immediate health care needs on or after JULY 6, 2013, and you have not received information from a new MCO, YOU MAY PRESENT THIS LETTER along with your Medicaid card to your doctor for services.   **If** you lose this letter, present your Spirit ID card to your medical provider and they can assist you.

Call us before October 3rd, 2013 if you want to change to another MCO. After that date, you cannot change again until your annual enrollment.

You are getting this letter based on what we know about you today. You may not have to be in a MCO if something changes.

If this letter is hard to understand or you are having trouble getting medical or pharmacy services, call us at 1-855-446-1245. We can read this letter to you. We can give you free interpreter services. We can also give you this information in a way that is easier for you to read and understand. Or you may call the MCO at the number listed above next to your name and they can help you through this transition.

Para ayuda en espafiol, llame all-855-446-1245. Las llamadas son gratuitas.

Need help? Have questions? Call toll free: 1-855-446-1245
For TDD/TTY dial711 for KY Relay
Monday through Friday 8:00a.m. to 5:00 p.m.EST
Special Hours 10:00 a.m. to 3:00p.m. July 6th only