

Members now have five health plans to choose from: **Anthem BCBS Medicaid, CoventryCares of Kentucky is becoming Aetna Better Health of Kentucky , Humana - CareSource, Passport Health Plan, and WellCare of Kentucky.**

Some questions to consider in deciding upon a health plan:

- “Is my current doctor in the plan?”
- “Do you have any special services that I or someone in my family might need?”
- “Do you have someone at your plan who can speak my language?”

In managed care:

- You have a choice of doctors, dentists, hospitals, pharmacists and labs available to you.
- You have a choice of health plans to select.
- Your copayments cannot be more than regular Medicaid and may be less.

Please check our website at <http://chfs.ky.gov/dms/mcolinks.htm> for resources you can use to help you learn more about managed care, including:

- Links to the health plans’ websites,
- Information on eligibility,
- Enrollment information.

If you have any questions or problems with your health plan call:

1-855-446-1245

Health Plan		Phone Number	Website
Anthem BCBS Medicaid		1-855-690-7784	https://mss.anthem.com/ky/pages/aboutus.aspx/
CoventryCares of Kentucky is becoming Aetna Better Health of Kentucky		1-855-300-5528	http://www.coventrycaresky.com/
Humana - CareSource		1-855-852-7005	https://www.caresource.com/members/kentucky/medicaid
Passport Health Plan		1-800-578-0603	http://www.passporthealthplan.com/
WellCare of Kentucky		1-877-389-9457	https://kentucky.wellcare.com/



Member’s Guide to Choosing a Medicaid Health Plan



2016 Member's Guide to Choosing a Medicaid Health Plan



KEY: ★★★★★ Excellent ★★★★ Above Average ★★★ Average ★★ Below Average ★ Much Below Average

PREVENTIVE CARE

Health Plan	Childhood Immunizations	Well-Child Visits in the First 15 Months of Life	Well-Child Visits Ages 3 to 6	Adolescent Immunizations	Adolescent Well-Child Visits	Cervical Screening	Prenatal Care
Anthem BCBS Medicaid	New Plan, No Rating	New Plan, No Rating	New Plan, No Rating	New Plan, No Rating	★	★	★
Aetna Better Health of Kentucky*	★★★★	★★	★	★★★★★	★★★	★	★★★★
Humana - CareSource	★	★★	★★	★★★	★	★	★
Passport Health Plan	★★★★★	★★★★	★★★★	★★★★★	★★★★	★	★★★★
WellCare of Kentucky	★★	★★	★	★★★★	★★★	★	★★★★

ACCESS TO CARE

Health Plan	Child Doctor Availability	21 and Under Dental Visits	Adult Doctor Visits	Adult Doctor Availability
Anthem BCBS Medicaid	★★★	New Plan, No Rating	New Plan, No Rating	★★★★★
Aetna Better Health of Kentucky*	★★★★	★★★★	★★★★	★★★
Humana - CareSource	★★★	★★★	★★★	★★★★★
Passport Health Plan	★★★	★★★★★	★★★★★	★★★
WellCare of Kentucky	★★	★★★★	★★★★	★★★

GETTING HELP WHEN NEEDED

Health Plan	Getting Child Care Quickly	Child Customer Service	Parent Overall Satisfaction with Child's Health Plan	Getting Adult Care Quickly	Adult Customer Service	Adult Overall Satisfaction with Health Plan
Anthem BCBS Medicaid	★★★	★★	★	★★★★	★★★★	★★★
Aetna Better Health of Kentucky*	★★★★★	★★	★	★★	★★★★	★
Humana - CareSource	★★	★★★★★	★★	★★★	★★★★★	★★★★
Passport Health Plan	★★★	★★★★	★★★★★	★★	★★★★	★★★★★
WellCare of Kentucky	★★	★	★★★	★★★	★★★★★	★★★★

Ratings are compared to NCQA (National Committee for Quality Assurance) national averages and from information submitted by the health plans.

*Formerly Coventry Cares of Kentucky